



SUMMARY – DAY 1

31 OCT 2022



'Digital Transformation: The UN HQ Perspective'



KEYNOTE SPEECH



Jean-Pierre Lacroix, USG DPO-Recorded Speech

- *Focused on the importance of information and communication technology in peacekeeping operations*
- *Necessity of digital technology in terms of risk mitigation and real-time situation analysis*
- *Tele-medicine and mobile diagnostic where technology can play an important role*
- *cautioned that technology should not be used in a way that limits the overall operational capacity and responsible use of data*





Session 1 – SUMMARY



Digital Transformation: The UN HQ Perspective

Topic-1: *Concept of Digital Transformation Strategy of UN Peace Operations* - Maj Gen (Retd) Hugh Van Roosen, UN Consultant

Topic-2: **Military Perspective** - General Birame Diop, MILAD

Topic-3: **Police Perspective** - Mr. Jun Tan, POLAD



'Digital Transformation: The UN HQ Perspective'



Session 1 – SUMMARY



Digital Transformation: The UN HQ Perspective

Topic-1: *Concept of Digital Transformation Strategy of UN Peace Operations* - Maj Gen (Retd) Hugh Van Roosen, UN Consultant

- Key Priorities for **Phase 1** of the '*Digital Transformation Strategy*'
 - **ENABLERS** - Digital Enablement Team & Networks, Data Ecosystem, Innovation
 - **PROJECTS** - Enhancing Situational Awareness, Countering Mis/Disinformation, *Leveraging Technology for Uniformed Peacekeepers*
- *Leveraging Technology for Uniformed Peacekeepers – Project Goals:*
 - **Strengthened** uniformed peacekeeper **performance** through digital technologies
 - **Improved capabilities** for uniformed peacekeepers through digital technologies
 - Drive digital technological **innovation** for uniformed Peacekeeping



'Digital Transformation: The UN HQ Perspective'



Session 1 – SUMMARY



Digital Transformation: The UN HQ Perspective

Topic-1: *Concept of Digital Transformation Strategy of UN Peace Operations* - Maj Gen (Retd) Hugh Van Roosen, UN Consultant

- *Leveraging Technology for Uniformed Peacekeepers – Initial Findings:*
 - *Safety, Security, and Performance*
 - *Processes and Structures*
 - *Skills and Capabilities*
- *Leveraging Technology for Uniformed Peacekeepers – Recommendations:*
 1. *Enhancements to Existing Systems*
 2. *Piloting Emerging Technologies*
 3. *Institutionalizing Uniformed Peacekeeper-driven Innovation*
 4. *New partnerships / structures*
 5. *Process Reengineering and Simplification*
 6. *Increasing Pre-Deployment Preparedness*



'Digital Transformation: The UN HQ Perspective'



Session 1 – SUMMARY



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Topic-2: **Military Perspective** - General Birame Diop, MILAD

- ***Initial step - to identify & prioritize critical existing operational needs, gaps, and challenges***
- ***Next step - review ongoing United Nations OICT & field technology-related initiatives related to uniformed components and assess their alignment with priority needs, gaps, and challenges along with the required resources***
- ***Identification will be carried out for any other technological solutions, including emerging trends and advancements in technology that can be deployed holistically***



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Session 1 – SUMMARY

Digital Transformation: The UN HQ Perspective

Topic-2: **Military Perspective** - General Birame Diop, MILAD

- *In coordination with DOS & UN Global Service Center, currently working on:*
 - *Deployed Geolocation & Threat Analysis Unit, Tactical Intelligence Unit – MONUSCO*
 - *Deployment of SHERP all-terrain vehicles is already under way in UNMISS*
 - *Deployment of Counter-IED systems through ECM, mine resistant vehicles in MINUSMA, planning to deploy in MINUSCA*
 - *Enhanced camp security systems like RADAR, mini UAS, access control system, indirect fire warning systems in MINUSMA*
 - *Smart camps to reduce environmental footprint, and to improve force protection, resource management and situational awareness, UNIFSA*



Session 1 – SUMMARY



Digital Transformation: The UN HQ Perspective

Topic-2: **Military Perspective** - General Birame Diop, MILAD

- *In coordination with DOS & UN Global Service Center, currently working on:*
 - *Deploying precision targeting assets weapons like UAS.*
 - *Counter-UAS to deny threat surveillance.*
 - *Telemedicine to improve medical care in remote areas.*
 - *Improving situation awareness though enhanced Unite Aware system.*
 - *Countering mis and disinformation though social media, etcetera.*



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Topic-2: **Military Perspective** - General Birame Diop, MILAD

➤ **Challenges to Implement the Strategy:**

- *Capacity gap by the TCCs to operate technology*
- *Advanced technology is costly*
- *Continuous rotation of military personnel*

➤ **Recommendations:**

- *TCCs need to ensure imparting proper job specific pre-deployment training*
- *Need to collectively build digitally literate culture in national militaries*
- *Promoting UN Regional Peacekeeping Networks*



Session 1 – SUMMARY



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Topic-3: **Police Perspective** - Mr. Jun Tan, POLAD

- *‘Leveraging Technology for Uniformed Peacekeepers Project’* :
 - *remotely and self-paced training*
 - Mandatory online course on ‘Strategic Guidance Framework for International Policing (SGF)’
 - Enhancing situational awareness is another key outcome of the DTS
 - Situational Awareness Program – **UNITE AWARE**: data-mining software, web-based incident tracking systems, and cutting-edge data visualization and analysis tools - integrates **‘Situational Awareness and Geospatial Enterprise (SAGE)’** computer-based incident reporting system



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Session 1 – SUMMARY



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Topic-3: **Police Perspective** - Mr. Jun Tan, POLAD

- *UNPOL are using technologies to tackle threats such as ‘**transnational organized crime**’ include **unmanned aerial vehicles**, which support policing activities in areas characterized by wide, vast terrains and underdeveloped road networks; MINUSCA, MONUSCO, MINUSMA*
- *Along with aerostat images and live high-resolution video feeds, **drones have enabled otherwise impossible surveillance capacities, directed at armed groups**, in areas of rugged terrain and thick forestry, and have enhanced civilian protection as a result. For example, they are deployed by the MONUSCO Police for day and night surveillance.*
- *Central African Republic, UNPOL, in collaboration with INTERPOL and MINUSCA, has trained host-state police*





Session 1 – SUMMARY



Digital Transformation: The UN HQ Perspective

Topic-3: **Police Perspective** - Mr. Jun Tan, POLAD

- *Social media channels such as Twitter, Facebook and LinkedIn are vital means for engaging local populations, promoting the positive impact of the United Nations Police in the communities*
- **Challenges:**
 - The national authorities aim to support are often under-resourced, including with respect to technology gaps, reliable electrical power, and telecommunications, as well as budgets to sustain and maintain IT equipment and back up data
- **Recommendations:**
 - Any high-tech initiatives deployed by a mission's police component must not discourage the development of potentially more viable low-tech national solutions





Session 1 – SUMMARY



Digital Transformation: The UN HQ Perspective

BREAKOUT DISCUSSION

- *TCCs/PCCs need to comprehend fully regarding the ‘Digital Transformation Strategy’*
- *Majority of the TCCs/PCCs don’t have access to the ‘Hi-tech technologies’ being used in the UN Missions*
- *These technologies may be made available to the National Peacekeeping training centers*
- *These equipment need to be used extensively during the Pre-deployment Training at home*
- *More cooperations are needed between the TCCs/PCCs and the various donors/supporting countries*
- *There are also difficulties of deploying high-tech gadgets in the mission due to restrictions by the host state*



‘Digital Transformation: The UN HQ Perspective’



Session 2 – SUMMARY



Voices from the Field : Digital Transformation

Topic-1: Challenges from Civilian Perspective - Mr. Souleymane Thioune, MINUSCA-VTC

Topic-2: Challenges from Military Perspective - BG Minhaz, Bangladesh

Topic-3: Challenges from Police Perspective - Ms. Christine Fossen, UN PC, UNMISS-VTC



'Digital Transformation: The UN HQ Perspective'



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Voices from the Field : Digital Transformation

Topic-1: Challenges from Civilian Perspective - Mr. Souleymane Thioune, MINUSCA-VTC

- *MINUSCA DIGITAL LANDSCAPE: SAGE, UNITE AWARE, UMOJA SMA & IPMR, CPAS*
- *EXAMPLES OF DIGITAL TRANSFORMATION POTENTIAL:*
 - *Field Remote Infrastructure Monitoring*
 - *CPAS*
 - *Field Operations Management Application (FOMA) – MEDEVAC*
- *Challenges:*
 - *Change Management – Fragmented Approach from UN HQ*
 - *Integration – Military, Police & Civilian*
 - *Training Needs*



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Voices from the Field : Digital Transformation

Topic-1: Challenges from Civilian Perspective - Mr. Souleymane Thioune, MINUSCA-VTC

➤ **Good Practices:**

- *Use of digital tools 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*



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Voices from the Field : Digital Transformation

Topic-1: Challenges from Civilian Perspective - Mr. Souleymane Thioune, MINUSCA-VTC

➤ ***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.*





Session 2 – SUMMARY



Voices from the Field : Digital Transformation

Topic-2: **Challenges from Military Perspective** - BG Minhaz, Bangladesh

- *How Technology Could help:*
 - *High-end surveillance devise*
 - *Early Identification or detection*
 - *Remote Disposal*
 - *Rescue the injured*
 - *Mine resistance Vehicle*



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Session 2 – SUMMARY



Voices from the Field : Digital Transformation

Topic-2: **Challenges from Military Perspective** - BG Minhaz, Bangladesh

- ***The ‘Enigma of Arrival’:***
 - *The military component get rotated on a yearly or 6 month basis*
 - *The civilian component reserves a greater and matured institutional memory*
- ***Delay in the COE Rotation***
- ***Over-indulgence of Efforts – Could be minimized by resource sharing approach***
- ***Why technology should be used:***
 - *Reach, Surveillance, Mobility, Safety, Precision guidance, Cost saving training*



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Session 2 – SUMMARY



Voices from the Field : Digital Transformation

Topic-3: Challenges from Police Perspective - Ms. Christine Fossen, UN PC, UNMISS-VTC

- *Key challenges identified in UNMISS for FPU and IPOs:*
 - *Equipment challenges*
 - *User influence on technology*
 - ✓ *Good Practices*
 - *good care, storage, and maintenance of the equipment*
 - ✓ *Bad Practices*
 - *prolonged usage and unskillful handling.*



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➤ **Way Forward:**

▪ **Training requirements**

- ✓ *Engagement of experts to provide user training for specific equipment and mission environment dynamics*
- ✓ *Basic skills training for technology in use*

▪ **Recommendations for PCCs:**

- ✓ *Acquisition of durable products from reputable manufacturers*
- ✓ *Organize end of tour of duty debriefing for the returning personnel to obtain feedback and practical experience from the personnel,*
- ✓ *Compliance with the Sustainment, Logistics and Memorandum of Understanding (MOU).*



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Session 2 – SUMMARY



Voices from the Field : Digital Transformation

BREAKOUT DISCUSSION

- UN is text based and not a visual organization.
- Need to define the needs in terms of decision-making tools.
- The UN has plenty of data but no means to harness that data. This is complicated by the silos between mission entities.
- Knowledge of Office 365 is probably sufficient for most personnel.
- Need to train Commanders and staff officer on a common platform.
- UN philosophy is not open to change or tech – it is too protective and resistant.



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Session 2 – SUMMARY



Voices from the Field : Digital Transformation

BREAKOUT DISCUSSION

- Host government restrictions will limit security related technology.
- Technical requirements could be met by joint or co-deployments.
- Training requirements could be met by engaging experts, providing basic training (for civilians after contract acceptance and before deployment).
- Need to have durable products which are common to all UN missions and which allow a common approach to training.
- Need to understand that technology is not the answer to all peacekeeping issues.



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