



# UNITED NATIONS GLOBAL SERVICE CENTRE (UNGSC)

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# ABOUT UNGSC

- The United Nations Global Service Centre (UNGSC) is the operational support services and solutions provider to DOS in field technologies, logistics, occupational safety and health, and environmental performance to enable international peace and other operations to achieve their goals.
- The UNGSC operates from two locations:

Brindisi, Italy



United Nations Global Service  
Centre

Valencia, Spain



United Nations Information and  
Communications Technology  
Facility (UNICTF)

# UNITED NATIONS GLOBAL SERVICE CENTRE



1994

**UNLB:** the first UN permanent logistics base who proudly meet the needs of UN peace operations worldwide since 1994.



2010

In 2010, in line with the Global Field Support Strategy of the Department of Field Support, **UNLB- Brindisi**, together with the **UNICTF-Valencia** (established in 2009) became known as the **United Nations Global Service Centre**.



2021

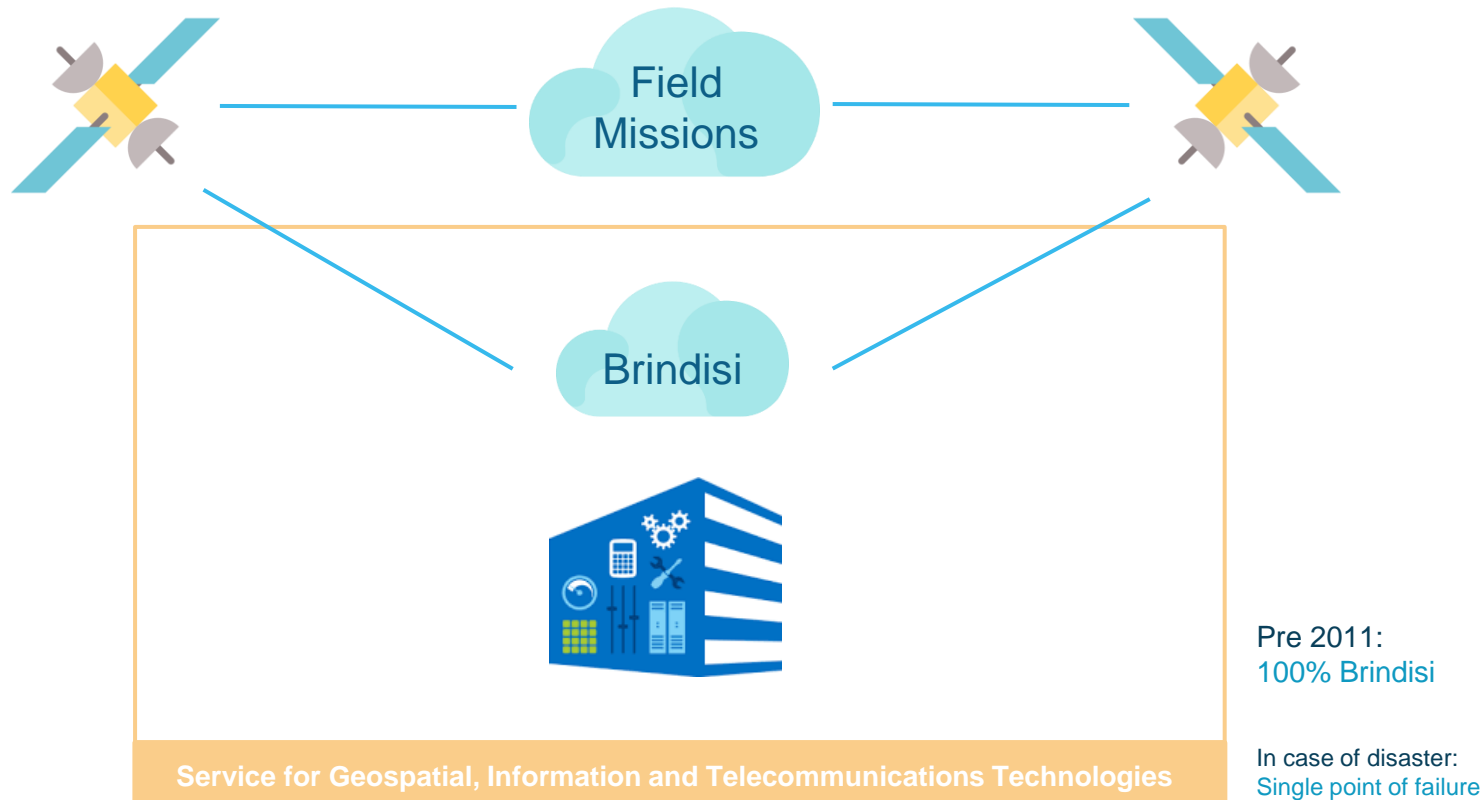
**UNGSC** provides critical Logistics, Geospatial, Information & Telecommunications Technologies services and Training to all Secretariat Entities, Peacekeeping and Special Political missions, Agencies, Funds and Programmes of the UN system worldwide.

**UNGSC is comprised of three core Service areas:**

- Supply Chain Service (SCS)
- Service for Geospatial, Information and Telecommunications Technologies (SGITT)
- Central Service (CS)

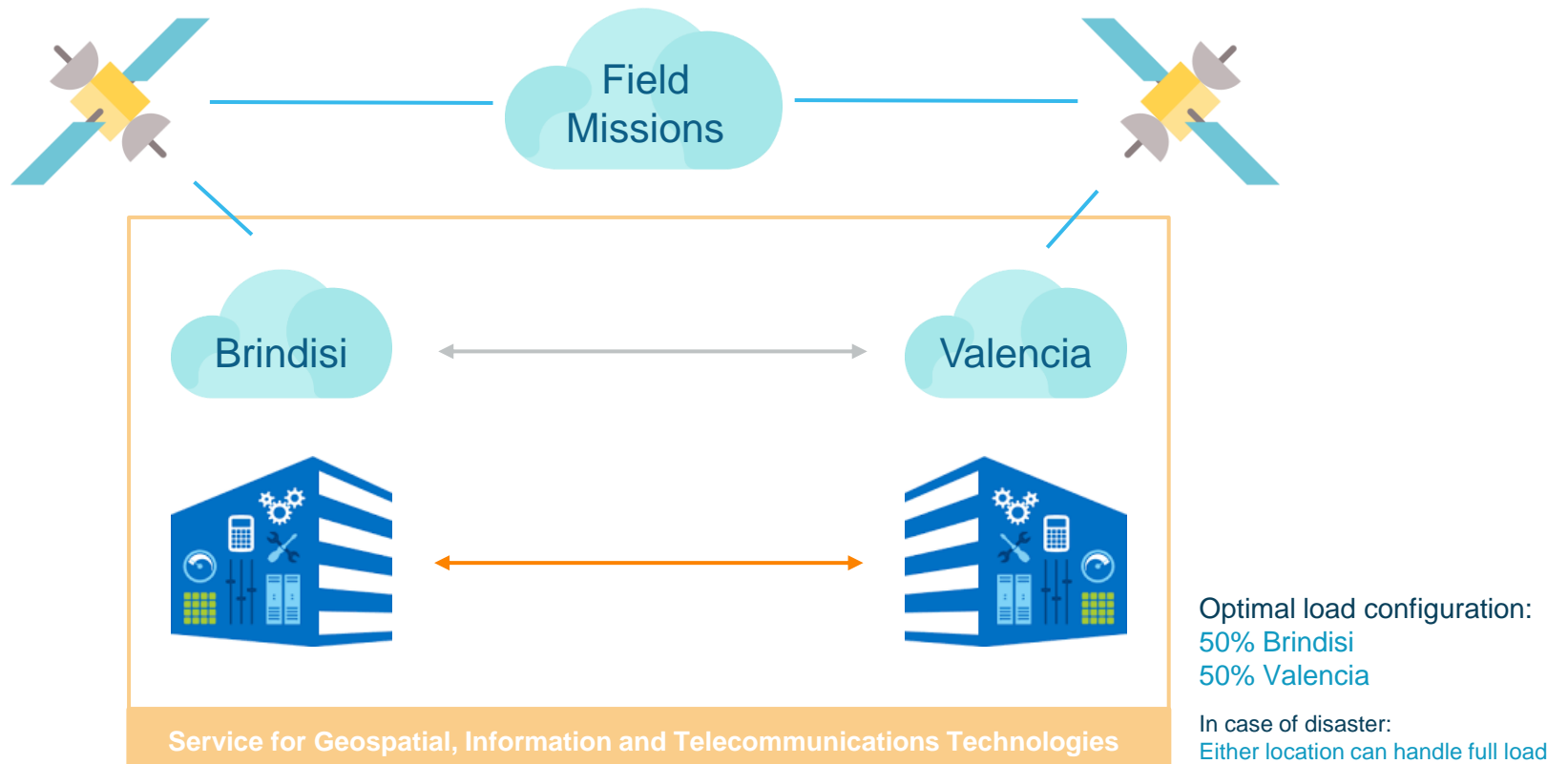
# INFRASTRUCTURE – PRE 2011

## SINGLE ACTIVE MODEL

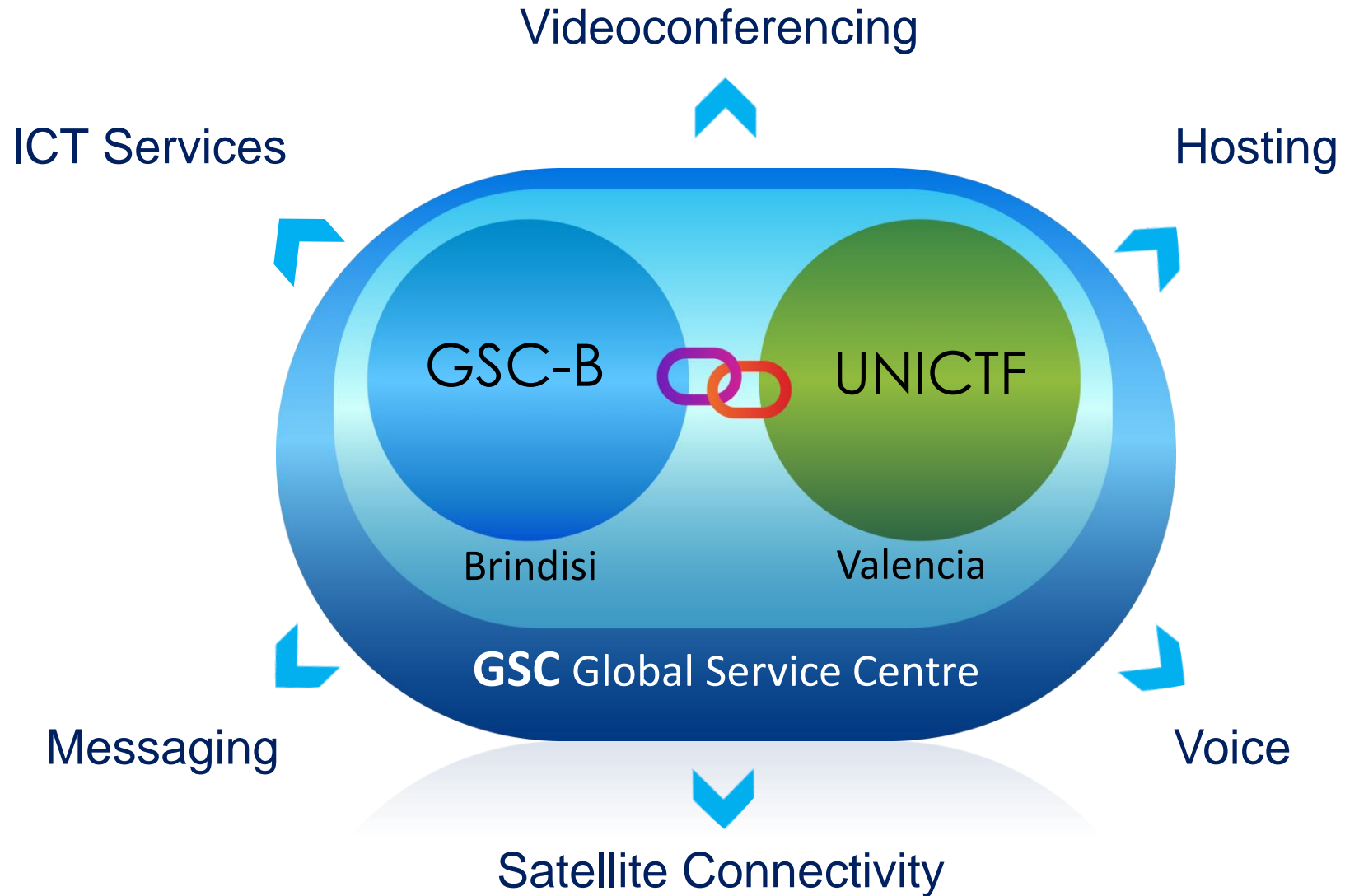


# INFRASTRUCTURE - 2021

## ACTIVE - ACTIVE MODEL



# UNGSC Services

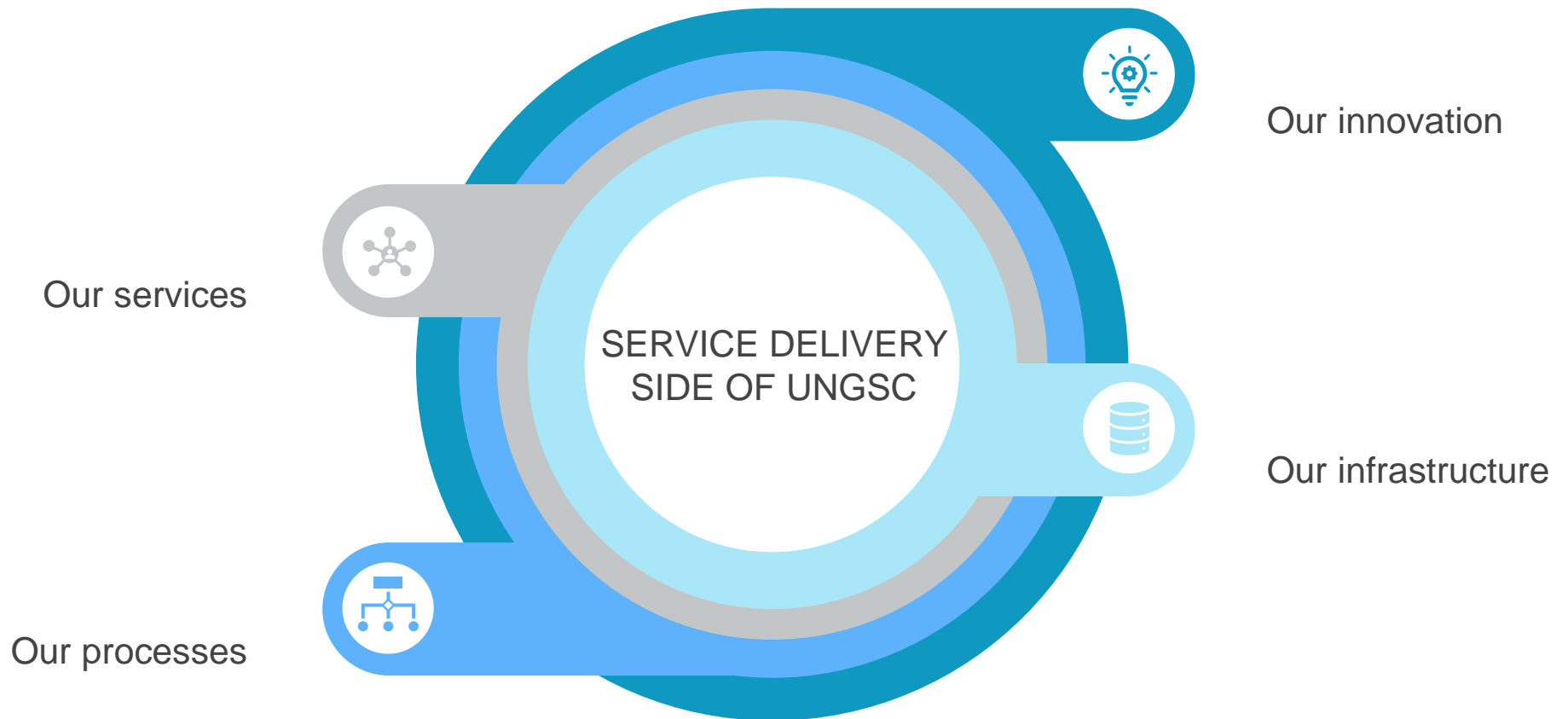


# UNGSC CLIENTS



- Peacekeeping Missions
- Special Political Missions
- HQ and OAH
- Global Service Center
- Tribunals
- Agencies
- Programs
- Funds

# SERVICE DELIVERY





## Live Video Analysis



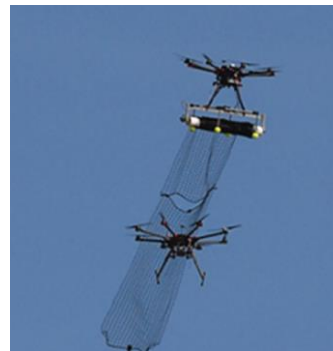
## Unite FRIM



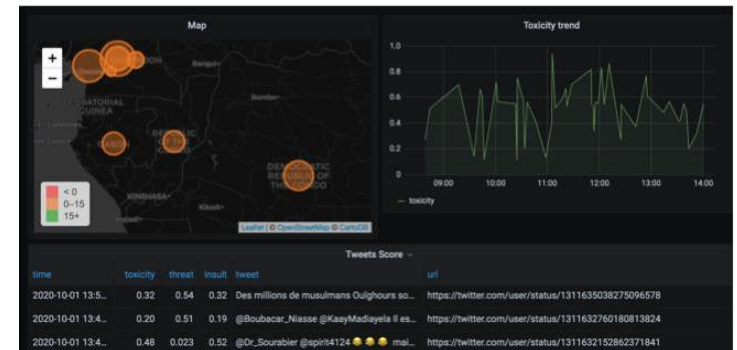
## Extended Reality



## Smart Camp



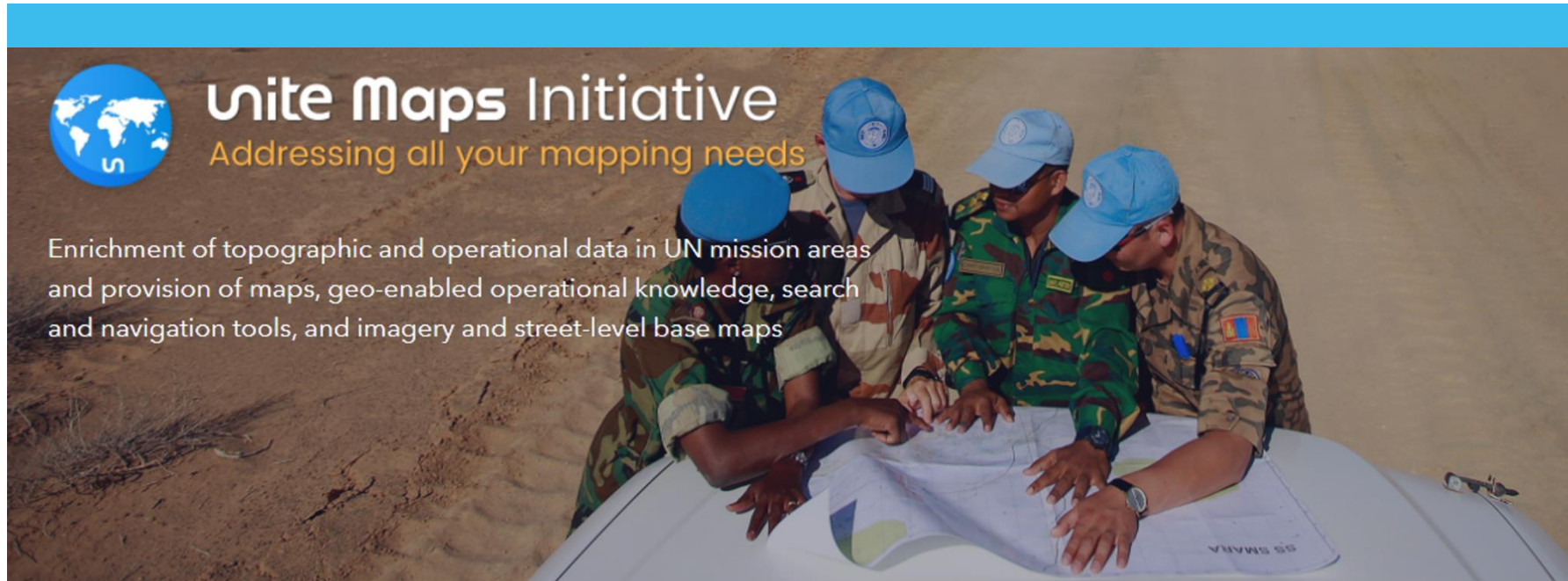
## UAS & C-UAS



## Hate Speech

# Unite Maps

Mapping the World Supporting Peace and Serving Humanity



By leveraging internal and crowdsourcing capabilities, **Unite Maps** aims not only to **enrich topographic** and **operational data** in UN mission areas, but also to provide peacekeeping and humanitarian actors with **topographic maps**, **operational geo-information**, **search** and **navigation tools**, and **imagery** and **street-level base maps**.

Find out more

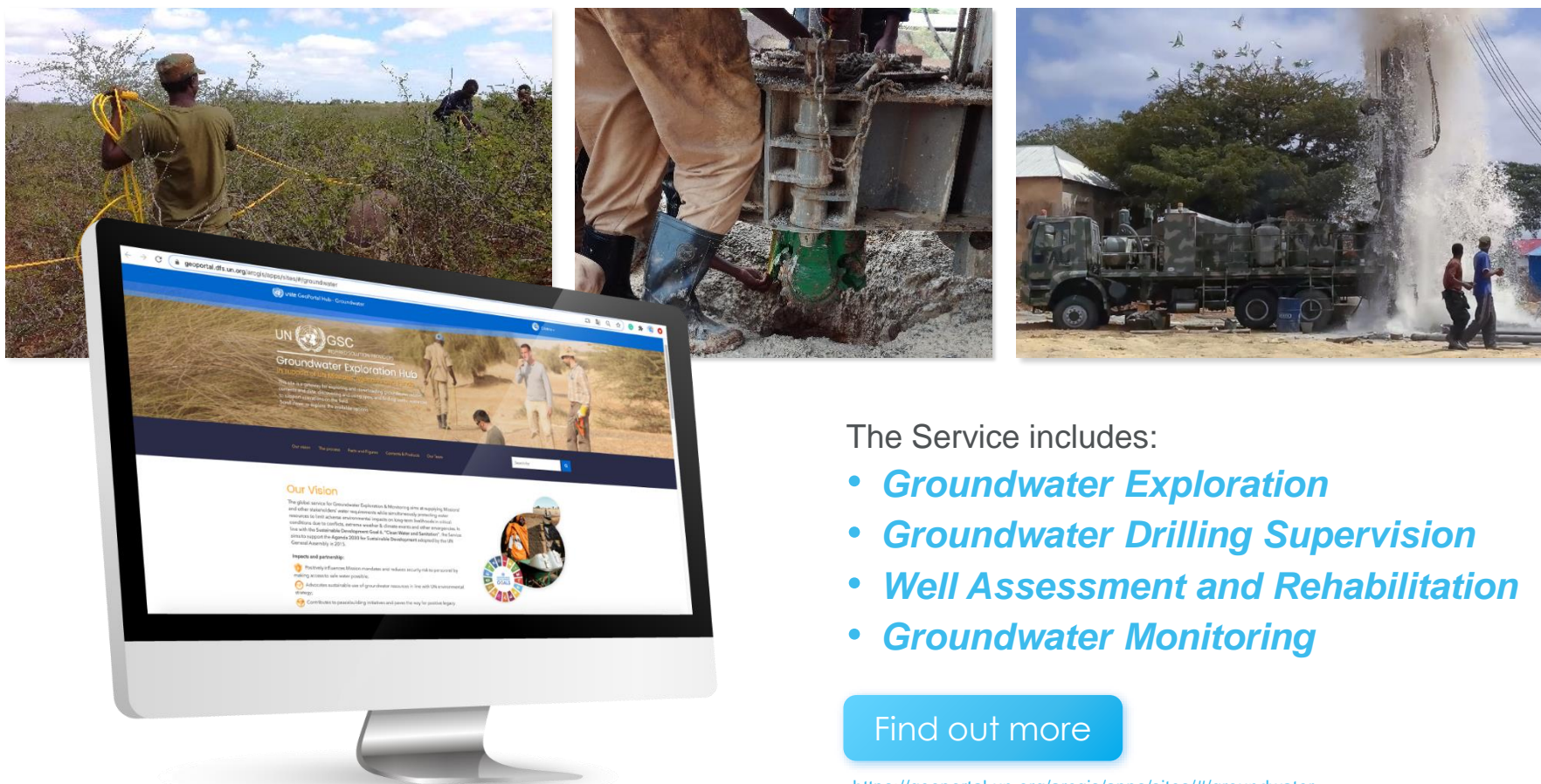
<https://geoportal.un.org/arcgis/apps/sites/#/unitemaps>



# Groundwater Exploration & Monitoring

## The Service

The global service for Groundwater Exploration aims at *supplying Mission's water requirements* while simultaneously *protecting critical water resources* to limit adverse environmental impacts and effects on long-term livelihoods in conflicted areas.



The Service includes:

- *Groundwater Exploration*
- *Groundwater Drilling Supervision*
- *Well Assessment and Rehabilitation*
- *Groundwater Monitoring*

Find out more

<https://geoportal.un.org/arcgis/apps/sites/#/groundwater>

# Groundwater Exploration & Monitoring

## Facts and Figures



**33 boreholes** successfully drilled (MINURSO, MINUSMA, UNSOS) with a **97%** of effectiveness and an average yield of **68,000** litres per day



## Data Center

Enterprise network connecting customers to applications & services (CISCO ACI).



## Mission Critical Comms

Global secure communication system for critical environments (Motorola Tetra).

um2ja  
be the change



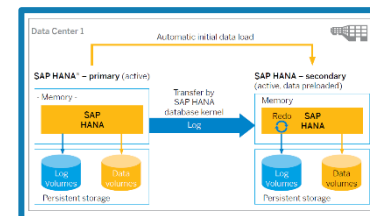
## Satellite

Geo-redundant satellite teleport and satellite capacity (DBAS).



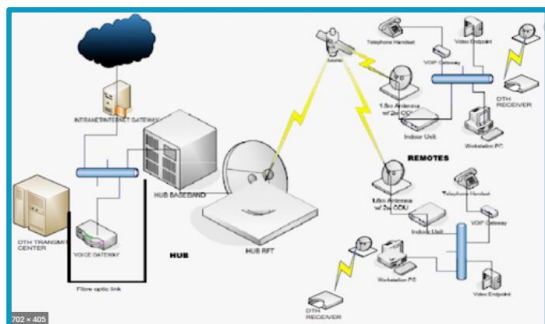
## Wide Area Network

Remote connectivity to over 300 Field Offices and UN Secretariat sites around the world (SD WAN).



## Video Conferencing

World class video conferencing services capable of hosting over 500+ simultaneously



# Agreements with Customers

Service **Agreements**  
with customers: **61**

**Signed  
SLAs**

**Field Missions**

**30**

**Secretariat and  
external clients**

**31**

## SERVICE LEVEL AGREEMENT

**Document Control**  
Reference: DOC 002/14  
Issue No: 1.0  
Issue Date: 23/05/2014  
Page:1

### Agreement Description

1. This service level agreement (SLA) is for the provision and support of IT hosting services delivered at the UN Data Centre in Brindisi, Italy (UNLB).
2. This SLA is between the following entities:

**The Customer:** The World Food Programme (WFP)

**The Service Provider:** Department of Field Support/United Nations Global Service Centre (UNGSC)

3. This SLA shall take effect on first of July 2014, and will remain in effect for four years. If WFP does not wish to renew this SLA, WFP must provide written notice to UNGSC six months prior to the expiration date; otherwise this SLA will automatically be renewed for an additional two years.

### Service Terms and Conditions

4. The UNGSC will provide to WFP the following technical support services:
  - A. Hosting Services
  - B. Connectivity Services
  - C. Telecommunication Services
5. Details of each of these services are described below.

#### A. Hosting Services



# THANK YOU



DEPARTMENT OF  
**OPERATIONAL  
SUPPORT**