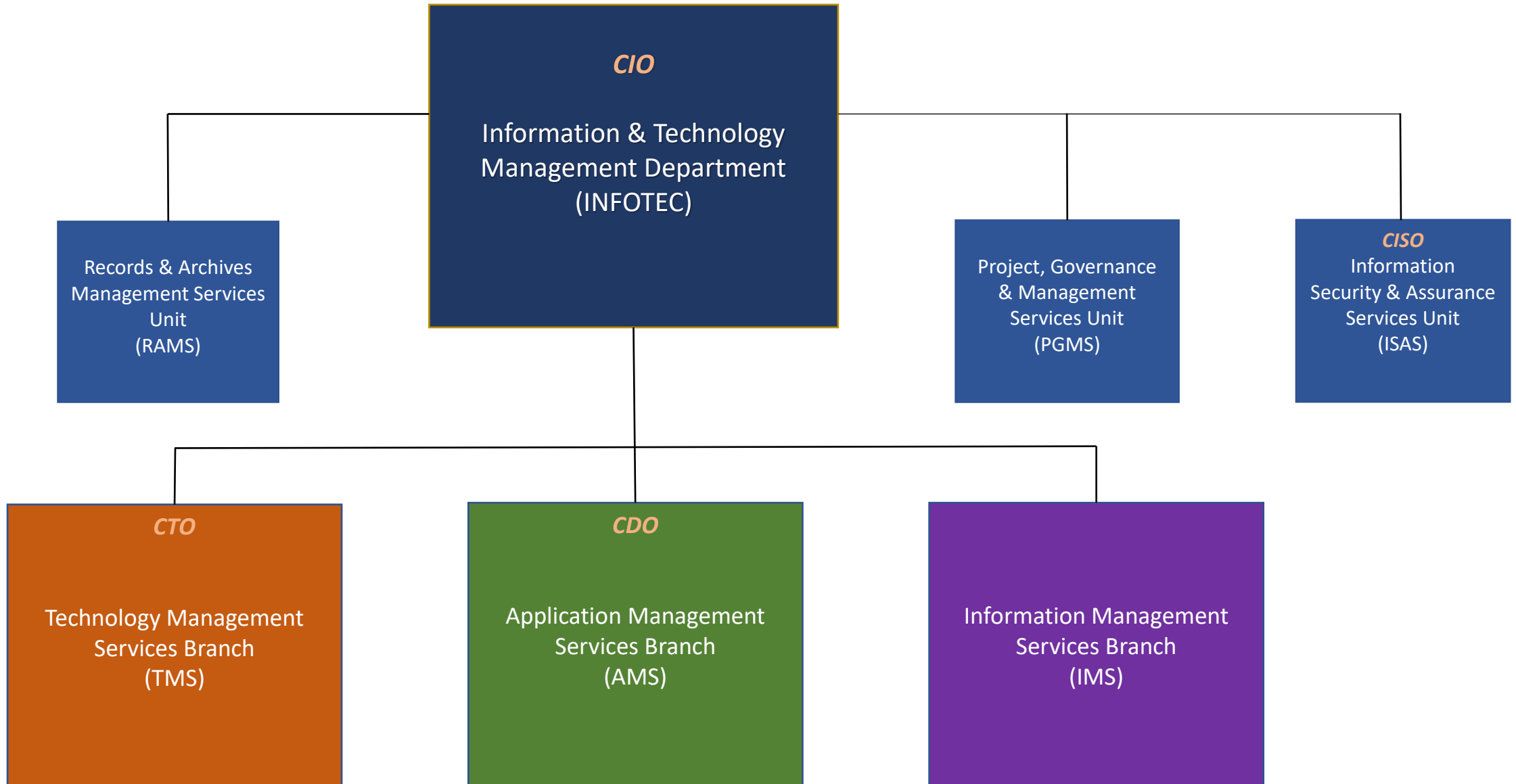


# INFOTEC Org Chart



**INFOTEC**  
CIO & Director

**Project, Governance & Management  
Services Unit  
(PGMS)**

- Secretariat
- FCO Function
- Strategy and Work Planning
- Contract Management
- Asset and License Management
- Governance and Compliance
- Performance and Quality Management
- IT Procurement
- IT Communications
- Business Process Mapping & Reviews
- Change Management
- Project Governance
- Project Management

**Records & Archives Management  
services Unit  
(RAMS)**

- File Plans
- Indexing
- Cataloguing
- Physical Archives Management
- Archives Research
- Historical Artefacts Management
- ILO History Tours
- Electronic Records Management

**Information Security & Assurance  
Services Unit  
(ISAS)**

- Information Security Policies
- Information Security Compliance
- Information Security Architecture
- Information Security Awareness
- Information Risk Management
- Information Security Operations
- Identity and Access Management
- IT Investigations & Digital Forensics
- IT Business Continuity Management
- IT Audit Coordination

Technology Management Services  
Branch  
(TMS)

**Infrastructure Services**

- Data Centre Management
- Operating Systems
- Network & Wifi
- Proxies & Firewalls
- Email & Messaging
- Web Services
- Database Administration
- Disaster Recovery
- Application Hosting
- Storage, backup and restore
- Microsoft Azure and 365 cloud services

**User Support Services**

- Second level technical support
- Deskside user support services
- Deployment of applications
- File and Directory Services
- End user computing device management
- Meeting room audio-video device management
- Windows security patching
- Printing devices and services
- ILO events and conference support
- End user computing procurement

**Service Desk**

Single Point Of Contact for IT and IRIS issues and requests

- IT Service Desk
  - First level IT support - HQ users
  - Network accounts & access
  - Laptop attribution
  - Shared Mailboxes
- IRIS Service Desk
  - First level IRIS & administrative systems support - global
  - IRIS Access
  - IRIS Documentation
- INFOTEC Intranet Maintenance

Application Management Services  
Branch  
(AMS)

**Enterprise Content Applications**

**Solution Areas**

- Collaboration/Team Working Methods
- Document/Records Management
- Internal/External Communications
- Social and Digital Media
- Content Management and Search
- Digital Assets Management

**Services**

- Document Lifecycle Automation
- Digitize Content Management Processes and Workflows

**BI and Policy Applications**

**Solution Areas**

- Business Intelligence and Data Analytics
- Dashboard Visualization and Reporting Applications
- Master Data Management and Data Warehousing

**Services**

- User Interface and Usability Design
- Application Quality Processes
- Data Transformation
- Application Governance Processes and Costing

**ERP and Admin Applications**

**Solution Areas**

- Enterprise Resource Planning
- Administrative Applications
- Meetings and Conference Solutions
- Integrated Workplace Management Solutions
- Staff Health Claims (SHIF)

**Services**

- Process Automation and Efficiency
- Project Management
- Digitize Paper Based Processes

**Analytics and Application Solutions - Technical Development and Integration**

**Technology/Solution Areas**

- ERP
- Oracle Application Express (Apex)
- SharePoint/Net
- BI and Data Warehousing
- Content Management Systems
- Additional technology areas incorporated as needed

**Services**

- Application and Solution Architecture
- Application Solution Integration and Interfacing
- Technical Development and Design

Information Management Services  
Branch  
(IMS)

**Digital Research & Information  
Services**

- Research Support Services
- Digital Library Services
- Electronic Resource Management
- Research Repository
- Discovery
- Research4Life and GOALI

**Library Operations**

- Document Delivery Services
- Inter Library Loans
- Acquisitions
- Print Collection and Management
- Digital Asset Management
- Digitization Programme for ILO Publications

**Information Governance &  
Management**

- Information Governance & Standards
- Information Classification & Taxonomy
- Information Architecture & Access
- Information Lifecycle Management
- Data Governance
- Master Data Management
- ILO Taxonomy
- ILO Thesaurus