IOM-MAC

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The Unit provides professional security services to more than 8,061 IOM personnel in more than 478 IOM offices worldwide – approximately half of these locations are in elevated security levels with a continuing trend of IOM operating more in high-risk areas.

WHAT WE DO
- Global security and policy management
- Trainings and mission safety/security assessments
- Security operations and risk management
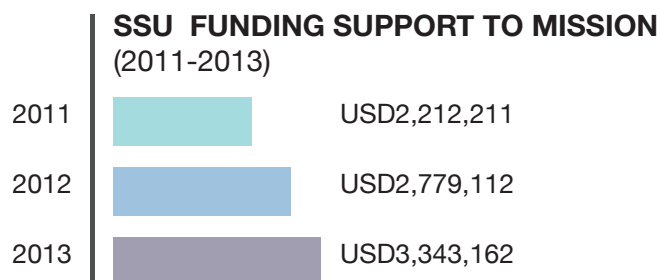- Crisis/emergency response

2013 HIGHLIGHTS
In 2013, 78 IOM-specific security incidents were recorded. The most significant incident during the reporting period was a complex terrorist attack the IOM compound in Kabul, Afghanistan, resulting in the death of one staff member, and and multiple staff injured. Kidnapping and staff detention were among the other significant incidents, affecting IOM operations, followed by vehicular accidents and incidents mostly in Africa and Asia. Other security incidents include office occupation, threats, intimidation, verbal harassment, civil unrest and natural hazards. Terrorism, armed conflict and civil war in various high-risk missions resulted in evacuation and relocation of international and national staff.

SSU BUDGET and MISSION FUNDING SUPPORT
SSU currently contributes yearly to be part of the UNSMS, enabling the Organization to fall back on UNDSS infrastructure for safety and security support globally with only deploying Security Officers in high-risk missions and during emergencies, which is a much more cost-effective approach compared to the Organization maintaining its own full blown safety security framework.

SSU supports missions worldwide for their security requirements in line with the UN Minimum Operational and Residential Security Standards thru Mission Funding Support. There is an increasing trend for requests and expenses on Mission Funding Support. The Funding Support doubled from 2009 to 2013. The bulk of funding support provided to the Missions was related to coverage of Minimum Operational Security Standards (MOSS), Minimum Operational Residential Security Standards (MORSS), Shared Agency Cost, Evacuation and Relocation entitlements as well as well as contribution to Field Security Officer salaries.

Funding requests from missions are continuously increasing in the last three years.

SSU FUNDING SUPPORT TO MISSION
(2011-2013)

Year	Amount
2011	USD2,212,211
2012	USD2,779,112
2013	USD3,343,162

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INFORMATION TECHNOLOGY AND COMMUNICATIONS

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INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICE CENTER

WHAT WE DO
- Builds and supports IOM Knowledge Management tools
- Manage Information and Communications Technology aspects
- A front line ITC Global Helpdesk provides support for missions worldwide
- Core ICT services like email, connectivity, Internet access, security etc.
- Remote and on-site support to missions
- ICT support to projects and emergency operations.

MIGRANT APPLICATIONS UNIT

WHAT WE DO
- Design, develop, and deploy migrant-related enterprise applications
- Design, develop, and deploy interfaces with partners
- Support services for the user community
- Guidance to Field Missions on IT projects

Processes and Resources Integrated Systems Management

WHAT WE DO
- Integrated and efficient resource and process management covering
  - Financial Management
  - Human Resources Management
  - Procurement and Assets management

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Migration Health Informatics

- 6 global migration health systems and applications developed
- 42 online Web reports for medical data developed
- 31 missions supported by UKTB global software
- 25 missions supported by MiMOSA medical system
- 6 medical standard operation procedures prepared
- number of trainings conducted: UKTB 5, MiMOSA 11, Others 4

Global Public Health and Reporting

Teleradiology; support to primary reading of x-rays

- Primary x-ray reading support, Run quality control, Radiology-related training, guidelines, technical advice and Research
- Completed a total of 19,695 primary x-ray readings by end of December, 2013, with 4,366 done in 2012 and 15,329 in 2013.
- Supported nine locations in six countries, including Manila, Nepal, Kenya, Indonesia, Afghanistan, and Uganda. The programmes covered are USRAP, UKTB, Canada, and Australia.

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Created in 2012, DMI manages IOM's document management system – a central electronic library of over 167,000 **IOM** documents.

WHAT WE DO
- Manages **IOM**'s rebranded Intranet
    - featuring content and **IOM** knowledge products
    - providing access to the document management system (**DMS**), shared organizational knowledge, and to collaboration spaces
- Manages the project information repository on the **DMS** and Intranet
    - Maintains central registry and repository of **IOM** project information from over 103,000 **IOM** projects,
    - In 2013, serviced an estimated 26,124 projects-related requests (uploading, project information, updates and modifications, registration, project activation)

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IOM provides worldwide transport assistance to individuals or groups on a temporary or permanent basis either from or to their places of origin under a variety of programmes, such as resettlement, or return operation using its Integrated Migrant Movement Management system. The mechanism involves specialized data flow among our three institutional tools MiMOSA, iGATOR and PRISM incorporating the collection, verification, reconciliation, processing, streamlining, analysis and management of movement related data.

WHAT WE DO

- Movement System Support:
    - Manage the Movement Support site and grant access to operations staff worldwide for all movement-related information in SOPs, instructions, manuals, and airlines agreements. It provides access and maintains user accounts to various movements' management applications. A total of 1,200 users access Movement Support site worldwide
    - IOM applies preferential air ticket prices based on negotiated global agreements with airlines providing the Organization worldwide access to carriers, and allowing excess luggage and flexible conditions for rebooking, cancellation and refund. IOM has agreements with over 35 international carriers and charter providers
    - Provide high-level support to users. Manage and troubleshoot all issues related to the Airlines Invoice Settlement Section paying particular attention to missions and carrier compliance and related outstanding ticket order record and credit requests. Over 1,400 issues are addressed yearly.
    - Conduct training for the roll-out and deployment of the iGATOR application to the field missions. Over 300 staff members were trained

- Airlines Invoice Settlement
    - Process airlines invoices under IOM's global agreements. Total amount of invoices paid for airlines during 2013 is USD 115,290,729 representing 45,000 invoices

- Data and Statistics
    - Ensure that information on IOM movements are properly captured and correctly reflected in programme statistics and financial reports
    - Manage and provide statistical data related to the movements of individuals. In 2013, IOM provided transportation assistance to 185,000 migrants

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IOM-MAC

Research and Publications Unit supports supports IOM Headquarters in the production of IOM's main publications through editing, layout and cover designs, coordination with printers, distribution of publications to field offices, sending out electronic alerts on new publications and managing the Publications page on the Intranet and online bookstore section of the IOM website. The unit in MAC is composed of eight (2 English Editors, 3 Layout Artists, 2 PUB Administrative Assistants and 1 RES/PUB Finance and Administrative Assistant) full time staff and also provides financial and administrative assistance to the Department of International Cooperation and Partnerships in Geneva.

- IOM's flagship publication, World Migration Report 2013: Migrants' Well-being and Development, was launched last September 2013 in the three official IOM languages in Geneva.
- In the framework of the Migration Research Series, three were published during the second half of 2013 - MRS N°45 - Regional Inter-State Consultation Mechanisms on Migration: Approaches, Recent Activities and Implications for Global Governance of Migration; MRS N°46 - Migration and development within the South: New evidence from African, Caribbean and Pacific countries (ACP Observatory on Migration); and MRS N°47 - Displaced Youth's Role in Sustainable Return: Lessons from South Sudan. Six issues of the International Migration were published in 2013. International Dialogue on Migration N°22 - Diasporas and Development: Bridging Societies and States (Diaspora Ministerial Conference International Conference Centre Geneva (CICG) 18–19 June 2013) was made available in English, French, Spanish and Arabic.
- As part of its on-going environmental friendly approach, IOM has once again published the Migration Initiatives 2014 Health of Migrants in e-book format.
- The Online Bookstore continued to provide users with the possibility of ordering publications online or download them free of charge. As December 2013, more than 4,700 customers were recorded and a total of 904 active publications were available. Since 2009, the bookstore has generated more than 550 paid orders from different countries. New publications were announced by sending email alerts to more than 11,200 external recipients.
- From 2008 to 2013, the unit has assisted in the production of 396 publications by providing editing, design, layout and printing services.

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The IOM Pension Administration is responsible for all matters related to the United Nations Joint Staff Pension Fund (UNJSPF). It is the focal point for the UNJSPF, IOM Field Offices and 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.

The tasks require information technology, human resources, financial, as well as legal expertise in statutory construction, law on succession and survivorship, persons and family relations law and international law.

On 01 January 2007, **IOM** became the 22nd member Organization and now the fifth largest participating Organization.

To date, there are more than 5,300 total **IOM** participants in the **UNJSPF**, of which more than 3,100 are active.

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FIELD PROCUREMENT UNIT

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The Field Procurement Unit (FPU) was established in 2002 as a part of the Manila Administrative Centre (MAC).

It is responsible for formulating and maintaining the procurement policies for **IOM**, as well as providing procurement operational directive, standards, guidelines for procurement activities worldwide, and assisting missions, particularly in the area of international procurement. FPU is also responsible for assisting missions worldwide in their procurement training needs and dissemination of procurement best practices.

WHAT WE DO

FPU provides procurement assistance to the operational/projects and office needs in the following areas: (a) technical support with advise and recommendation of procurement process for the mission; (b) review and approval of procurement-related documents; (c) purchase of items and delivery of goods and services in a timely, efficient, convenient, transparent manner; (d) management of assets and maintaining agreements with global vendors.

FPU observes and promotes the best practices in procurement following established field procurement policies, and develops and supports appropriate internal control mechanisms to safeguard the Organization's assets and prevent fraud.

HIGHLIGHTS

- 521 Purchase Orders processed by FPU
- USD 7,657,770 is the total Purchase Order amount issued by FPU
- 54 IOM Missions around the globe received direct operational procurement support
- 519 missions procurement review for purchases above USD 75,000
- USD 278,429,188 total amount of mission procurements approved by FPU and MAC Director
- 29 IOM missions and 200 IOM staff trained in IOM Procurement Policies and best procurement and PRISM practices

In 2014, FPU intends to emphasize compliance to procurement guidelines, provide procurement capacity building through conduct of training for missions, and review and update of procurement policies, as applicable.

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The OCU is the principal entity responsible for meeting IOM's external web-based communication and information needs, and oversees the development and management of several core institutional communications channels.

WHAT WE DO

- Creates and manages websites for all IOM offices and activities globally.
  - OCU developed and rolled out eight mission/project websites including the Diaspora and Development website (diaspora.iom. int), Swiss Week Against Human Trafficking (www.18oktober. ch), Philippine Response (http://philippineresponse.iom.int/) and International Migrants Day (http://migrantsday.iom.int/) in 2013.
- Generates infographics for IOM and partners.
- Manages the social media output of IOM. OCU manages the global IOM Facebook (with 23,513 likes), Twitter (with 41,045 followers), Youtube, and Flickr accounts.
  - OCU also started an IOM Weblog in 2013. The blog now has more than 140 published posts coming from 6 countries and more than 40 authors/contributors.

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WHAT WE DO

The Manila Financial Services (MFS) provides assistance on accounting, treasury and budget to IOM offices worldwide in a twofold purpose:

1. pursue the achievement of administrative and financial objectives set by IOM including implementation of financial management and internal control procedures; and
2. pursue a more efficient use of tools and resources in the overall financial management of the Organization.

MFS is composed by five sections:
- Central Accounting Support - CAS
- Manila Budget Support - MBS
- Manila Treasury Services - MTS
- PRISM Central Support Team - PCST (financial system master data management)
- Regional Accounting Support - RAS

HIGHLIGHTS

130 office supported by RAS[1]

3,742 payments processed on behalf of IOM offices worldwide

1,175 funding requests processed for IOM offices worldwide

1,475 projects followed up on Accounts Receivables[2]

1,741 donor financial reports endorsed for submission to donors

2,945 projects' budget upload on PRISM (Accounting System)

740 released projects in PRISM amounting to USD862 million

Top 4 of 2013 activated projects by category (worldwide)

Labour Migration and Human Development	97	USD259 million
Transition and Recovery	105	USD198 million
Preparedness and Response	131	USD136 million
Migrants Assistance	207	USD124 million

[1]MFS/RAS monitors Europe, Africa and Asia. The Americas is monitored by PAC.
[2]Monies owned to IOM

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The Manila Human Resources Operations (MHRO) provides human resources administration support to all international personnel (Officials), Headquarters (HQ) General Service personnel, and local staff within the Manila Administrative Center (MAC). MHRO is responsible for the recruitment process, personnel administration and payroll of all Officials, HQ General Service staff, and local staff, as well as the provision of administrative services relating to staff development, health and other insurances.

MHRO is composed of the following units/functions:

Personnel Administration Support (PAS) provides guidance and support services to IOM Officials and general staff in HQ by administering their human resources (HR) concerns in accordance with the Staff Regulations and Rules, Policies and Instructions. PAS performs specific tasks such as compensation schemes, hiring/rehiring, contract extensions, transfer, promotions, and separations, management of benefits and entitlements and database maintenance of staff members' HR records. Total Personnel Actions (PA) processed in 2013 was 3,283 (General Staff: 198, Professional Staff: 3,085).

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 Officials worldwide, General Services staff from HQ and staff members from MAC.

Recruitment (REC) Unit manages global recruitment for international positions, including local staff positions in Switzerland, and handles recruitment administration of Associate Experts. REC guides hiring managers and candidates on the recruitment procedures to ensure due process and timely selection of best talents. A total of 124 job vacancies were posted last year and a total of 8,362 applications were received. Also, 169 direct appointments were processed by the Unit last year.

Health Claims Processing (HCP) is responsible for reviewing and processing the health claims of Officials and General Services Staff at HQ, retired staff, local staff in field offices in Europe, Asia and Middle East and their eligible dependents.* In addition, HCP is responsible for reviewing and processing claims for occupational accidents and illnesses under the Compensation Plan. 15,912 cases of medical claims were processed by the HCP Unit in 2013.

MAC Local HR Unit provides human resources and administrative services to national (local) staff, and looks after the welfare of each staff member within MAC. And in particular, the unit performs recruitment, monitoring of contracts, personnel actions, timekeeping and attendance and policy implementation. Out of 48 job vacancies last year, the Unit processed 3,285 applications, and processed a total of 1,382 Personnel Actions.

Staff Development and Learning (SDL) Unit in Manila supports the HQ-SDL Unit by facilitating the access of all IOM staff to the available courses on the e-Learning platform and by managing SDL's contribution to language classes for IOM staff worldwide. In addition, the SDL unit in Manila supports the organization of learning events in Manila and field missions worldwide. SDL administered a total of 115 online courses across all missions last year, 14 of these came from MAC. Also, a total of 56 learning activities were organized last year across all missions (wherein 663 staff members were trained as of June 2013).

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HIGHLIGHTS

- 15,912 medical claims processed by Medical Officers (and Health Claims Processing Unit) in MAC in 2013

- 92 Compensation Plans cases (new and still open)

- 23 Malicious Act Insurance cases

- 3,754 medical clearances (Entry On Duty, TDY, Periodic Medical Examination, Exit, Insurance admission, Transfer, etc) processed by HIM-MAC in 2013

- An average of 4-5 medical emergencies, medical travel, medical evacuation per month to supervise worldwide in cooperation with Occupational Health Unit and HIM-PAC.