



Photo: UNHCR/Yorgos Kyvernitis



Photo: WFP/Mohammad Batah

United Nations Digital Solutions Centre

Design. Develop. Deploy.

The United Nations Digital Solutions Centre (UN DSC) is a pilot project to support digital transformation across the UN. Its goal is to spark innovation, leverage modern technologies and support inter-Agency collaboration, with a focus on improving internal management processes to better deliver on UN mandates.

The Centre was initiated by the Office of the United Nations High Commissioner for Refugees (UNHCR) and the World Food Programme (WFP), with the aim to contribute to the UN Reform's dynamic work streams.

New technologies hold incredible promise for the advancement of human welfare. Using new technology, the UN's management culture can become more efficient, agile and proactive and deliver better results.

[Antonio Guterres, UN Secretary-General's Strategy on New Technologies](#)

The UN Secretary-General launched UN Reform with the call to enhance the UN's contributions to sustainable development. His strategy on new technologies also spells out ways in which innovation can contribute. The UN DSC, its members and innovation networks support these goals with new and shared solutions to optimise administrative efficiency and collaboration between Agencies.

The UN DSC's mission is to leverage economies of scale, operating with a small footprint but providing high impact solutions, deploying top talent in a flexible structure that designs, develops and deploys innovative modern technology.

UN DSC OBJECTIVES

- › Spark digital innovation and adoption
- › Collaborate with innovation leaders worldwide
- › Serve as a virtual Centre of Excellence for technology, best practices and knowledge sharing
- › Design, develop and deploy new technologies into UN business operations
- › Achieve interoperable, scalable and efficient solutions
- › Streamline the provisioning of digital solutions
- › Build public and private partnerships
- › Help to shape and drive the UN business conversation
- › Contribute to UN Reform and the SDGs.

The UN DSC pursues its mission by testing and implementing cutting-edge technology pilots that can scale across multiple UN organizations, starting with WFP and UNHCR. The Centre uses best practices for its process and solution development, utilizing the operational capacity of the UN International Computing Centre (ICC).

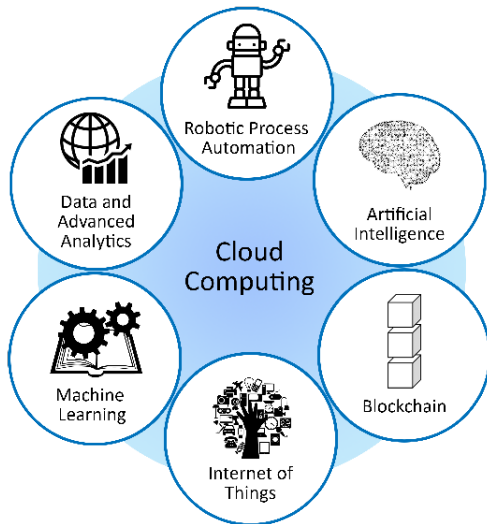


Photo: WFP Innovation Accelerator

WFP Accelerator Lab, UN DSC Innovation Partner

UN DSC'S TECHNOLOGY ECOSYSTEM

The UN DSC works with new technology solutions such as Robotic Process Automation (RPA), Artificial Intelligence (AI), machine learning, data and advanced analytics and blockchain to help streamline how UN Agencies organize their support services. UN DSC knowledge, expertise and innovations are designed to optimise and integrate into UN Agency corporate ecosystems.



The UN DSC develops value-added, innovative business solutions for UN operational efficiencies

Every dollar saved on back-office operations can be dedicated to our core mission: safeguarding the rights and well-being of refugees.

[Hans Baritt, Controller and Director of Division of Financial and Administrative Management, UNHCR](#)

The UN DSC brings together top innovation practices from its members to deliver technology solutions for optimised operations.

[Sara Adam, Deputy Director, Finance and Treasury Division, WFP](#)

Every solution that leverages ground-breaking technologies such as Robotic Process Automation or Artificial Intelligence increases the UN's efficiency.

[Sameer Chauhan, Director, ICC](#)

USE CASE SCENARIOS

- › Inter-Agency Joint Sanctions List bot
- › Fraud hotline shared across UN Agencies
- › Invoice automation platform
- › Ask HR chat bot and shared recruitment websites
- › Legal agreements screening process
- › Fleet management automation
- › Shared travel plans platform
- › Entitlements app
- › Consolidated payments automation.

The operations of the UN DSC, managed by ICC, will facilitate member collaboration in sharing ideas, efforts and expertise, as well as planning joint activities in areas of common interest.

ICC, with nearly fifty years of experience and expertise, implements UN DSC solutions as low-cost shared services for the UN family, taking advantage of existing relationships with leading technology partners and full operational and project delivery capacity.

For more information, please visit the UN DSC website at www.un-dsc.org, contact an ICC Business Relationship Manager or reach out to business@unicc.org.