



The Office of Information and Communications Technology (OICT) enables a better, safer, more sustainable future through innovative technology. It is committed to ensuring colleagues all over the world have every tool necessary to succeed in their respective mandates.

Vision

The vision of OICT is

- to be solution partners and agents of transformation
- to be catalysts for innovative technology solutions for organizational transformation
- to ensure solutions are agile, simple, reliable, innovative and secured
- to stay client-centric, solution-oriented and business-driven
- to lead the UN through a digital journey to support the core work of the UN

Our Leadership

All Secretariat entities report to Ms. Atefeh Riazi, Chief Information Technology Officer, Assistant Secretary-General, on issues relating to all ICT-related activities, resource management, standards, security, architecture, policies, and guidance.

OICT Comprises:

- **Operational Support Division:** includes the global ICT infrastructure, architecture, network, Unite Service Desk, technology solutions and operations, (Global Service Centre, Regional Technology Centres and Economic Commissions, the field missions).
- **Policy, Strategy and Governance Division:** includes compliance, audits, new technologies and innovation, analytics, strategy, policy, information and records management.
- **Enterprise Solutions Service:** includes the global products and services that support the needs of the business.
- **Cybersecurity Section:** responsible for information security and the Organization's core cyber defense.
- **Enterprise Programme Management:** includes budgets, department assets, human resources, global contracts, and other administration-related matters.

Our Services

- OICT is developing solutions to meet the administrative and substantive needs of the Organization.
- A growing number of Unite applications are helping staff to do their work better and faster.
- The deployment of Unite Mail and a suite of Office 365 tools, including Skype for Business and OneDrive for Business, connect people, data and information in quicker and simpler ways, and allow them to work and collaborate from anywhere.

- Unite VC facilitates online booking of audio/video conferences globally.
- Unite Search is a modern, one-click search engine that explores content across multiple sites and systems.
- Crowdsourcing on Unite Ideas results in open source solutions for the Sustainable Development Goals.
- Unite Analytics pulls from growing and varied data sources to describe, predict and improve decision-making based on clear, data-driven insights and trends.
- Efforts are underway on the UN Digital Agenda, which focuses on innovative solutions and analytics, frontier technologies, and cybersecurity in the context of the United Nations mandates.

OICT is taking advantage of cutting-edge technology to modernize the Organization's infrastructure and architecture.

- A cloud computing strategy is being implemented. Cloud computing is an efficient method of hosting and managing computer servers, data storage and networking and delivering them over the internet.
- Regional Technology Centres ensure that governance, standards, policies and procedures, as well as information security and architecture requirements are met within each region and that user experience remains consistent across the regions.
- The Unite Service Desk provides 24/7 support for a growing number of Unite applications and services.
- Enterprise Application Centres coordinate and lead the global development and support of enterprise applications.

Achievements

OICT has made significant progress in transforming and modernizing the technology landscape, optimizing resources, establishing strong governance, and creating stepping stones for innovation at the United Nations. These enhancements have led to improved operations and service delivery, providing better support to our daily work.

Contact us at unite@un.org

Resources

- OICT on iSeek (iseek.un.org/oict)
- Field Technology website (ft.dfs.un.org)
- Unite Service Desk (iseek.un.org/unite-service-desk)
- Unite external website (unite.un.org)

