



rsce

Regional Service Centre Entebbe

OUR PERSONNEL

- 31%** INTERNATIONAL
- 67%** NATIONAL
- 2%** UNVs

EVERY YEAR RSCE PROCESSES

| | |
|---------------------------|---------------------------|
| 175,500 PAYROLLS | 8,700 ED GRANTS |
| 36,600 F10 CLAIMS/ER | 58,000 VENDOR INVOICES |
| 20,400 TRAVEL REQUESTS | 64,500 TELEPHONE BILLS |



20,400 PERSONNEL SERVED
including: international civilian, national staff, uniformed personnel, UN Volunteers and individual contractors

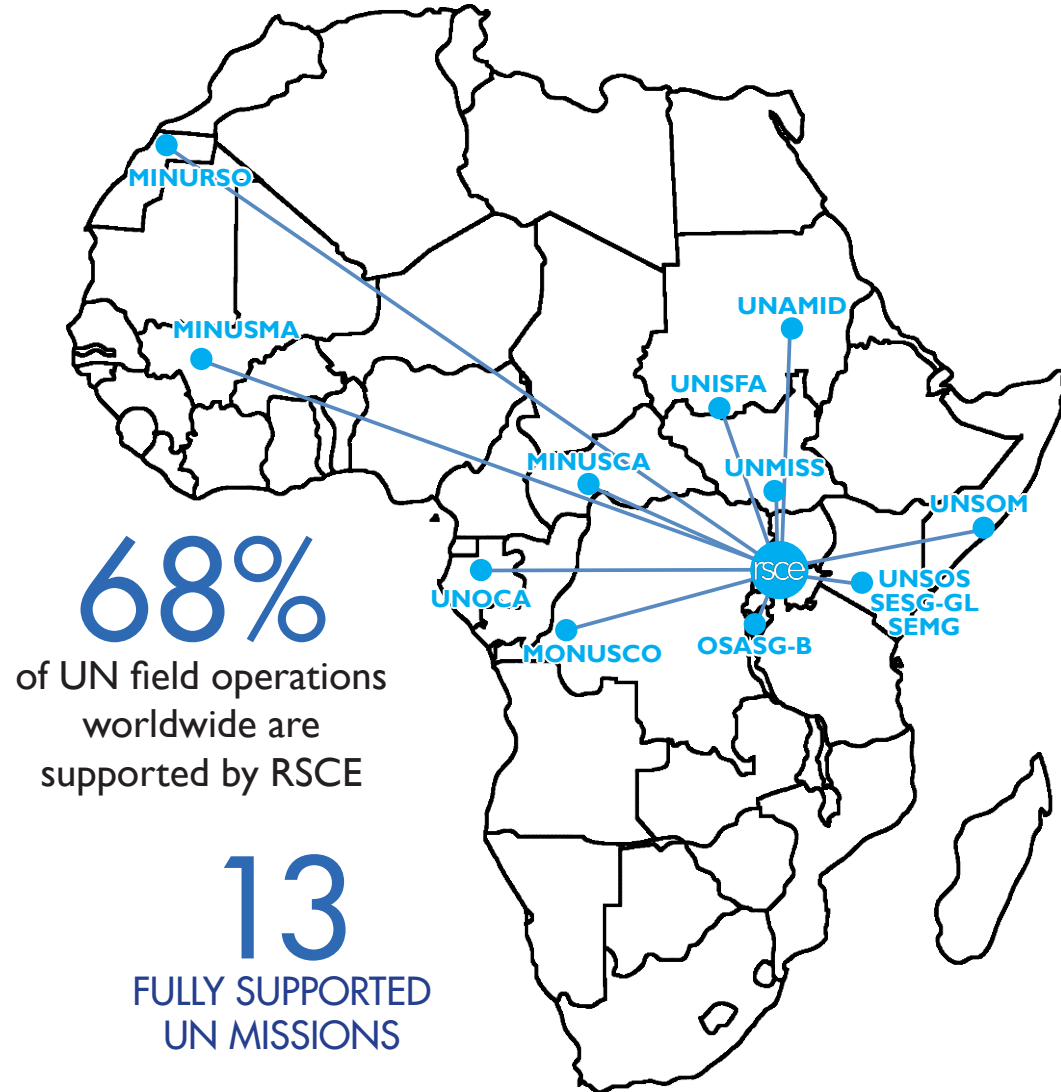
- 41.0%** NATIONAL
- 24.6%** INTERNATIONAL
- 34.4%** UNIFORMED PERSONNEL

\$33 million BUDGET

5,100 training participants hosted annually

“ The overall intention of the global field support strategy is to **transform service delivery** to field missions through a **fundamental shift** in the existing division of labor and a relocation of functions to improve **responsiveness** and **address the needs** of the field missions. ”

24 June 2010 (A/RES/64/269)





GOVERNANCE

STEERING COMMITTEE

Senior governance and decision making body providing strategic guidance and oversight

 Representatives from Dept. of Field Support and Client Board

CLIENT BOARD

Expert advisory role to Chief, including strengthening client management and engagement

 Comprised of the Directors and Chiefs of Mission Support

CLIENT RELATIONSHIP

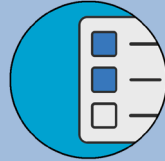


governed by a standard Service Level Agreement

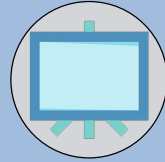


hosts monthly VTCs and semi-annual workshops

STAFF ENGAGEMENT



SATISFACTION SURVEY



TRAINING



TEAM BUILDING

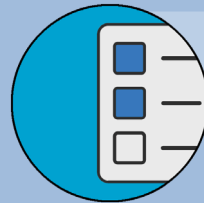
PERFORMANCE MANAGEMENT

KEY PERFORMANCE INDICATORS

KPIs for all service lines on a quarterly basis

KPIs for individual staff and service lines on a monthly basis

CLIENT ENGAGEMENT



SATISFACTION SURVEY

on a semi-annual basis and current statistics



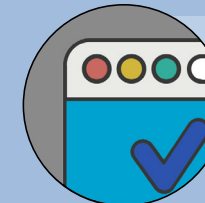
iNEED QUERY MANAGEMENT

primary tool to receive feedback



CALL MANAGEMENT

an escalation method for unresolved iNeed tickets



VENDOR SURVEY

on a semi-annual basis and current statistics



MISSION VISITS

face-to-face interactions to improve our services



ADMINISTRATION

Benefits and Entitlements

SERVICE LINES 

Onboarding and Separation
Uniformed Personnel
Civilian Benefits and Payroll
National Staff

Allowances and Payments

SERVICE LINES 

Entitlement Travel
Travel for Meetings & Training
Education Grant
Vendors
Cashier

Financial Reporting

SERVICE LINE 

Financial Management and
Accounting Services

REGIONAL ICTS

supports regional initiatives which have technological benefits utilized by client missions

Fundamental Principles

- elimination of duplication of effort
- achieving economies of scale
- removing disparity of services across missions through standardization
- non-location dependency



Initiatives

EFFICIENT, MOBILE, INTEROPERABLE COMMUNICATIONS

through low-latency/high-bandwidth VSAT, point-to-multipoint microwave, radio interoperability, long term evolution

PHYSICAL, DATA, AND NETWORK SECURITY

through access control, video surveillance, etc.

ENHANCED/HARMONIZED ICT FIELD- PREPAREDNESS & EFFECTIVENESS

through training including UN Signals Academy and regional civilian ICT training

CENTRALIZED REGIONAL TELEPHONE BILLING SERVICES

more than 60,000 telephone bills processed per year

IMPLEMENTATION OF ENTERPRISE SYSTEMS AND CUSTOMER CONTACT CENTRE

throughout the region including e-billing and other systems

LOGISTICS

Transport and Movement Integrated Control Centre (TMICC)



provides an integrated planning and execution of integrated regional scheduled passenger flights, ad-hoc, cargo, medevac, VVIP, troop rotation, and emergency support services

The East Africa Corridor Project



The EAC missions (MONUSCO, UNAMID, UNISFA, UNMISS and UNSOS) will test the use in coordinated planning, sourcing and delivery processes for six commodities including: air conditioners, cement, electrical cables, furniture, household linen/bedding, and printing/writing paper.

EXPECTED BENEFITS

- reduced lead times, improving supply chain visibility
- benchmarking against industry best practice with related processes and procedures
- cost avoidance through consolidation of shipments
- enhanced usage of infrastructure available within the East Africa region