



# UNDP Intranet News

[<https://intranet.undp.org>]



Empowered lives.  
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ICT Newsletter Supplement - November 2011

Bureau of Management - Office of Information Systems and Technology (OIST)

What the Intranet Can Do for You - Early Adopters - Status Updates and Statistics - Case Study - CO Starter Kit - Voices and Faces - Resources

## What the Intranet Can Do for You

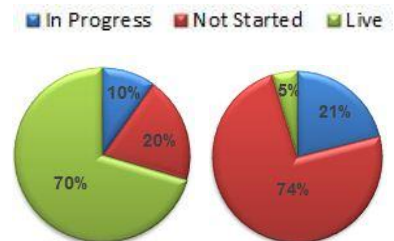
The new Intranet is built on MS SharePoint 2010, a centrally-hosted and managed web-based platform for document management and user productivity gains. UNDP can rapidly respond to business needs with it, increasing internal productivity, transparency, and overall efficiency. It combines security and data backup with flexibility to

foster innovation in the field. The new platform lets you:

- Use a PC, browser, or mobile device
- Work offline on mission
- Save data and records
- Enable record retention
- Find data and documents through powerful Search
- Offer document management tools
- Send email alerts

- Integration with MS Office, Outlook, and Lync
- Reduced administration and IT development costs
- Reusable content, workflows, forms, template sand shared business applications

traditional silos, for greater agility in adapting to UNDP's changing business needs.



Estimated HQ Sites | Estimated CO sites

Also, by using a single platform, UNDP can increase its transparency, breaking

## Country Office Early Adopters - UNDP Viet Nam

**Việt Nam Intranet**

**Pages on this Site**

- Service Directory
- Staff Directory
- Workshop & Events**
- Staff Well Being
- Work Life Balance
- FAQs
- More pages...

**Teams**

- Programme
- Operations

**Libraries**

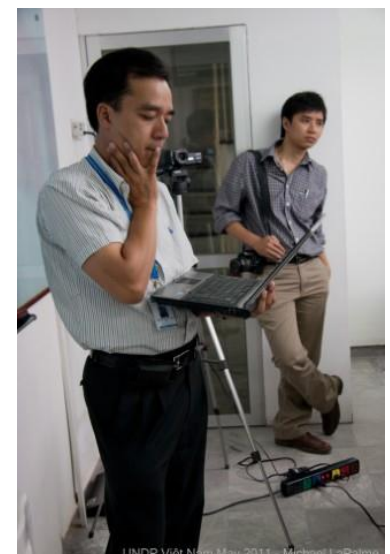
- Service Documents
- Shared Documents
- Course Materials
- Visio Templates
- Site Pages

**Pictures**

- Picture Library
- Staff Photos

One of the key takeaways of a November 2009 Asia and Pacific Regional ICT Workshop was to introduce the new Intranet to UNDP as part of the developing Content and Collaboration Architecture. Between then and now, 35 Country Offices have provisioned Intranet sites on the corporate platform for internal business process management. One early adopter is UNDP Viet Nam, who has deployed its site successfully to its staff, providing a host of benefits to

the office. The project was developed with the assistance of the Bangkok Regional Centre and its SharePoint experts Michael La Palme and Daniel Tshin (now on the SharePoint team in New York). Following the lead of UNDP Viet Nam's Deputy Country Director (Operations) Barnaby Jones and ICT Manager Nguyen Truong Giang, a site was planned to meet the many needs of the office. (con't p. 3)



Nguyen Truong Giang, ICT Manager and Phan Huy Truong, IT Assistant, May 2011

## What's Already Been Delivered

Completed initiatives include:

- ✓ **Sites deployed** and many are live. Thirty-five Country Offices have sites and half of HQ sites are live. Many HQ sites are in use for service delivery, workshops, internal business processes, dashboards, document management, and more.
- ✓ **Intranet interface redesigned** to align with other Content and Collaboration Architecture platforms, for release late in 2011. An [Intranet Centre of Excellence](#) has been created to highlight training, resource material, success stories, and advocacy to best meet UNDP's business needs.
- ✓ An **IPSAS finance document management system built** for the Jan 1 2012 IPSAS rollout.
- ✓ **Taxonomy** is in place and a migration tool tested that will assist migration documents from the old intranet to the new, maintaining the tags.
- ✓ Nearly all **POPP** chapters are live in the Intranet (POPP 2.0), enabling users to search for content, get refined results, print, and customize POPP content for easy personal retrieval. The OIST/BoM Intranet Team has set up a **Consulting Service** to assist units in site creation. Special projects include ROAR, IPSAS, HDRO, Security, an Executive Board audit tool for external users such as donors, and others.
- ✓ "Version 2.0" of site templates, called **CO Starter Kit**, incorporating feedback and field requests.



[Video - DaCosta Bayley, UNDP Barbados](#)



[Video - Patricia Hogg, BoM/OIST](#)

## What's Coming

### UI Design

- HQ/CO Starter Kit v 2.0 rollout
- Global Solutions Center & Decision Centers design
- The Intranet Centre for Excellence opens a Showcase and starts to regularly update information, with Key Feature videos
- With improved UI Design complete, Web Parts and branding are being developed

### Site Implementation

- HQ/CO Rollouts: More sites go live
- Support: Ensure users obtain the most benefit from SharePoint with effective structures/workflows
- Presentations: Regional ICT Workshops in RBAP and RBLAC in early 2012
- Applications Management: Developer's Network structure and governance being mapped out

### Training and Implementation Support

- End User: Quick Reference Guides and How-To's
- Site Owner support/Operations management

### Architecture

- SharePoint infrastructure enhancements: provide high availability and disaster recovery services and improved SharePoint performance and capacities
- Single Sign-On: Implementing and testing the federation solution between SharePoint and legacy Intranet sites
- Integration with Atlas: Testing data exchange between SharePoint and Atlas through web services
- Integration with Teamworks: Allow search crawl on its contents and display news feeds on Intranet homepage

## Case Study: Procurement Service Tracker

Communication between UNDP Country Offices and Headquarters on procurement used to be centered on the Procurement Management Practices Network. Addressing a field-driven need to have procurement policies and procedures disseminated in a clear manner, PSO/BoM established a 48-hour turn-around Procurement Helpdesk in SharePoint with built-in issue-tracking. By adding rating features and tracking the lead time when issues are posted and

modified, management can keep track on how quickly questions are answered as well as the quality of the responses. Clients/colleagues who submit queries will know the commitment of getting a response within 48 hours. Manual work is limited because email notifications are automatically generated to relevant stakeholders. So it is really a measurement of how efficient UNDP can deliver! Users and Helpdesk staff can proactively view highly-rated topics, response time, and response quality, increasing overall productivity. Out-of-

the-box, yet customized list capabilities means that such services can be set up without dedicated developers, and tracking can be measured against regions, Country Offices, dates, priority,

and request status. Useful search functions are provided to indicate date and content of earlier submissions, so that the list contents become a reusable knowledge base.

Service Lines	Title	Category	Priority	Issue status
• Crisis Prevention & Recovery Procurement	Assistance on the procurement of vehicles	Operational: Vehicles	(1) High	Resolved
• Global Fund & Procurement	Help with LTA	Operational: Global Fund/Health	(2) Normal	Resolved
• Electoral Procurement	Help with the rent of property	Operational: Insurance/Lease of Property	(1) High	Pending

## Early Adopters - UNDP Viet Nam

(con't from p. 1)

UNDP Viet Nam had an Intranet much like the old corporate solution, which was 'flat' in structure and not very used or useful (for example, ICT staff needed to make changes or upload documents for users). The challenge with the SharePoint Intranet was to train staff to see the added value of online resources for their daily work. Early adoption originated with Barnaby Jones, Deputy Country Director (Operations), who envisioned it as a powerful tool for staff. In April 2011 the office decided to implement the IIAB and asked the Bangkok Regional Centre team to help with development and implementation. Launch was on time in July 2011, after user training and feedback in May 2011, including customization and added functionality for particular office needs. The office believes that the

Intranet will help primarily with internal communications.

Some key features include:

- Productivity and decision-support processes
- Calendars and service tracking
- Web-based workspaces and tools
- Document management
- Streamlined business processes

Other offices have requested access to view the site and they welcome any UNDP staff who might like to see what they have done. The URL is:

<https://intranet.undp.org/country/rbap/vn/intra/>

They plan to further enhance it to better integrate programme-side information as it relates to internal processes.

## Country Office Starter Kit

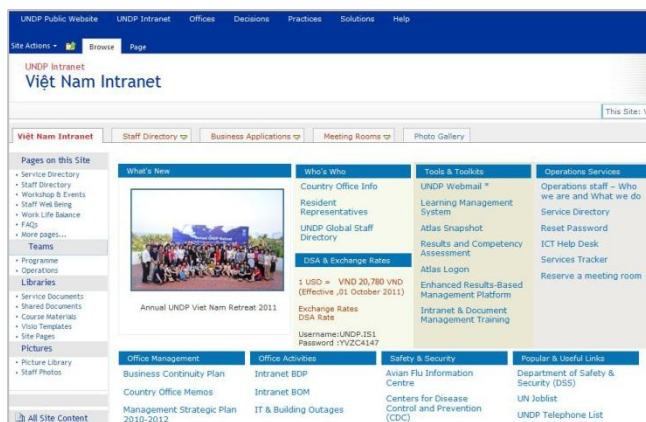
Feedback from early adopters has kept the Intranet project team busy with creating "version 2.0" of both templates for a fall rollout. The Intranet-in-a-Box (IIAB) is now called the CO Starter Kit to best reflect access to corporate features as well as being a pre-built site template. The best of both templates has been kept and they will be consistent in look and feel. Documents in the library have been updated and loaded into a corporate document center.

Next steps include bringing more Country Offices on board, so that UNDP has a fully-centralized and secure set of

local internal websites by the end of 2012. Key features include:

- Corporate services, SOPs
- Events calendar
- Forms and templates
- Staff directory
- Announcements, Staff Corner
- FAQs and Search
- Photo library
- Integration to MS Outlook - Lync
- Pre-built pages and views
- Document libraries/taxonomy
- Tasks and project lists
- Workflows

To request a site for your office, visit the "Request a Site" tab on the Intranet Centre for Excellence!



Main page of the UNDP Enhanced Viet Nam Intranet – July 2011



UNDP Viet Nam staff with Daniel Tshin and Michael LaPalme

## UNDP Viet Nam - In Our Own Words

Key personnel saw great potential in the IIAB (Country Office Starter Kit) as a powerful means to communicate effectively on services being offered to clients and staff. We gained benefits from the pre-developed template and the ability to innovate and create new tools. We have received very positive feedback from users on the many features that improve our service delivery, aiding business simplification. Barnaby Jones, Deputy Country Director (Operations)

The CO Starter Kit is a very good tool for us for information sharing and helps us a lot in improving internal communications. Users are asking us for more additional functions and we are working with the Intranet team on that. Nguyen Truong Giang, Site Owner

The CO Starter Kit is proving a very valuable internal communications tool and is a massive improvement of what was previously in place. It is a much more intuitive and flexible system and serves many communication purposes. Pernille Goodall, Communications Specialist, One UN Viet Nam

The CO Starter Kit enhances the office's transparency and work effectiveness with a user-friendly interface as to whom to contact for what purpose and procedures to be followed if assistance from Operations is required. From a programme perspective, information is hierarchically structured and easily accessible. Le Le Lan, Monitoring and Evaluation Officer, UNDP Viet Nam



## A Growing Number of Early Adopters

Over twenty offices are already up and running with the CO Starter Kit. Staff at the Morocco office, for example, feels that this platform will bring added value for business continuity, staff induction, and knowledge resources. It will support an effective implementation of **Business Continuity Planning** by providing a space where vital records and critical

documents can be stored online. In uncertain times, documents can be accessed from outside locations, allowing staff to work remotely. The Intranet can gather relevant information for **newly-hired staff** in one place to respond to all their queries. A lot of **knowledge** is created, like staff

presentations, field trip mission reports, work plans, and follow-ups on staff retreats. Having the possibility to store all this information and access it in a structured and articulated way will help improve the overall efficiency of the office, and ultimately reinforce institutional memory for the office.

CO Starter Kit - Country Offices	
RBA	Eritrea Nigeria
RBAP	Fiji - India Nepal - Sri Lanka Thailand - Timor-Leste Viet Nam
RBAS	Jordan - Morocco
RBEC	Cyprus - Georgia Kazakhstan - Serbia
RBLAC	Barbados - Cuba Dominican Republic Honduras - Jamaica Panama - Trinidad & Tobago - Venezuela

## Voices & Faces - Business Value of the Intranet

**Procurement** - *As a Procurement Analyst, I consider the Intranet to be the key tool to keep track, assign tasks and also keep our internal customers informed. It is also very valuable that all data gathered can be converted to an Excel spreadsheet to run queries easily.* Johanna de Martinez, Procurement Analyst, UNDP Panama



Panama



**Programme and Operations - Internal Business Process Management** - *There was a general consensus on the need of developing such a tool, and a committee including staff from both Programme and Operations was set up. This committee met on several occasions and we are pleased to report the strong commitment of its members. Work is now underway, but we are confident that a workable prototype could be presented to Management around year end.* Charaf Ed-Dine Gharbaoui, Operations Manager, UNDP Morocco

Morocco

**Human Resources** - *I strongly supported the establishment of the Intranet and led my HR team to upload all our service information (service details, service level agreements, forms and templates, etc.) on Intranet for clients' easy access to and request for services. The whole team felt motivated to be able to provide information and share knowledge with colleagues and clients as well as track services conveniently through this new tool.* Tran Thi Hai Dung, HR Manager, UNDP Viet Nam



Viet Nam



**Operations** *Our Country Office has benefited from the new platform to store vital records and critical documents, easily accessible outside the office and extremely important for business continuity. We used pre-developed templates and developed online workflows for processes like petty cash, transportation, and stationery requests), helping managers track and improve turnaround times.* Hiba Sabaneckh, Operations Manager, UNDP Jordan

Jordan

*UNDP Serbia can leverage this new environment to provide online file sharing, automated business process workflows, dashboards, reporting, record retention, multiple languages, and central support.* Milos Krivokuca, Head of ICT Unit, UNDP Serbia



Serbia