

Interoffice memorandum

To: All UNV Personnel **Date:** 29 November 2019
From: Olivier Adam, Executive Coordinator
Subject: UNV Online Volunteering Service in 2020

Online Volunteers 2020 mobilization approach

- 1) The 2020 global Online Volunteers mobilization approach features engagement of onsite UN Volunteers to use and promote Online Volunteers to support partners in achieving the SDGs. The approach consists of the following elements:
 - a. engaging Online Volunteers (OV) as complimentary capacity to UN Volunteers
 - b. delivering the Online Volunteering (OV) service for UN entities, governmental or other public institutions and eligible civil society organisations (CSOs)
 - c. developing standard and editable OV opportunity descriptions
 - d. introducing promotional material for OV service in UN Volunteer descriptions of assignments
 - e. presenting OV service benefits in UN Volunteers' onboarding training and communication material.
- 2) Regional Offices and Field Units are encouraged to accompany the onsite UN Volunteers mobilization strategies with regional and country specific OV mobilisation strategies and the annual UNV Strategic Framework IRRM target of 15,318 online volunteers mobilization globally.

OV service extensions to partners

OV service extensions to governments, volunteer involving organizations and the private sector are discontinued with immediate effect.

Harmonized cost recovery and eligible partners

- 1) The OV service will be free of charge to all eligible partners, effective 1 January 2020. This is made possible through process efficiency measures put in place in 2019 such as the digital transformation project and mainstreaming of the OV service function into respective sections' mandates and functions.
- 2) Partners eligible to benefit from OV service in 2020 are:
 - a. UN entities;
 - b. Governmental or other public institutions; and
 - c. Civil Society Organisations (CSOs)
- 3) To be eligible, CSOs must:
 - a. be already registered with OV service or
 - b. provide evidence of accreditation with the Economic and Social Council (ECOSOC) and/or

- c. be working with UN Country Teams as an implementing partner or through an agreement and provide evidence that a UN entity has undertaken due diligence.
- 4) In December 2019, UNV New York Office will communicate to eligible partners on the discontinuation of the cost-recovery fee for OV service. Communication to partners will be prepared by the Finance Section and signed by the Executive Coordinator.

OV Service administration

1. OV service administration includes:
 - a. screening of OV service users and registering eligible partner organizations
 - b. reviewing and posting of OV opportunities
 - c. developing standard OV opportunity descriptions
 - d. monitoring of collaboration between online volunteers and partners
 - e. responding to user and partner queries and guiding users on technical issues
 - f. providing feedback on usability and suggestions for technical improvements, reporting bugs and errors in the system
 - g. supporting testing of technical enhancements in the system
 - h. supporting content production and updates for the online volunteer platform, including translations
 - i. promoting OV services in line with regional mobilization approaches.
2. The current OV service delivery structure of dedicated regional support placed in Regional Offices and at UNV HQ in VSS remains until 31 December 2020. Dedicated personnel will continue to administer the OV service from Regional Offices and report to the respective Regional Manager. Regional managers assume supervision, accountability for results and monitor quality of provided services to partners for the relevant portfolio.
3. Dedicated personnel in VSS will administer the OV service for Asia-Pacific, North America, Europe and Commonwealth of Independent States. Matrix supervision to the Regional Manager applies for the Asia-Pacific portfolio.
4. The OV service delivery and workflows will be reviewed through the Digital Transformation business processes review and reengineering in 2020.
5. Budget for UN Volunteers to administer the OV service in 2020 and related administrative costs shall be included in RO and VSS workplans. The total budget is US\$ 192,600 and will be funded from UNV extra budgetary resources.
6. The accountability framework for OV service put in place in 2019 applies in 2020. Relevant sections are encouraged to strengthen ownership and accountability for OV service as per the inter-office memorandum on the OV service mainstreaming dated 6 February 2019 (attached).