About the workshop

Reflection

Forum

Marketplace

Synergy

Innovation
C3 vis-à-vis RTCPs

- FBPMS
- Internet domain name
- Videoconference
- Global Office

3 C’s (coordination, communication, collaboration/community)
Once upon a time - ICT Fragmentation in UNU
Age of collaboration

- HQ, ISP
- Shared Services with Single Sign-on

- CRIS, MERIT, WIDER, GCM
- Shared services / global apps

- IIST
- Shared services / global apps

- INWEH
- Shared services / global apps

- BIOLAC
- Shared services / global apps

- KL Admin
- Shared Services with Single Sign-on

- INRA
- Shared services / global apps

- IAS
- Shared Services with Single Sign-on

- ONY, Paris
- Shared Services with Single Sign-on

- Bonn, FLORES
- Shared Services with Single Sign-on

Legend:
- Green: Standardized and integrated Products and Services
- Orange: Shared services / global apps
What we do? Workshop Agenda

- Network infrastructure and data center operations
- Communications and event technology services
- ERP, Web application development services
- Client support and mainstreaming ICT into research
- Staff development and creative hiring
- Laboratory
- Client Outreach
Network infrastructure and data center operations

- Network
- Security
- Storage
- Servers

Lean
Green
Continuous innovation & efficiency
ERP & Web development
Communications & Event Technology
Client services
Client outreach

- User-led innovation
- Feedback
- Needs assessment
- Awareness
Staff development & hiring

Staff

- Knowledge Napster
- (Virtual) Internship
- Global locations
- Job shadowing or rotation
- Innovative work
- New duties or projects
- Coaching
In the lab

- FLOSS
  - OS
  - Tools
  - Applications

- Off-the-shelf
  - Cloud services
  - Solutions

- Mobile computing
  - App dev
ICT Workshop 2013

Global Office

Ng Chong
Campus Computing Centre
United Nations University
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

Global Office

- Do more with less
- Collaboration
- Branding (UNU.EDU)
- Viability
- Mobility
- UN
- KL Admin & ViE
- New Institutes
The ingredients

- Harmonization
- Standardization & Integration
- Centralization
- Decentralization

Global Office
Harmonization vs Standardization vs Integration

<table>
<thead>
<tr>
<th>Harmonization</th>
<th>Standardization</th>
<th>Integration</th>
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<tbody>
<tr>
<td>Consistency</td>
<td>Conformity</td>
<td>Connectedness</td>
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<tr>
<td>Variation bounds</td>
<td>Uniformity</td>
<td>Homogeneity</td>
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<td>e.g., Data retention</td>
<td>e.g., Email platform,</td>
<td>e.g., Atlas, Authentication, VoIP</td>
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<td>policy, email quota,</td>
<td>Atlas, WiFi SSID</td>
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<td>print quota</td>
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Centralization

Federation

Harmonization

Standardization

Integration
## Centralization in Global Office

<table>
<thead>
<tr>
<th>Enter Shared Services</th>
<th>Economies of scale via consolidation and reduction of duplication of effort</th>
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<tbody>
<tr>
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<td>Efficiency improvement via process re-engineering</td>
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<td>Unified front end but backend can be distributed</td>
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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

UNIQUE

COMMON

STANDARD
GO Parallels

Internet
(global, openness, resilience, standards)

Open Source
(free-will, self-organizing)

Virtualization
(consolidation, efficiency, agility)

Horizontal/Vertical Integration
(linking similar initiatives, in/out/crowd/cloud-sourcing)
Why you want to be part of it?

- More effective than independent effort
- Tap into a global knowledge base & portfolio of services
- Offload upfront capex and technology updates
- Release ICT staff for more strategic tasks
- Bursting
- Risk sharing
- Global sharing and pooling of resources
What is in it for you?

No need to do it all and own it all

- Human and machine synergy (whole > $\sum$ parts)
- Dollars & Sense
  - Greater negotiation power with suppliers, do it once for all
  - Economies of scale
- Speed
  - ICT-enable a new RTCP
  - System and technology introduction
- Flexibility – mix and match using local and global services/skills
- Career development in a global setting (bigger user base)
  - Specialization
  - Knowledge sharing
Local vs Global decision factors

- Performance
- Efficiency
- Integration
- Support
- Strategic importance
Discussion: potential areas for GO

- 24/7 ICT Team
- Policies
- File sharing
- WiFi
- Infrastructure
- Apps of global relevance
- PC image
- Voice
- Email
- Authentication