



ICT Workshop 2013

**Unlocking the Potential of ICT
Moving Toward Delivering as One**

Ng Chong
Campus Computing Centre
United Nations University



About the workshop



Reflection



Forum



Marketplace



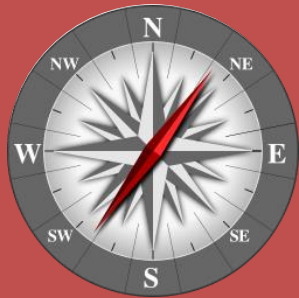
Synergy



Innovation



Outcomes Sought



Top 10
Priorities



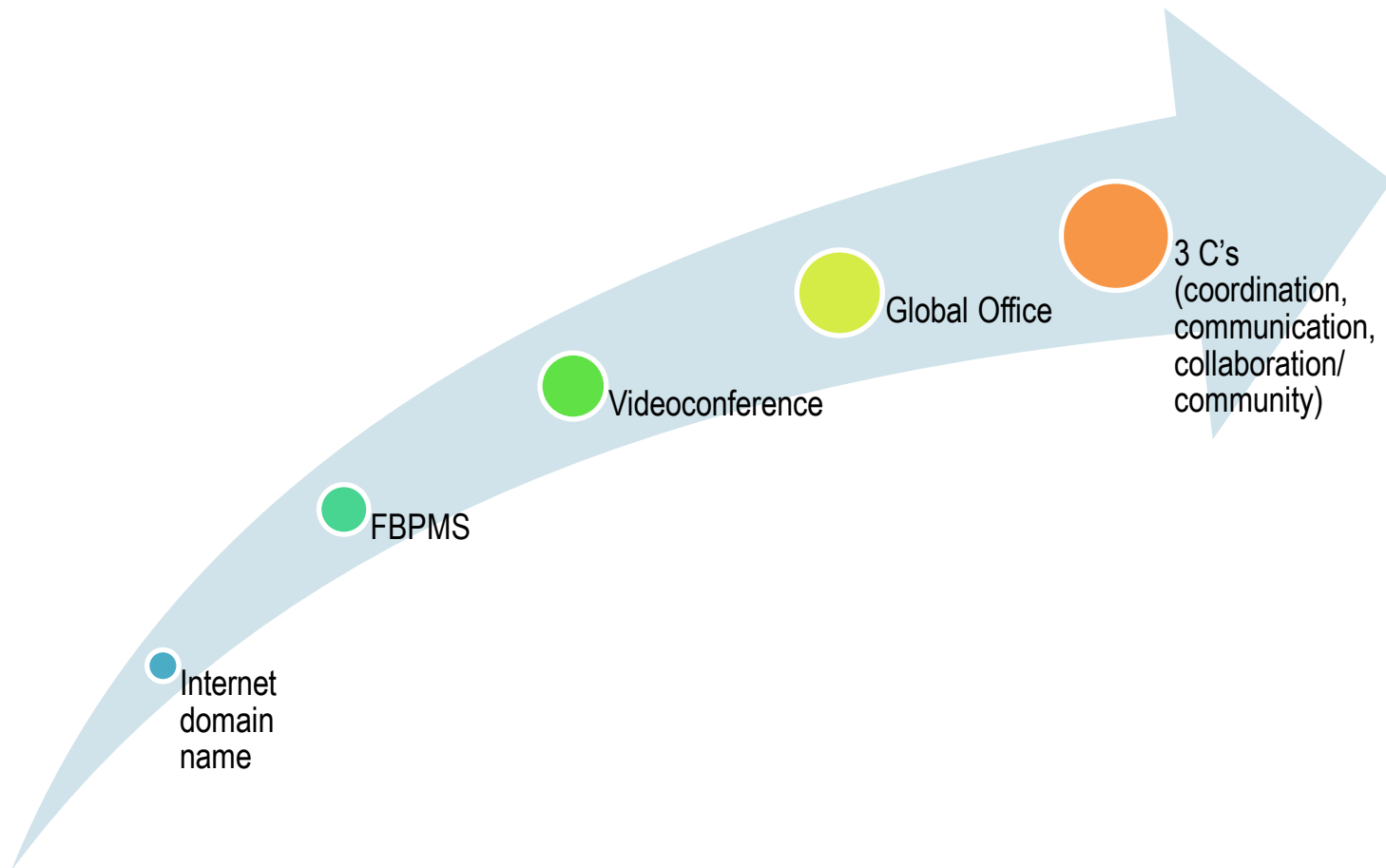
Global
Initiatives



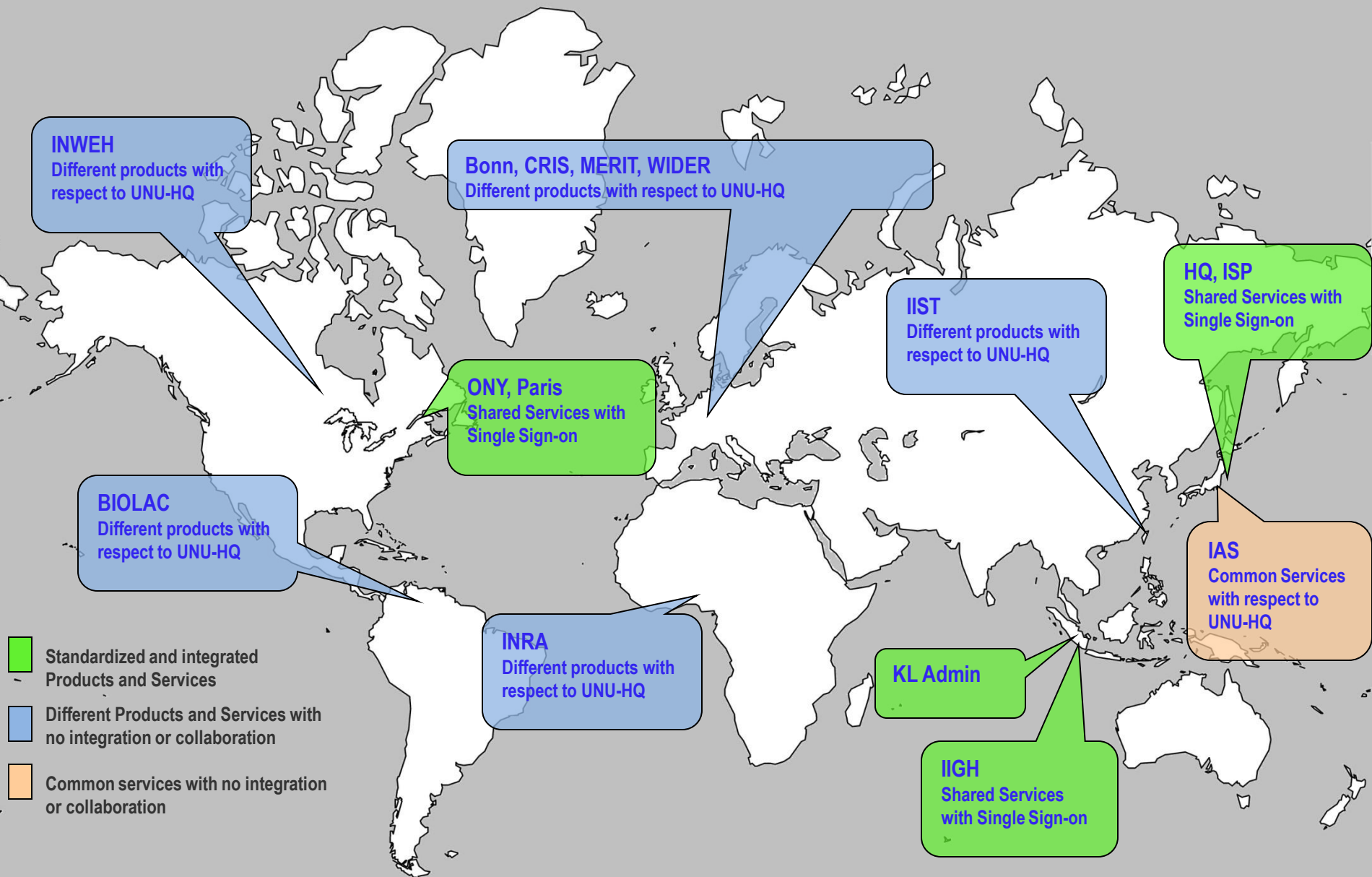
Communities
of Practice



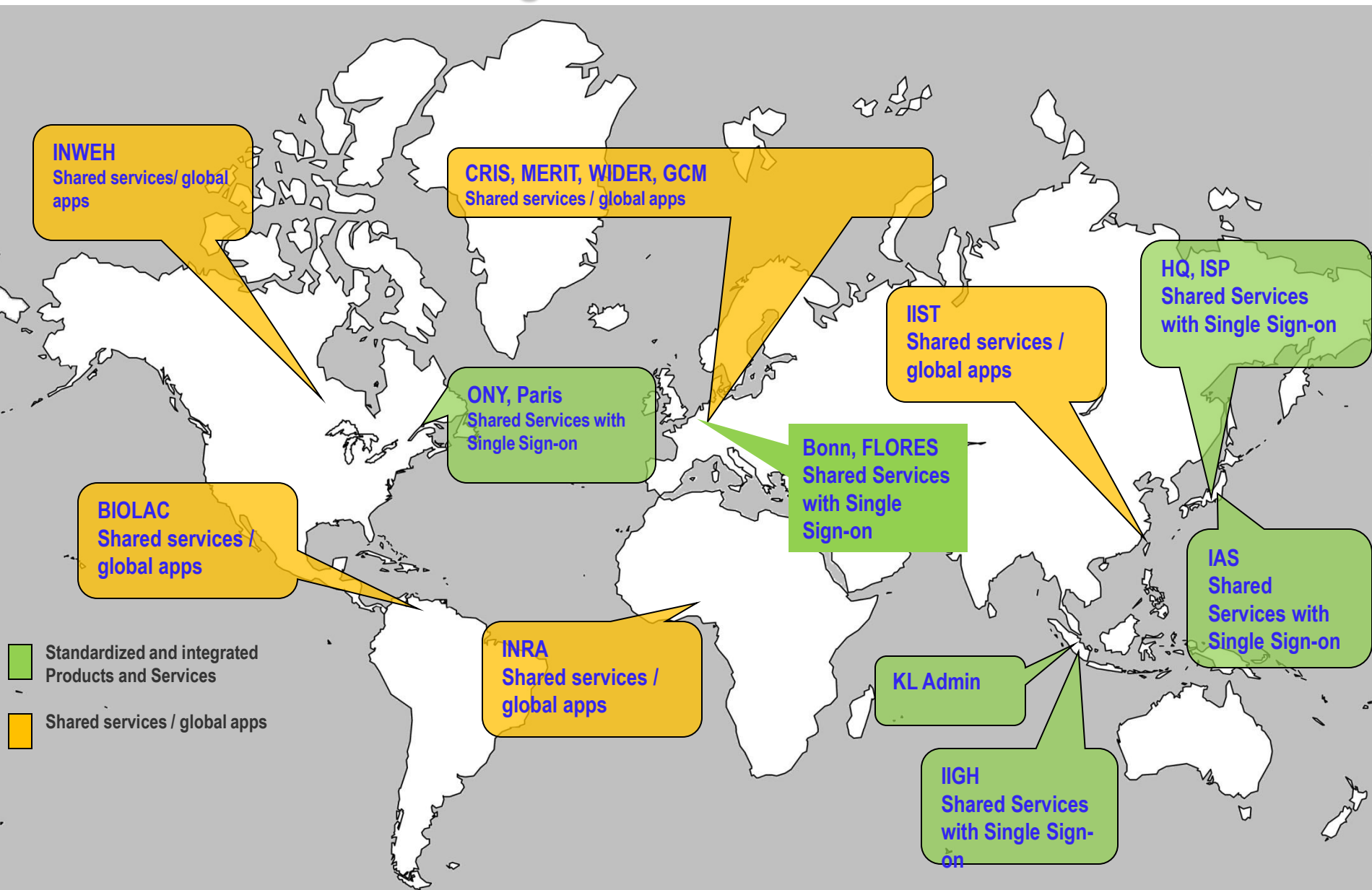
C3 vis-à-vis RTCPs



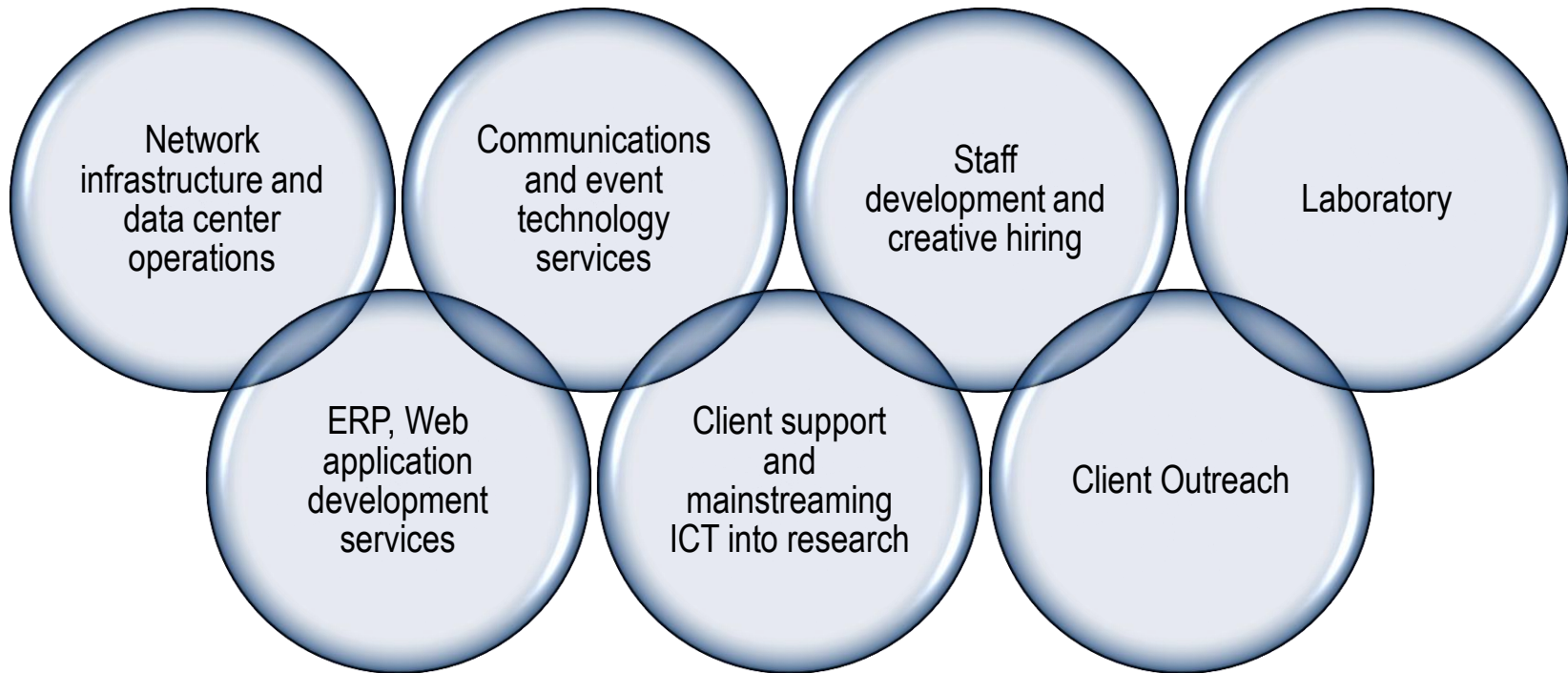
Once upon a time - ICT Fragmentation in UNU



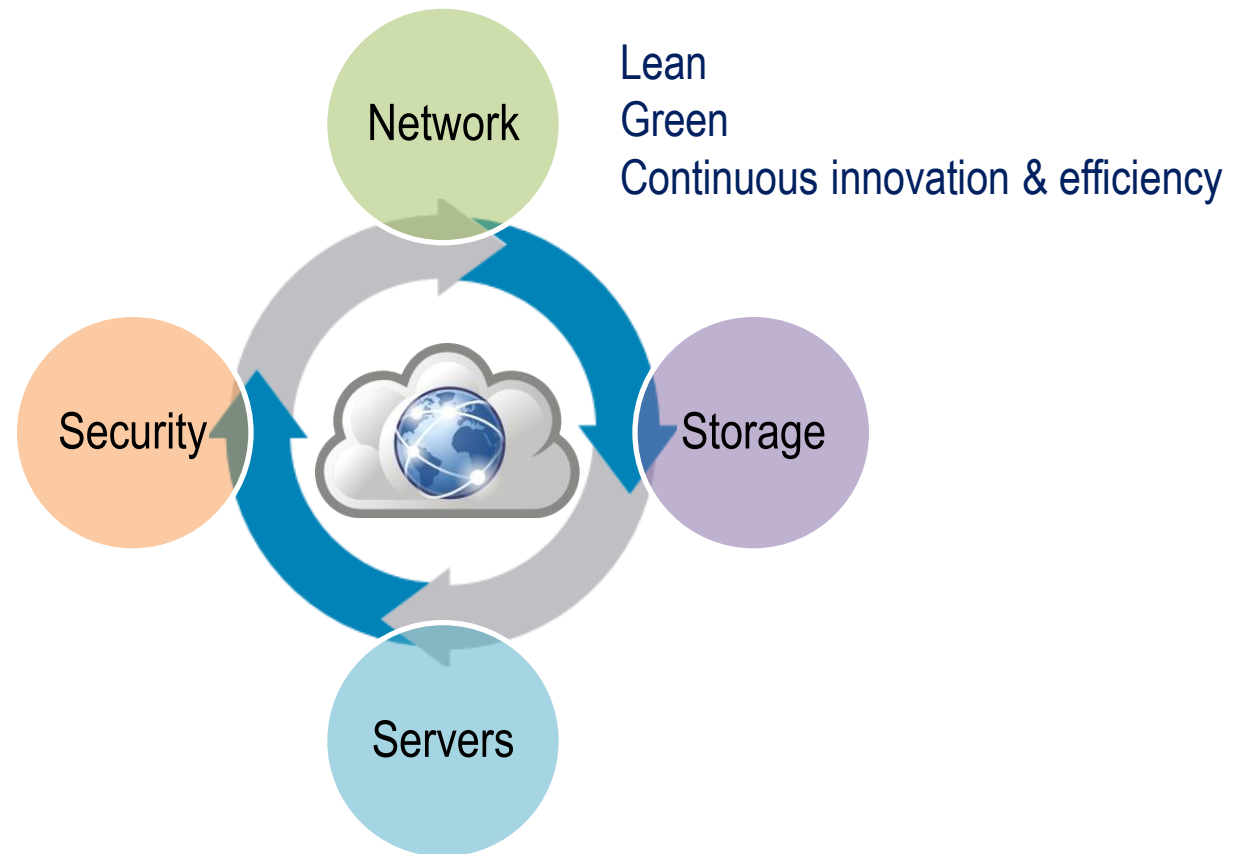
Age of collaboration



What we do? >>>> Workshop Agenda



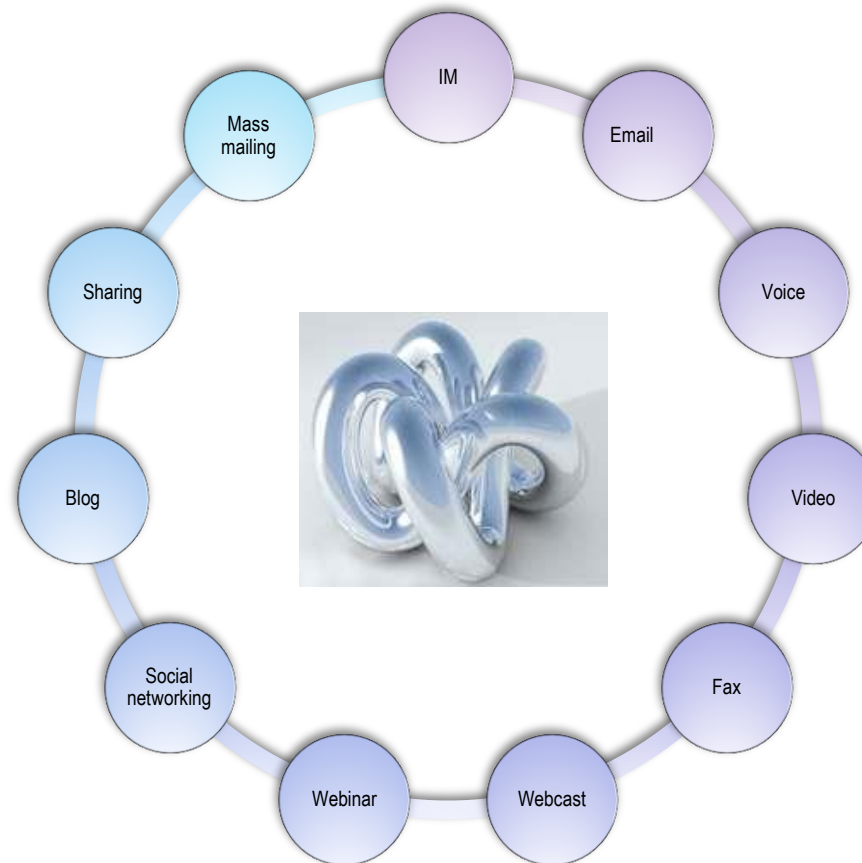
Network infrastructure and data center operations



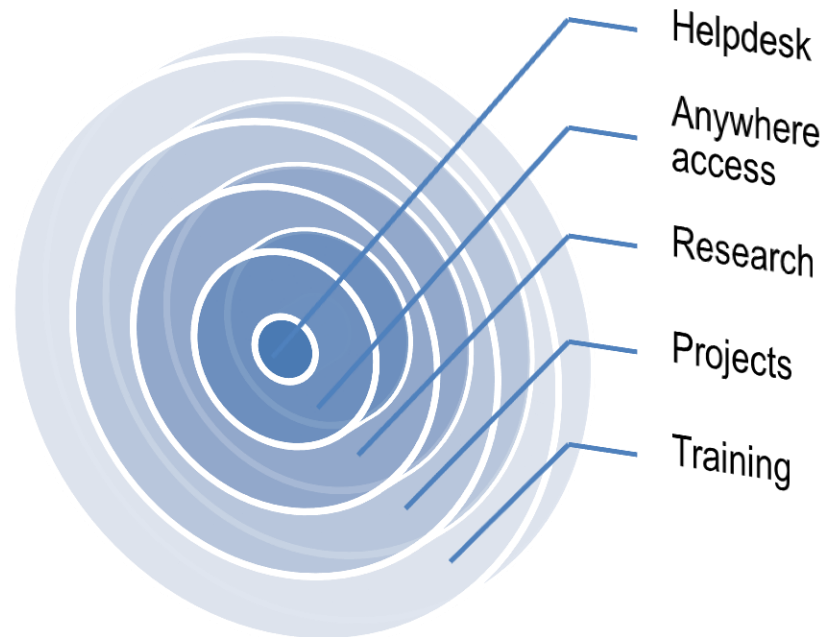
ERP & Web development



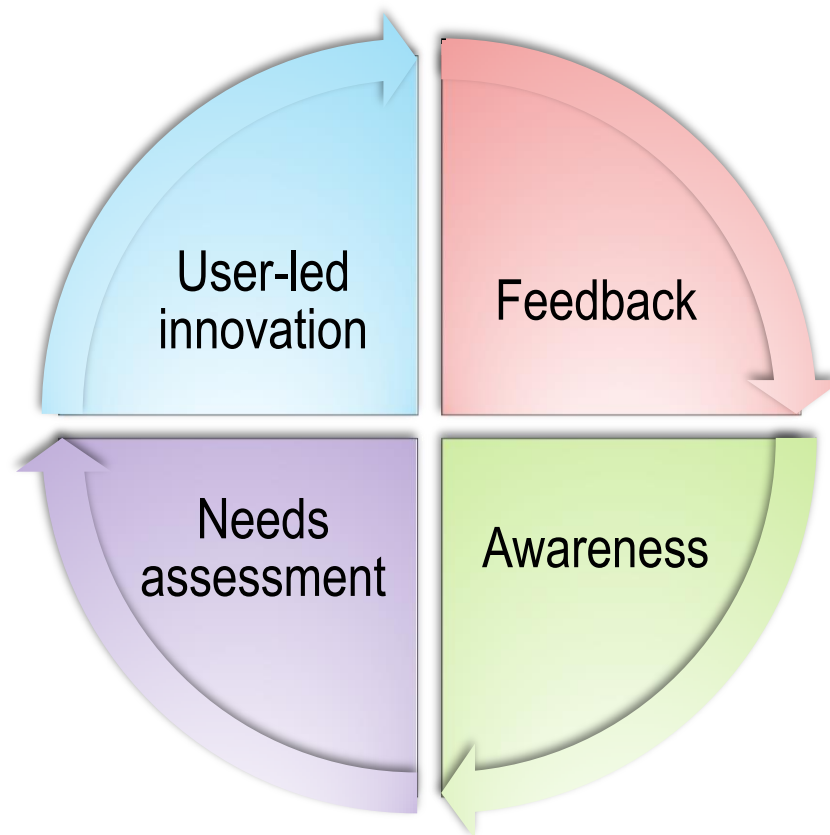
Communications & Event Technology



Client services



Client outreach



Staff development & hiring



In the lab



FLOSS

- OS
- Tools
- Applications



Off-the-shelf

- Cloud services
- Solutions



Mobile computing

- App dev





ICT Workshop 2013

Global Office

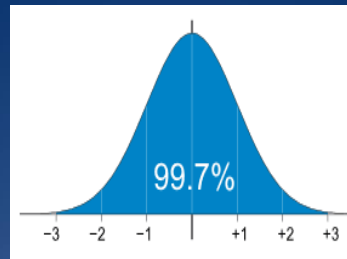
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What does Global Office mean to the user?



Global passport to
access UNU
worldwide resources
(single user ID and
password)



A consistent
computing
environment
wherever you go



Round-the-clock ICT
support



Systems are more
current and reliable

ONE BORDERLESS OFFICE

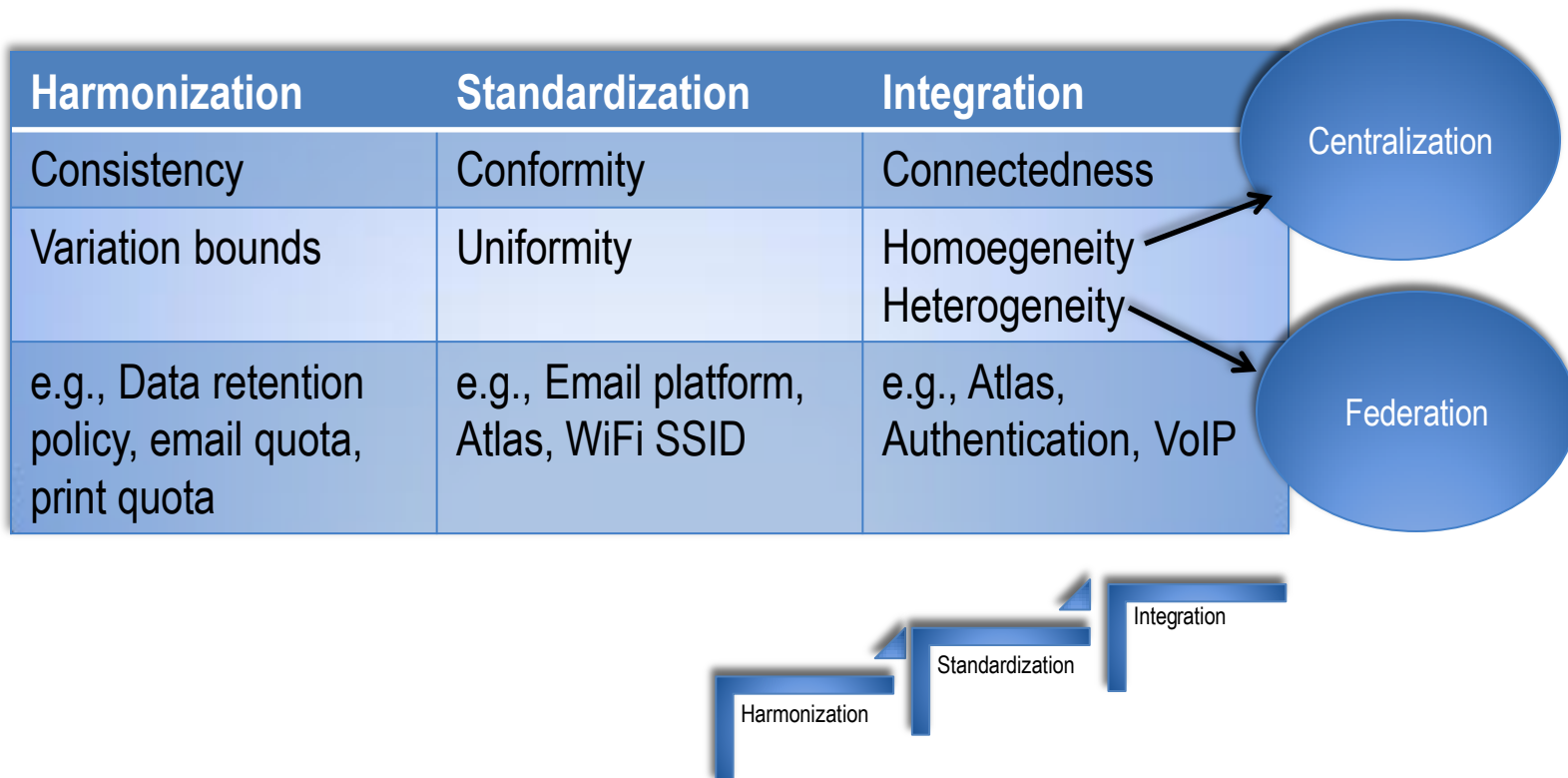
Drivers



The ingredients



Harmonization vs Standardization vs Integration



Centralization in Global Office

Enter
Shared
Services

Economies of scale via
consolidation and reduction of
duplication of effort

Efficiency improvement via process
re-engineering

Unified front end but backend can
be distributed



Decentralization in Global Office

Flexible
service
delivery

+

Differentiation

Delegation of management of centralized shared services

Meet local needs and preferences using a combination of local and global services

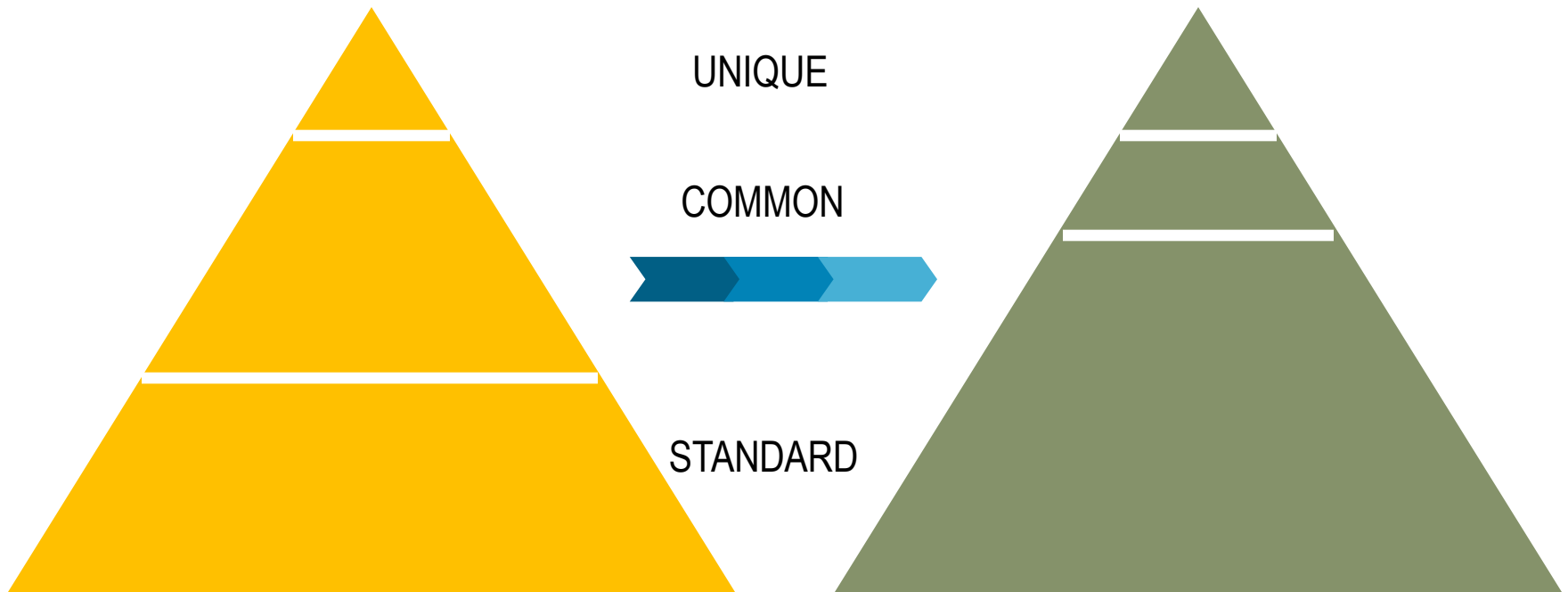
Decision making authority in global ICT governance

Resources pooling (service consumer and provider)

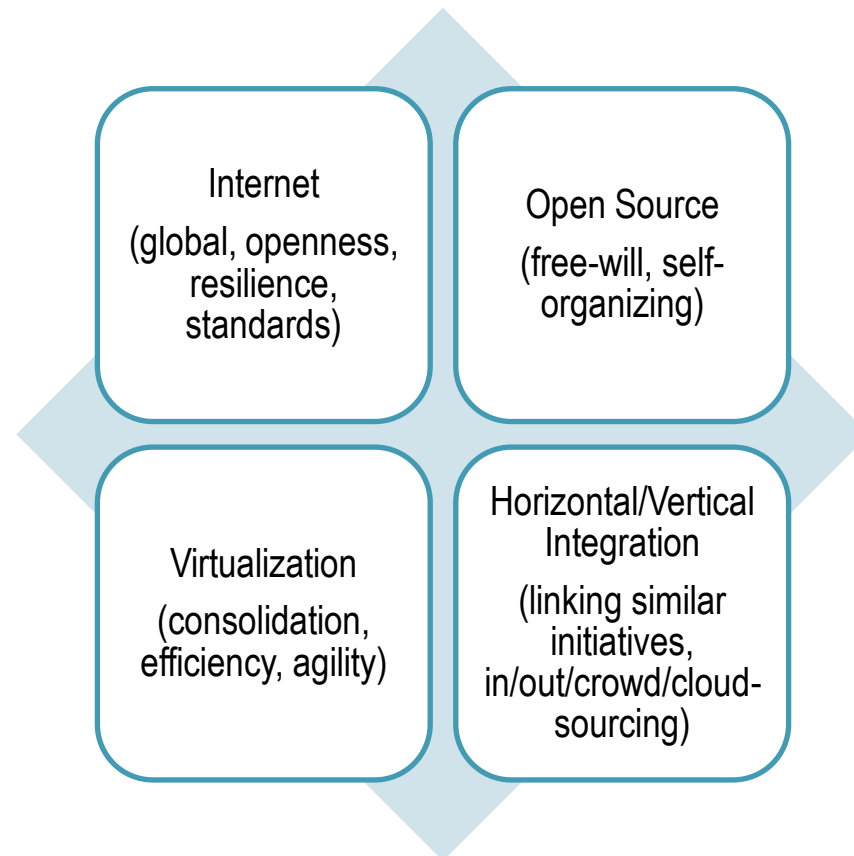
Safety net



Standardization ➡➡➡ Cost, Quality, Reliability



GO Parallels

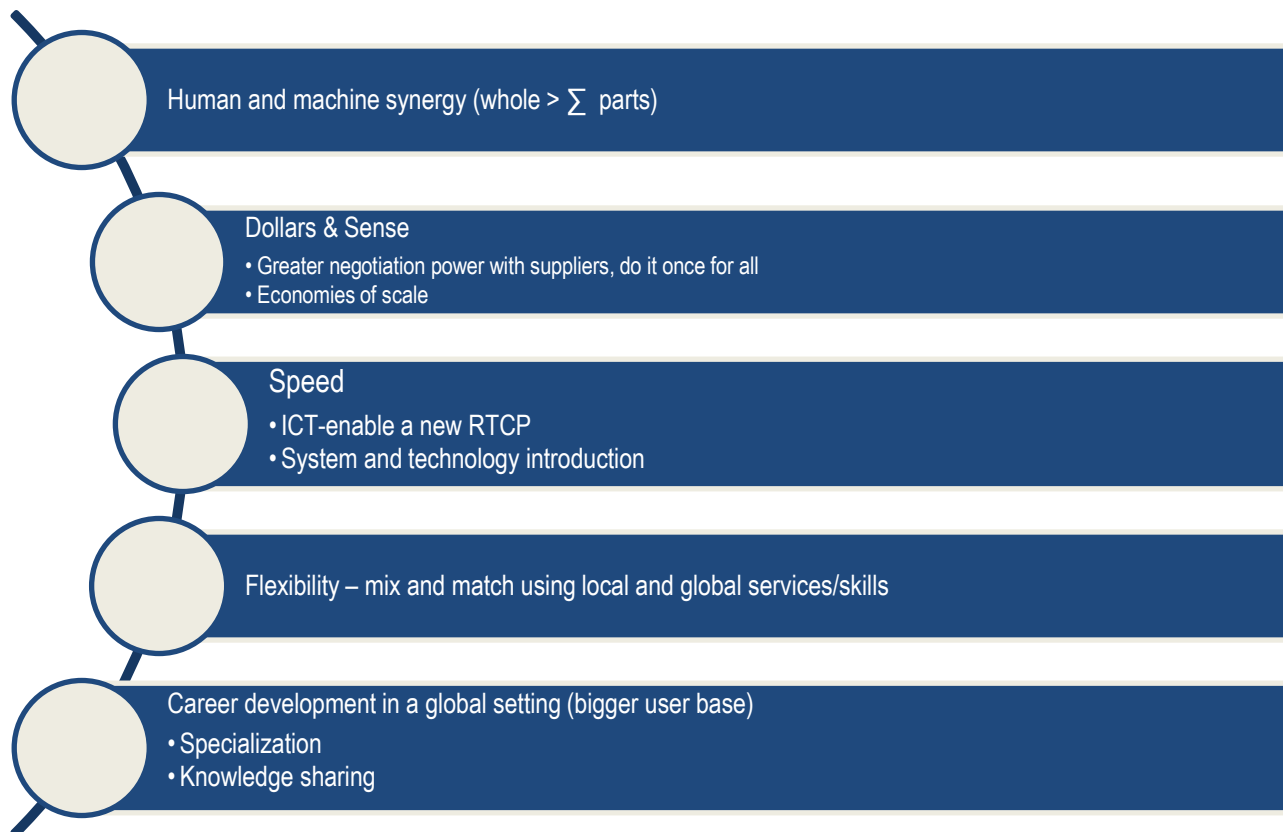


Why you want to be part of it?

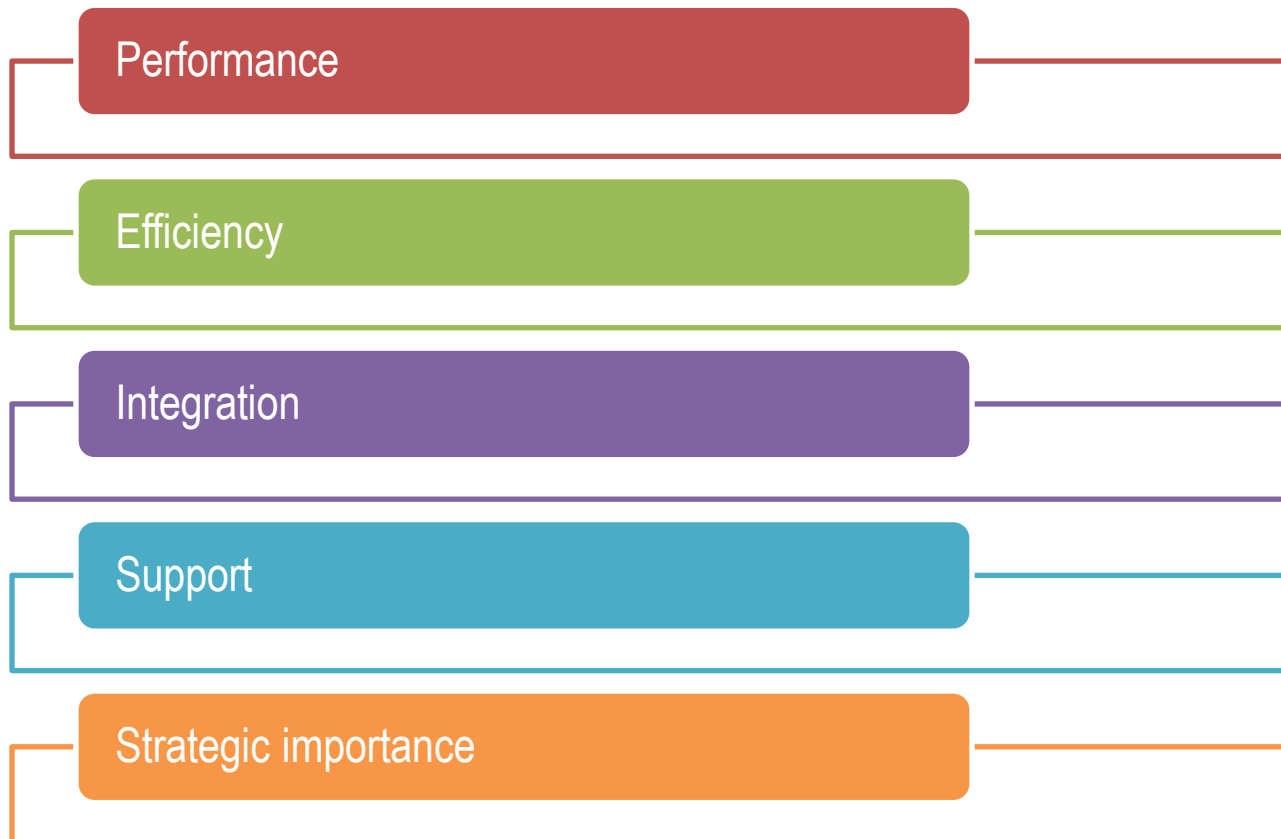


What is in it for you?

No need to do it all and own it all



Local vs Global decision factors



Discussion: potential areas for GO

