



International Organization for Migration (IOM)

The UN Migration Agency

## **MAC- Who is who and What We Do (March 2021)**

## MAC FUNCTIONS<sup>1</sup>

- 1. Global Information and Communications Technology (ICT) Operations Center**
  - a. Global User Support Unit
  - b. ICT Infrastructure and Networks Unit
  - c. Project Management Practice Unit
  - d. Knowledge Systems and Data Analytics Unit
  - e. ERP Product Management Unit
  - f. Information Security Unit
  - g. Migrant Solutions Unit
- 2. Global Migration Health Support Unit (MHS)**
  - a. Global Migration Health Support Unit
    - i. Global Migration Health Research & Epidemiology
    - ii. Migration Health Informatics
    - iii. Health Programme Monitoring and Admin-Finance Support
  - b. Global Teleradiology and Quality Control Centre
- 3. Global Procurement and Supply Unit (GPSU)**
  - a. Procurement Support
  - b. Procurement Compliance and Training
  - c. Warehousing and Logistics
  - d. Quality Control and Assurance
  - e. Vendor registration and Business Analytics
- 4. 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)
  - g. IDF Project Monitoring and Finance Support Unit (PMFSU)
  - h. Business Processes Improvement and Quality Assurance (BPI & QA)
- 5. Manila Human Resources Operations (MHRO)**
  - a. Personnel Administration Unit (PAU)
  - b. Payroll Unit (PY)
  - c. Recruitment Unit (REC)
  - d. Pension Administration Unit
  - e. Occupational Health (OHU)
  - f. HRM Operations Support Unit (OSU)
  - g. Staff Development and Learning Services (SDL)
- 6. Movement Systems Support (MSS)**
- 7. Office of Legal Affairs, Manila Unit (LEGCR-MU)**
- 8. Office of the Staff Security (OSS)**
  - a. IOM Philippines Office for Staff Security
- 9. Online Communications Unit (OCU)**
- 10. Research and Publications Unit (RPU)**
- 11. MAC Resource Management Unit (RMU)**
- 12. The Office of the Inspector General -- (\*\*hosted by MAC)**

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<sup>1</sup> The above list and description that follows are listed alphabetically. This document is updated every six months, every March and September.  
MAC-PACT/Who is who  
March 2021

## **Manila (Global) Administrative Centre (MAC) – aspiring to be a Centre of Excellence**

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.

Each MAC staff is committed to provide Quality Services in a timely and professional manner in the context of the following values:

### **PACT with Clients in HQ and Field Offices to Deliver Quality Services**

**Professionalism** – MAC is comprised of dynamic and professional individuals, competent and equipped with the knowledge and skills to work efficiently in their respective field of expertise.

**Accurate and Attentive** – MAC staff is attentive to requests coming from staff in HQ and Field Offices and provide accurate information.

**Cordial and Courteous communication** – MAC staff are committed to communicate in cordial and courteous manner.

**Transparent and Timely services** – MAC is managed transparently by managers, adopting an open door policy and using resources efficiently, ensuring timely and effective delivery of services.

A request or query addressed to any of the MAC services will be responded ideally within 48 hours (work week). In the event that is not possible, the issue will be escalated to the respective manager and to the MAC Director.

The values that embody the management and staff of MAC are meant to strengthen the performance of and seek excellence in administrative support to HQ and Field Offices world-wide.

A brief description of the MAC functions and contact information of the respective managers are in the following pages.

***The Director of MAC is Mr. Enrico Ponziani ([eponziani@iom.int](mailto:eponziani@iom.int); +632 8230 1777)***

**Global 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 Global ICT Center at MAC is composed of:

**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 collaborate 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.

*Global User Support (GUS) Unit is headed by Mr. Pavan Arora ([parora@iom.int](mailto:parora@iom.int); +632 8230 1804)*

**Infrastructure and Networks Unit** is responsible for:

- **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 deployment of IT infrastructure, including technical support, to HQ and field offices while ensuring the security of data and information.

*Infrastructure and Networks position is headed by Mr. Newton Muli ([nmuli@iom.int](mailto:nmuli@iom.int); +632 8230 1810)*

**Project Management Practice** is responsible for:

- **Project Monitoring and Compliance** manages the project, programme management office, function for the ICT Division; 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.
- **Change Management** ensures the delivery of Organizational 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, develop tools for continuous learning and awareness raising; organize training to actively promote the introduction of new business solutions, and assess the change impact.
- **Project Support** engages, directs and mentors a team of ICT 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.

*Project Management Practice is headed by Ms. Sandra Sarac ([ssarac@iom.int](mailto:ssarac@iom.int); +632 8230 1850)*

**Knowledge Systems and Data Analytics Unit** is enabling better business decisions through wide usage of robust data solutions. This includes Enterprise Data Warehouse (EDW) and assisting the business in generating reports that analyze logical data models. The team is responsible for the entire data analysis tool stack, including ETL (extract, transform, load) development, warehouse modeling and development, and structured & unstructured data analysis toolsets. The team is playing a key role in designing, building and maintaining the intranet and SharePoint portals, ensuring the platform is continuously updated and improved as well as manage the IOM Website technical standards, governance framework and underlying website support. The team is currently working with various business teams to embed a new approach to knowledge management to provide a world-class support experience for all colleagues.

*Knowledge Systems and Data Analytics Unit is headed by Ms. Aminta Gutierrez ([agutierrez@iom.int](mailto:agutierrez@iom.int); +632 8230 1851)*

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

- **Business Engagement - Finance** is responsible for the Finance functional configuration, maintenance and improvement of existing SAP ERP solution. 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, and other stakeholders; implements the enhancement and continuously looks for further improvement.
- **Business Engagement - HR** is responsible for the Human Resource functional configuration, maintenance and improvement of existing SAP ERP solution. 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, and other stakeholders; implements the enhancement and continuously looks for further improvement.
- **Business Engagement – Procurement and Supply Chain, Development and Analytics** is responsible for the PSD functional configuration, maintenance and improvement of existing SAP ERP solution. 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, and other stakeholders; implements the enhancement and continuously looks for further improvement. In addition, provides leadership in the ERP development and Analytics requirements.
- **Technical and Administration** maintains high and consistent availability of ERP platforms; maintains and optimizes application landscapes; takes full responsibility for the full cycle maintenance of the database platforms of IOM's corporate applications, including user role and security maintenance, ensuring stable and high-performance system capacity. The Unit also ensures smooth software change maintenance (upgrade, patch installation, etc.) and acts as a service provider in the area of system maintenance and operation.
- **ERP Development** is responsible and accountable for the development of new and maintenance of existing ABAP reports, forms, interfaces, enhancements, classic, dialog programs, SAP BI, SAP PI, webdynrpo and SAPUI5 programs made in the SAP system.

*ERP Product Management Unit is headed by Mr. Parlin Sitanggang ([psitanggang@iom.int](mailto:psitanggang@iom.int); +632 8230 1820)*

**Migrant Solutions** team is responsible for developing, maintaining, and managing the global corporate portfolio of applications to support core business functions ranging from health assessments to movement management functions. Through innovation and on-time delivery of quality products and services, Migrant Solutions is a strategic enabler for the Organization and provide support through key result areas:

- **Information management** enabling faster and better decision-making by leveraging the best business intelligence technologies, advanced analytics, and digital dashboards. This dimension addresses modern knowledge management capabilities for more effective collaboration and sharing.
- **Business process support** developing secure, cost-effective platforms to support business processes, including the corporate platform MiMOSA, ad-hoc requests, and other mission-critical processes.

The team is comprised of four sub-teams representing various phases of the software development lifecycle. These are:

- **Software Development** team is an agile unit comprised of various capabilities including developers on Mobile, Java, Reporting & analytics, .net teams, and PHP, to mention a few. The role of the team is the developing of Code, Programming of Software Systems, translating User Requirements and design into Software Programs, in conformance to well-known design and coding practices. The team make sure that the solution is properly documented, provide production support, systems are maintained by way of constant updates, and upgrades to ensure continued relevance and usability.
- The **Project Management** team, as the key linkage between the delivery teams and the operational, business side of IOM, to constantly looks for ways to enhance project execution and increase efficiency. It also works with Business Relationship Managers to initiate projects, put together initial project documentation and concepts, business cases, as well as work on the prioritization of the initiatives along with the demand management aspect of the Migrant Solutions pipeline. They provide reporting, managing of risks, working with team managers on aspects such as staffing and resourcing to ensure projects are delivered on time, on schedule, and within agreed quality criteria. The team achieves this primarily by creating actionable plans which provide standards for undertaking projects in a structured and repeatable way. The repetition is a key component because it warrants past success will lead to future success and enables them to tweak aspects of the procedures to fine-tune the approach.
- The **Business Analysis** team works at the intersection of all other teams by understanding customer needs, driving optimization of the customer business processes, by analyzing the current state of the business processes and suggesting specific tactical steps for improvement. The core responsibility of the unit is to improve and/or build new business processes based on in-depth domain knowledge. The team act as the link between the business units and Migrant Solutions, helping to discover the user needs and the solution to address them, and specifying requirements. They conduct research and analysis in order to come up with solutions to business problems and help to introduce these system improvements to IOM and its customers.
- The **Quality Assurance** team ensure overall software quality of solutions by establishing and evolving formal quality assurance processes, ensuring that the team is using industry-accepted best practices including a strong emphasis on test automation; they participates in the planning, specification, design, development, implementation and support of Migrant solutions from a quality assurance perspective. This team also supports the software development process and implementation of new software releases by testing computer application systems and programs, using team established standards for IT technologies and tools.

*Migrant Solutions Unit is headed by Mr. Aditya Saxena ([asaxena@iom.int](mailto:asaxena@iom.int); +63 917 129 8175)*

**ICT Information Security Unit** is responsible for providing leadership and execution of IOM's information and cybersecurity programmes while enabling IOM to achieve its mission to facilitate orderly, safe, regular and responsible migration and mobility of people. It also provides support and guidance to make our ICT environment as secure as possible. The team helps to monitor and manage technical threats, drives the design and implementation of security initiatives as well as shares good practices that help to foster a strong information security culture across the organization with the aim of taking information security of IOM to the next level. In addition, the team provides technical expertise that continuously intend to improve our collective ability to prevent, detect, respond and recover from incidents increasingly threatening the organizations data.

*Information Security Unit - vacant (+632 8230 1812)*

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

MHS is comprised of the following four sub-units:

*MHS is headed by Dr. Kolitha Wickramage ([kwickramage@iom.int](mailto:kwickramage@iom.int); +632 8230 1631)*

**Global Migration Health Research & Epidemiology Unit (MHD Research and Epi Unit)** promotes evidence-informed policy and practice in the field of migration and health within IOM programmes globally. The vision of the Unit is to improve the health of migrants through evidence-informed, actionable research and data, grounded in rights-based approaches and tethered to contextual and resource realities. The unit leads the technical assistance, development and production of health research and evidence synthesizes from IOM's health-related programs. This includes; providing technical guidance to Missions, Regional Offices and Headquarters in designing, implementing, and reviewing health-related research and epidemiological assessments, supporting skills and capacity building of staff; assists in publishing and disseminating scientific evidence (e.g. Migration Health Research Bulletin and online Podcast); and, establishing IOM knowledge management platforms (e.g. Global Migration Health Research Portal). The unit also works to harnesses research collaborations and partnerships. This includes units within IOM (e.g. Global Migration Data Analysis Centre (GMDAC), Displacement Tracking Matrix (DTM) Team, Immigration and Border Management (IBM) Unit); with Member States (e.g. MENA Regional project to assist national government authorities systematically capture migration health-related data and policies); with academic institutions, professional associations and scholars (e.g., establishing the Global Migration Health and Development Research Initiative, undertaking multi-country studies); UN organizations (e.g., World Health Organization), and peer-reviewed medical and public health journals to commission research, and promote the inclusion of migration health within the global health and development agendas. In response to COVID-19, the unit supports missions, RO, and HQ in developing programs with sound evidence-based approaches (e.g. the unit has led technical cooperation with MHD-HQ to assists DTM and IBM Teams in refining the modules/questionnaires related to public health measures for COVID-19 at the points of Global Survey). The unit also established and maintains the *Migration Health Evidence Portal for COVID-19* - a globally accessible repository with technical briefs, that was featured in the UN Global COVID-19 UN action plan as best practice in knowledge management.

*MHD Research Unit headed by Dr. Kol Wickramage ([kwickramage@iom.int](mailto:kwickramage@iom.int); +632 8230 1631)*

**Migration Health Informatics (MHI)** has transformed the way migrant health data are generated, reviewed and processed by systematically applying new technologies and computer science to global information service provision in IOM resettlement and immigration programs. MHI helps IOM to decrease processing time and conserve resources, integrate all migration health activities at the country level, and standardize and centralize data collection among IOM country offices, thereby creating a repository of migrant health information at the IOM global organizational level. MHI supports the development of updated releases of the MiMOSA software, providing functionality enhancements and design of new modules. MHI also developed an enhanced version of the immunization management system (IMS), an interface linked to MiMOSA for tracking inventory levels, stock movement and lot details, and extended its functionality to include the transfers of vaccine lots from one location to another and generation of inventory and consumption reports. Furthermore, the MHI team continues to develop its medical data warehouse and business intelligence tools, which have become the central repository, reporting, and QC tools for health assessment data in IOM. MHI played a major role in the development of the ePHR for the EC ReHealth initiative and leads the design of the ePHR Lite for the Sicily region. MHI also participates as a medical business owner in the development of the Laboratory Information Management System, Mimosa NG and the medical modules of MigApp.

*MHI is headed by Mr. Steffen Schillinger ([sschillinger@iom.int](mailto:sschillinger@iom.int); +632 8230 1630)*

**Health Programme Monitoring and Admin-Finance Support (MHD Finance)** develops and maintains health programme monitoring and performance evaluation systems based on both financial and operational data. MHD Finance guides field offices in budget preparation and evaluation as well as in the pricing component of fee-based programmes, ensuring the standardization of these mechanisms. The unit also controls expenses against budget and activity levels as well as individual transactions for correct WBS and GL code usage. In addition to generating monthly, quarterly and yearly managerial accounting reports, the unit produces ad-hoc financial models to forecast expenditure trends and funding requirements over time. On the administrative side, it directly coordinates the health services invoicing of certain donor-funded projects.



Overall, MHD Finance monitors global, regional, and multi-regional projects, mainly but not limited to:

- the Global Health Assessment Projects (GHAPs),
- the IOM Radiologic Interpretation & Quality Control Centre (Teleradiology),
- the IOM-Center for Disease Control & Prevention (CDC) Cooperative Agreement Projects,
- the First line of Defense projects (FLoD) and the Interim Federal Health Programme (IFHP) Pre-departure Medical Services for Canada-bound Refugees.

*HPMAFS is headed by Mr. Federico Blanco Neuenschwander ([fblanco@iom.int](mailto:fblanco@iom.int); +632 8230 1679)*

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**Global Teleradiology and Quality Control Centre (MHS-GTQCC)** aims to innovate, standardize, and optimize the quality of radiology services in Health Assessment Programs (HAP) worldwide and represent IOM in the sector for playing a strategic function in policy recommendation and enhancing the competitive position of the organization in migration health, which is fundamental to Member States and other global partners. The Center works in two major categories activities: the *Global radiology support and system enhancement*, and the *Teleradiology primary reading and QC programs*. The Teleradiology systems ensure efficient and accurate chest x-ray reporting systems use innovative Teleradiology systems, including Teleradiology web-applications with internal quality assurance functionalities such as automated assigning of cases, peer and internal QA monitoring review of CXRs, Picture Archive and Communication System (PACS) networking to both IOM and non-IOM clinics, image viewing software, and high-resolution diagnostic monitors.

The two main categories of the Center activities:

- **Global Radiology Support** is continuously working on advancing the radiology systems, technical infrastructure, staff capacity, standardization, and expansion of the radiology service in the field missions worldwide through different methods including exploring, designing, coordinating, establishing, and managing the Global radiology support and global quality control, expanding innovative radiology and Teleradiology systems, conducting different radiology training (web-based, onsite and training workshops), developing guidelines, conducting audit visits, and providing radiology related technical support to field locations, as well as analyzing data and conducting research, setting organizational policy recommendations, building strong collaborations with global partners, and participating in an international conference contributing to the global migration agenda in relation to the Sector.
- **Teleradiology Program Services** provides efficient and quality real-time Teleradiology primary reading, innovative Global Teleradiology Quality Control (QC) chest x-ray reading and analysis, and second opinion radiology consultations. The Center is open 7 days a week, 8:00AM to 11:00PM on regular working days and half days on weekends and provide Teleradiology primary reading with an average turnaround time of 20minutes. Teleradiology QC program uses an innovative Global Teleradiology QC system with semi-automation and integration to multiple MHD systems, which does the auto sampling of cases from field operation, auto fetching of primary reports from MiMOSA, and auto-calculate the disagreement of chest x-ray readings between the QC reading and primary, and analyze data. Based on the QC result, the Center gives feedback and recommendation to the field missions for further enhancement of the quality of the radiology service.

The Centre is networked to a total of 88 IOM and non-IOM clinics through its Picture Archive and Communication System (PACS), supporting 71 field locations for Teleradiology primary reading and 37 locations for QC reporting globally. The Centre also provides technical support to the Regional Teleradiology Center in Nairobi, Kenya, providing Teleradiology primary reading services to African locations. The research work conducted by Center in collaboration with global partners FIND and WHO on the Accuracy of Computer-Aided Detection for Detecting TB on Chest X-Rays ongoing, and the center is collaborating with CDC on the use of Telerad QC CXRs and reports for the CDC AI project.

*Global Teleradiology RI & QC Center is headed by Dr. Sifrash Meseret Gelaw ([sgelaw@iom.int](mailto:sgelaw@iom.int); +632 8230 1674)*

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**Global Procurement and Supply Unit (GPSU)** is responsible for implementing the policies and assist with training and dissemination of procurement best practices, under the direction of the Chief, Procurement and Supply Chain Division. GPSU provides advisory, back-office, and field support procurement services on IOM's projects implemented worldwide, both regular and emergency-related. Among others, it provides guidance and advice on IOM's procurement policy, e.g. it assists missions in developing procurement strategies, reviewing solicitation documents, proposals and contracts.

*GPSU is headed by Ms. Niiara Abliamitova ([nabliamitova@iom.int](mailto:nabliamitova@iom.int); +632 8230 1736)*



GPSU is comprised of the following five sub-units:

**Procurement Support** carries out global solicitation processes for the purpose of establishing long-term agreements (LTAs) which can be used by all missions globally and satisfy the missions' most recurring and critical needs. The team also provides procurement support services for emergency operations and other IOM offices that require additional capacity and support to enable missions to execute their projects and achieve objectives.

**Compliance Support and Training** oversees consistent application and interpretation of IOM's policies in making procurement decisions, contributes to the development, formulation, review, and revision of policies, operational directives, reports, standards, and guidelines relating to procurement worldwide. It also plays an important role in ensuring that these regulations are applied and adhered to, e.g. through reviews of procurements conducted in-country offices and preparing Procurement Review Summary to ensure compliance with all relevant policies and procedures. The team also contributes to the design of professional training and development activities relating to procurement and assisting missions worldwide in their procurement training needs and dissemination of procurement and supply chain best practices.

**Warehouse and Logistics** supports warehouse operations in order to ensure safe storage of goods, inventory, transportation, internal movement, information, and sufficient capacity to receive, manage and withdraw goods to beneficiaries. It also oversees the consistent application and interpretation of IOM's policies, contributes to the development, formulation, review, and revision of operational directives, reports, standards, and guidelines relating to warehousing and logistics in IOM.

**Quality Control and Assurance** contributes to developing tools and establish systems for ensuring quality control and quality assurance of IOM procurement processes.

**Vendor registration and Business Analytics** Team performs bids receipt and vendor registration function; develops, manages, and reviews IOM's Global Material and Vendors List; manages the IOM internet and intranet procurement sections; prepares regular and ad-hoc reports on global and regional procurement and supply chain data. In addition, where applicable, contributes to the development of specifications and business requirements for enhancement of relevant PRISM functionalities and other IT systems related to procurement.

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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 headed by Mr. Feridoon Barraghi ([fbarraghi@iom.int](mailto:fbarraghi@iom.int); +632 8230 1900)*

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, inventory (global stocks), insurance, accrual of education grant, processes travel claims, US tax advances and reimbursements,, and perform bank reconciliations.

*CAS is supervised by Ms. Grace Yano ([myano@iom.int](mailto:myano@iom.int); +632 8230 1795)*

**Manila Budget Support (MBS)** confirms project funding reviews, performs quality verification and data quality management, manages the annual terminal emoluments exercise, supports the overall budget monitoring, uploads project budget data into PRISM and provides support to BUD in updating databases to facilitate the preparation of the Annual Program and Budget document.

*MBS is supervised by Ms. Jenice Tobias – Añonuevo ([jtobias@iom.int](mailto:jtobias@iom.int); +632 8230 1930)*

**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.

*MTS is supervised by Ms. Millicent Canlas ([mcanlas@iom.int](mailto:mcanlas@iom.int); +632 8230 1941)*

**PRISM Central Support Team (PCST)** conducts thorough review of project documents and is responsible for the general maintenance, optimization and modifications of all PRISM Master Data in close coordination with ACO. It ensures the consistency and accuracy of Master Data to facilitate general and specific financial reporting. In close coordination with PRISM, implements, reviews and controls the assigning of roles and authorization to staff of all missions worldwide including that of the regional offices, administrative centers and the headquarter.

*PCST is supervised by Ms. Leah Clamor ([lclamor@iom.int](mailto:lclamor@iom.int); +632 8230 1940)*

**Regional Accounting Support (RAS)** conducts mission accounts validation, accounts and project balance reviews, monitoring and clearing of suspense accounts and bank reconciliations, review and approve month end access extension requests, review and endorsement of project financial reports, assists with project closure coordination, reviews and checks selected accounting entries and month end accounting returns, and provides mission accounting advice and audit support as needed.

*RAS is supervised by Ms. Catherine Husenia ([cdeguzman@iom.int](mailto:cdeguzman@iom.int); +632 8230 1903)*

**MFS Crisis Support (MCS)**, in close coordination with DRM Emergency Support Unit, supports offices responding to emergency and crisis situation 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 advices and escalation of issues in MAC for rapid responses.

*MCS is supervised by Mr. Paul Henry Tambasen ([ptambasen@iom.int](mailto:ptambasen@iom.int); +632 8230 1935)*

**IDF Project Monitoring and Finance Support Unit (PMFSU)** in close coordination with the IOM Development Fund in Headquarters, the unit provides support in the overall administration of the Fund, monitoring its funded projects globally from start to finish and providing technical support to projects in the area of administrative and finance, promoting financial effectiveness and efficient use of the project funds in accordance to the established policies of the Fund.

*PMFSU is supervised by Ms. Josephine Alfaro-Siruno ([jalfaro@iom.int](mailto:jalfaro@iom.int); +632 8230 1925)*

**Business Processes Improvement and Quality Assurance (BPI & QA)**, in close coordination with ACO and MFS Units, the BPI&QA unit is involved in developing and implementing of business process improvement plans and quality assurance strategies with regards to the accounting and financial reporting functions of IOM, in compliance with IOM's accounting policies and procedures. The unit is also responsible for performing special projects to improve process efficiency and quality assurance of existing processes and systems.

*BPI & QA is headed by Mr. Bakht Zarin KHAN ([bzkhan@iom.int](mailto:bzkhan@iom.int); +639178363955)*

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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 all personnel in Switzerland; recruitment process for international Professional positions worldwide and General Service positions in Headquarters; payroll process for all international Professional staff worldwide and all personnel in Switzerland and the Philippines; pension administration for all IOM staff and retirees worldwide participating in UNJSPF. MHRO also provides occupational health services, administrative services related to staff health and other insurances, staff development, performance management and other global HR support services such as reporting, automation, and communications.

*MHRO is headed by Gian-Luca Faccin ([gfaccin@iom.int](mailto:gfaccin@iom.int); + 632 8230 1954)*

MHRO is composed of the following units/functions:

**Personnel Administration Unit (PAU)** provides HR 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. PAU performs specific tasks such as issuance of employment contracts, administration of compensation schemes, hiring, rehiring, contract extensions, transfers, promotions and separations, management of benefits and entitlements, maintenance of staff members' HR records.

*PAU is headed by Ms. Guleser Jumagulyyeva ([jumagulyyeva@iom.int](mailto:jumagulyyeva@iom.int); +632 8230 1956)*

**Payroll Unit (PY)** manages payroll processing and salary projectization updates. The Unit ensures the accuracy and timely payment of salaries and other financial entitlements for all International Professional staff worldwide, all personnel in Switzerland (including General Service Staff, Interns, and Consultants), and all National Staff in the Philippines.

*Payroll Unit is supervised by Ms. Myrna Gomez ([mgomez@iom.int](mailto:mgomez@iom.int); + 632 8230 1971)*

**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. REC provides advice to managers and staff on issues and processes related to recruitment and selection.

*REC is headed by Mr. Mathieu Kpadonou ([mkpadonou@iom.int](mailto:mkpadonou@iom.int) +632 8230 1693)*

**Pension Administration Unit** is the main focal point for all matters related to IOM participants and beneficiaries under the United Nations Joint Staff Pension Fund (UNJSPF). Pension is a global service and advisory unit responsible for the accurate and timely registration, document-processing, data tracking and reporting of IOM-UNJSPF participating staff members and pension contributions to the United Nations Joint Staff Pension Fund (UNJSPF) in accordance with the rules and regulations of UNJSPF. The Unit also provides advice and updates on the UNJSPF rules and regulations. Pension acts as the secretariat of the IOM Staff Pension Committee (SPC).

*Pension Unit is headed by Ms. Susan Mwangi ([smwangi@iom.int](mailto:smwangi@iom.int); +632 8230 1730)*

**Occupational Health Unit (OHU)** evaluates and affirms fitness to work of staff members, provides medical clearance for admission to the insurance schemes (MSP/HI) of international Professional staff and General Service Staff in Europe, Asia and the Pacific. The unit provides clearances 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 until end of February 2021 assesses the medical claims for processing.

*OHU is headed by Dr. Diao Bah ([dbah@iom.int](mailto:dbah@iom.int); +632 8230 1985)*

**HRM Operations Support Unit (OSU)** is responsible for coordinating cross-cutting HR global support functions through an integrated approach to global HR automation, performance management system, reporting, business processes and compliance in line with IOM policy issuances, rules and regulations. OSU works closely with HRM HQ, PAC HRAS, ICT and other MHRO Units, to focus, inter alia, on enhancing HRM support services through streamlined processes, integrated systems, global Staff Evaluation System (SES) support, Organizational Management (OM), reporting, long service awards, communications. OSU also works toward on-going improvement of SOPs, workflows, manuals and training on HR issues, and supports Business Continuity Planning (BCP) and other ad-hoc projects in MHRO and HRM.

*HRM OSU is headed a.i. by George Chernikov ([gchernikov@iom.int](mailto:gchernikov@iom.int))*

**Staff Development and Learning (SDL) Services in Manila** supports the HQ-SDL Unit by addressing the learning needs of IOM Headquarters (HQ), Manila (Global) Administrative Centre (MAC), and field missions worldwide. The SDL services in Manila assists in the organization of learning events in MAC and the field missions worldwide. In addition, SDL Manila provides support in the administration, enhancement, and knowledge dissemination of IOM's learning management system (I-Learn). SDL Manila also provides guidance and information on how to deliver virtual instructor-led training sessions using the WebEx platform.

*SDL Manila's focal person is Ms. Arantxa Catampatan ([acatampatan@iom.int](mailto:acatampatan@iom.int); +632 8230 1975)*

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**Movement Systems Support Unit (MSS)** is composed of the Airline Invoice Settlement Section (AISS) 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 "trouble shooting" escalated issues related to the iGATOR application & is responsible for the iGATOR accounts maintenance, MSS also promotes compliance to the Standard Operating Procedures among 107 Global Operations Offices.

**MSS is headed by Mr. Samuel Omollo ([somollo@iom.int](mailto:somollo@iom.int); +632 8230 1641)**

**Airline Invoice and Settlement Section (AISS)** processes and settles global 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 coordinates with the field offices for the reimbursement of pending claims, reconciliation of payable accounts and preparation of periodic reports and updates.

*AISS is supervised by Mr. Paul Dureza ([pdureza@iom.int](mailto:pdureza@iom.int); +632 8230 1645)*

**Data Monitoring Section (DMS)** performs regular data quality assurance checks by reconciling data in MiMOSA, iGATOR and PRISM to ensure that information on IOM air-movement is properly captured and correctly reflected in program statistics and financial accounts. It also promotes compliance to the Standard Operating Procedures among Global Operations Offices by initiating and monitoring movement related tickets in Footprints for timely status update. Monitoring is done in accordance with the escalation procedure in place.

*DMS is supervised by Ms. Brenda Remetir ([bremetir@iom.int](mailto:bremetir@iom.int); +632 8230 1654)*

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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). LEG Contract Law Division (LEGCR) is the division within LEG that reviews and gives legal advice on contracts and agreements. LEGCR also provides legal advice on contractual disputes including in relation to the termination. 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 ([https://intranetportal/en-us/pages/hq\\_odg\\_leg\\_agt.aspx#](https://intranetportal/en-us/pages/hq_odg_leg_agt.aspx#)). The LEGCR Division Head is based at Headquarters and there is another LEGCR unit in Panama (LEGCR-PU).

Please send all contract related queries and requests for contract reviews and for checklist codes to the LEG Contract Review inbox: [LEGContracts@iom.int](mailto:LEGContracts@iom.int)

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**Office of the Staff Security (OSS)** Office of the Staff Security (OSS) 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.

**OSS in Manila is headed by Mr. Tim Turner ([tturner@iom.int](mailto:tturner@iom.int); +638 8230 1720)**

OSS in Manila is composed of:

- **The OSS Global Operations Center** has a global mandate and its main function is to closely coordinate with the Director of OSS, support all IOM operations, missions and field offices in terms of direct safety, security operational support, including for Area Security Plans and RSM 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, and satellite communications), technical security systems (CCTV, Access Control, security system design).
- **OSS Training** - develops and implements safety, security training and development modalities in collaboration with OSS HQ, SDL and UNDSS (i.e. Security Training Workshops (STW), targeted and specialized security and safety training. Training support is also provided globally for the Safe And Secure Approaches to Field Environments (SSAFE) as well as specialised 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, asset safety, and security by dedicated communications systems such as SCAAN in collaboration with relevant HQ departments/units.

- **Security Information Operations Cell (SIOC)** - provide coordination with various sources information bulletins and strategic in-depth reports to management and staff globally. Analyse incidents and trends and develop matrix to assist IOM programmes in mitigating risks to staff and assets.
- The **Manila component of OSS Administration and Finance** supports OSS HQ administratively and the missions through RFSO vis-à-vis the Security Funding Support mechanism for mission-specific safety, security requirements.

**MAC & CO Office for Staff Security** covers all safety & security matters relating to IOM Philippines (MAC & Mission) staff, assets, premises & operations.

- **Tasks conducted for both MAC & Country Office**
  - Ensures implementation of & compliance with IOM security & safety policies & procedures.
  - Oversees physical security measures for all IOM premises (MAC, Country Office & sub/satellite offices) including guard force, access control, CCTVs, communications etc.
  - IOM Philippines staff lists (for security) & zone wardens list for staff accounting (including emergency communications).
  - IOM Philippines security incident & casualty management.
  - Philippines safety & security situation monitoring, including information collation, analysis & dissemination.
  - Liaison with security community (national & international) in the Philippines.
  - IOM Philippines security inductions, briefings – national & international new staff, consultants & TDY, STA international staff.
  - Security Training.
  - UNDSS, UNSMS, IOM staff security compliance – including IOM Proof of Life, Travel Personal Profile, UNDSS TRIP, BSAFE, SCAAN, fire & earthquake evacuation drills.
  - Liaison with RFSO in Asia Pacific Regional Office.
  - Physical security of sub-office locations (e.g. Cotabato, Zamboanga, Kidapawan, Marawi, MAC Global Stock Warehouse, etc.).
  - Security & safety of field missions & activities (across Luzon, Visayas & Mindanao).
  - Advises and supports IOM Philippines Business Continuity Plans (BCP) for MAC & Country Office.
- **Task conducted in coordination with UNDSS/UNSMS:**
  - Compliance with UNDSS/UNSMS security policies & procedures (e.g. Area SRMs/measures, FSSS & RSM).
  - Development & compliance of UNDSS/UNSMS Area Security Plans.
  - Local Cost Share Security Budget (LCSSB).
  - Attendance of UNDSS/UNSMS Security Management Team & Security Cell meetings.
  - Security incident reporting.

MAC & CO Philippines OSS focal person is Ms. Leilani Tubon ([ltubon@iom.int](mailto:ltubon@iom.int); +632 8230 1655)

**Online Communications Unit/MCD Manila (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, 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 specific relevant project related websites. In close coordination with MCD HQ, the unit also edits, produces and distributes the *Media Briefing*, which is sent to all IOM staff and some 25,000 external subscribers worldwide.

**OCU is headed by Mr. Jose Ignacio Martin Galan** ([jmartin@iom.int](mailto:jmartin@iom.int); +632 8230 1603)

**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 IOM's online bookstore. The unit also provides administrative and financial monitoring assistance to the Department of International Cooperation and Partnerships in HQ.

Research and Publications Unit is supervised Ms. Frances Marie Solinap ([fsolinap@iom.int](mailto:fsolinap@iom.int); +632 8230 1615)

**MAC Resource Management Unit (RMU)** provides services to MAC units in the areas of human resources (local employees), finance, accounting, procurement, logistics, staff travel, common services, and project monitoring. The unit coordinates annual budget submission for MAC, ensures appropriate internal controls in the area of its responsibilities, initiates and implements administrative procedures and practices for MAC, safeguards organization's assets, monitors MAC OSI and Admin budgets

**MAC Resources Management Unit is headed by Mr. Ulan Kerimbaev** ([ukerimbaev@iom.int](mailto:ukerimbaev@iom.int); +632 8230 1700)

RMU is composed of the following six units/functions:

**MAC Local HR Unit** - provides human resources support to national staff members within the Manila Administrative Center. These services include but are not limited to recruitment and selection of staff and non-staff, contracts management, personnel action preparation, benefits and other entitlements processing, attendance and timekeeping, performance management, staff development and HR policy implementation in coordination with the Human Resources Advisory Services in Panama and Human Resources Management in Geneva, Switzerland.

*MAC Local HR Unit is supervised by Ms. Dimple Guillang* ([dguillang@iom.int](mailto:dguillang@iom.int); +632 8230 1979)

**Common Services Unit (CSU)** - ensures the maintenance and management of the office premises (currently located on 25<sup>th</sup> and 29<sup>th</sup> floors in Tower 6789; 28<sup>th</sup>, 15<sup>th</sup> and 24<sup>th</sup> floors in Citibank Tower), contract management and liaison with vendors providing transportation services, customs clearance, vehicle fleet management, etc. The Unit provides administrative support to international staff with the application for protocol IDs, Philippine visas, work permits, airport access, vehicle registrations, obtaining of driver's license, shipment of personal effects etc. CSU is also responsible for procurement ranging from office supplies, repair works, cleaning and security services, refurbishing of premises, assignment, and tracking of employee workstations, managing storages etc.

*Common Services Unit is supervised by Ms. Ma. Cecilia Distor* ([cdistor@iom.int](mailto:cdistor@iom.int) +632 8230 1758)

**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 U.S. Refugee Admissions Program (USRAP), Canadian Warrants (CW) Program, Canadian Orientation Abroad (COA), Visa Application Centre (VAC) Network, Family Admissions Program (FAP), the Junior Professional Officers Programme (JPO), and the Verification Services for Africa Programme (VSA).

*Project Monitoring Unit is supervised by Mr. Ronson Ngo* ([rngo@iom.int](mailto:rngo@iom.int); +632 8230 1946)

**Local Procurement unit (RMU-Local procurement)** is responsible for providing MAC units and staff with procurement and asset management services.

*Local Procurement unit is supervised by Mr. Edgardo Vargas* ([evargas@iom.int](mailto:evargas@iom.int))

**MAC Accounts Payable/Finance** - processes and validates payment requests including advance DSA and travel expense claim settlements for MAC staff; maintains and monitors MAC vendor and expense accounts; coordinates payroll entries with MHRO; assists with generating financial reports, annual MAC budget preparation, consolidation of monthly closure and accounting returns for MAC and country office, monitoring of MAC project accounts and overall MAC focal team for financial matters.

*MAC Accounts Payable/Finance is supervised by Mr. Michael Dwight Valiao* ([mvaliao@iom.int](mailto:mvaliao@iom.int); +632 8230 1711)

**Staff Travel Unit (STU)** - facilitates entry visas, travel documents, flight reservations for staff on duty travel; reviews and verifies ticket invoices from airlines and travel agencies; liaises with accounting for travel-related payments, maintain liaison with hotels for provision of accommodation and conference services; provides travel-related statistical and informational reports.

*Staff Travel Unit is supervised by Mr. Kent Madarcos* ([kmadarcos@iom.int](mailto:kmadarcos@iom.int); +632 8230 1757)



**Office of the Inspector General (OIG)**, consisting of three units (Internal Audit, Evaluation, Investigation) which report directly to the Director General in Geneva. Part of Internal Audit is being hosted by the Manila Administrative Centre (MAC).

The Office of the Inspector General contributes to the oversight and internal control of the Organization through its functions of Internal Audit, Monitoring and Evaluation, Investigations and Inspection. It conducts internal audits, including compliance, performance and management audits, and undertakes investigations of IOM's activities worldwide.

- **Internal Audit** provides independent, objective, reasonable assurance and consulting services designed to add value and improve the Organization's operations. It helps IOM accomplish its objectives and maintain a strong internal control framework through a systematic and disciplined approach to evaluating and improving the effectiveness of risk management, control and overall management processes.
- **Evaluation** undertakes and promotes thematic evaluations of IOM policies, strategies and/or programmes; evaluates the performance and success of selected programmes and projects; promotes the use of evaluation findings and recommendations in policy and programme formulation within the Organization; oversees the evaluation function in IOM and promote the inclusion of an evaluation component in IOM programmes and projects; develops and/or adjusts evaluation guidelines and methods applied for programme evaluation throughout the Organization; and reinforces partnership and participation in networks for evaluation with bilateral and multilateral Organizations.
- **Investigation** provides independent, objective assurance, systematic review and advice to add value and improve programme/project design, delivery and operations to IOM through administrative investigations and inspections.

*OIG/Internal Audit is headed by Ms. Evanthia Mavroeidi ([emavroeidi@iom.int](mailto:emavroeidi@iom.int); +417 936 31996)*

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*Any comments about this document can be submitted to:  
([mac@iom.int](mailto:mac@iom.int))*