Global Management System and Global Service Centre

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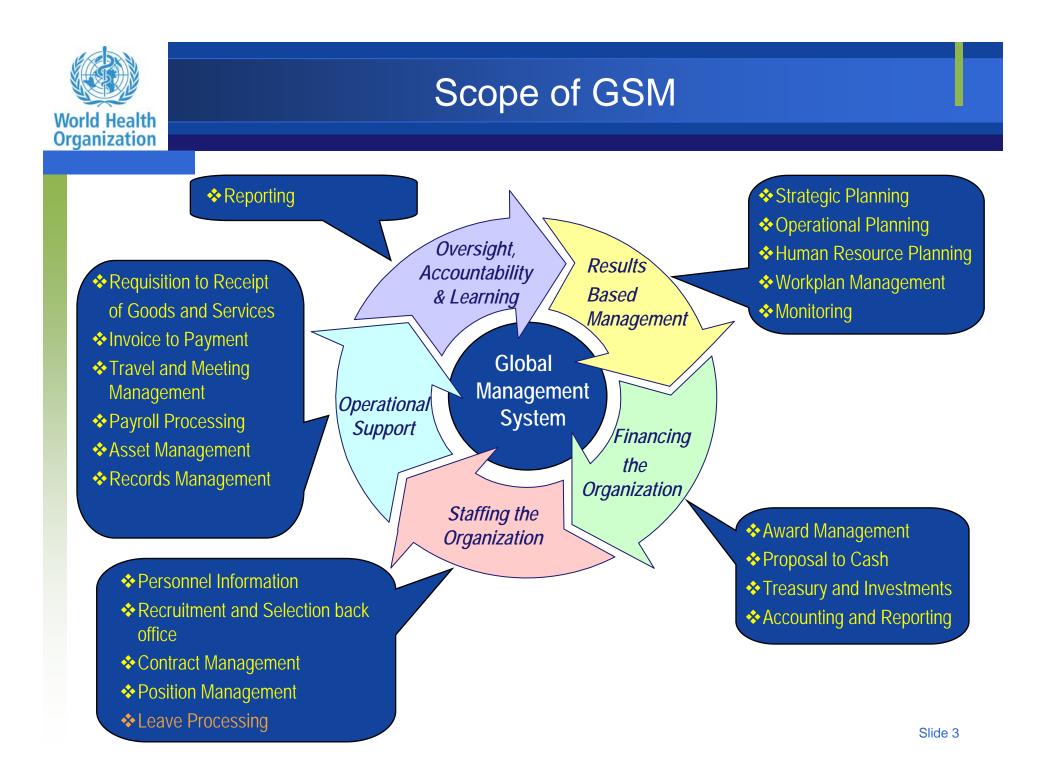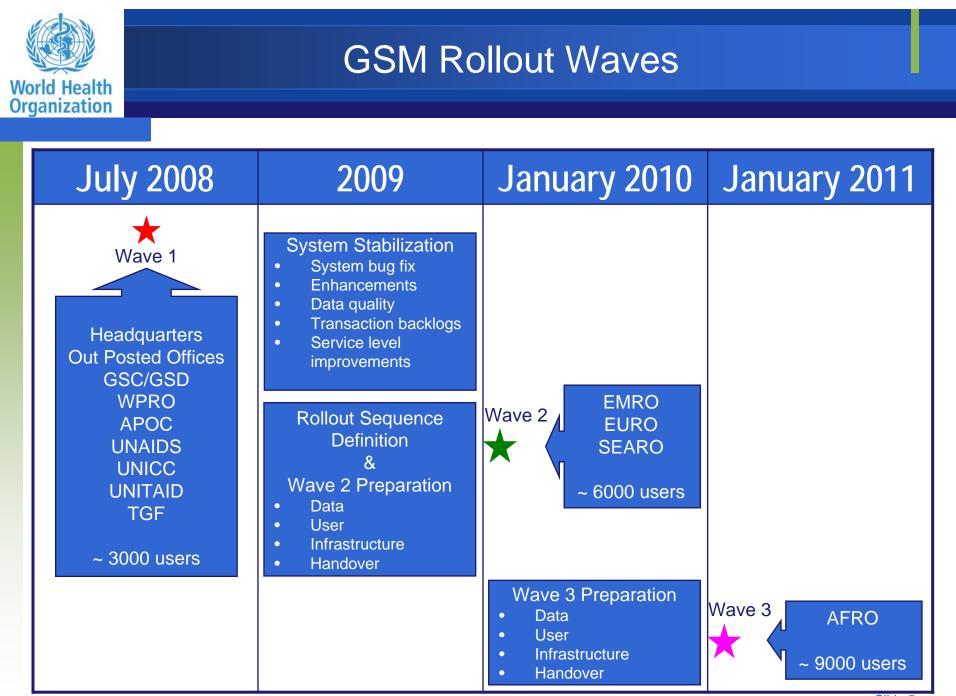**World Health Organization**

The Global Management System

- ❖ The GSM is WHO's corporate and global management tool and the single information management system that encapsulates WHO's guiding principles and business rules.

- ❖ The Global Management System began operating on 1 July 2008 in WHO HQ, out posted offices, the Global Service Centre, the Western Pacific region and WHO partner entities such as UNAIDS, UNICC, APOC and UNITAID.

- ❖ After initial difficulties, WHO has made steady progress in enhancing the System and adjusting it to better meet the needs of the Organization.

Scope of GSM

World Health Organization

❖Reporting

❖Requisition to Receipt of Goods and Services
❖Invoice to Payment
❖Travel and Meeting Management
❖Payroll Processing
❖Asset Management
❖Records Management

Oversight, Accountability & Learning

Results Based Management

❖Strategic Planning
❖Operational Planning
❖Human Resource Planning
❖Workplan Management
❖Monitoring

Operational Support

Global Management System

Financing the Organization

Staffing the Organization

❖Personnel Information
❖Recruitment and Selection back office
❖Contract Management
❖Position Management
❖Leave Processing

❖Award Management
❖Proposal to Cash
❖Treasury and Investments
❖Accounting and Reporting

GSM Benefits

- ❖ **_Transparency_** achieved by making information visible to all concerned;

- ❖ **_Accountability_** enhanced by linking the resources to programme elements;

- ❖ **_Decentralization_** of responsibility and authority for actions to implement work where it needs to be according to the delegated authority;

- ❖ **_Clearly defined and standardized roles_** for authorizing and certifying actions;

- ❖ **_Efficiencies_** resulting from entering data only once and storing it in a central database;

- ❖ **_Timeliness_** of data achieved through online access to a central database;

- ❖ **_Accuracy_** resulting from a single source of data and built in validations and controls;

- ❖ **_Management decisions_** now based on real-time, reliable and relevant information;

- ❖ **_Common Processes_** are standardized and applied;

- ❖ **_Autonomy of staff_** increased by using the concept of staff member self service capability.

GSM Rollout Waves

July 2008	2009	January 2010	January 2011

Wave 1 ★

Headquarters
Out Posted Offices
GSC/GSD
WPRO
APOC
UNAIDS
UNICC
UNITAID
TGF

~ 3000 users

System Stabilization
- System bug fix
- Enhancements
- Data quality
- Transaction backlogs
- Service level improvements

Rollout Sequence Definition
&
Wave 2 Preparation
- Data
- User
- Infrastructure
- Handover

Wave 2 ★

EMRO
EURO
SEARO

~ 6000 users

Wave 3 Preparation
- Data
- User
- Infrastructure
- Handover

Wave 3 ★

AFRO

~ 9000 users

GSM Opportunities and Challenges

❖ **Opportunities**

  ○ Complete the GSM rollout in the African region by January 2011

  ○ Business design enhancements and greater value out of the existing solution

  ○ Upgrade to a new version of the Oracle Software

❖ **Forthcoming Challenges**

  ○ Apply structured governance through the GSM Business Owners: GMG Directors, DAF and a UNAIDS Director.

  ○ Maintain adequate GSM performance and solution support for increased volume of data and number of users.

  ○ Change and transition of the existing GSM production support vendor for the period 2010-2013.

  ○ Strike a balance between obtaining value out of the current solution and creating new designs or functions for GSM; both having financial implications to the Organization.
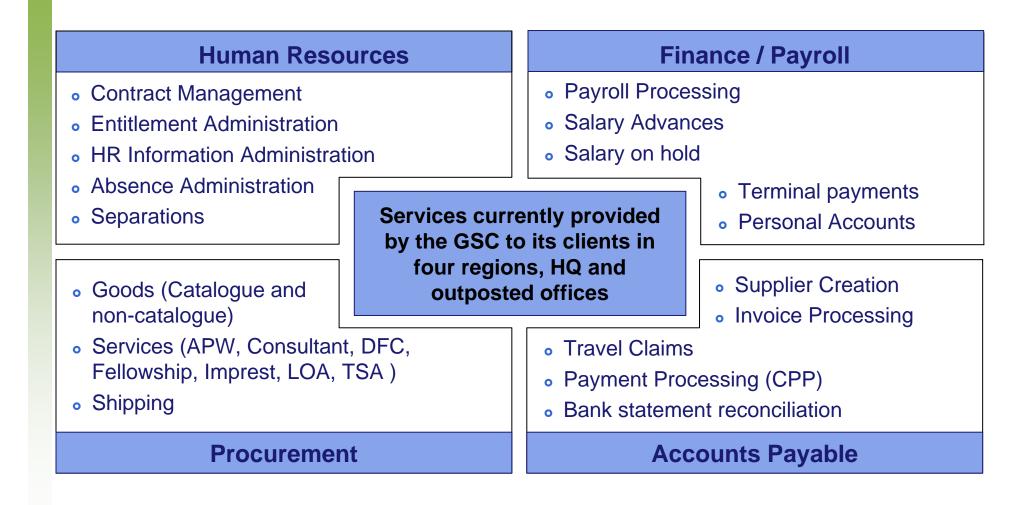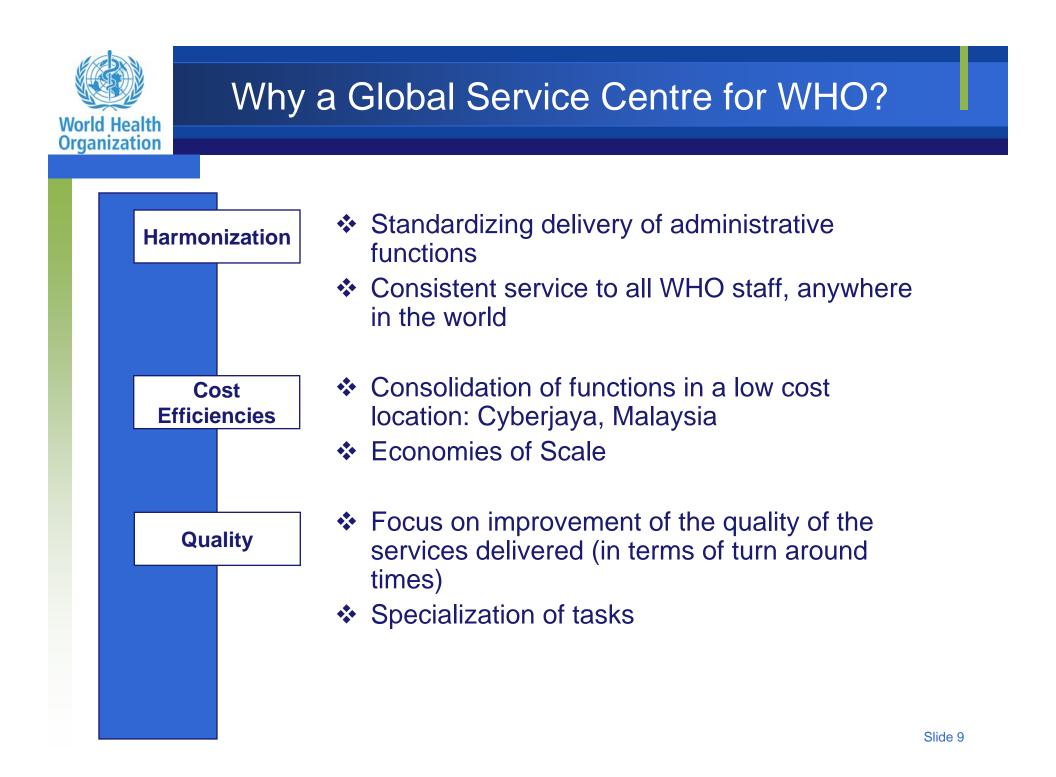
GSM Cost

❖ GSM operations and support require substantive resources from the Organization. The budgeted and funded cost for 2010/2011 is $ 30,800,000 USD.

❖ The full project implementation cost at the completion of the rollout for the African region will be $ 54,700,000 USD.

❖ The implementation of GSM in the African region (46 countries and ~ 3000 users) is approximately USD 5 millions:

  ○ 60% : preparation and delivery of the end user training

  ○ 20% : regional project team staff cost

  ○ Infrastructure cost could also represent an important part of the project budget if infrastructure improvements are not already included as part of the regular IT budget.

Global Service Centre (GSC) – scope of services

Human Resources

- Contract Management
- Entitlement Administration
- HR Information Administration
- Absence Administration
- Separations

Finance / Payroll

- Payroll Processing
- Salary Advances
- Salary on hold
- Terminal payments
- Personal Accounts

Services currently provided by the GSC to its clients in four regions, HQ and outposted offices

Procurement

- Goods (Catalogue and non-catalogue)
- Services (APW, Consultant, DFC, Fellowship, Imprest, LOA, TSA)
- Shipping

Accounts Payable

- Supplier Creation
- Invoice Processing
- Travel Claims
- Payment Processing (CPP)
- Bank statement reconciliation

Why a Global Service Centre for WHO?

Harmonization

- ❖ Standardizing delivery of administrative functions
- ❖ Consistent service to all WHO staff, anywhere in the world

Cost Efficiencies

- ❖ Consolidation of functions in a low cost location: Cyberjaya, Malaysia
- ❖ Economies of Scale

Quality

- ❖ Focus on improvement of the quality of the services delivered (in terms of turn around times)
- ❖ Specialization of tasks

GSC – prepares itself for the future

EURO, EMRO, SEARO rollout	AFRO rollout	Growth of the GSC
o In January 2010, additional 3000 users joined GSM and are using GSC services o Additional workload absorbed and jointly agreed service levels followed o Service hours extended to ensure adequate coverage for all regions	o AFRO GSM roll-out (planned for Jan 2011); preparations ongoing o Additional challenge: French o Staffing capacity to be reviewed	o Due to its flexibility in structure the GSC could always adjust to cover additional functions or new clients o Discussions are ongoing about the move of further administrative functions to the GSC o Additional clients?

Continued focus on productivity and quality

o Improved processes and procedures (SOPs, business continuity, guidelines)

o Enhanced mgt tools and systems (e.g. management reporting)

o Staff training and development

THANK YOU