



International Organization for Migration (IOM)
The UN Migration Agency

MAC- Who is Who and What We Do (September 2024)

MAC FUNCTIONS¹

1. **Global Information and Communications Technology (ICT) Operations Center**
 - a. Global User Support Unit
 - b. Knowledge Systems and Data Analytics Unit
 - c. ERP Product Management Unit
 - d. Migrant Solutions Unit
 - e. Business Transformation (BTU)
2. **Global Migration Health Division (MHD)**
 - a. Global Migration Health Research & Epidemiology
 - b. Migration Health Informatics
 - c. Health Programme Monitoring and Admin-Finance Support
 - d. Global Teleradiology and Quality Control Centre
3. **Global Movement Systems Support (GMSS)**
4. **Manila Financial Services (MFS) – (*sub-units sequence based on the current organizational chart/structure)**
 - a. Financial and Accounting Services
 - i. Manila Budget Support (MBS)
 - ii. Central Accounting Support (CAS)
 - iii. Manila Treasury Support (MTS)
 - iv. Regional Accounting Support (RAS)
 - b. Systems Support and Improvement
 - i. PRISM Central Support Team (PCST)
 - ii. Business Processes Improvement and Quality Assurance (BPI & QA)
 - c. Global Programs Support
 - i. Manila Emergency Support (MES)
 - ii. IOMDF Project Monitoring and Finance Support Unit (PMFSU)
5. **Manila Human Resources Operations (MHRO) and Administrative Services**
 - a. Human Resources Administration Unit (HRAU)
 - b. Payroll Unit (PY)
 - c. Recruitment Unit (REC)
 - d. Pension Administration Unit (PAU)
 - e. HRM Operations Support Unit (OSU)
 - f. Staff Development and Learning Services (SDL)
 - g. Insurance Unit Manila (IUM)
6. **Manila Supply Chain Unit (MSCU)**
 - a. Procurement Global Support
 - b. Procurement Compliance and Training
 - c. Logistics and Warehousing
 - d. Quality Control and Assurance
 - e. Vendor, Master Data Management and Outreach
7. **MCD's Online Communications Unit/MCU Manila (OCU)**
8. **Occupational Health Unit (OHU) Manila**
9. **Office of Legal Affairs, Contract Law Division-Manila Unit (LEGCR)**
10. **Office of Staff Security (OSS)**
11. **The Office of the Inspector General -- (**hosted by MAC)**
12. **MAC Resource Management (RM)**

¹ The above list and description that follows are listed alphabetically. This document is updated every six months, every March and September.

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 providing 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 fields of expertise.

Accurate and Attentive – MAC staff is attentive to requests from HQ and Field Offices and provides accurate information.

Cordial and Courteous communication – MAC staff are committed to communicating cordially and courteously.

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 to ideally within 48 hours (workweek). In the event that is not possible, the issue will be escalated to the respective manager and 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 worldwide.

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

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

The ICT 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 collaborates seamlessly. It provides round-the-clock support, monitors the 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.

Knowledge Systems and Data Analytics Unit is supporting the realization of better business decisions through the wide usage of modern data and knowledge management solutions. The services portfolio includes business analysis and data solutions architecture, visualizations and reporting solutions, global website technical platform management, collaboration sites, and data repositories, as well as non-migrant solutions development and implementation. The team plays a key role in maintaining the intranet and SharePoint portals, ensuring the platform is continuously updated and improved. The team is currently working with various business stakeholders across the globe, to embed a refreshed approach to knowledge management and data for decision-making, to provide a better data solutions experience for all colleagues, in alignment with the updated IT Strategy 2022-2025.

ERP Product Management Unit is responsible for the full systems development life cycle management of corporate Enterprise Resource Planning programmes, and projects; provides direction on the best-fit solutions to meet the 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 the 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** is responsible for the CSD functional configuration, maintenance, and improvement of the 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.
- **Technical and Administration** maintain high and consistent availability of ERP platforms; maintain and optimize application landscapes; take 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. The team is also responsible for Robotic Process Automation (RPA) maintenance in collaboration with UNICC.
- **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, webdynpro, and SAPUI5 programs made in the SAP system. In addition, this unit is also responsible for SAP Analytics.

Migrant Solutions team is responsible for developing, maintaining, and managing the Institutional Case Management Solutions portfolio of software systems and applications to support Beneficiary and Thematic Programme implementation. Through innovation and on-time delivery of quality products and services, Migrant Solutions is a strategic enabler for the Organization and provides support through key result areas and is comprised of sub-teams representing various phases of the software development lifecycle:

- **Information management** enables 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 engagement and process support** fostering strategic liaison between ICT and the Business Units as the projects are increasingly relying on technology solutions for successful implementation and delivery. The Business relationship managers work with the respective units to develop secure, cost-effective platforms to support business processes, including the institutional MiMOSA ecosystem platform, ad-hoc requests, and other mission-critical processes.
- **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 Code, Programming of Software Systems, and translate User Requirements and design into Software Programs, in conformance with well-known design and coding practices. The team makes sure that the solution is properly documented, provides production support, and 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, and business side of IOM, 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, and 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, manage risks, and work 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, 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 acts 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 to come up with solutions to business problems and help to introduce these system improvements to IOM and its customers.
- The **Quality Assurance** team ensures 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 participate 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.

Business Transformation Unit / BT Manila (BTU) is a part of the Business Transformation Unit at the Headquarters.

The BTU is a reform initiative of IOM's Internal Governance Framework (IGF) that includes the streamlining, digitization, and automation of IOM business processes. At its core is the implementation of the Enterprise Resource Planning (ERP) solution Oracle Cloud.

The BTU in Manila is responsible for some tasks of the ongoing implementation of the new ERP together with Oracle. The unit is comprised of 4 teams:

- The **Data Migration Support** team participates in the data migration activities. It is responsible for activities such as mapping the current data structures to the new ERP structures, performing quality checks load files and migrated data, and participating/monitoring in the data cleaning exercise together with other units, RO, and Missions. The team is working on data related to Human Resources, Finances (including Assets and Projects), and Supply chain, among others.

- The **Database Technical** team is responsible for the technical aspect of the data migration process. This includes the creation and execution of programs for data extraction (from the source systems, mainly PRISM), transformation of data following the structure of the new system, generation of load files to the new ERP, and production of reconciliation reports to ensure data quality.
- The **Resource Management** team provides support to the Department of Strategic Planning and Organizational Performance (DPP) and to the BT initiative of IOM. The support includes but is not limited to procure to pay processing and supervision, financial monitoring and reporting, donor reporting, project activation, monthly projectization, asset management, and human resource management such as recruitment, contract extensions, and others.
- The **Training Support** team is responsible for assisting and supporting the design, delivery, and rollout of global end-user training for IOM's new ERP system, Oracle Cloud, and related business process changes. This involves training review and development, the training activities for the new ERP. This includes participation in the development of training materials, training planning and coordination, training planning and coordination, and delivery of training.

MAC Migration Health Division (MAC MHD) is composed of Global Migration Health Research & Epidemiology, Migration Health Informatics, Health Programme Monitoring and Admin-Finance Support and the MHD Global Teleradiology and Quality Control Centre, and is responsible for providing global support to Missions, Regional Offices, Headquarters and partners, and donors, and contributes to the quality and standards of migration health programmes and projects worldwide and also facilitates monitoring and evaluation therein.

MAC MHD is comprised of the following four sub-units:

MHD Research & Epidemiology Unit is a global support unit that provides technical guidance to Country Offices (COs)/Regional Offices (ROs)/Headquarters (HQ) on advancing migration health research and data to inform policy, interventions, and practices aimed at improving the health of migrants and mobile populations, including the development and implementation of practical applied health data analytic tools for health assessment, emergency health, and migration health policy development. It is a cross-cutting unit within MHD, supporting evidence generation across all three programmatic arms: Migration Health Assessment Programmes (H1); Health Promotion & Assistance for Migrants which involve technical cooperation with Member States on promoting migrant-inclusive health policies and health systems (H2); and Migration Health Assistance for Crisis-affected Populations which involve humanitarian health interventions and response to global health emergencies (H3). The Unit also aims to improve organizational capacities to better support Member State action in the realm of advancing migration health data and applied health research. The vision of the Unit is to improve the health of migrants through evidence-informed, actionable research, grounded in rights-based approaches and tethered to contextual and resource realities. Strategic actions of the Unit are carried out along six streams: a) Undertaking collaborative research projects on migration health at the sub/national, sub/regional, and global levels; b) Developing technical guidance/methodological primers to undertake scientifically rigorous migration health-related research and data analytics; c) Enhancing research skills and capacities of IOM staff and contributing to training, curricula development, short courses, and other capacity-building activities; d) Building migration health data-sharing repositories and knowledge management platforms; e) Supporting the establishment of innovative academic and civil society research partnerships and advocacy networks, especially in the Global South; and f) Supporting organizational project monitoring and evaluation through inputs in indicator guidance development and project reporting areas, as well as in providing coordination assistance in the ongoing refinement/streamlining of institutional reporting platforms.

Migration Health Informatics (MHI) is global support unit responsible for MHD Health information systems and data, it has transformed the way migrant health data are generated, reviewed, and processed by systematically applying new computer technologies to global information service provision in IOM resettlement and immigration programs. MHI helps IOM to decrease the 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, UKTB GS, LIMS, and JIMS (JPETS) software, including relevant interfaces (e.g., START, eMedical, LIMS, Telerad, OMAS). MHI developed and maintained an enhanced version of the Medical Stock System (MedStock), which serves as a tool for tracking inventory, generating stock balance and Mimosa vaccine consumption, and is currently reviewing off-the-shelf medical supply and cold-chain management systems for its replacement. Furthermore, the unit is now involved in the development of an online payment platform to be connected to the online medical appointment system (OMAS), queue management systems for MHD MHAC, facial recognition to support clinic workflows and prevent identity fraud and a

(mobile) IOM Vaccine App, which will expand upon the vaccination services IOM is providing for US-bound refugees and continue to coordinate treatment and testing for refugee and immigrant communities. MHI is leading the creation of a Feedback Management system that will offer clients the ability to provide onsite feedback relating to their visits to an IOM clinic. The platform is now in the process of being extended to HAP operations and is investigating the use of generative AI for customer sentiment analysis. MHI generates migrant health statistics for annual MHD review, develops statistical reporting dashboards for caseloads and other health statistics, and conducts data quality assessment and monitoring. MHI is also championing the creation of the MHD HAP Data Warehouse and member of the IOM Data Foundation project, aiming at consolidating migrant data from all business areas in a new platform for reporting and data analysis self-service. Finally, for corporate migrant solutions development, the team is currently at the forefront of business process analysis support for the upcoming MiMOSA NXG software that will be used for USRAP and other resettlement programmes.

Health Programme Monitoring and Admin-Finance Support (PAF) is responsible for developing and maintaining budgeting and financial performance monitoring tools and systems for various global health projects. These projects include the Global Health Assessment Projects (GHAPS) funded by self-payers, the Canada Interim Federal Health Programme (IFHP)'s Pre-departure Medical Services for Canada-bound Refugees project, US-Center for Disease Control & Prevention (CDC) Cooperative Agreement Projects, and other health projects managed by MHD HQ. This sub-unit is dedicated to guiding field offices in budget preparation and revision, implementing finance and budget policies, and coordinating health services invoicing for the Canada IFHP project. Additionally, the unit monitors and advises on the pricing component of fee-based programs to ensure fairness, competitiveness, and standardization across the above-mentioned Health Assessment Programmes. PAF unit extends its support to other MAC MHD sub-units, including Migration Health Informatics, MHD Research & Epidemiology Unit, and the Global Teleradiology and Quality Control Centre, providing valuable budgeting and finance support. Additionally, the unit has an HR Assistant that assists the MHD HR Business Partner in the recruitment of MHD staff globally, contributing to the overall success of the division.

Global Teleradiology and Quality Control Centre (GTQCC): The MHD global radiology support center focuses on two major areas of activity: **Global Radiology Support** and **Global Teleradiology and Quality Control(QC) Programmes**. It aims to innovate, standardize, expand, strengthen, and optimize the quality of radiology services in Health Assessment Programs (HAP) worldwide and other related MHD humanitarian activities while representing IOM in the sector.

Teleradiology programmes: The programmes include (1) Real-time Teleradiology primary reading, (2) Innovative Global Teleradiology Quality Control (QC) and analysis, and (3) Second opinion consultations. The Center operates seven days a week, 16 hours a day on weekdays, and full days on weekends, and plans to expand to 24/7 as needed. The Center has a team of experienced radiologists and specialised technical expertise and provide real-time Teleradiology primary reading and uninterrupted technical support services with an average turnaround time of 20 minutes. It also aids the Regional Teleradiology Center in Nairobi, Kenya, for its delivering of primary reading services to various locations across Africa. The Center utilizes Teleradiology primary reading systems featuring innovative internal peer review processes and quality assurance monitoring functionalities. Additionally, its Global Teleradiology QC system is integrated into multiple MHD systems and operates semi-automated processes, where randomly sampled cases from field operations undergo QC review and analyses. Based on the QC results, feedback and recommendations for further improvements are provided to the respective missions. As of July 2024, the Center is networked to a total of 100 locations, including 77 IOM and 23 non-IOM panel clinics, through its Picture Archive and Communication System (PACS). It supports 97 field locations for Teleradiology primary reading and 43 for Global Teleradiology QC support globally.

Global Radiology Support: The global radiology support activities encompass the development and expansion radiology systems, the development of guidelines, radiology trainings, direct technical support and troubleshooting, audit visits and feedback, as well as research and policy recommendations. In collaboration with ICT, the Center leads the in-house development and expansion of IOM institutional Teleradiology and radiology applications while ensuring uninterrupted technical support. It also provides continuous direct global radiology technical support and guidance to various IOM field operations worldwide by experienced radiologists on matters such as the procurement of X-ray machines, establishing radiology units or outsourcing x-ray services, and any other radiology-related concerns. In 2024, the Center in cooperation with MSCU, is the process of developing a MEMO for recommending standard radiology equipment. It also conducts numerous global and regional radiology training workshops, webinars, and onsite Teleradiology users' training for participants from IOM and non-IOM panel sites. It develops radiology guidelines, technical specifications for radiology equipment, standard operating procedures (SOPs), and checklists. Furthermore, it conducts field operation audit visits, performs data analyses and research, and provides policy recommendations. In 2024, the Center is developing IOM radiology quality management system and standards. The Center also strives to foster stronger collaborations with Migrant receiving country governments and other global partners including World Health Organization (WHO), and others.

Global Movement Systems Support Unit (GMSS) supports IOM's Global migrants and staff Movements through its three sections' specialized functions in Managing Movement Applications and User Accounts, processing Global Airlines Invoice, and promoting iGATOR SOP compliance by monitoring movement data and expenses among IOM's institutional systems, iGATOR SOP compliance through regular monitoring of movement data ensuring timely ticket and movement status updates.

GMSS in Manila is comprised of the following entities:

Movement System Administration (MSA) subsection supports the overall monitoring of RMM proprietary tools usage and access according to RMM HQ SOPs by providing guidance on business processes, upholding immediate resolution of encountered issues, and facilitating access protocols with user accounts. Facilitates the approval process of air travel vendor accounts in VMS; Administers the configuration and maintenance of the Freshservice application proprietary tool access in VMS; Administers the configuration and maintenance of the Freeservice application; Manages the contents of the RMM Portal; Drafts and formats periodic guidelines such as directives and circulars and compiles periodic reports for MAC and RMM HQ.

Airline Invoice and System (AIS) processes and settles global airline invoices for Ticket Order Records (TORs) processed through iGATOR. Performs receiving, matching, and processing of invoices and credit notes via ERP; Coordinates with the field offices on missing or outstanding purchase orders; Reconciles accounts payable and Airline vendor accounts and prepares periodic reports and updates.

Data Monitoring Section (DMS) performs regular data quality assurance checks by reconciling data in MiMOSA, iGATOR, and PRISM, ensuring that information on IOM air movement is properly captured and correctly reflected in program statistics and financial accounts. Coordinates with field missions on Ticket Order requests statuses and recognition of air ticket costs; verifies and reconciles transit assistance costs and allocation and prepares periodic statistical and compliance reports and updates.

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

MFS is composed of the following units/functions:

Manila Financial Review and Support Services (MFRSS) is composed of four units:

Financial and Accounting Services:

Manila Budget Support (MBS) facilitates project funding reviews, performs verification of budget data quality, facilitates the overall budget monitoring and uploads of project budget data into PRISM, reviews the separation clearance process for separated staff, performs the annual terminal emoluments exercise, and provides general and administrative support to the Budget Division in HQ such as with the budget data collection process and preparation of the Annual Programme and Budget, among others.

Central Accounting Support (CAS) assists in the preparation of statutory, financial management, and special donor reports, month-end and year-end closing of accounts, review 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.

Manila Treasury Support (MTS) processes mission payments (MPR) and funding requests (MFR) for airlines and facilitates local payroll payment, salary, and other special transfers for international staff worldwide. In charge of processing all disbursements for the Philippines Country Office. Provides proof of payment and assists TSY in some Technical and Operational Treasury processes. MTS oversees the recording of all incoming receipts. Responsible for generating/uploading of bank statements.

Regional Accounting Support (RAS) conducts periodic mission accounts validation, project balance reviews, monitoring, and clearing of suspense accounts. Approve month-end access extension requests, review and endorsement of project financial reports, coordinate and perform closure of projects in PRISM, review and check month-end accounting returns and selected accounting entries, and provide mission accounting advice and audit support as needed

Systems Support and Improvement is composed of two sub-units:

PRISM Central Support Team (PCST) conducts a thorough review of project documents and is responsible for the general maintenance, optimization, and modifications of all PRISM and PRIMA Master Data in close coordination with FAD. 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 the staff of all missions worldwide including that of the regional offices, administrative centres, and headquarters.

Business Processes Improvement and Quality Assurance (BPI & QA) in close coordination with FAD and MFS Units, the BPI&QA unit is involved in developing and implementing business process improvement plans and quality assurance strategies with regard 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.

Global Programs Support:

IOMDF 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 with the established policies of the Fund.

Manila Emergency Support (MES) is responsible for planning and coordinating the resources required to support IOM's response to humanitarian emergencies worldwide. Provides dedicated resource management (RM) support to the Department of Humanitarian Response & Recovery (DHRR), as well as Country Offices with designated Level 3 emergencies (COs) in close coordination with the DFM Emergency Support Unit in HQ. The team caters support in monitoring the financial situation and salary projectization, promoting capacity building for resource management, tracking allocation and return of central funding mechanisms such as MFM, and providing immediate advice and escalation of issues in MAC for rapid responses.

Manila Human Resources Operations and Administrative Services (MHRO) is responsible for the administration of international Professional staff worldwide and personnel in Switzerland; recruitment process for international Professional positions worldwide and General Service positions in Headquarters; the global payroll process for international Professional staff, most local field staff worldwide and personnel in Switzerland; and the pension administration for IOM staff and retirees worldwide participating in UNJSPF. MHRO also provides administrative services related to health and insurances, staff development, performance management, and other global HR support services such as reporting, automation, and communications.

MHRO is composed of the following units/functions:

Human Resources Administration Unit (HRAU) provides HR services to international Professional staff worldwide and General Service Staff in Switzerland by administering their contracts, benefits, and entitlements following the Unified Staff Regulations and Rules, Policies, and Instructions. The HRAU 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, as well as maintenance of staff members' HR records.

Payroll Unit (PY) manages payroll processing and salary projectization updates. The Unit ensures the accurate 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 local field staff members for 153 offices worldwide (the remaining 15 offices will be rolled out concurrently with Oracle).

Recruitment Unit (REC) manages global recruitment for P positions worldwide and GS positions in Headquarters. REC is responsible for quality assurance, outreach, and support throughout the entire selection process. As such, the unit guides and closely coordinates with the hiring managers and relevant offices and departments to source and timely select the best talent. REC is equally an advisory center when it comes to recruitment; the team provides advice to managers and staff on issues and processes related to recruitment and selection and strives to ensure the required balance between compliance and efficiency in the selection process.

Pension Administration Unit (PAU) 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 UNJSPF participating staff members and pension contributions to the UNJSPF under the rules and regulations of UNJSPF. The Unit also provides advice and updates on the UNJSPF rules and regulations and acts as the secretariat of the IOM Staff Pension Committee (SPC).

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 DHR HQ, PAC HRAS, ICT, and other MHRO units, to focus, inter alia, on enhancing HRM support services through streamlined processes, integrated systems, global administrative support to the Performance Appraisal System (PAS) and the previous Performance Evaluation System (SES) as a legacy system, the Organizational Management (OM) and Time Management (TM) modules, and on reporting on general HR data and entitlements, and communications. OSU also oversees the foundation tables, which are the source for the entitlements administration. Finally, OSU works toward ongoing improvement of SOPs, workflows, manuals, and training on HR issues, and supports Business Continuity Planning (BCP) and other ad-hoc projects in MHRO and DHR.

Staff Development and Learning (SDL) Services, one of the pillars of the Integrated Talent Management Unit (ITMU) under DHR, is responsible for offering learning and development opportunities that align with the professional development needs – and aspirations – of IOM staff globally. The SDL team is based across three locations: Headquarters (HQ), the Manila Administrative Centre (MAC), and the Panama Administrative Centre (PAC). Among other activities, SDL-MAC provides support for the organization’s learning management system – including the ongoing Business Transformation – as well as overseeing training uptake; monitoring mandatory training compliance; implementing People Management and Cross-Cultural Communication trainings; facilitating SDL overview sessions; providing technical and logistical support to select training programmes; meeting reporting requirements; implementing recognition models for trainers; developing learning materials and, providing client services via the HR Support Portal.

Insurance Unit Manila (IUM) administers and processes the Compensation Plan, Malicious Acts, Loss of Personal Property, and Malpractice insurances available in IOM. The unit provides administrative authorization to country offices on medical travel and evacuation of all staff members and their eligible dependents; handles invoicing of premium contributions to former staff members on Unlimited After-Service Coverage; administers staff and dependents’ eligibility into the Medical Service Plan (MSP) schemes globally for national staff members and serves as Allianz Care’s focal point on administrative issues related to eligibility and data integrity. IUM also dispatches monthly periodical medical examination reimbursement report received from Allianz Care to country offices. The Unit also issues insurance certificates for TDY/STA visa purposes and exemption from LaMAL mandatory insurance in Switzerland.

Manila Supply Chain Unit (MSCU) is responsible for implementing the policies and assisting with training and dissemination of procurement best practices, under the direction of the Chief, Procurement and Supply Chain Division. MSCU 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 and reviewing solicitation documents, proposals, and contracts.

MSCU is comprised of the following four sub-units:

Procurement Global Support provides strategic and operational procurement services for field missions, emergency operations, and other IOM offices, enabling them to execute their projects and achieve objectives. The Team provides timely responses to purchase requirements by conducting global solicitation processes, or through utilization of global long-term agreements (LTAs)/IOM global stocks that satisfy the missions’ most recurring and critical needs, in accordance with IOM and Donor’s policies, procedures, and Inter-agencies’ standards.

Compliance Support and Training oversees consistent application and interpretation of IOM’s policies in making procurement decisions and 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 providing advisory support to the missions, ensuring that these regulations are applied and adhered to, e.g. through reviews of procurements conducted in-country offices and preparing Procurement Process 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.

Logistics and Warehousing contribute to developing tools and establishing systems for ensuring quality control and quality assurance of IOM procurement processes including technical oversight to all IOM QC Centers, support warehouse operations 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 and contributes to the development, formulation, review, and revision of operational directives, reports, standards, and guidelines relating to warehousing and logistics in IOM.

Vendor, Master Data Management and Outreach facilitates bids receipt and vendor registration processes; oversees the development, management, and review of IOM’s Global Material and Vendors List; and supervises the procurement sections on both the IOM internet and intranet platforms. Is also responsible for generating regular and ad-hoc reports on global and regional procurement and supply chain data and conducting analytics to derive insights from procurement activities. Additionally, where applicable, the team contributes to the enhancement of relevant PRISM functionalities and other IT systems related to procurement by assisting in the development of specifications and business requirements.

MCU’s Online Communications Unit/MCD Manila (OCU), is the Manila-based arm of IOM Headquarters’ Media and Communications Unit, responsible for managing IOM’s online communication strategies and digital content. It oversees IOM’s global website and more than 200 sites from missions, regional offices, and projects; provides guidance on corporate communications; and supports 300 focal points worldwide. OCU collaborates with the MCU News team in Geneva to process and distribute media briefings and stories to IOM staff and some 20,000 external subscribers. It supports strategic global initiatives, including private sector partnership endeavors aimed at fundraising through the online Donate campaign. OCU also maintains the online Media Library and monitors the performance of IOM’s digital platforms to improve their visibility on search engines.

Occupational Health Unit (OHU) Manila provides regular occupational health services for employees and dependents in Europe, the Middle East, Asia Pacific, and Oceania, and monitors the health of staff throughout employment. It recommends adaptation measures of the post to the capabilities of staff in view of their physical and mental health; reviews and assists staff with health travel preparedness and approves official travel clearance, as well as approves the admission of employees in medical insurance plans and identifies exclusions. OHU monitors sick leave cases, malicious acts cases, and occupational cases; conducts health and safety risk assessments in Missions and proposes mitigating measures; and remains on call to manage medical evacuations and follow-up with hospital doctors. OHU also monitors cases during the pandemic and facilitates employees’ and dependents’ access to vaccinations.

Office of Legal Affairs, Contract Law Division – Manila Unit (LEGCR) is considered an integral part of the Office of Legal Affairs (LEG). Within LEG, the Contract Law Division (LEGCR), through its Units in Manila and Panama, reviews and approves the conclusion of contracts and similar agreements for IOM as provided for in IN/99 Rev.2, IN 288 (Implementing Partners Management Handbook) and IN 168 Rev. 3 (IOM Procurement Manual). LEGCR provides legal advice on all kinds of contracts necessary for IOM’s operations and activities, including public and private donor funding agreements, contracts for the purchase of goods and services, project implementation agreements, and cooperation agreements with partners. LEGCR supports missions and headquarters units to structure agreements, including suggesting correct templates to use and advising on appropriate contractual provisions. It also gives legal advice on contractual issues including termination and disputes.

The organization chart of LEGCR includes the LEGCR Division Head based at Headquarters, a legal officer in Washington, and Unit Heads based in Manila and Panama, respectively. In line with IN 288 (Implementing Partners Management Handbook) and IN 168 Rev. 3 (IOM Procurement Manual), please note that there is no need to refer draft agreements to LEGCR for approval, clearance, or filing provided that the latest IOM contract templates are used without deviation. If you require legal advice on any contract, negotiation, termination, or dispute, the use of a non-IOM template, or for any deviation from standard terms in IOM or authorized templates, please contact LEGCR at LEGcontracts@iom.int.

To download the latest versions of IOM templates, forms, and flow-down conditions, please access the below links:

- For Operational Templates: <https://iomint.sharepoint.com/sites/LEGContractReview-Templates>
- For Donor Templates: <https://iomint.sharepoint.com/sites/LEGContractReview-FUNDtemplates>

Office of Staff Security (OSS) advises the Office of the Deputy Director General Operations on all safety and security matters affecting IOM personnel, assets, and operations. Collaborating closely with the United Nations Department of Safety and Security (UNDSS) and within the UN Security Management System (SMS), OSS directly monitors issues that affect the safety and security of IOM interests globally. OSS has its Global Security Operation Centre (OSS OPCEN) in Manila.

OSS in Manila is comprised of the following entities:

- **OSS OPCEN** which has a global mandate to closely assist in coordinating security matters with OSS HQ, OSS ROs, and CO/missions:
 - **OSS Security Information and Operations Centre (SIOC)** – consists of a team of Regional Analysts (RAs) who assess global security incidents and trends, producing a variety of reports on a daily, weekly, monthly, yearly, and ad-hoc basis.
 - **OSS Communications Centre (COMCEN)** – consisting of a team of Communication Centre Operators (CCOs) provides 24/7/365 emergency support to all IOM personnel & missions globally in the event of a security or safety incident, including monitoring & responding to all SCAAN communications and alerts.
- **OSS SCAAN** - provides technical support & guidance within the OSS Global SCAAN Team
- **OSS Administration and Finance** - supports OSS HQ on administrative and financial matters.

MAC - Staff Security - MAC Staff Security covers all safety and security matters relating to Manila Administrative Centre (MAC) staff, assets, premises, and operations. Tasks conducted for MAC include ensuring implementation of and compliance with IOM security and safety policies and procedures; overseeing physical security measures for all IOM MAC premises; managing IOM Philippines staff lists (for security) and zone warden lists (for staff accounting); managing IOM MAC Philippines security incidents; monitoring Philippines safety and security situations; liaising with the security community; and security training. In coordination with UNDSS/UNSMS, the unit ensures compliance with UNDSS/UNSMS security policies and procedures; development and compliance with Area Security Plans; Local Cost Share Security Budget (LCSSB); attendance of UNDSS/UNSMS Security Management Team and Security Cell meetings; and security incident reporting.

Internal Audit Unit (IAU), under the Office of Internal Oversight (OIO) (former OIG), reports directly to the Head of Internal Audit and the Director of OIO in Headquarters. Part of the Internal Audit is being hosted by the Manila Administrative Centre (MAC).

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

- **Internal Audit** provides an 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 (Location: Manila and Geneva).

- **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. (Location: Geneva)

MAC Resource Management Unit (RM) provides services to MAC units in the areas of human resources, finance, accounting, procurement, logistics, staff travel, common services, and project monitoring. RM provides overall resources management support to MAC colleagues and its projects, 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 organizations' assets, monitors MAC OSI and Admin budgets.

RMU is composed of the following ten units/functions:

MAC Resource Management – Finance Unit, 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, monitoring of MAC project accounts and overall MAC focal team for financial matters.

MAC Resource Management – Human Resources Unit, provides human resources support to national staff members within the Manila Administrative Centre. 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 Department Human Resources in IOM HQ.

MAC Resource Management - ICT Unit, provides support to MAC staff in the areas of ICT infrastructure and user support.

MAC Resource Management - Procurement and Logistics Unit, is responsible for providing MAC units and staff with procurement and asset management services.

MAC Resource Management – Common / Administrative Services (CSU), ensures the maintenance and management of the office premises (*currently located on the 17th, 20th, 25th, and 29th floors in Tower 6789; 24th and 28th floors in BDO Towers Valero*), 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 storage, etc.

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

MAC Resource Management - PRIMA (Project Information and Management Application) Manila, is IOM's online project information management system, facilitating efficient and results-based project management and reporting. The PRIMA Manila team and PRIMA Valencia team works, manage, and maintain the PRIMA database, providing functional and technical support globally, training, and updating users on system enhancements. It also assists in developing dashboards and providing analytical reports based on PRIMA data.

MAC Resource Management - Project Monitoring Unit, provides support to global programs in the areas of budget coordination and financial analysis, donor reporting, management reporting, travel loan invoicing, facilitation of payments to partners and reimbursement of expenses from donors, monitoring of cash flows, statistics reporting, and database administration. 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).

MAC Resource Management - Canadian Orientation Abroad (COA), the programme provides pre-departure information and orientation sessions for refugees resettling to Canada. It's a global initiative funded by Immigration, Refugees and Citizenship Canada (IRCC) and implemented by IOM. COA in Manila is one of the COA Management sites that provides support to COA Management and all COA permanent and mobile sites worldwide. It monitors, reviews, and provides COA statistical reports; provides training and support to COA staff on MiMOSA MT module-related matters; reports COA clients' information and services in the Immigration Contribution Agreement Reporting Environment (iCARE) system used by IRCC to evaluate overseas funded projects to meet target clients; and procures COA's pre-departure training and visibility materials; and prepares shipments to COA permanent and mobile locations.

MAC Resource Management – Publications (PUB) is part of the Migration Research and Publications Unit in Headquarters under the Department of Policy and Research. The Unit supports 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 the Publications Platform. The unit also provides administrative and financial monitoring assistance to the Global Migration Data Analysis Centre (GMDAC) and Migration Governance Indicators (MGI) team in Berlin and Headquarters.
