COMMENTS BY THE PROJECT MANAGER

Frank Moser

Over the last three months, the Indico.UN team has been working on migrating existing clients from version 1 to version 2 in anticipation of the decommissioning of version 1 on 1 October 2022. This effort will be redoubled in the following months to migrate all clients before the cut-off date. A paper detailing the migration from version 1 to version 2 has been shared with all stakeholders.

We have also had a lot of interest from several new clients. While some deployments and some test events have been done, we have also given these future clients several presentations and live demos.

The project team has also focused on new features and launched the new Analytical module, which will provide clients with some advanced reporting capabilities for Indico.UN. This new module was developed using Power BI, and focal points from several organizations were trained in using it over two sessions held over the last months. Reporters should be nominated by the organizations to access the analytical Module. New training sessions will be held to train the new reporters.

Much progress has also been made on integrating with UMOJA, with two of the change requests being scheduled for deployment by the end of June 2022. Integrations with other applications like gMeets and Unite Conference has also been strengthened.

I would like to solicit your assistance to ensure that the decommissioning of version 1 on 1 October 2022 will be successful. If you are still using version 1 of Indico.UN, don’t hesitate to contact the support team, who will guide you through the process of migration to the new version. Please read the information note carefully on the migration process.

Lastly, I would also like to request everyone to share your feedback on the yearly customer satisfaction survey, announced during the stakeholder meeting. Please access the survey on www.sli.do (password # 466448).

PROJECT OVERVIEW

<table>
<thead>
<tr>
<th>Area</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget</td>
<td>✔</td>
<td>Activities in line with budget.</td>
</tr>
<tr>
<td>Resources</td>
<td>✔</td>
<td>The project team is sufficiently staffed.</td>
</tr>
<tr>
<td>Migration to v2</td>
<td>✔</td>
<td>Migrations to v2 ongoing.</td>
</tr>
<tr>
<td>New Projects</td>
<td>✔</td>
<td>Umoja implementation on track, Analytical Module officially launched and Zoom integration completed.</td>
</tr>
</tbody>
</table>

No serious issues; goals not at risk.

Issues have arisen; goals may be at risk.

Project targets are threatened and not achievable without major change.

RECENT SYSTEM DEPLOYMENTS

<table>
<thead>
<tr>
<th>Release version</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.12</td>
<td>9 Feb 22</td>
</tr>
<tr>
<td>2.13</td>
<td>9 March 22</td>
</tr>
<tr>
<td>2.14</td>
<td>6 April 22</td>
</tr>
</tbody>
</table>
**QUARTERLY WORK PACKAGES RECAP**

### DEPLOYMENT OF INDICO.UN VERSION 2 TO EXISTING CLIENTS
- Successfully migrated several clients, including UN WOMEN, UNICEF, UN Women guilds, UNJSPF, UNOMS, WFP, FAO, WIPO, World Bank, ESCWA, DESA, DGC Civil Society and Internet Global Forum to version 2.
- Preparatory work is ongoing for the migration for WHO/UNAIDS, UNEP, OHCHR, DOS and ODA.
- Events created on Indico.UN version 1 for clients like UNCTAD and ECE using gMeets successfully recreated on Indico.UN version 2.

### ACCESS AUTHORIZATION MODULE DEPLOYMENT
- New features like search, multi-file upload and custom columns added to the Access Authorization Module

### INTEGRATION WITH ZOOM
- Based on feedback received after the roll-out of the integration, implemented improvements to improve stability of plugin and new features, like allowing multiple Zoom accounts per event.

### INTEGRATION WITH C•CURE
- QR codes activated for UNIS Media Accreditation.
- Added the possibility to export multiple files to C•Cure.

### INTEGRATION WITH UMOJA
- 3 Business requirements are in progress.
  - BR 4000000401: Creation of event codes and synchronization of event details in Umoja. Deployment is planned to be implemented by June 2022.
  - BR 4000000893: An interface to share Umoja’s location details. Deployment is planned for June 2022.
  - BR 4000000902: Integration allowing Indico.UN to share trip details with UMOJA. The request is currently under FSG-Umoja review and validation. The process is expected to be completed by June 2022.

### INTEGRATION WITH UNITE CONFERENCE
- Improved integration with digital recordings for events held in Geneva and created via gMeets.

### PHASING OUT OF THE LIVE-SYNCHRONIZED VERSION (LSV)
- The LSV decommissioning planning has been started in preparation for the phase-out planned for 1 October 2022.

### ANALYTICAL MODULE
- The Analytical Module was officially launched on 25 April 2022.
- Following a one-month user acceptance testing period, new client-specific pages were created, the data quality improved and the user interface updated.
- Strict access control was put in place to ensure that users can only access their organization-specific information and the data access process was optimized by reducing the load on the database and increasing the speed of the overall process.
- Two training sessions were conducted with more than 30 participants.
- In order to ensure an accurate daily data refresh, the data processing was optimized by improving the data versioning process.

### INTEGRATION WITH UMOJA
- Improved integration with digital recordings for events held in Geneva and created via gMeets.

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Items with a **blue** background are one-time work packages, i.e. activities with a planned end date.
# Quarterly Work Packages Recap

## Deployment of Version 2 to New Clients
- UN-Habitat Lebanon conducted the First National Urban forum of Lebanon on the 23rd - 24th of March 2022.
- The Indico.UN team informed all Geneva-based conference managers of the new media accreditation process using the Media Accreditation Module on 21 February 2022.
- Presentation of Indico.UN to the International Civil Aviation Organization (ICAO) on 22 February 2022.
- Presentation and initial discussion about Indico.UN with UNCITRAL and UNODC ITS on 24 February 2022.
- Presentation and demo of Indico.UN to the UN Development Coordination Office/CBS, who would like to use it to organize trainings on 1 March 2022.
- Meeting and Indico.UN presentation to UNOCT Policy branch to prepare the high-level conference on Human Rights, Civil Society and Counter terrorism in Spain.

## User Support and Completing User Documentation
- Regular support to users and organizers. Assistance in setting up for all the Missions’ events.
- Preparation and Indico.UN set up for the 2022 UN Ocean Conference in Portugal.
- Feedback and lessons learned discussed with UNECA for the ARFSD conference held in Kigali, Rwanda.
- Discussed the List of Participants feature and provided a demo of the Zoom plugin for WHO on 28 March 2022.

## Software Maintenance
- Fixed issues relating to Excel export and cloning.

## Customization for Specific Events and New Features
- Document and Services module and email alerts deployed.
- The location widget which allows Indico.UN to share event details with Umoja and to provide analytics was upgraded to reflect more location details (country, city, venue, room).
- The concept of attendance type was introduced (i.e., in-person, hybrid, virtual).
- The security officer manager role was introduced to manage permissions within a specific venue (e.g. Palais des Nations, WHO Headquarters, etc.). This feature will make security resources groups totally independent and autonomous.
- The concept of organizational units was created in association with categories to define the client organization (and the related units and subunits) organizing the event. This improvement will allow the Analytical Module to apply client-specific controls to the data.
- Added short/long month label badge design options.
- PDF attachment template for Visa letter.
- Added features for Server Side Registration List and hid the category managers list.
- Rich Text Editor feature implemented for reminders.

## Security Improvements
- Hide icons for users who have no rights to access them.
- Optimization of permissions code.

## Infrastructure Improvements
- One pre-production environment is ready and automation solutions are in development.
- The preproduction environment was a pre-requisite to the integration with Umoja as it allows to test the features deployed by the Umoja team.

## Indico.UN’s Regulatory Framework
- Stakeholders meeting held on the 27th of April.
- Project Board meeting held on the 3rd of May.

Items with a grey background are recurrent activities.
Finalize the migration of clients still on version 1 of Indico.UN to version 2.

Continue collaboration with the UMOJA and Unite Conference teams to improve integrations between systems.

Continue migration of existing organizations to version 2 and onboard new clients on the new version.

Continue work on the integration with C•Cure.