

UNV Management Response and Tracking Plan

Evaluation Title: UNV Online Volunteering Services – Final Project Evaluation

Evaluation Completion Date: 26 May 2020

Prepared by: Sandra Koch

Position: Programme Analyst

Section: Executive Office

Cleared by: Martin Hart-Hansen

Position: Chief, Executive Office

Section: Executive Office

Input into and update in ERC: Sandra Koch

Position: Programme Analyst

Section: Executive Office

Evaluation recommendation 1. UNV, under the direction of the Executive Coordinator, should continue to facilitate free access to its OV service, in parallel with digital transformation, while engaging in collaborative exploration, to develop and launch a revised cost-recovery modality following the evaluation of the new Business Model.

Management response: UNV partially accepts this recommendation. While financial sustainability of the OV platform is important, introduction of the cost recovery in 2019 led to drastic reduction of the demand. Based on lessons learned, UNV proposes to expand the exploration of financial sustainability beyond cost recovery.

Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
1.1 UNV to provide OV services free of charge (subject to further review as part of next Strategic Framework preparation).	13 Jan 2020	UNV to provide OV services free of charge (subject to further review as part of next Strategic Framework preparation).	The provision of free OV services was instituted in the updated cost recovery policy.	Completed
1.2 UNV to explore ways of ensuring financial sustainability of the OV platform beyond traditional cost-recovery, such as crowd funding, funding through	31 Dec 2020	VSS / Digital Transformation Project Team and MSD FBS	UNV is embarking on exploring crowd funding as a means of fundraising and the OV service will be considered as a	Initiated

UNV's Special Voluntary Fund (SVF) etc.			beneficiary of funds raised through this new approach.	
1.3 Continued cost reduction of OV with introduction of UNV's Unified Volunteer Platform.	01 Jan 2021	VSS / Digital Transformation Project Team and MSD FBS		Initiated
<p>Evaluation recommendation 2. The Digital Transformation (DT) Project Manager, under the direction of the Executive Coordinator, and with support from the DT Team and DT Board, should revisit the strategy for digital transformation, to address inefficiencies linked to the quality of the interface between host organisations and online volunteers.</p>				
<p>Management response: UNV fully accepts this recommendation. In accordance with UNV Digital Transformation's a) project document, b) workplan, and, c) Unified Volunteer Platform (UVP) Business Requirements document, as well as "Online Volunteering service mainstreaming and project exit strategy" interoffice memorandum dated 6 February 2019, UNV will ensure that the OV platform is fully merged into the forthcoming UVP. The UVP, which is to be launched on 01.01.2021, will follow best practices on Universal and Intuitive User Interface, Usability and Accessibility standards and the UVP experience of Host Organizations will be further enhanced with new functionalities such as AI longlisting and AI Chatbot.</p>				
Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
2.1. Incorporate AI Chatbot and Service desk functionality into the current OV platform.	31 Jan 2020	VSS / Digital Transformation Project Team		completed
2.2. Ensure OV requirements are incorporated into the detailed 'user stories' document of the Unified Volunteer Platform (UVP).	31 Mar 2020	VSS / Digital Transformation Project Team	Business requirements are incorporated in user stories. Workflows supporting these requirements are developed as well.	Completed
2.3. Ensure UVP user experience (UX), usability and accessibility tests are fully covering for all OV requirements,	1 Jan 2021	VSS / Digital Transformation Project Team		Initiated

which are defined in detail in the 'user stories' document.				
2.4. Ensure UVP, launched on 01.01.2021, is fully covering for all OV requirements, which are defined in detail in the 'user stories' document.	31 Dec 2020	VSS / Digital Transformation Project Team		Initiated
Evaluation recommendation 3. The Chief of the Executive Office, under the direction of the Executive Coordinator, should institute the Task Force recommendation for inter-divisional collaboration, and engage in regular interface with UNV Sections; the ROs and the Field Units, to continue to facilitate organisational ownership of the OV function.				
Management response: UNV fully accepts this recommendation. In light of project completion and OV mainstreaming, in 2020 the OV service delivery structure consists of dedicated regional support placed in Regional Offices and at UNV HQ in VSS. To further strengthen inter-divisional collaboration and organisational ownership, UNV will implement the following key actions.				
Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
3.1 In support of organisation-wide ownership of the OV modality, UNV will put in place a strategy on how to ensure OV functions are mainstreamed.	01 Jan 2020	VSS in collaboration with the Executive Office and the Regional Offices	To ensure the Mainstreaming of the OV function throughout the organization, two interoffice memorandums to setting up an internal accountability framework and outlining necessary transitional measures were prepared and distributed.	completed OV Memo Feb 2019 OV Memo Nov 2019
3.2 To ensure the continuation of the OV learning curve, UNV will monitor the progress of the OV mainstreaming by making OV a topic of the weekly Management	31 Dec 2020	VSS in collaboration with the Executive Office and the Regional Offices		Initiated

Team Meetings twice in 2020 (in the first and second half of the year respectively).				
3.3 To track emerging issues and to solicit feedback on delegated tasks, there will be weekly meetings of OV support staff for them to (1) identify areas of needs and (2) to come up with recommendations for enhancement of the OV platform.	31 Dec 2020	VSS in collaboration with Regional Offices		Initiated
3.4 Aiming at an improved cross-organisational communication, UNV will ensure to make OV the topic of one of the monthly Town Hall meetings.	31 Dec 2020	VSS in collaboration with the Executive Office and the Regional Offices		Not initiated
3.5 Following the monitoring of the OV mainstreaming's progress and the Digital Transformation business processes review and reengineering in 2020, UNV will put together a forward-looking strategy on how to continue the administration of the OV services.	31 Dec 2021	VSS jointly with the Executive Office		Not initiated
<p>Evaluation recommendation 4. The Executive Coordinator, with support from the Management Team, should incorporate the thematic area of inclusiveness into the new UNV Strategic Framework, and delegate the production of an inclusiveness strategy and action plan for application to UNV's peace and development work.</p>				
<p>Management response: UNV fully accepts this recommendation. UNV appreciates that the OV Services project was supported by a diverse mix of online volunteers, including persons from traditionally marginalised and underrepresented groups. In addition, women have always been especially numerous among registered online volunteers. Therefore, UNV will:</p>				

Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
4.1 Mainstream the theme of inclusion in the new UNV Strategic Framework 2022-2025.	31 Dec 2021	Executive Office		Not initiated
4.2 Develop a targeted strategy on inclusion for the OV platform, supported by an action plan for implementation.	31 Dec 2021	VSS in collaboration with Human Resources Section (HRS)	The UN Disability Inclusion Strategy (UNDIS) launched in 2019 will provide a framework for the strategy, and the UNV Talent Programme for PWD will include OV in the new phase starting in 2021.	Not initiated
<p>Evaluation recommendation 5. The Chief of the Executive Office, under the direction of the Executive Coordinator, should review the mainstreaming arrangements for lead generation and service delivery at the RO and Field Unit levels, to address existing limitations in human resource capacity.</p>				
<p>Management response: UNV fully accepts this recommendation and agrees that based on its proximity to existing and prospective partners through the ROs and Field Units, UNV has a well-established comparative advantage in localised representation. Through its presence on the ground, UNV has been able to build relationships with project partners and mobilise volunteers at both the regional and country levels.</p>				
Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
5.1 Alongside the monitoring of the OV mainstreaming's progress and the Digital Transformation business processes review and reengineering in 2020, UNV will assess OV staff capacities within ROs and Field Units to identify	31 Dec 2020	HRS, VSS and Regional Offices for final approval by the Executive Coordinator		Initiated

potential needs and to come up with mitigation measures				
5.2 To enhance OV generation at country levels, UNV will include the task in the Job Descriptions of UNV Country Coordinators.	31 Dec 2020	HRS, VSS and Regional Offices		Not initiated
<p>Evaluation recommendation 6. The Executive Coordinator, with the support of VSS and the ROs, should revisit the newly established due diligence process for civil society organisations (CSOs) within one year of its implementation, to explore the possibility of extending partnerships to smaller and/or less established CSOs.</p>				
<p>Management response: UNV does not accept this recommendation. As of January 2020, UNV has embarked on a new due diligence process to assess the quality and suitability of new and existing host entity partnerships with CSOs for the OV facility. The newly established criteria have opened partnership formation to CSOs that already have a working relationship with UN Agencies, including UNV, and have also been accredited through UN-approved due diligence procedures. As a shared platform and common service for the United Nations system, UNV is not specifically mandated to partner with CSOs. While UNV remains open to enhance and deepen engagement with non-UN partners, UNV does not see the need to further review the current due diligence process established for CSOs to make use of the OV services.</p>				
Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
6.1				
6.2				
6.3				
<p>Evaluation recommendation 7. The Digital Transformation (DT) Project Manager, under the direction of the Executive Coordinator, and with support from the DT Team and DT Board, should continue to prioritise the improvement of UNV's OV platform to increase the accuracy of data generation and results reporting.</p>				

Management response: UNV partially accepts this recommendation In accordance to UNV Digital Transformation project Board meeting (20.11.2019, [minutes](#)) and in the light of UVP launch on 01.01.2021, UNV will invest strategically into the current platforms in order to ensure optimal use of resources. Investments into the current OV platform will only be made on improvements meeting two or more of the following criteria:

- High impact
- Low investment
- “Re-use” possibility in UVP

All other improvement requirements should be taken on-board for the Unified Volunteer Platform. This includes changes targeting increased accuracy of data generation and results reporting.

Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
7.1. Ensure continued improvements in current OV platform on items meeting two or more criteria listed in the response section.	31 Dec 2020	VSS / Digital Transformation Project Team		Initiated
7.2. Ensure OV requirements, includes changes targeting increased accuracy of data generation and results reporting, are incorporated into UVP’s ‘user stories’ document.	31 Dec 2020	VSS / Digital Transformation Project Team		Initiated

Evaluation recommendation 8. UNV, under the strategic direction of the Executive Coordinator, should take steps to offer access to the OV platform in all six UN languages and support this process by increasing the visibility of the OV facility within the UN System in the interest of sustainability.

Management response: UNV partially accepts this recommendation. While long-term approach to cover of all six UN official working languages is planned within the UNV Digital Transformation project document, UNV will develop a phased approach to the roll-out of additional languages. UNV will look into having an approach to adding any other language, which is not necessarily from the list of six UN official working languages, e.g. Portuguese.

Key action(s)	Completion date	Responsible section(s)/office(s)/unit(s)	Tracking	
			Comments	Status (initiated, completed or no due date)
8.1. Ensure that the Unified Volunteer Platform can be scaled up to any number of languages as well as accept inputs in any Unicode language.	31 Mar 2020	VSS / Digital Transformation Project Team	Requirements are formulated and shared with implementing vendor.	Completed
8.2. Prepare phased approach methodology on incorporation of additional languages and submit it to the UNV Digital Transformation project Board for decision.	30 Nov 2020	VSS / Digital Transformation Project Team		Initiated
8.3. Ensure Unified Volunteer Platform is launched with full coverage of English, French and Spanish on 01.01.2020.	31 Jan 2021	VSS / Digital Transformation Project Team		Initiated