



Manila (Global) Administrative Centre (MAC)

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 communication, 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.

The functions of the Manila (Global) Administrative Centre are as follows:

Field Procurement Unit (FPU) provides procurement assistance to the operational 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) purchasing items and delivering goods and services in a timely, efficient, convenient, transparent manner; and
- (d) managing assets and maintaining agreements with global vendors. FPU observes and promotes the best practices in procurement following established field procurement policies.

FPU is also tasked with ensuring the quality and safety of the goods and services with adequate controls and documentation.

Global Migration Health Support Unit (MHS) is a delocalized portion of the Migration Health Department in HQ providing global support services to the Field Offices, HQ and to IOM donors on administrative and financial matters, statistics, reports, research, health informatics and knowledge management in order to facilitate monitoring, standardization and increase efficiently and quality of MHD programmes worldwide.

Health Informatics and Data Management participates in the development of global software for IOM health-related activities, including the medical module of MiMOSA, Global Database for UKTBDP and various interfaces with IOM external partners in coordination with ITC/Software Development Unit. It coordinates testing and roll-out, organizes user trainings and manages change requests for IOM health related software, and analyzes business process and trends in health-related information technologies providing recommendations on the use of new information technologies in areas of MHD involvement.

Health Programme Monitoring and Admin-Finance Support develops and maintains a comprehensive system of health programme monitoring and performance evaluation through collecting, analyzing and comparing data on planned and actual financial, statistical and other resources. It serves as a central source of information on health-related projects and initiatives by tracking MHD projects in coordination with field offices, HQ and PIU/ACO Units. It also assists field offices in budget preparation and evaluation, assuring standardization of budgeting process, provides monitoring of expenses vis-à-vis budgets for health projects managed by MHD.

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Health Research, Reporting and Evaluation designs and conducts migrant health studies, provides expert service to field offices and HQ on epidemiologic methods in the design, management and evaluation of study proposals and reports and advises on innovative and cost effective methods to collect relevant health data from migrant populations and where needed, implement or train others. In relation to these activities, it leads expansion of working relations with academic and non-academic partner-agencies to promote inclusion of migrant health data in surveillance systems and projects, and leads the preparation and editing of the Annual Migration Health report and other publications for MHD knowledge management.

Information Technology and Communications Service Centre (ITCSC) consolidates the organization's Global ITC support through a 24/7 global service centre. ITCSC acts as the focal point for IOM field offices on matters related to ITC service delivery and support. It defines ITC standards and solutions and maintains the infrastructure foundation upon which development and support for PRISM and other applications such as MiMOSA and iGATOR, etc.

ITCSC comprises three units: the **ITU** (IT Infrastructure and Missions Support Unit), **MAU** (Migrant Applications Unit) and **PRISM** (PRISM Competency Centre).

IT Infrastructure and Mission Support Unit (ITU) provides core ITC infrastructure and service support for IOM offices. The unit also provides ongoing IT operations support to all units in MAC and IOM users globally. Besides technology related support, the unit also assists field offices with the identification, recruitment and training of field IT staff and, conducts ITC reviews for offices and projects as required. The unit is organized into functional sub-units involved in network and systems support, 24 x 7 helpdesk and, applications development and support.

Network and Systems Unit (NSU) manages the data centre at MAC, designs, builds and maintains the backbone architecture of the Organization's messaging services, telephone communication systems and teleconference facilities. NSU provides global support for user accounts management, network resource management and network connectivity for all IOM offices. The unit also facilitates deployment of IT infrastructure, including technical support, to HQ and field offices while ensuring the security of data and information.

Applications Development and Support Unit (ADSU) under ITU provides technical and development support to WIDAM and other applications owners in the field of database and website development. The unit also coordinates custom applications development for missions on a case by case basis.

ITC Helpdesk Team (helpdesk) is the focal point for all ITC-related customer support requirements providing first-level support to users worldwide. It provides round the clock support for ITC infrastructure related issues and monitors availability and performance of the global IOM IT network for field offices, HQ and Manila data centres and initiates preventive and corrective actions as appropriate.

Migrant Applications Unit (MAU) is responsible for the design, development, deployment, maintenance and support of migrant management applications, data base systems and other software tools to facilitate IOM HQ and Field Offices to process, deliver, and monitor IOM activities and services provided to migrants. MAU provides user support 16 hours a day from Monday to Friday. MAU is reachable via the helpdesk or its own website through the intranet

portal.

Applications developed and supported by MAU are as follows:

- Migration Management Operational Systems Application (MiMOSA)
- integrated Global Airline Ticket Order Record (iGATOR)
- Receiving Mission Interface (RMI)

PRISM Competence Centre is responsible for the design, development, deployment and maintenance of PRISM to better support the needs of Accounting, Budget, Treasury, Procurement and Human Resources. The PRISM Competence Centre is organized functionally into three units:

PRISM Business Analyst Unit is responsible for collecting business requirements, designing SAP in conjunction with SAP technical team and conducts change management activities such as training, compilation of user communication for release notes, SOPs, WIMS, alerts and newsletters.

The **Functional and Technical Unit** designs technical specifications, configures and develop SAP solutions, deploys software patches and enhancement packs, maintains role and authorizations.

The **PRISM Helpdesk** provides 24/5 PRISM support to PRISM Finance and HR users globally.

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.

Manila Financial Services, composed of several units, is responsible for providing overall financial management support including accounting, budget, treasury and financial management support to IOM field offices.

Central Accounting Support (CAS) assists in the preparation of financial management and special donor reports, month-end and year-end closing of accounts, reviews accounts receivables and revenue accounts, processes travel claims and perform bank reconciliations; as well as reporting and billing Canadian Warrants.

Manila Budget Support (MBS) confirms project funding reviews, manages the annual terminal emoluments exercise, supports the 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 world-wide, plus the processing of all payments for operations in the Philippines.

PRISM Central Support Team (PCST) manages all the PRISM Master Data of projects in PRISM

in close coordination with the Accounting Division (ACO). It ensures the consistency and accuracy of Master Data to facilitate general and specific financial reporting.

Project Monitoring (PM) provides financial budgeting, analysis and reporting support and overall financial management for specific global projects/programmes such as the US Resettlement, Migration Health, Staff Security Unit, Counter-trafficking and 1035 Facility.

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.

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

MHRO is composed of the following units/functions:

Health Claims Processing (HCP) is responsible for reviewing and processing of 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 of claims for occupational accidents and illnesses under Compensation Plan and manages the Malicious Acts Insurance and Loss of Personal and Property claims.

**Claims processing for local staff in Africa and Americas is performed by the Panama Administrative Centre.*

Health Insurance and Medical Supervision (HIM) evaluate and affirm fitness to work of staff based on IOM Medical Exams (Entry on Duty, PME, Annual Driver's exam), provide clearances and medical advice for TDY, facilitate and authorize medical travel and evacuation, and assesses the medical claims for processing.

Personnel Administration Support (PAS) provides guidance and support to staff members as they go through their employment cycle in IOM while administering their HR concerns in accordance to the Staff Regulations and Rules, Policies and Instructions. PAS performs specific tasks such as hiring/rehiring, contract extensions, transfer, promotions, separations, management of benefits and entitlements and database maintenance of staff members' HR records.

Payroll Support Unit manages the payroll and salary projectization and ensures accuracy and timely payment of salaries, and other financial entitlements for Officials worldwide General Services Staff in HQ.

Recruitment (REC) Unit manages the processes of recruitment of international personnel (Officials) worldwide and General Service personnel at Headquarters (HQ). REC provides guidance and support to hiring managers, missions and candidates in the recruitment and selection process.

Staff Development and Learning (SDL) Unit in Manila supports the HQ-SDL Unit by facilitating the access of all IOM staff to the courses available 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 worldwide, through logistics support, programme design, delivery and facilitation of learning and development events.

Movement Systems Support Unit (MSS) is composed of the Airline Invoice Settlement Section (AIS) and the Data and Statistics Unit (DSU). 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 also collates field movement statistics and reviews the suitability of existing movement and migration related systems. It is the focal point for "trouble shooting" escalated issues related to the iGATOR application and is responsible for the iGATOR accounts maintenance. MSS also provides support to Resettlement and Movement Management Division (RMM) for the authorization and creation of new airline vendors in the system.

Airline Invoice and Settlement Section (AIS) processes and settles airline invoices for Ticket Order Records 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 and Statistics Unit (DSU)** is responsible for movement data processing and collating field movement statistics ensuring data accuracy and consistency. DSU facilitates the reconciliation between the number of tickets ordered and paid for with the number of passengers departed and other related information in coordination with field offices.

Project Information Unit (PIU) maintains the central registry of IOM projects worldwide and is the institutional source of past and current project information. The Unit currently uses FileNet as its project database which is regularly updated based on information and documentations received from managing missions and relevant units. PIU responds to queries received from colleagues globally on IOM's experience on particular project activities for use in project development, liaison, or other purposes. PIU also ensures that all requirements for project activation requests are uploaded in FileNet for Project ID Requests' (MAC) overall review and project code issuance.

Research and Publications Unit (RPU) is the delocalized portion of 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.

Staff Security Unit (SSU) in general advises the Office of the Director General and the Office of the Chef de Cabinet 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:

- **SSU Operations** (subdivided into the SSU Operations Centre and SSU Technical Security Support), supports staff and field offices in terms of direct safety/security operational support, including for MOSS and MORSS compliance, via:
 - a) **Security Information 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) **Critical Incident Management Support** - can provide virtual and actual 24/7 support as required during major security incidents, disasters affecting staff and asset safety and security in collaboration with relevant HQ departments/units)
 - d) **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 (STW), targeted and specialized security and safety training)
- The **Manila component of SSU Administration and Finance** (which supports SSU administratively and the missions vis-à-vis the Security Funding Support mechanism for MOSS, MORSS and other mission-specific safety/security requirements).

Website, Intranet and Digital Assets Management (WIDAM) is the principal entity responsible for meeting IOM's internal and external online communication needs in a systematic, coherent and timely manner. WIDAM supervises the development and management of a series of core institutional communications channels used by internal and external audiences worldwide over 250,000 times per month:

- [IOM's main website](#)
- [IOM 60th anniversary website](#)
- **IOM Intranet and Portal**
- **The enterprise content management system** – IOM's institutional knowledgebase and tool for the management of over 80,000 project documents, legal instruments and institutional rules and guidelines
- **image library** – IOM's institutional image bank covering IOM's activities in photographs since 1951
- **social media channels** – IOM's emerging online communication tools such as [YouTube](#), [Facebook](#) and [Twitter](#) to engage visitors primarily on humanitarian issues
- **Joint initiatives websites** such as the [GFMD website](#), the [GMG website](#), the [Global Campaign for the Ratification of the Convention on Rights for Migrants website](#) and the [Migration-Policy-Practice website](#)

- **other online communication and transaction tools** such as an online surveys tool, an online newsletter tool, [IOM's online fundraising facility](#), and e-commerce applications ([IOM online bookstore](#), payment gateway)
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MAC Resource Management Unit (RMU) is responsible for human resource management of national staff. This unit also provides the day-to-day 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. MAC RMU also oversees the Accounts Payable Unit and provides logistical and administrative support to other programme-related activities such as study tours, trainings, workshops and transportation assistance to migrants and refugees.

Accounts Payable processes and validates payment requests, validates vendor and expense accounts, processes advance requests for DSA and travel expense claim settlements, processes payroll accounts as well as assists in the yearend terminal emolument report for all local staff, assists in the project activation and production of donor reports, assists in generating financial and other reports from the accounting system, and performs budget preparation and monitoring for MAC.

Administration and Personnel Support Unit provides human resource related support to national staff and administrative support to national and international staff in MAC. In particular, the unit supports the recruitment, monitoring of contracts, timekeeping and attendance and institutional policy implementation.

Common Services Unit ensures the maintenance and management of the office premises and vehicles. The unit provides administrative support to international staff for application of diplomatic IDs, Philippine visas, residence permits, vehicle registrations and shipment of personal effects.

Staff Travel Unit facilitates entry visas and travel documents for staff on travel, arranges flight bookings for staff 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.

Any comments about this document can be submitted to Office of the Director of Manila (Global) Administrative Centre (Email: mac@iom.int)