



**VOICES FROM THE FIELD:
DIGITAL TRANSFORMATION**

**CHALLENGES FROM
CIVILIAN PERSPECTIVE**

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MINUSCA DIGITAL LANDSCAPE

Where are we now

The Mission has adopted many digital initiatives often being the pilot:

- SAGE
- IBM i2
- Unite Aware - Pilot
- Umoja SMA
- Umoja IPMR – Peacekeeping Pilot
- CPAS - Pilot
- Inspira Compact
- A4P+

The Mission is today adopting both planning and situational awareness digital tools



MINUSCA DIGITAL LANDSCAPE

Where are we now

These tools are capturing similar and overlapping data

The interfaces are spread across different proprietary software

- Microsoft
- SAP
- SIEBEL
- Oracle, for example

The tools are not interconnected

Different applications require different browsers

FIELD REMOTE INFRASTRUCTURE MONITORING



Initiatives that will contribute positively in terms of efficiencies on power, water, fuel, and waste management.



Automated data collection that can read data from connected generators, fuel meters, water meters and Wastewater stations.



MINUSCA has 100s of IoT (Internet of Things) devices already contributing to MINUSCA FRIM dashboard.



MINUSCA with Engineering, Environment, Fuel Unit and FTS are planning to expand FRIM to all SHQ, FO, and accessible camps

CPAS FACTSHEETS

- CPAS and SAGE data combined to develop factsheets for Senior Leadership and the Security Council
- Help provide some better context to the information that is conveyed in the SG reports.
- Can help inform decision-making but also in strategic communications products and to strengthen social/digital media campaigns.

And Support to the Peace Process

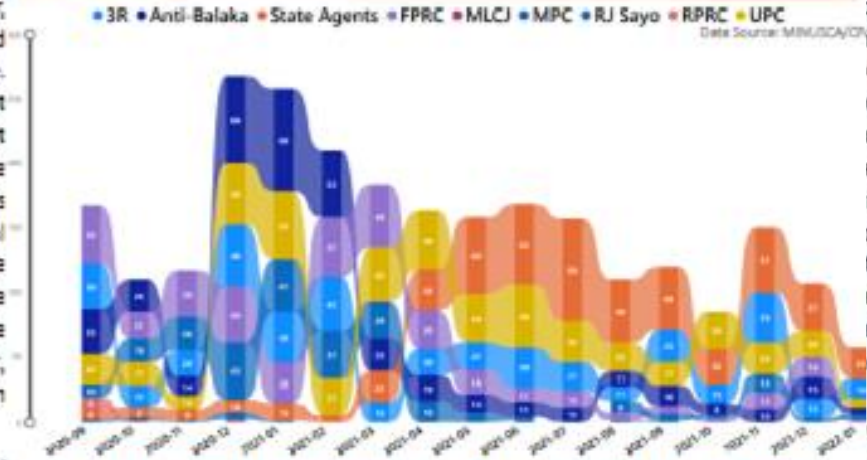
of the unilateral ceasefire by President Touadra in October 2021 represented an important milestone in the peace process in CAR. However, violations persisted, coupled with continued military operations undermining the impact of the ceasefire. MINUSCA continues to support the peace process in CAR through the Political Agreement, the ICGLR roadmap and the upcoming republican constitution.

Meanwhile, the number of operational Prefectural Implementation Committees (CMOP) and the Security Council Technical Committees (CTS) gradually increased during 2021. These local implementation committees are key components of the Political Agreement, bringing together representatives of the defense and security forces, of signatory armed groups, as well as from the civil society to address local security issues and to ensure the implementation of the Political Agreement with the technical support of MINUSCA.

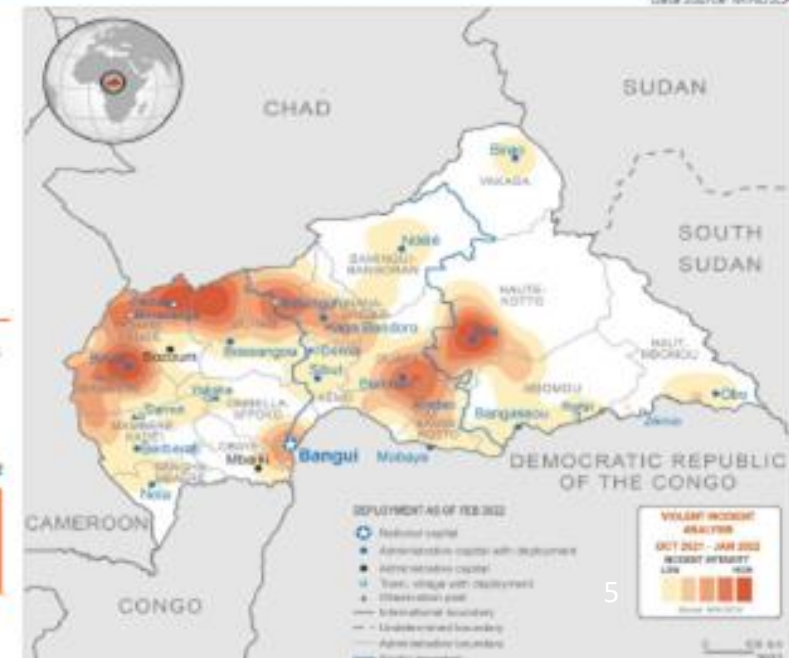
Number of Operational Local-Level Implementation Committees of the Political Agreement



Number of Peace Agreement Violations by State Agents and Signatory Armed Group



Violent Incidents in the Central African Republic from October 2021 – January 2022



Example 3

FIELD OPERATION MANAGEMENT APPLICATION (FOMA)

- Pilot project in the Bouar Field Office will be developed as an application front to regroup access to some existing applications in the Mission.
- Goal is to automate functions such as drafting and submission of memos, mission terms of references, MEDVAC procedures, integrated list of activities, including QIPs, as well as crisis management procedures.
- This is expected to streamline communication both internally and with partners and stakeholders while also speeding up coordination and response.



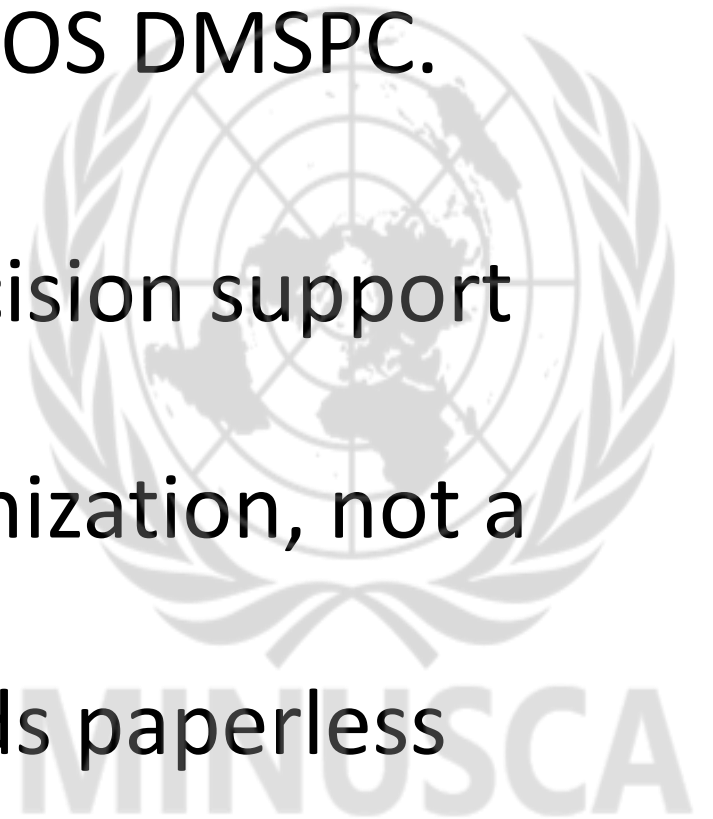


CHALLENGES

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CHANGE MANAGEMENT

- Fragmented approach from HQ – DPO DOS DMSPC.
- Senior Leadership engagement
- Remains to define needs in terms of decision support products/tools.
- UN Peacekeeping still a text-based organization, not a visual one.
- Digitalization of processes, move towards paperless office and work.



INTEGRATION

- A greater need to integrate the Mission, Military, Police and Civilian staffs working collectively.
- Digitization is beginning this, but a challenge is the fragmented nature of our siloed processes as demonstrated by the many existing tools.
- Integration with the rest of the UN, different tools being used by the different agencies, funds and programs.



TRAINING NEEDS

- We have a wealth of data, but need to learn how to properly use it, need to move to the next step beyond just data collection.
- Lack of skilled digitally trained staff in sections and components not just digitally literate staff.
- Need for a wide office 365 training for all mission personnel (including uniformed colleagues) . The features of office 365 are highly underutilized, and there are updated features constantly introduced.



CASE OF UNITE AWARE/SAGE

- Information sharing/ collection is the main gap of SAGE. Sometimes, relevant mission components do not report incidents on SAGE.
- Unite Aware SAGE usage is not yet fully included in the daily operations of all the mission components.
- Approval/review of reports by subject matters experts (only OLA reviews the legal (SOFA) and UNMAS (EO) review their incidents). Need the same efforts with Election, Transhumance, APPR related incidents.
 - All data inputs to Unite Aware SAGE require human oversight to manage.
 - SAGE management needs a team of at least 2-3 staff dedicated to SAGE information management.





GOOD PRACTICES

- The use of digital tools over the last 5 years is creating a convergence of our plans and frameworks.
- Use of data to drive planning and situational awareness.
- Framework to automate more forms (SharePoint Online), use of one drive and Power BI Dashboards.
- A growing harmonization with HQ and across the Mission.
- Linking the UAI/SAGE data with CPAS which allowed greater data accessibility and sharing.



BAD PRACTICES

- Data capture is an after thought – not at source.
- Data validation is a massive task beyond the capability of the current resource.
- Insufficient trust in the data.
- Duplication or old content can accumulate which can slow the retrieval of accurate data in the short-term.

THANK YOU



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