Transforming WFP

2009-2013 IT Strategy & Key Initiatives

Executive Board Presentation

Rome, April 2012

strategy goals

1. **Modernize** the IT platform to empower our people
2. Increase the support to the **front line**
3. Improve client **experience and services**
4. Reduce the **running costs**
5. Enable **scalability** and rapid changes in scope of work
6. **Affordability** of complex solutions for smaller countries
7. **Re-engineer the IT** mission to cope with all the above

IT RightSourcing
Doing More, Doing Better

value-added vs commodity services

...TO ADDING VALUE TO OUR BUSINESS

- ✓ Business re-engineering
- ✓ Project Management
- ✓ Business Analysis
- ✓ User Relationship
- ✓ Coding & Configuration
- ✓ Utility Services
- ✓ Data Center

OUTSOURCED

WFP STAFF

FROM KEEPING THE LIGHTS ON...

IT services

80 different ways of doing the same

Skills
Re-training
Quality
Control
Aggregation

!

IT service centers

RightSizing strategic contribution

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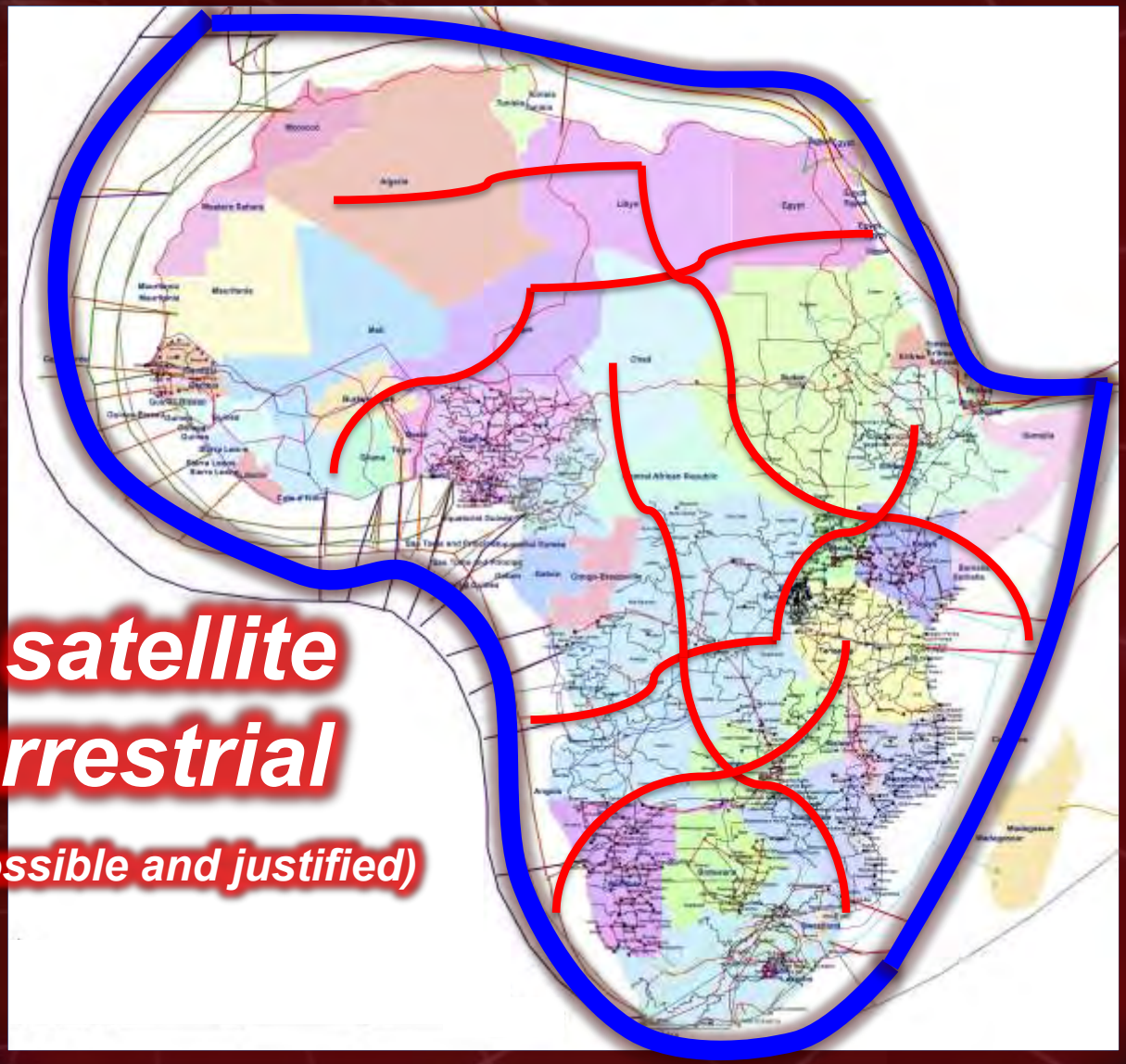
an enabling network

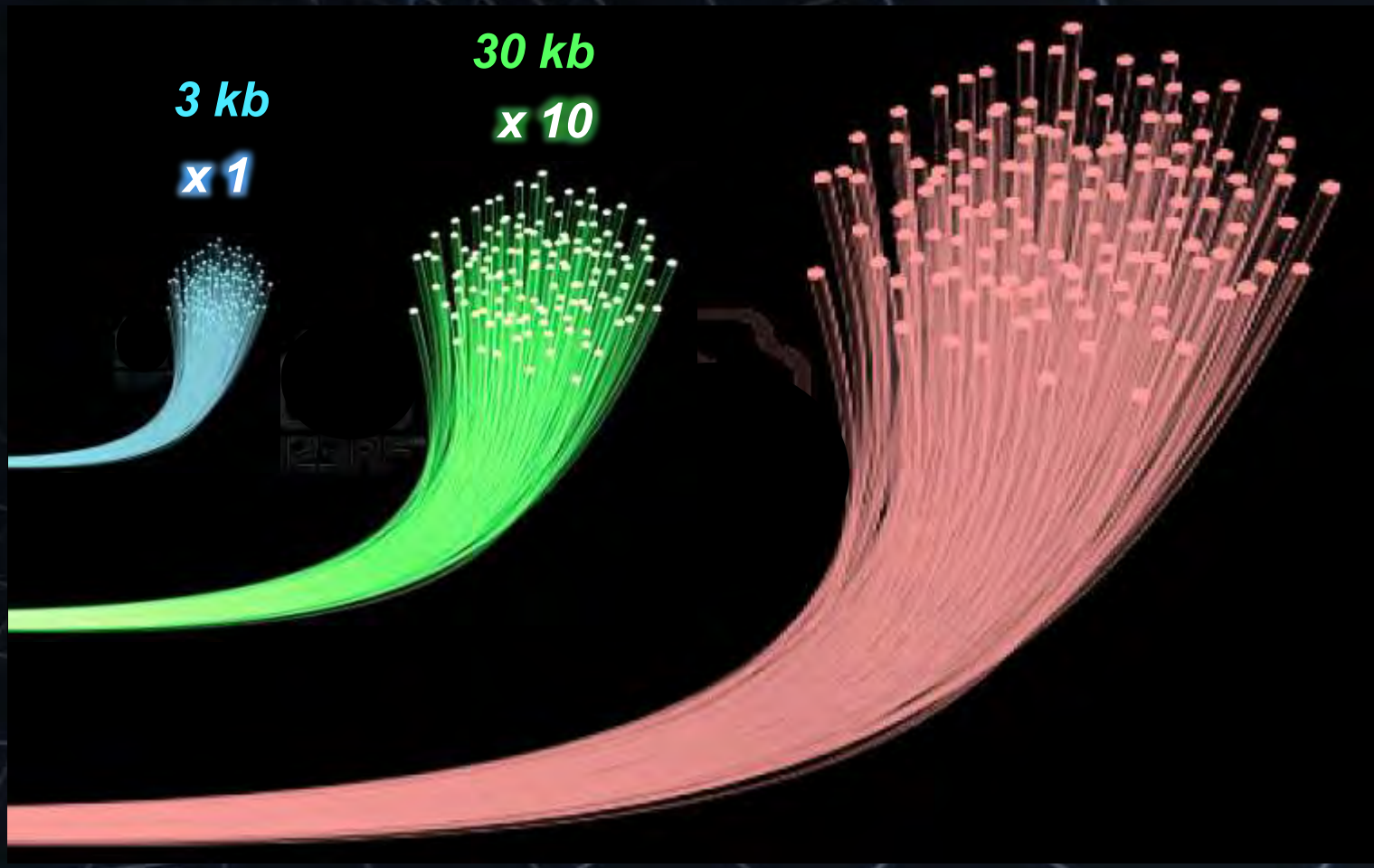
leveraging on progress of technology



from satellite to terrestrial

(wherever possible and justified)

bandwidth upgrade per user



FoodLink strategic contribution

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CONNECT

EMPOWERING YOU

just a click away…

from…

e-Mailing

to

UN-Federated Unified Communications

- ✓ You can send/receive a mail
- ✓ You know if a colleague is there and available
- ✓ Or you can chat
- ✓ Or start a desktop videoconference
- ✓ Or make a free phone call from your screen
- ✓ Work in common documents with colleagues far away
- ✓ Share your screen with others
- ✓ Run a desktop, remote “Live Meeting”
- ✓ Make your telephone to follow you
- ✓ Allowing you to be fully mobile
- ✓ Promoting UN-wide UC and their federation

Connect strategic contribution

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reaching out to the deep field

EPIC

Emergency Preparedness Integration Centre

WFP IT: first on the ground in emergencies

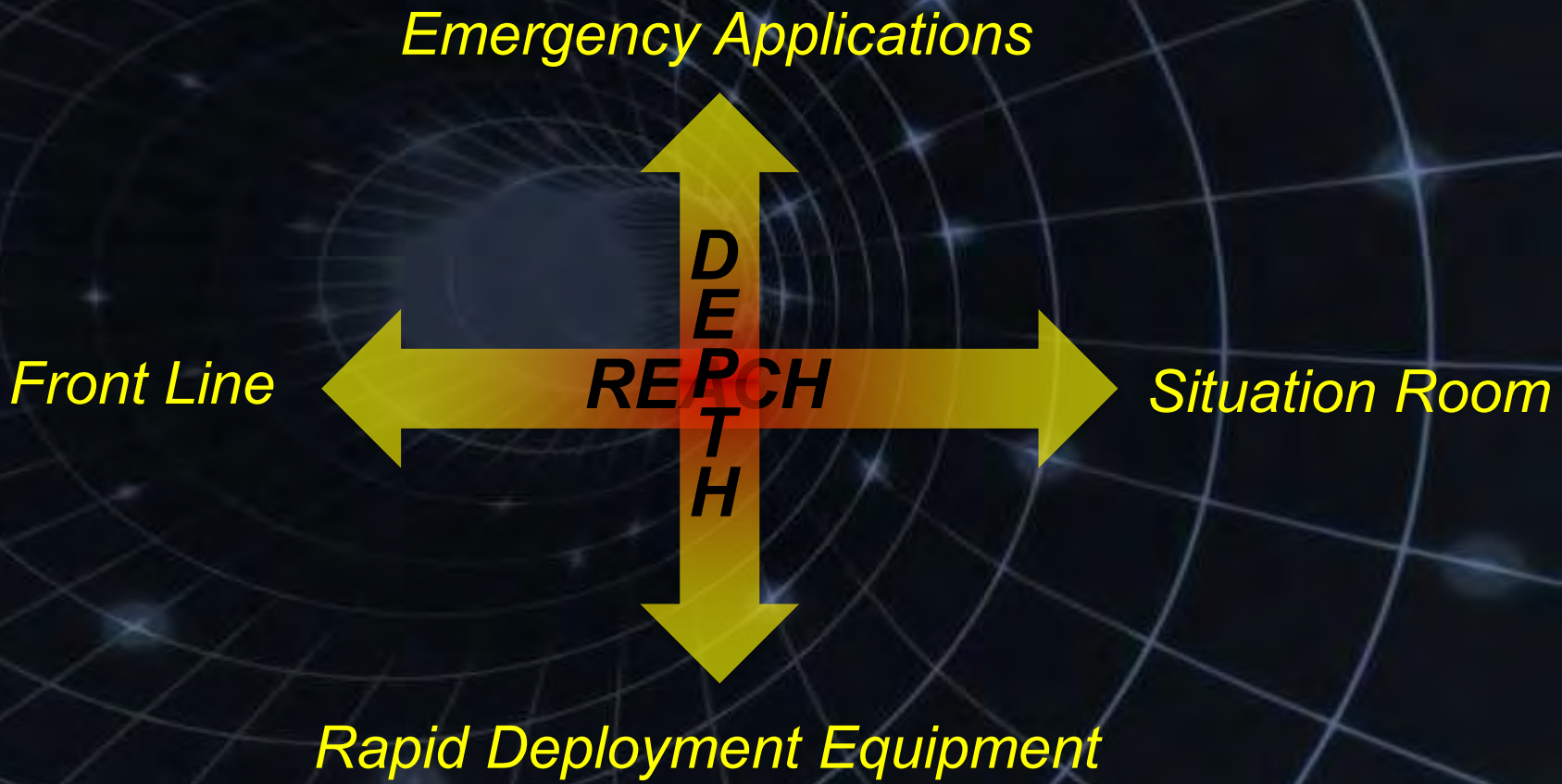
WFP proudly leads the Emergency Telecommunications Cluster

Mandate

- Rapid and predictable deployment
- Services to all humanitarian players
- Standard, interoperable ICT solutions to avoid duplication and ensure cost effectiveness
- Provider of last resort
- Ensure a smooth transition after emergencies
- Build in-country capacity

FITTEST Prepositioning

EPIC: end-to-end solution for emergencies



EPIC: end-to-end solution for emergencies

Front Line

- Real-time info feeds
- Staff & vehicle tracking devices
- Messaging, tracing and alerting
- Interfaced with “Connect”

Situation Room

- Portal with map-based command and control solutions
- Maps, images, SitReps, warnings

- Digital Radios
- Hand-held computers
- GPS Tracking Devices

- Rapid Deployment Base
- Emergency.lu
- Ericsson Response

- MS Surface Technology

EPIC became a reality in Pakistan

- Already Implemented
- Plan or in progress

Supporting PDMA's adoption of EPIC and transfer of know-how

- ✓ *Map Tracking of staff and assets*
- ✓ *Digital Radio integrated with telephony*
- ✓ *Dispatcher services*
- ✓ *Security alerts to staff in denager zones*
- ✓ *SitRoom with Touch Screen linked to field*
- ✓ *Electronic Waybills*

What Next ..

- ✓ *Resourcing situation & pipeline management*

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