



Humanitarian Booking Hub

Leading United Nations Reform through inter-agency collaboration, innovative services for field staff, and new digital tools to optimize resources for common service provisioning

Exhibition on the margins of the Second Regular Session of the Executive Board
Tuesday, 19 November to Thursday, 21 November 2019
Forum A, WFP Headquarters

Context & Concept

Created in 2015 to manage WFP accommodation worldwide, the Humanitarian Booking Hub expanded to include booking and management services for 580 United Nations drivers, 285 United Nations Humanitarian Air Service (UNHAS) flights, 240 United Nations guesthouses, 100 United Nations Department of Safety & Security (UNDSS) listed hotels, 52 United Nations clinics and 30 counsellor services from seven United Nations Agencies in more than 50 countries.

It operates a website for the United Nations non-governmental organizations and humanitarian partners' staff travelling in the field, and a restricted Digital Office dedicated to United Nations administrators managing services with a customer-oriented approach. The platform offers a variety of reporting features, helping organizations to monitor and communicate statistics about service usage and status for informed decision making.

A feedback section allows the United Nations client staff to report on their experience in using the different services so to ensure customer satisfaction tracking and a continuous improvement process to create a client driven culture in the United Nation system as envisioned by the Secretary-General.

The Humanitarian Booking Hub was first presented to the High-Level Committee on Management (HLCM) in April 2019. It was much appreciated by the Deputy Secretary-General in September 2019, during her visit to WFP Headquarters to address the 13 September Informal Joint Meeting of the FAO Council, IFAD Executive Board and WFP Executive Board, as an innovative operationalization of United Nations reform through inter-agency coordination; at the Deputy Secretary-General's request, a demonstration space was afforded during the General Assembly in New York as an example of good practice for a concerted approach within the United Nations system.

The exhibition on the margins of the 2019 Second Regular Session of the WFP Executive Board will feature the platform and the available booking and management services. Visitors will be able to see on two large monitors short videos on continuous loop about the service provided to both staff traveling to the field and administrators and will experience the inter-agency service provision on two laptops. In addition, five totems

will guide visitors through the different services and a limited amount of Quick Response (QR) cards (linking to the programme website) will be distributed.

Objectives

The exhibition will:

1. Raise awareness among Executive Board members of WFP leading United Nations reform with an operative project in which seven United Nations Agencies are collaborating;
2. Display efficiency gains from intra-agency and inter-agency resource optimization within the United Nations reform framework;
3. Position the Humanitarian Booking Hub as an innovative tool to create new services for field staff and to provide the global United Nations back-office to advance business common operations across the system.

Agenda

The exhibition will take place all day from Tuesday, 19 November to Thursday, 21 November in FORUM A. The Global Accommodation Manager and the Humanitarian Booking Hub team will be present to engage visitors and guide them through the platform.