ILO IT Strategy 2022-25
2023 Workplan (Year 2 of Strategy)
Summary of IT Initiatives

Strategy Outcome / Driver	GB Output	Activity Title	Beneficiary	Category	Status
Outcome 1: A more efficient, agile and responsive ILO	**Output 1.1:** Enhanced use of automated processes and applications to increase business efficiency	Controlled lists of author names: personal authors and author units	Office	Operational Sustainability	Completed
		Enhance IRIS responsibility assignment program	Office	Process / App / Technology Improvement	Completed
		eVote	ADG/ECR	Process / App / Technology Improvement	Completed
		IRIS SSO	Office	Process / App / Technology Improvement	Completed
		IWMS	ADG/CS	Process / App / Technology Improvement	In-Progress
		Modernization/re-write of iTrack application	Office	Process / App / Technology Improvement	Completed
		NORMES CEACR workflow	ADG/GRD	Process / App / Technology Improvement	Completed
		Register and manage cumulative hours	ADG/CS	Process / App / Technology Improvement	Completed
		RIT- ACTRAV Knowledge Products Management	ADG/GRD	Process / App / Technology Improvement	Completed
		Strategic Management Replacement	Office	Process / App / Technology Improvement	In-Progress
		UNDIS: accessibility assessment of existing enterprise applications	Office	Process / App / Technology Improvement	Completed
	Output 1.2: Enhanced use of virtual and mobile technologies to support remote working	Teams Based Call Center	Office	Process / App / Technology Improvement	Completed
	Output 1.3: Improved IT management function to deliver a more secure and people-centered service provision	APEX 22.2 Upgrade	Office	Process / App / Technology Improvement	Completed
		Awareness - anti-phishing campaigns	Office	Risk Management / Mitigation	Completed
		Development of risk-based guidelines and templates to assist Development Cooperation project managers	Office	Risk Management / Mitigation	Completed
		Information Security Awareness training and program improvement	Office	Risk Management / Mitigation	Completed
		Jira Service Management Implementation - Phase 2	Office	Process / App / Technology Improvement	Completed

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Outcome 2: A more collaborative, insightful and transparent ILO	Output 2.1: Improved IT platforms and services for teamwork and communication	Global Accelerator on Jobs and Social Protection for Just Transitions	ADG/GRD	New Service Offering	Completed
		Migrate e-Zest hosted sites to an ILO managed solution	Office	Operational Sustainability	Completed
		MS Teams Global rollout	Office	Process / App / Technology Improvement	Completed
		Public Website Replacement	Office	Process / App / Technology Improvement	In-Progress
	Output 2.2: Improved IT platforms and services for data analysis and knowledge management	(FUNDAMENTALS) FLO Dashboard enhancements and integration with NORMES	Office	Operational Sustainability	Completed
		(WORKQUALITY/GEDI) Global Care Policy Portal	ADG/GRD	Strategy / Governance / Policy	Completed
		GB document collection	Office	New Service Offering	Completed
		Open Access Policy	Office	New Service Offering	Completed
		Records Management	Office	Process / App / Technology Improvement	In-Progress
		Repository of ILO publications on COVID-19	Office	Operational Sustainability	Completed
		Research guides and digital collections	Office	New Service Offering	Completed
		Research4Life and GOALI capacity development	Office	Operational Sustainability	Completed
		Skills Tracker Enhancements	Office	Operational Sustainability	In-Progress
		Tracking of citations/reach of high-profile publications of other organizations	ADG/GRD	New Service Offering	Completed
		Update ILO Thesaurus	Office	Strategy / Governance / Policy	Completed
		Use of taxonomy, thesaurus and metadata	Office	Strategy / Governance / Policy	Completed
	Output 2.3: Improved IT platforms and services for transparency and reporting	Global Care Policy Enhancements	Office	Process / App / Technology Improvement	Completed
		IATI Ambition Level 2.1	ADG/CS	Management & Overhead	Completed
		NATLEX modernization	ADG/GRD	Process / App / Technology Improvement	Completed

Strategy Outcome / Driver	GB Output	Activity Title	Beneficiary	Category	Status
Driver	**Risks to information availability, integrity and confidentiality**	Incident response plan and table top exercise	Office	Risk Management / Mitigation	Completed
		Information Security Governance, Risk and Assurance Manual	Office	Strategy / Governance / Policy	Completed
		Leveling up security incident detection and controls for IRIS	Office	Risk Management / Mitigation	Completed
		Replace HQ internal Firewalls	Office	Risk Management / Mitigation	Completed
		SharePoint platform - Disaster Recovery	ADG/CS	Risk Management / Mitigation	Completed
		Standards for Development & Security	ADG/CS	Risk Management / Mitigation	Completed
		Update the Office procedure for the security of Electronic Information, IGDS 164	Office	Strategy / Governance / Policy	Completed
Other	**Management & Administration**	IT Chargeback 2022-23 Implementation	ADG/CS	Management & Overhead	Completed

Status	Total
Completed	39
In-Progress	5
Grand Total	**44**

Category	Total
New Service Offering	5
Operational Sustainability	6
Process / App / Technology Improvement	18
Risk Management / Mitigation	8
Strategy / Governance / Policy	5
Management & Overhead	2
Grand Total	**44**