

## **IOM Manila (Global) Administrative Centre – Functions in Detail**

The Manila (Global) Administrative Centre (MGAC) is IOM's global administrative centre based in Manila which provides a range of administrative services mainly covering human resources, finance, procurement, online communications, PRISM, and information technology to IOM Headquarters (HQ) and Field Offices. MAC was established in 2002 as part of the Organization's effort to achieve cost efficiency in the use of scarce resources.

- 1. Global Migration Health Support Unit (MHS)**
  - a. Global Teleradiology and QC Center
  - b. Health Informatics and Data Management
  - c. Global Health Research and Epidemiology
- 2. Global Procurement and Supply Unit (GPSU)**
- 3. Information and Communications Technology (ICT) Operations Center**
  - a. Global User Support Unit
  - b. ICT Infrastructure and Networks Unit
  - c. Project Management Practice Unit
  - d. Business Process Unit
  - e. Information Management Unit
- 4. IOM (UNJSPF) Pension Administration (PA)** *\*Administratively under MHRO*
- 5. Manila Financial Services (MFS)**
  - a. Central Accounting Support (CAS)
  - b. Manila Budget Support (MBS)
  - c. Manila Treasury Support (MTS)
  - d. PRISM Central Support Team (PCST)
  - e. Regional Accounting Support (RAS)
  - f. MFS Crisis Support (MCS)
- 6. Manila Human Resources Operations (MHRO)**
  - a. Health Claims Processing (HCP)
  - b. Health Insurance & Medical Supervision (HIMS)
  - c. Personnel Administration Support (PAS)
  - d. Payroll Support (PS)
  - e. Recruitment (REC)
  - f. Staff Development and Learning (SDL)
  - g. Performance Management (PM)
- 7. Movement Systems Support (MSS)**
- 8. Office of Legal Affairs, Manila Section (LEGMS)**
- 9. Online Communications Unit (OCU)**
- 10. Staff Security Unit (SSU)**
- 11. Research and Publications Unit (RPU)**
- 12. MAC Resource Management Unit (RMU)**

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The **Global Migration Health Support Unit (MHS)** of the Migration Health Division provides global health informatics, reporting, teleradiology, and financial support services to Missions, Regional Offices, Headquarters and partners/donors. Through these functions, MHS contributes to the quality and standards in, as well as facilitates monitoring and evaluation of migration health programmes and projects worldwide.

MHS is comprised of the following four sub-units:

**Health Informatics and Data Management** develops and supports global software for IOM's health-related activities, such as the medical module of Migration Management Operational Systems Application [MiMOSA], Global Database for UK TB Detection Programme, eHealth/eMedical system for Australian and Canadian health assessments, and Global Teleradiology Centre, in coordination with the ITC/Software Development Unit. The unit also reviews and analyzes medical records of migrants examined by IOM for coding and sequencing of medical conditions using the International Classification of Diseases, 10th Revision (ICD 10).

The **Global Migration Health Research and Epidemiology Unit** designs and conducts migrant health research studies; leads global knowledge management activities from relevant migrant health data sets, and advises methods to analyse/collect relevant health data from migrant and mobile populations and, where needed, conducts primary research, implements or trains in such methods. The unit leads the development and production of sound research evidence from IOM programmatic data, assists in publishing and dissemination through scientific papers and online research portals, and provides technical guidance for missions, regional offices and MHD on undertaking health related research. A key focus is to boost research funding and partnerships with academic partner-institutions to promote inclusion of migration health within global health and development agendas. Providing the guidelines for entering into health research partnerships including ethics is also a key function.

**Global Teleradiology Radiological Interpretation (RI) and Quality Control (QC) Centre** supports Missions globally to standardize radiological reports and optimize the quality of radiology services in health assessment programs. It provides Teleradiology primary reading, quality control and analysis; radiology consultations, guidelines, training; and radiology-related technical support to field operations in establishing X-ray unit, purchasing of X-ray machines and hiring of radiology staff. The Centre uses the Teleradiology system for delivering the services, including Picture Archive and Communication System (PACS), digital image viewers, and Teleradiology X-ray reporting web applications. The Centre is networked to 50 IOM locations and 4 non-IOM locations globally, directly supporting 35 locations for primary reading with average x-ray caseload of 10,000 CXR/month, running a global radiology QC project for IOM US locations and QC pilot project for non-IOM locations, providing web-based and face-to-face regional radiology trainings as well as support in radiology related issues from all missions.

**Health Programme Monitoring and Admin-Finance Support** develops and maintains health programme monitoring and performance evaluation by collecting, analyzing and comparing financial, operational and other data. It assists Field Offices in budget preparation and evaluation, assuring standardization of budgeting processes, and monitors expenses vis-à-vis budgets for MHD projects.

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The **Global Procurement and Supply Unit (GPSU)** is responsible for developing, formulating, reviewing, updating and maintaining the procurement policies for global IOM use, as well as providing procurement and supply chain management operational directives, standards, guidelines for procurement and supply activities worldwide, and assisting missions, particularly in the area of international procurement and supply. GPSU assists missions worldwide in their procurement training needs and dissemination of procurement and supply best practices.

GPSU also provides operational procurement and supply assistance to the projects and office needs in the following areas: (a) technical support with advice and recommendation of procurement and supply process for the mission; (b) review and

approval of procurement-related documents; (c) purchasing items and delivering goods and services in a timely, efficient, convenient, transparent manner; and (d) managing assets and maintaining agreements with global vendors.

GPSU actively contributes to the establishment of sustainable Non Food Item (NFI) supply for emergency operations, taking into consideration the cost benefit and spend analysis, and contract implementation monitoring. It observes and promotes the best practices in procurement following established field procurement policies.

GPSU develops and supports appropriate internal control mechanisms to safeguard the Organization's assets and prevent fraud.

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The **Information and Communication Technology (ICT) Operations Center** facilitates the implementation of the ICT Strategy and translates functional and operational requirements into the effective and efficient implementation of information and communications technology solutions, focusing on improving the management of information and resources, identifying business requirements and establishing effective service delivery and support.

The ICT Operations Center oversees the administration and management of the Global User Support, ICT Infrastructure and Networks, Project Management Practice, Business Process Analysis and Information Management by ensuring uninterrupted support of software applications; ensures proper alignment with and support of PRISM, MIMOSA, Intranet and other corporate applications; directs change management activities in support of the implementation of the ICT Strategy and projects; provides consulting and project management services related to ICT; and ensures all ICT projects are managed in accordance with best practice project management methodology using PRINCE2 project management methodology.

The **Global User Support Unit** is a single point of contact for all ICT-related customer support requirements to ensure that users are receiving the appropriate assistance at local, regional and central levels. The team is located in Manila, Geneva and Panama and collaborates seamlessly. It provides round-the-clock support; monitors availability and performance of the global IOM ICT network for field offices, HQ and Manila data centers; and initiates preventive and corrective actions, as appropriate.

The **ICT Infrastructure and Networks Unit** has two main functions:

- **ICT Infrastructure** provides core ICT infrastructure and operations support to IOM offices worldwide. Apart from providing technology-related support, the Unit also assists field offices with the identification, recruitment and training of field IT staff and conducts onsite assessments for infrastructure and service enhancements for offices and projects, as required. The unit is organized into delocalized functional sub-units involved in network and systems support from each central hub (Geneva, Manila, Panama).
- **Network and Systems** manages the global data centers in Manila, designs, builds and maintains the backbone architecture of the Organization's messaging services, telephone communication systems and teleconference facilities. The Unit provides global Tier-3 support for network infrastructure, messaging and windows and provides escalation resolution to Global User Support. The Unit also facilitates the deployment of IT infrastructure, including technical support, to HQ and field offices while ensuring the security of data and information.

The **Project Management Practice Unit** has the following functions:

- **Project Monitoring and Compliance** manages the project/programme management office/function for the ICT department; oversees the full project management life cycle for ICT projects including complex, strategic and business initiatives from proposal through implementation, reporting and evaluation; establishes and implements project management processes, tools, and controls to ensure the ICT projects meet business expectations, are delivered on time, within budget, adhere to agreed quality; ensures projects/programmes

are defined, monitored and communicated in a consistent and effective manner; and ensures integration of projects and adjusts project scope, timing and budget based on the needs of the business.

- **Quality Assurance** ensures that products, applications, and systems are in compliance with established quality standards, and meet business requirements.
- **Change Management** ensures the delivery of Change Management activities over ICT process improvement and strategic change initiatives in close collaboration and in communication with required IOM business units and interest groups. In line with this, it develops tools for continuous learning and awareness raising, and organizes training to actively promote the introduction of new business solutions.
- **Project Reporting** records and communicates information on the project's progress, results achieved, constraints encountered and steps taken to address such obstacles.
- **Project Support** engages, directs and mentors a team of programme managers, project managers, portfolio managers and/or other project management staff on best practices, use of controls, lessons learnt to improve the overall performance in delivery of ICT projects; facilitates the knowledge base on information about projects and all information relevant to project lifecycle.

**Business Process Unit** collects business requirements for corporate applications and interfaces; designs enhancements/solutions for applications, in collaboration with the Information Management Unit, and assists them during development and testing phases; and also undertakes change management activities, in coordination with the Change Management Unit. Members of the Unit also provide global Tier 3 user support.

The **Information Management Unit** is responsible for the full systems development life cycle management of corporate application programmes and projects; provides direction on the best-fit solutions to meet business needs; is actively involved in the long-range strategy in application development to address complex business issues; and provides leadership in advanced technology adoption that best fits the Organization.

- **Solutions Architects** identify business and technology opportunities; provide proposals for best-fit solutions to address cross-cutting business requirements based on existing application landscape and on new IT technology, such as mobility and cloud solutions; define and enforce policies and best practices for software development; oversee and direct application implementation and ongoing enhancement activities. Solution architects are responsible for architectural governance and are therefore involved in the full cycle of software development project management.
- **Software Development** is responsible for managing the full development and deployment cycle of the Organization's enterprise applications; provides technical leadership to implement high-performance, optimized and efficient network solutions, as required by business processes. It also acts as a service provider in the area of application development of operational applications, ERP, Web and Mobile applications, reporting, etc.
- **SAP Functional Analysts** is responsible for the functional configuration, maintenance and improvement of existing SAP ERP solution. It assesses, rationalizes, implements and validates the configuration of the application, in coordination with Business Analysts of the Business Process Unit; performs functional analysis, requirements, definition and ERP module configuration and testing; performs analysis on possible enhancements required by the business, in coordination with Business Analysts and other stakeholders; implements enhancements and continuously seeks further improvement.
- **Database and Administration** maintains high and consistent availability of platforms (ERP, Operational applications, SQL Database Servers, SharePoint Farm, and other applications); maintains and optimizes application landscapes; and takes full responsibility for the full cycle maintenance of the database platforms

of IOM's applications. The Unit is also responsible for the operation of organization applications, including user role and security maintenance, and ensures stable and high performance system capacity. The Unit also ensures smooth software change maintenance (upgrade, patch installation, etc.) and acts as a service provider for system maintenance and operation.

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**IOM (UNJSPF) Pension Administration (PA)** is responsible for and provides services in all matters related to the United Nations Joint Staff Pension Fund (UNJSPF). It is the focal point for the UNJSPF, IOM Field Offices and IOM-UNJSPF participating staff members. The IOM Pension Administration is also tasked with the registration, document-processing, data tracking, reporting and interpretation of the UNJSPF rules and regulations. The Unit also serves as the Staff Pension Committee's secretariat.

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**Manila Financial Services**, composed of several units, is responsible for providing global financial services including accounting, budget, treasury, PRISM roles and authorizations, and financial management support to IOM field offices.

MFS is composed of the following units/functions:

**Central Accounting Support (CAS)** assists in the preparation of statutory, financial management and special donor reports, month-end and year-end closing of accounts, reviews accounts receivables and revenue accounts, assets management, processes travel claims, and performs bank reconciliations.

**Manila Budget Support (MBS)** confirms project funding reviews, performs quality verification and data quality management, manages the annual terminal emoluments exercise, supports overall budget monitoring, and uploads project budget data into PRISM.

**Manila Treasury Support (MTS)** processes mission payments and funding requests, airline and medical claims payments and facilitates payroll payment transfers for international staff worldwide, and processes all payments for operations in the Philippines.

**PRISM Central Support Team (PCST)** manages all PRISM Master Data including projects in close coordination with ACO. It ensures the consistency and accuracy of Master Data to facilitate general and specific financial reporting.

**Regional Accounting Support (RAS)** conducts mission accounts validation, accounts reviews, monitoring and clearing of suspense accounts, bank reconciliations, review and endorsement of donor financial reports, payroll reviews, assists with project closure co-ordination and provides mission accounting advice and audit support as needed.

**MFS Crisis Support (MCS)**, in close coordination with DRM Crisis Support, supports offices responding to emergencies and crises by monitoring the financial situation, assisting in resource management functions when requested, promoting capacity building for resource management, monitoring the allocation and return of MEFM and EPA Loans, and providing immediate advice and escalation of issues in MAC for rapid response.

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**Manila Human Resources Operations (MHRO)** provides human resources administration support services. MHRO is responsible for the personnel administration of all international Professional staff worldwide and General Service staff in Switzerland; recruitment process for international Professional positions worldwide and General Service positions in Headquarters; payroll process for all international Professional staff worldwide and General Service staff in Switzerland and the Philippines. MHRO also provides administrative services related to staff health and other insurance, staff development and performance management.

MHRO is composed of the following units/functions:

The **Personnel Administration Support Unit (PAS)** provides support services to all international Professional staff worldwide and General Service Staff in Switzerland by administering their contracts, benefits and entitlements in accordance with the Unified Staff Regulations and Rules, Policies and Instructions. PAS performs specific tasks such as the issuance of employment contracts, administration of compensation schemes, hiring/rehiring, contract extensions, transfers, promotions and separations, management of benefits and entitlements, and maintenance of staff members' HR records.

The **Payroll Support Unit** manages payroll processing and salary projectization updates. The Unit ensures the accuracy and timely payment of salaries and other financial entitlements for international Professional staff worldwide and General Service staff in Switzerland and the Philippines.

The **Recruitment Unit (REC)** manages global recruitment for international positions worldwide and local staff positions in Headquarters. REC guides and closely coordinates with the hiring managers and relevant offices/departments in order to source and select the best talents in a timely manner.

The **Health Insurance and Medical Unit (HIM)** evaluates and affirms the fitness to work of staff members, and provides medical clearance for admission to the insurance schemes (MSP/HI) of all international Professional staff worldwide and General Service Staff in Europe, Asia and the Pacific. The unit provides clearance and medical advice to staff going on travel; provides assessment and medical authorization for procedures and hospitalizations; facilitates, coordinates and authorizes medical travel and evacuation; and assesses the medical claims for processing.

The **Health Claims Processing Unit (HCP)** is responsible for reviewing and processing the health claims of all international Professional staff worldwide, General Service Staff in HQ, Europe, Asia and the Pacific, retired staff, and their eligible dependents participating in the IOM health insurance schemes (MSP/HI).\* In addition, HCP is responsible for reviewing and processing claims for occupational accidents and illnesses under the Compensation Plan for all staff worldwide. The unit also manages the insurance billing of former staff members eligible for the indefinite after-service coverage, the Malicious Acts Insurance and Loss of Personal and Property claims.

*\*Claims processing for local staff in Africa and Americas are performed by PAC, under technical supervision by HCP-MAC.*

**Staff Development and Learning (SDL) Services in Manila** supports the HQ-SDL Unit by facilitating the access of all IOM staff to the available courses on the eLearning platform, and by managing SDL's contribution to language classes for IOM staff worldwide. In addition, the SDL services in Manila support the organization of learning events in Manila and field missions worldwide. This is done through logistics support, programme design, delivery, and facilitation of learning and development events.

**Performance Management (PM) Services in Manila** supports the HQ-PM Unit by providing business and technical support to the global Staff Evaluation System (SES), undertaking quality assurance and quality control of system operation and monitoring global compliance with Instructions and standard operating procedures related to performance management.

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**Movement Systems Support Unit (MSS)** is composed of the Airline Invoice Settlement Section (AIS) and the Data Monitoring Section (DMS). MSS is responsible for maintaining the Movement Support Site which is the point of reference for all Operations personnel worldwide, expediting the settlement of airline invoices, monitoring refunds, identifying discrepancies related to unused tickets, etc. It is the focal point for "troubleshooting" escalated issues related to

the iGATOR application and is responsible for iGATOR accounts maintenance. MSS also promotes compliance with Standard Operating Procedures among 107 Global Operations Offices.

**Airline Invoice and Settlement Section (AIS)** processes and settles airline invoices for Ticket Order Records (TORs) processed through the iGATOR (integrated Global Airline Ticket Order Record) application, monitors outstanding credit note requests (refunds) and co-ordinates with the field offices for the reimbursement of pending claims, reconciliation of payable accounts and preparation of periodic reports and updates.

The **Data Monitoring Section (DMS)** performs regular data quality assurance checks by reconciling the data in MiMOSA, iGATOR and PRISM. This ensures that information on IOM air-movement is properly captured and correctly reflected in program statistics and financial accounts, and promotes compliance with Standard Operating Procedures among 110 Global Operations Offices by initiating air-movement related issues in Footprints. Monitoring is done in accordance with the escalation procedure in place.

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The **Office of Legal Affairs, Contract Division, Manila Unit (LEGCR-MU)** is considered an integral part of the Office of Legal Affairs (LEG) at Headquarters. The LEG Contract Division (LEGCR) is the global focal point in LEG to review contracts, agreements and memorandums of understanding as well as declarations, consent forms, waiver forms, etc. LEGCR also provides legal advice on disputes related to contractual relationships with external entities and on terminating contractual relationships. It conducts training to IOM field offices on the organizational policy on the delegation of authority for concluding contracts and agreements (Instruction No.99/Rev.2). IOM contract templates are developed and revised by LEGCR. LEGCR consists of two units, one in Manila (LEGCR-MU) and another in Panama (LEGCR-PU).

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The **Online Communications Unit (OCU)** is responsible for managing the editorial content and design of IOM's external websites and social media channels. The unit is responsible for online communication strategies and high profile social media campaigns, such as a *#iamamigrant* and advocates globally for online communications and social media as outreach tools to engage with external audiences. It is responsible for the online Media Library and manages IOM's Facebook, Twitter, YouTube and other social media accounts. It advises HQ and missions on IOM's online corporate visual identity and provides missions with appropriate web templates and graphic design services. The unit also designs and supports project websites such as the Environmental Migration Portal and the IOM X counter trafficking campaign. The unit also edits, produces and distributes the daily *Migration Newsdesk / Media Briefing*, which is sent to all IOM staff and some 100,000 external subscribers worldwide.

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The **Staff Security Unit (SSU)** in general advises the Office of the Director General and the Office of the Chief of Staff on all relevant and urgent safety and security matters affecting IOM staff and offices worldwide. Collaborating closely with the United Nations Department of Safety and Security (UNDSS) and its Security Management System (SMS) as well as other security stakeholders, it directly monitors and advises on issues that affect the safety and security of IOM staff, the protection of assets or any matter in that regard which may negatively impact the reputation of the organization.

SSU in Manila is composed of the following:

- The **SSU Global Operations Center** has a global mandate and its main function is to closely coordinate with the Global Head of SSU, support all IOM operations, missions and field offices in terms of direct safety/security operational support, including for MOSS and MORSS compliance, via:

- a) **Security Policy and Management** – operational advice on security policies, procedures and protocols, development of Operational Security Guidelines to address safety and security issues more broadly addressed in IOM’s Safety and Security Policy
  - b) **Safety and Security Risk Management and Analysis**
  - c) **Mission Technical Security Support** – i.e., emergency communications (HF, VHF, satellite communications), technical security systems (CCTV, Access Control, security system design)
- **SSU Training** develops and implements safety/security training and development modalities in collaboration with SDL and UNDSS (i.e., Security Training Workshops or STW, targeted and specialized security and safety training). Training support is also provided globally for the Security Awareness Induction Training (SAIT) as well as specialized courses such as First Aid and Emergency Trauma Bag (ETB).
  - **Communications Center (CommCen) Critical Incident Management Support** provides actual 24/7 support for all missions and staff globally during any security/safety incident, disasters or other problems affecting mission staff and asset safety and security by dedicated communications systems in collaboration with relevant HQ departments/units.
  - The **Security Information Operations Cell (SIOC)**, through five Regional Analysts provides, in coordination with various sources, information bulletins and strategic in depth reports to management and staff globally. It analyzes incidents and trends and develops matrices to assist IOM programmes in mitigating risks to staff and assets.
  - The **Manila component of SSU Administration and Finance** supports SSU administratively and the missions vis-à-vis the Security Funding Support mechanism for MOSS, MORSS and other mission-specific safety/security requirements.

The **Research and Publications Unit (RPU)** is the delocalized portion of the Migration Research Division in HQ supporting the production of IOM’s main publications through editing, layout and cover design, coordination with printers, distribution of publications to field offices, sending out electronic alerts on new publications and managing the Publications page in the intranet and online bookstore section of the IOM website. The unit also provides administrative assistance to the Department of International Cooperation and Partnerships in HQ.

The **MAC Resource Management Unit (RMU)** is responsible for the day-to-day management of resources of MAC. This unit oversees the management of office premises and vehicles. It is also responsible for staff travel which includes facilitation of entry visas and travel documents for staff on official travel. RMU also oversees MAC and Mission local HR, Financial Support Services, the project monitoring report (Global) and local procurement activities. In addition, it provides logistical and administrative support to other programme-related activities such as study tours, trainings, workshops and transportation assistance to migrants and refugees.

The **MAC and Mission Local HR Unit** provides human resources and administrative services to national staff, and looks after the welfare of each staff member within MAC and Mission. Moreover, the unit provides support to international staff on work-related local requirements. And in particular, the unit performs recruitment, monitoring of contracts, personnel actions, timekeeping and attendance, and policy implementation.

The **Financial Support Services Unit (FSSU)** processes and validates payment requests; validates vendor and expense accounts; processes advance requests for daily subsistence allowance and travel expense claim settlements; coordinates payroll entries with MHRO; assists in the project activation and production of donor reports; assists in generating financial and other reports from the accounting system; prepares the annual mission budget and monitors MAC project accounts.

The **Common Services Unit (CSU)** ensures the maintenance and management of the office premises and vehicles, and the related personnel. The unit provides administrative support to international staff for the application of diplomatic IDs, Philippine visas, residence permits, vehicle registrations and shipment of personal effects. It is also

responsible for all MAC procurement needs which range from office supplies to IT equipment to the selection of contractors for office improvement works.

The **Staff Travel Unit (STU)** facilitates entry visas and travel documents for staff on travel; arranges flight bookings for staff on official travels; reviews and verifies ticket invoices from airlines and travel agencies; liaises with accounting for travel-related payments and maintains regular travel-related statistical reports.

The **Project Monitoring Unit (PMU)** provides support to global programs in the areas of budget coordination and financial analysis, donor reporting, management reporting, travel loans invoicing, facilitation of payments to partners and reimbursement of expenses from donors, monitoring of cash flows, statistics reporting and database administration, among others. The global programs being supported include the US Refugee Admission Program (USRAP), Canadian Warrants (CAW), Canadian Orientation Abroad (COA), Visa Application Centre (VAC) Network, Family Admissions Program (FAP) for Syrian Families, IOM Development Fund (IDF) and the Junior Professional Officers Programme (JPO).

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