



International Organization for Migration (IOM)

The UN Migration Agency

MAC- Who is who and What We Do (March 2022)

MAC FUNCTIONS¹

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- c. Knowledge Systems and Data Analytics Unit
- d. ERP Product Management Unit
- e. Migrant Solutions Unit

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- c. Warehousing and Logistics
- d. Quality Control and Assurance
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6. Movement Systems Support (MSS)

7. Occupational Health Unit (OHU) Manila

8. Office of Legal Affairs, Manila Unit (LEGCR-MU)

9. Office of Staff Security (OSS)

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11. Research and Publications Unit (RPU)

12. The Office of the Inspector General -- (**hosted by MAC)

13. MAC Resource Management Unit (RMU)

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.

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

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

The ICT 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 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; +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.
- **Platform and Operations** designs, builds and maintains the backbone architecture of the Organization's messaging services, telephone communication systems, and teleconferences 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 is headed by Mr. Newton Muli (nmuli@iom.int; +632 8230 1810)

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 websites 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.

Knowledge Systems and Data Analytics Unit is headed by Ms. Aminta Gutierrez (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 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; 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. 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.

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

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 provide support through key result areas and is comprised of sub-teams representing various phases of the software development lifecycle:

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- **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 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 makes sure that the solution is properly documented, provides 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, 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, 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 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.

Migrant Solutions Unit the acting head is Ms. Margaret Wambui Kamau (based in IOM Headquarters – mwambui@iom.int; +41 22 717 9327)

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; +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 synthesized 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; assisting 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 harness 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 assist 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 and Epi Unit headed by Dr. Kol Wickramage (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. 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, and JPETS software, providing business analysis, functionality enhancements, and design of new modules. MHI also developed an enhanced version of the Medical Stock System (MedStock), an interface initially used for tracking supply levels, stock movement, and lot details of vaccines, and expanded its functionality to support other pharmaceutical items such as drugs and other medical supplies, including laboratory items. It can also serve as a tool to generate stock balance and Mimosa vaccine consumption reports, manage the transfer of stock items between linked locations, and record the actual physical count of items. MHI is actively involved in the broad roll-out of LIMS (lab information management system) and its integration with MIMOSA, other corporate systems, and the lab equipment itself for the automatic transmission of analysis results. Furthermore, the unit is now involved in the development of two mobile apps: the Refugee COVID-19 App, which will expand upon the COVID-

19 services IOM is providing for US-bound refugees, and to continue to coordinate treatment and testing for refugee and immigrant communities; and the PDMP App, that will automate tasks and support IOM staff during pre-departure health activities. 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. The unit is now working together with ICT and other business areas to re-design the IOM corporate data warehouse. MHI played a major role in the development of new MIMOSA instances, custom medical forms, and data management functionalities to support the UN First Line Of Defense response during the Covid-19 pandemic, including a Telehealth platform for remote medical consultations and Covid-19 home monitoring. MHD Telehealth is now being expanded to HAP and will, for example, be used for TB and other treatment monitoring, as well as for counseling other remote services provided to refugees. Last but not least, MHI is leading the creation of a Feedback Management system that will offer clients the ability to provide onsite feedback relating to their visits at an IOM clinic. This will have the benefit of providing a consistent and high level of service at all IOM clinics and will allow for any quick remediation of processes if required. The platform is already available for FLOD clients and is now in the process of being extended to HAP operations.

MHI is headed by Mr. Steffen Schillinger (based in IOM Valencia, Spain sschillinger@iom.int; +34 6749 75586)

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 Teleradiology Programme (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 (Canada PDMS).

HPMAFS acting focal point is Mr. Ciprian Constantin Nita (based in IOM Headquarters

cnita@iom.int; +41 079 245 5539)

Global Teleradiology and Quality Control Centre (GTQCC): The Center operates in two major categories of activities: the *Global radiology support* and *Innovative Teleradiology programs*, aiming 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 the Member States and other global partners. The Teleradiology programs use innovative Teleradiology systems, including Picture Archive and Communication System (PACS) networking, image viewing software, high-resolution diagnostic monitors, and in house developed Teleradiology web-applications with internal quality assurance functionalities such as automated assigning of cases, peer and internal QA monitoring review of CXRs, and standard procedures with experienced radiologists and technical expertise, ensuring efficient and accurate chest x-ray reporting and Quality control systems with real-time service and fast turnaround time. The Center additionally, provides global radiology support including training, direct technical support, and guideline developments.

The two main categories of the Center activities:

Teleradiology Programs: Teleradiology programs include (1) Efficient and quality real-time Teleradiology primary reading, (2), Innovative Global Teleradiology Quality Control (QC) chest x-ray reading and analysis, and (3), Second opinion radiology consultations. The Center operates 7 days a week, 15 hours a day on weekdays and half days on weekends, and plans to expand the service hours to 24/7 as needed. The Teleradiology uses experienced radiologists, technical expertise, and Teleradiology assistants, and provides real-time primary reading and second opinion consultations with an average turnaround time of 20 minutes. The Teleradiology QC program uses an innovative Global Teleradiology QC system with integration to multiple MHD systems and semi-automated processes, which include the auto sampling of cases from field operation, auto fetching of primary reports from different MHD health information systems, auto-calculate the

disagreement of chest x-ray readings between the QC reading and primary radiologists and analyses the QC 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 services. The Centre, as of Feb 2022, is networked to a total of 90 IOM and non-IOM clinics through its Picture Archive and Communication System (PACS), supporting 75 field locations for Teleradiology primary reading and 41 locations for QC reporting globally. The Center has also started the rollout of the new Global Teleradiology QC in October 2021 and already implemented it for 11 IOM UKTB locations in Asia.

Global Radiology Support: The Center works in different Global radiology support areas, aiming to advance the radiology systems, technical infrastructure, staff capacity, standardization of procedures, and expansion of the radiology service in the field missions worldwide. In coordination with ICT, the Center successfully leads the in-house development and the expansion of IOM institutional Teleradiology and different radiology software applications to the field missions, with uninterrupted technical support and troubleshooting. It provides continuous global direct radiology technical support and guidance to several IOM field operations, on various radiology matters including the purchase of x-ray machines and other radiology-related matters. The Center also conducts several global and regional radiology training workshops, web-based and onsite Teleradiology users' training for participants from IOM and non-IOM panel sites. It also develops several radiology guidelines, SOPs, and checklists, the IOM Guideline on 'Screening chest x-ray interpretation and radiographic Technique published by the Center is used as a first-hand reference for HA staff in the field. Additionally, it conducts audit visits to the field operations, quality control review, and feedback analysis data, and conducts research, setting organizational policy recommendations. Furthermore, it works to build strong collaborations with global partners, and participate in an international conference, contributing to the global migration agenda in relation to the Sector.

The Centre also provides technical support to the Regional Teleradiology Center in Nairobi, Kenya provides Teleradiology primary reading services to African locations. In coordination with FIND, WHO, and CDC the Center is conducting a global research collaboration on the accuracy of three Computer-aided detections (CAD) Artificial Intelligence (AI) based software technologies for detecting TB, in a manufacturer-independent setting, where the software is installed offline in IOM archive of images. The results of this study were presented to the WHO TB guidelines development group meeting in July 2020 and the report submitted to WHO. This has contributed as a reference for the development of the WHO consolidated TB Guideline.

GTQCC is headed by Dr. Sifrash Meseret Gelaw (sgelaw@iom.int; +632 8230 1674)

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; +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; +632 8230 1795)

Manila Budget Support (MBS) confirms 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 technical and administrative support to BUD in the preparation of the Annual Program and Budget document.

MBS is supervised by Ms. Jenice Tobias – Añonuevo (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 worldwide, plus the processing of all payments for operations in the Philippines. MTS is in charge of recording all incoming receipts.

MTS is supervised by Ms. Millicent Canlas (mcanlas@iom.int; +632 8230 1941)

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 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 the staff of all missions worldwide including that of the regional offices, administrative centres, and the headquarter.

PCST is supervised by Ms. Leah Clamor (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 (cdequzman@iom.int; +632 8230 1903)

Manila Emergency Support (MES), in close coordination with DFM Emergency Support Unit, supports offices responding to emergency and crisis by, monitoring the financial situation, assisting in resource management functions when requested, promoting capacity building for resource management, monitoring the allocation and return of MEFM and EPA Loans, and providing immediate advice and escalation of issues in MAC for rapid responses.

MES is supervised by Mr. Paul Henry Tambasen (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; +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 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; +639178363955)

Manila Human Resources Operations (MHRO) and Administrative Services are responsible for the personnel administration of international Professional staff worldwide and 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 personnel in Switzerland and the Philippines; and the pension administration for IOM staff and retirees worldwide participating in UNJSPF. MHRO also provides occupational health services, administrative services related to 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; + 632 8230 1954)

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 by 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.

HRAU is headed by Mr. Jo RISPOLI (JRispoli@iom.int; +63 917 833 7770)

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 all national staff members in the Philippines.

Payroll Unit is supervised by Ms. Myrna Gomez (mgomez@iom.int; + 632 917 657 0622)

Recruitment Unit (REC) manages global recruitment for P positions worldwide and GS positions in Headquarters. REC is responsible for 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 in order to source and select the best talents in a timely manner. REC is equally an advisory centre 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.

REC is headed by Mr. Mathieu Kpadonou (mkipadonou@iom.int +63 917 182 4740)

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 UNJSPF participating staff members and pension contributions to the UNJSPF in accordance with 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).

Pension Administration Unit is headed by Ms. Susan Mwangi (smwangi@iom.int; +63 917 629 6137)

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 on general HR Data and benefits and entitlements, and communications. OSU also 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 HRM.

OSU is headed by Ms. Larissa Calderon (lacalderon@iom.int; +63 998 959 1643)

Staff Development and Learning (SDL) Services in Manila supports the HQ-SDL Unit by addressing the learning needs of HQ, MAC, and field missions worldwide. The SDL services in Manila assist in the organization of learning events in MAC and the field missions worldwide and provide support with 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 and guidance on e-learning projects.

SDL Manila's focal person is Ms. Arantxa Catampatan (acatampatan@iom.int; +632 8230 1508 and +632 8230 1975)

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; handles invoicing of premium contributions to former staff members on Unlimited After-Service Coverage; administers staff and dependents' eligibility into the Health Insurance (HI) and Medical Service Plan (MSP) schemes globally and serves as Cigna focal point on administrative issues related to eligibility and data integrity.

IUM is headed by Ms. Sanaa Crommelynck (based in Headquarters - scrommelynck@iom.int)

Manila Supply Chain Unit (MSCU) 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. 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, reviewing solicitation documents, proposals and contracts.

MSCU is headed by Ms. Niara Abliamitova (nabliamitova@iom.int; +632 8230 1736)

GPSU is comprised of the following five sub-units:

Procurement Support carries out global solicitation processes to establish 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 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 establishing 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 the enhancement of relevant PRISM functionalities and other IT systems related to procurement.

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 "troubleshooting" 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; +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; +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 a timely status update. Monitoring is done by the escalation procedure in place.

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.

OHU is headed by Dr. Diao Bah (dbah@iom.int + 63 917 578 9011)

The Office of Legal Affairs, Contract Division, Manila Unit (LEGCR-MU) is considered an integral part of the Office of Legal Affairs (LEG). Within LEG, the Contract Division (LEGCR), through its Units in Manila and Panama City, reviews and approves the conclusion of contracts and similar agreements for IOM as provided for in IN/99 Rev.2 and IN/284. 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 LEGCR Division head is based at Headquarters whereas the Unit Heads are based in Manila and Panama respectively. In line with IN 284 (Changes to Procurement, Implementing Partners Selection and Related Contracting Procedure) <https://intranetportal/Pages/ControlNo.aspx?controlNo=IN/00284> and the changes brought about by the IGF, please note that LEGCR will no longer issue checklist codes for any contracts. If you require legal advice on a contract, or if the contract contains deviations from any IOM template, then you must contact LEGCR at LEGcontracts@iom.int.

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

- Intranet: https://intranetportal/en-us/pages/hq_odg_leg_agt.aspx
- SharePoint (no need for VPN): <https://iomint.sharepoint.com/sites/LEGContractReview-Templates>

Manila Unit (LEGCR-MU) is headed by Mr. Carlos Yanez (cyanez@iom.int)

Office of Staff Security (OSS) advises the Office of the Deputy Director General for Management and Reform on all safety and security matters affecting IOM personnel, projects, programmes, property & premises. Collaborating closely with the United Nations Department of Safety and Security (UNDSS) and within 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 headed by Mr. Tim Turner (tturner@iom.int; +638 8230 1720)

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)** – consisting 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 & 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 the 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 with 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; +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; +632 8230 1603)

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, respectively.

PUB is supervised by Ms. Frances Marie Solinap (fsolinap@iom.int; +632 8230 1615)

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 the 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 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.
- **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 Mavroedi (emavroedi@iom.int; +417 936 31996)

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 organizations' assets, monitors MAC OSI and Admin budgets

MAC RMU is headed by Mr. Ulan Kerimbaev (ukerimbaev@iom.int; +632 8230 1700)

RMU is composed of the following eight 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 Department Human Resources in IOM HQ.

MAC Local HR Unit is supervised by Ms. Dimple Guillang (dquillang@iom.int; +632 8230 1979)

Common Services Unit (CSU) - ensures the maintenance and management of the office premises (*currently located on 25th and 29th floors in Tower 6789; 28th and 24th 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 storages, etc.

CSU is supervised by Ms. Ma. Cecilia Distor (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).

PMU is supervised by Mr. Ronson Ngo (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)

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; +632 8230 1711)

Business Transformation – Resources Management Support Unit, starting February 2022 the team provides support on areas of administration, finance, source to pay, project monitoring and reporting, and other related functions to the units under “Department of Strategic Planning and Organizational Performance (Depp)” in IOM HQ.

Business Transformation – Resources Management Support unit is supervised by Mr. Paul Henry Tambasen (ptambasen@iom.int)

MAC Local ICT support unit – provides support to MAC staff in the areas of ICT infrastructure and user support.

MAC Local ICT Support is supervised by Mr. Nolan Lenon (nlenon@iom.int)

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; liaise with accounting for travel-related payments, maintain liaison with hotels for provision of accommodation and conference services; provides travel-related statistical and informational reports.

STU is supervised by Mr. Kent Madarcos (kmadarcos@iom.int; +632 8230 1757)

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