

President of the WFP Executive Board 2024. Photo credit: WFP/Matteo Minnella



The Executive Board is WFP's supreme governing body. Comprising 36 States Members of the United Nations or Member Nations of the Food and Agriculture Organization of the United Nations (FAO), the Board provides intergovernmental support, policy direction and supervision of the activities of WFP.



World Food Programme

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SAVING LIVES  
CHANGING LIVES

# Update on digital governance services

## Executive Board Secretariat

28 May 2024

# EBS DIGITAL ROADMAP: SEAMLESS EXPERIENCE PROGRAMME

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In 2021, the Executive Board Secretariat launched its Digital Strategy dubbed “Seamless Experience Programme” to provide a unified, user-friendly digital platform, offering an integrated user experience across all services to:

- Enhance the user experience and accessibility within a secure environment;
- Streamline services and processes applying basic product/service management principles, applying agile methodologies, customer feedback through surveys and the establishment of the Informal Digital Advisory Group (IDAG);
- Ensure the availability of reliable data to provide insight and evidence for continuous improvement of products and services as well as management oversight.

# EBS DIGITAL ROADMAP: SEAMLESS EXPERIENCE PROGRAMME

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## *Digital Governance Services One Stop Shop*

- **Executive Board Website**
- Virtual Consultations
- Notifications
- IOAC Portal
  
- **Meetings Services**
- **Registration and Reception**
- **Integrated access to online meetings and webcast**
- Meetings Planning & Management
- Contacts and Correspondence
- Managed Action Items

## *Documentation & Translation Services*

- **Translation management platform with machine-assisted translation**



## Product & Service Management



End-to-end digital coverage of processes to streamline and improve our services.

User-centric, evidence-driven continuous improvement of products and services.

Agile, iterative, incremental adjustments based on user feedback.

Automation of operational and executive analytics to support decisions and oversight.

# REGISTRATION AND RECEPTION: FEATURES & BENEFITS



## Attendance Management

- ✓ Single registration platform for Mission and Occasional participants.
- ✓ Phase 1 managed by EBS
- ✓ Phase 2 extended to Attendance Coordinators within the Missions



## New Meeting Services

- ✓ Define your participation preferences.
- ✓ Join Zoom online or watch webcast based on user credentials within the EB Website
- ✓ New website sign-in with password or additional Netflix style easy code access



## Reception

- ✓ Seamless virtual and in-person reception
- ✓ Easy Zoom link retrieval from the website.
- ✓ Smoother check-in process at WFP HQ
- ✓ Sustainable badges
- ✓ Faster badge printing



## Notifications

- ✓ Increased self-service management of notifications and correspondence.
- ✓ Receive up-to-date information for attendees on meeting and documentation info.



## Other Benefits

- ✓ Elimination of duplication of work by Missions and Secretariat
- ✓ More secure digital environment
- ✓ Automation of operational and executive reports
- ✓ Better analytics

# REGISTRATION AND RECEPTION: KEY CHANGES

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## Current process (challenges)

### 1. Insecure sign-up with WFP Code

- Same code being disseminated , compromising security.

### 2. Incomplete contact information

- Current sign-up form does not collect a full set of contact information, leading to ambiguity in user identification.

### 3. Use of generic email addresses

- Users often sign up with generic email addresses, increasing risk of unauthorized access and reducing accountability.

### 4. Complicated meeting access

- No direct website access to join or watch meetings.
- Users must register on Zoom separately and search for the confirmation email.
- For on-site attendance, participants must send a *note verbale* via email listing attendees and preferences.
- The Secretariat compiles these requests into a matrix for each mission, resulting in a time-consuming process, double entry, prone to errors and inefficiencies.

# REGISTRATION AND RECEPTION: KEY CHANGES

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## New process (improvements)

### 1. Enhanced role of Mission Focal Point

- Delegation of user profile management to mission focal points.

### 2. Elimination of WFP Code

- Sign-up via Mission Focal Point email request to the Secretariat.

### 3. Comprehensive user profiles

- Accounts for all mission-associated individuals with valid email address (i.e. not generic). Reception of email to reset your password.
- Profiles for all “Occasional” individuals

### 4. Streamlined meeting access

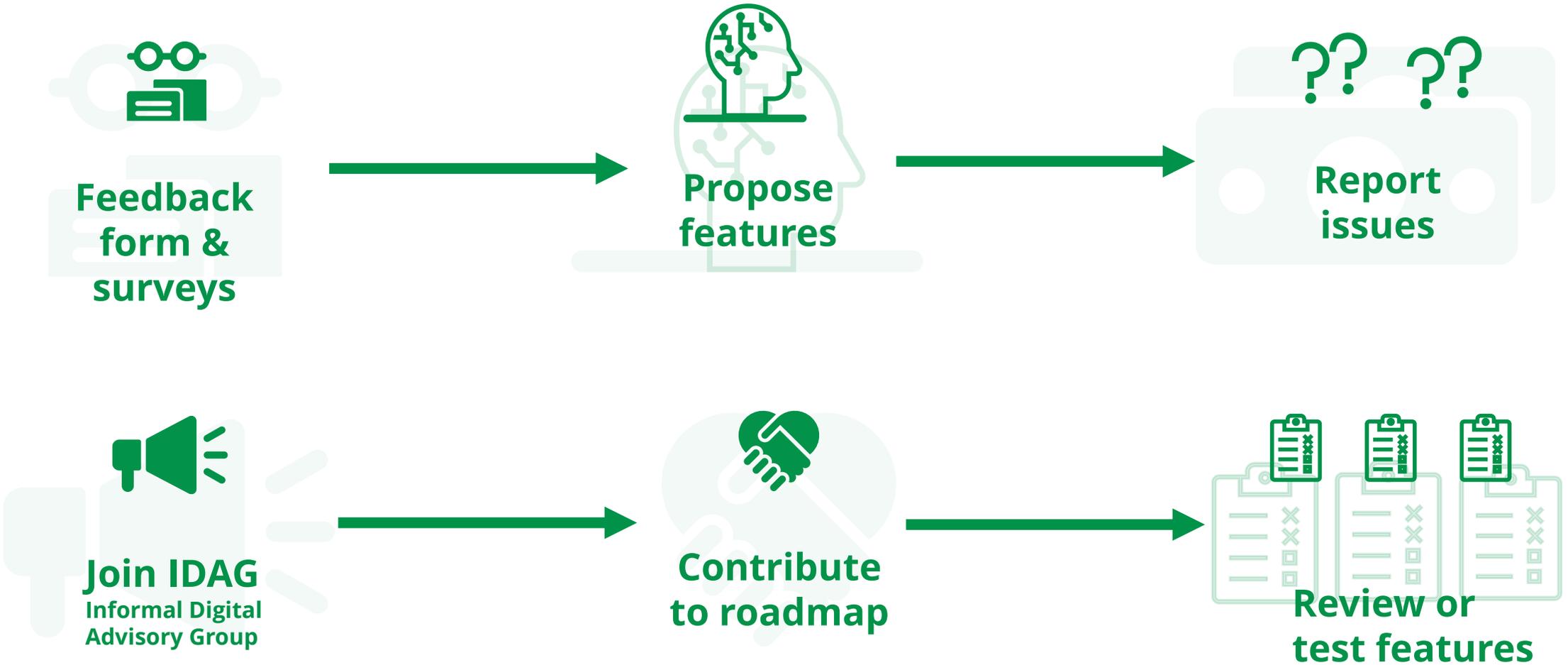
- Direct access to join or watch meetings from the website, simplifying user experience and increasing efficiency.

### 5. Better data collection and management

- Enabling the automation and improved accuracy of analytics and reports, lists of participants leveraging the registration data, avoiding cumbersome manual compilation via Word files.

# HOW TO SUPPORT

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**Thank you**  
for your attention