

# UN SYMPOSIUM

## TECHNOLOGY AND PEACEKEEPING: EXPLORING NEW PARTNERSHIPS

Future Challenges and Opportunities for Strategic Cooperation

15–18 SEPTEMBER 2014, BRINDISI, ITALY

### Background & Overview



Sponsored by the Department of Field Support (DFS)  
Organized by the Information and Communications Technology Division, DFS

### UNITED NATIONS PEACEKEEPING

## WE ARE A GLOBAL PARTNERSHIP



PEACEKEEPING IS SUPPORTED BY

**193** member  
states



WHO CONTRIBUTE  
PERSONNEL, EQUIPMENT & FUNDS

**\$** **\*BUDGET 7.83**  
**BILLION**  
LESS THAN  
**0.5%** OF WORLD  
MILITARY  
EXPENDITURES

**118,111**  
TOTAL FIELD PERSONNEL  
**122** COUNTRIES CONTRIBUTING  
TROOPS, POLICE  
& MILITARY PERSONNEL

WORKING WITH OUR INTERNATIONAL PARTNERS

**AU**  
African Union

**EU**  
European Union

AND OUR UN PARTNERS INCLUDING  
**The World Bank**  
**UNDP** United Nations Development Programme  
**UN WOMEN**

PEACEKEEPING HAS  
A GLOBAL LOGISTICS OPERATION

**56** AIRPLANES  
**12** SHIPS  
**144** HELICOPTERS  
**34,742** VEHICLES  
**30** HOSPITALS  
**284** MEDICAL CLINICS



est. 2007

SECOND LARGEST MISSION IS IN

**Darfur**

**22,623**  
personnel

IN PARTNERSHIP  
WITH **AU**  
African Union



**17** MISSIONS  
**4** ACROSS  
CONTINENTS

WORKING IN PARTNERSHIP WITH THE HOST  
COUNTRIES WE HELP PEOPLE AROUND THE WORLD

**6M** TOTAL AREA  
OF COUNTRIES  
WE OPERATE IN  
**174M** LOCAL  
POPULATION  
OF COUNTRIES  
WE OPERATE IN

UNITED NATIONS PEACEKEEPING

**A FORCE FOR PEACE.  
CHANGE. THE FUTURE.**

[un.org/peacekeeping](http://un.org/peacekeeping)

Data used from 2013–2014  
Approved resources for the period from 1 July 2013 to 30 June 2014



Information and communications technologies (ICT) play a critical role in the United Nations' efforts to advance peace and humanitarianism around the world. Over 139,000 civilians and police and military contingents comprise the peacekeeping operation and, for those working in high-security regions, ICT can make all the difference.

The Information and Communications Technology Division (ICTD) of the Department of Field Support (DFS) ensures that staff and peacekeepers have the ability to connect quickly, communicate clearly and share information in any part of the world, even under the most difficult circumstances. Such critical services and support, as well as cutting-edge innovations, are provided by ICTD to the 30 United Nations Peacekeeping and Special Political Missions.

As mission mandates become more complex, and the Secretary-General's requirement to "do more with less" remains an organizational imperative, discovering novel ways to bring more involvement to peacekeeping will be essential to empowering and effecting global operations.

As no other organization gets closer to the field than the military, the *Technology and Peacekeeping: Exploring New Partnerships* symposium has been established as a forum where the Member States' military can not only gain useful insights into this specific area of field support but also share experiences, build relationships among colleagues, and explore the potential for cooperative partnerships and initiatives that will enhance global peace efforts beyond troop contributions. Specific emphasis will be placed on the areas of: training and coaching, planning and policy development, and enabling capability packages.



## Challenges & Opportunities

- The peacekeeping landscape is constantly evolving necessitating the provision of speciality skill sets that are often difficult to attain;
- Technology has the potential to act as a "force multiplier" by augmenting the current efforts made by TCCs and PCCs;
- Current efforts can also be strengthened with the introduction of innovative models of partnership that go beyond traditional contributions of troops;
- Opportunities for bi-lateral engagements and direct support to peacekeeping ICT efforts have not been sufficiently explored.

## Core Objectives of UN Field Support

- To provide support for the "Digital Peacekeeper" via the provision of:
  - Strategic and secure ICT services and solutions in support of peacekeeping and political missions;
  - Appropriate equipment and compliance with relevant technical standards;
  - Access to training and lessons learned.
- To enable, through technology, a smaller, overall footprint in field missions;
- To implement modular and scalable ICT solutions that conform to the unique needs of peacekeeping.

## Symposium Presenters

**Rudy Sanchez**  
Director of the Information and Communications Technology Division (ICTD), DFS UNHQ



**Nicolas von Ruben**  
Director of the United Nations Global Service Centre (UNGSC), Brindisi, Italy and Valencia, Spain

**Colonel Luca Bianciardi**  
Italian Airforce Commander of the Brindisi Military Airport Detachment hosting the UNGSC



**Lieutenant Colonel Axel Weber**  
Head of the Military Communications Cell Unit, SMS, ICTD, DFS UNHQ

**Ameerah Haq**  
Under-Secretary-General of the Department of Field Support (DFS), United Nations Headquarters, New York, USA (UNHQ)



**Eduardo Artigas**  
Chief of the Strategic Mission Support Unit (SMS), ICTD, DFS UNHQ

**Michel Bergeron**  
Chief of the Service for Geospatial, Information and Telecommunications Technologies/Field Technology Operations Centre at UNGSC; and Chief of the United Nations Support Base, Valencia



**Major General (Retired) Ib Johannes Bager**  
Member of the UN Expert Panel on Technology and Innovation in United Nations Peacekeeping, UNHQ





# ICT Support Modules

## What & Who?

- Develop and define standardized and scalable ICT modules (SatCom, JOC Modules, Network Modules, GSM-Modules, TETRA-packages, etc)
- Define standardized and scalable IT management and user support modules, such as Service Desk, Quick Response Teams, NOC
- Define, establish and train mission startup teams/capabilities (equipment, technicians, management, leadership, doctrines, SOP)

## Handbooks &amp; Training Manuals

## What?

Creation and layout of handbooks and training manuals for common and regularly assigned jobs, roles and tasks, such as:

- User support
- IT security
- Cabling & rigging
- Network management
- Logistics
- Server administration

## Notes



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# Planning & Policy Development

## Background

While each United Nations mission is unique, ICT mission support guidelines, planning tools and design principles are standardized and must be developed and implemented as common baselines for all missions.

ICT personnel in the field are often limited in their ability to develop SOPs, planning templates, guidelines, tools, and handbooks.

## Opportunities

Direct collaboration/cooperation with the UN / ICTD and/or bi-lateral cooperation between Member States and a particular TCC/PCC/ Government/Home Country to:

- Standardize and improve planning capabilities
- Enable common understanding and procedures of mission planning and preparation
- Create opportunities, learn from each other and gain valuable lessons learned from current partners and military forces

### Notes

## SOPs and Guidelines

### What?

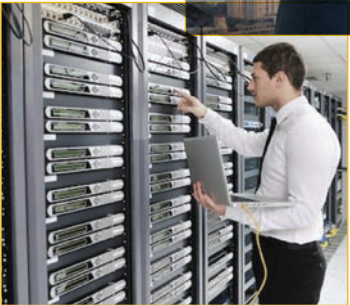
- Development of basic, standardized SOP's (Mission startup, IT security, IT operations, emergency response, site surveys, disaster recovery, etc)
- Defining guidelines/best practices for standard ICT tasks (operational planning, info/IT security, installation of new sites, frequency management, etc)

## Planning Tools & Templates

### What?

Creation of standardized annexes, tools, schematics, and templates for operational ICT planning, such as:

- Project and survey templates
- Manning and staff
- Network diagrams
- Call signs and frequencies
- Configuration documentation
- Work orders
- SitReps and other reports



### Notes





## Management/Leadership Training

## What?

- IT and Comms operations (Incident Mgmt, Change Mgmt, Service Desk Mgmt, etc)
- Applications and software (office software, Analyst Notebook, GIS)
- Contract and Provider Mgmt (contracts, audits, oversight, reporting, SLA/KPI Mgmt, etc)
- IT-Security Mgmt (configurations, procedures, access management, audits, etc)
- Mission planning, budgeting, performance mgmt; information security, project mgmt, development of SOPs, OpOrders, ConOps, etc.
- Training of mission startup teams
- Fellowship programmes, project-based support with experts and staff exchange programmes

## Who?

- UN field staff and officers
- International staff
- Seconded military staff
- "Train-the-trainers"

## Where?

- Home-country of supporting or receiving country
- Transit-/Third Country
- Centralized or regional training facilities

## Notes



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# Training & Coaching



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## Training & Coaching

# Background

A skilled personnel force is key to providing fast, flexible and reliable ICT support to UN missions, yet achieving this in duty stations can be challenged by:

- Different levels of educational background and technical skills of local candidates/staff and military personnel
- The broad mix of UN commercial and military equipment
- Lack of training on specific ICT equipment used in the mission
- Lack of up-to-date field manuals, SOPs, and planning tools
- Inexperienced UN and international personnel, particularly if they are new to the mission and/or position

## Opportunities

Direct collaboration/cooperation with the UN / ICTD  
and/or bi-lateral cooperation between Member  
States and a particular TCC/PCC/Government/Home  
Country to:

- Improve skill sets and level of operational readiness
- Enable additional capabilities
- Establish higher baselines and standards for personnel qualifications
- Create opportunities for new or inexperienced personnel

## Technical Training

## What?

- Basics for IT and Comms and first-line support (repair and maintenance for computers, UPS, printers, copy machines, phones, etc)
- Infrastructure work (cabling and rigging, tower maintenance, etc)
- System and technology-specific training (VSAT, microwave, networks, server, radios, repeaters, etc)
- Technical planning, documentation, technical audits
- IT security (theory, administration, system configuration, audits, etc)

## Who?

- National (locally-hired) staff
- International staff
- Military staff of TCC/PCC
- "Train-the-trainers"

## Where?

- Home country of supporting or receiving country
- Transit-/Third Country
- In-mission training centre or on-site
- Centralized or regional training facilities



## Notes





## Notes

## Telecommunications

## What?

- Digital tactical radios, repeaters, bridges (HF, UHF, VHF, TETRA, etc)
- Cell phone systems, such as GSM, DECT, LTE
- Administrative IT, including VoIP phones, laptop and desktop computers, copy machines, projectors
- Camp communication systems, such as TETRA, DECT, Pager, Wi-Fi, WiMAX

## Deployable Packages

## What?

- Deployable VSAT Systems (Mini-POP, GATR, trailer, etc)
- Startup ICT packages (for the first 30 to 60 days)
- Day-Zero/IOC support for a JOC/JMAC
- Deployable welfare communications modules
- Installation support for HQs

The background of the slide features a large, light blue, semi-transparent watermark of the United Nations emblem, which is a world map surrounded by olive branches, centered behind the text.

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# Enabling Capacity



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# Enabling Capacity

## Background

ICTD is moving from an equipment and system-centered view to a more capability and service-oriented approach.

As a result, technology, staff, training, procedures and contracts are managed together, ICT support is planned, designed and delivered as part of this broader package of services.

Enabling capacity packages/solutions are standardized and modular but they must still be scalable and adjustable to the most common ICT tasks in field missions. This approach is key to fast operational planning, budget estimation and rapid deployment on short notice.

Long-term arrangements with strategic partners are essential to implement the idea of “volunteer stand-by capacities”.

## Opportunities

Direct collaboration/cooperation with the UN / ICTD and/or bi-lateral cooperation between Member States and a particular TCC/PCC/ Government/Home Country to:

- Improve level of operational readiness
- Enable additional capabilities
- Establish additional mission startup capabilities
- Create opportunities for mutually beneficial development and acquisition projects

### Notes

### IT Infrastructure

**What?**

- Antenna towers and masts
- Aero-stats and balloons
- IT container solutions
- Power and AC packages

### Satellite Communications

**What?**

- VSAT systems (C-band, Ku-band)
- Internet for welfare modules
- Low orbit solutions



### Notes