

UMOJA

# Introduction for National Staff

---

An introduction to the Umoja solution at the UN for C5 Deployment (DFS).

v1 | 01 April 2016

# WHAT IS UMOJA?

Umoja is a complete re-working of the way the United Nations Secretariat manages its administration by transforming our work patterns, how we conduct our business and how we manage our resources. At the center of this transformation is the leading-edge Enterprise Resource Planning (ERP) software, which enables a harmonized and streamlined approach to the Organization's management of finance, human resources, procurement and assets.

The Umoja solution has enabled the United Nations to:

- Upgrade its technology, tools and practices to those appropriate for the 21st century by replacing multiple fragmented legacy systems such as IMIS, Mercury and Sun.
- Comply with international industry standards such as IPSAS (International Public Sector Accounting Standards) in a sustainable manner.
- Streamline fragmented administrative processes to allow Managers and Staff to focus on our mandates rather than lengthy approval processes.
- Harmonize and simplify disparate solutions to avoid waste and frustration.
- Tear down barriers across offices, departments, and functional areas.
- Allocate our human resources to more valuable and rewarding tasks.

“UMOJA...it is far more than an IT project, it is an organizational transformation that will enable high quality and cost effective service delivery around the world.”

- Secretary-General Ban Ki-moon



# WHAT IS ERP & SAP?

## ERP

**E**nterprise Resource Planning (ERP) is intended to facilitate and streamline the flow of information between all business functions within an Organization resulting in improved service delivery.

ERPs streamline operations in an organization through business process re-engineering, sharing of common data, and implementation of best practices and standards.

## SAP

**S**AP (Systems, Applications and Products) is the ERP software used for Umoja.

SAP provides the core system from which Umoja is built on and enables the United Nations to create its own integrated system of components and functionalities specific to the UN.



“

The system allows one stop shop for employees to make their requests and reduces the response time.”

–MINUSTAH user

## FIND OUT MORE

Information about SAP, ERP and IPSAS is available on the Umoja website:

<http://umoja.un.org>

# HOW WILL UMOJA TRANSFORM THE UN?



**Modernized Technology**  
New ERP software replacing  
multiple outdated IT systems

Umoja enables the Organization to change and improve in the following ways:

## **1) TECHNOLOGY MANAGEMENT**

- by consolidating major custom-built systems costly to maintain and do not easily interact with a global solution (legacy systems replaced include IMIS, SUN, Mercury, Procure+ and eventually Galileo);

## **2) BUSINESS PROCESSES**

- moving away from working practices which vary by location to a single way of delivering administrative services using a single source of data, with improvements gained in speed and efficiency;
- impact the way we manage our assets and resources, from ordering materials and tracking inventory to performing all of our financial transactions and managing projects.

## **3) COMPLIANCE**

- comply with international industry standards (e.g. IPSAS)

All staff and non-staff personnel can conduct all transactions in Umoja thereby reducing the amount of time spent on paperwork and approvals. Umoja allows us to work together more effectively and to offer a better client service experience.

All UN staff members and non-staff personnel interact with the new system through the Employee Self-Service and Manager Self-Service (as applicable) functionalities.

Managers have a new role through Umoja's MSS functionality. They are directly responsible for managing administrative matters and performing certain HR-related tasks. MSS offers greater visibility and a single source of accurate information.



I fully support the concept of self-service and believe that Umoja will offer significant benefits in the long-run.”

– MINUSTAH user




Integration of several database and legacy systems into one central system is the best thing [that has] happened in the recent past of the UN.”

–MINUSTAH user


# WHAT IS EMPLOYEE SELF-SERVICE ESS?

The Umoja Employee Self-Service (ESS) provides a central resource for many HR-related tasks; enabling UN staff to update data and information; submit requests and applications for entitlements, and access information and guidance on HR policy and procedures.




## Employee Self-Service

Employee Self-Service (ESS) in the Umoja portal will provide a central resource for many HR-related tasks; enabling UN staff to update data and information; submit requests and applications for entitlements, time management and travel and access information and guidance on HR policy and procedures




**ONE SOURCE OF INFORMATION**

A single, central resource for HR-related tasks




**CONVENIENCE & AUTOMATION**

Reduction of manual and paper-based transactions




**REDUCED REPETITION**

Elimination of repetitive entries for the same data




**IMPROVED REPORTING**

Automatic notifications and tracking of information



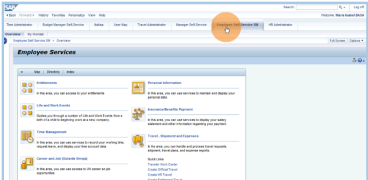
**STANDARDIZED PROCESSING**

Consistent policy and procedures applied across the Organization




**OWNERSHIP**

Personal responsibility by Staff to submit, initiate and track information and requests



ESS screen in Umoja



Visit [umoja.un.org](http://umoja.un.org) to watch a video demo of ESS and review training material!

How ESS Will Change The Way We Work		
I WANT TO ...	TODAY	USING UMOJA ESS
<b>UPDATE PERSONAL DATA</b> <ul style="list-style-type: none"> <li>Personal information</li> <li>Marital status and family information</li> <li>Supporting documentation</li> </ul>	UN Staff complete manual requests, fill out hard-copy forms and submit to HR to view or change personal information.	UN Staff, for certain tasks, can enter, view and modify personal data and upload documentation in ESS. Information is automatically routed to HR for review and approval.
<b>MANAGE ENTITLEMENTS</b> <ul style="list-style-type: none"> <li>Dependency allowance</li> </ul>	UN Staff fill out hard-copy forms and submit with supporting documentation to an Administrative Assistant, HR Assistant or other support staff to process entitlements.	UN Staff can view information in ESS, complete requests and upload supporting documents.
<b>PROCESS ADMINISTRATIVE TASKS</b> <ul style="list-style-type: none"> <li>Onboarding information</li> <li>Separation upon resignation or retirement</li> <li>View and enroll in medical and life insurance plans</li> </ul>	UN Staff fill out hard-copy forms and work with HR in order to complete all required procedures.	UN Staff can initiate self-service tasks and upload supporting documentation in ESS. Information is automatically routed to HR or other relevant administrative personnel for review and approval.
<b>MANAGE TIME AND LEAVE</b> <ul style="list-style-type: none"> <li>Time &amp; attendance</li> <li>Overtime (OT) and compensatory time off (CTO)</li> <li>Absence balances</li> <li>Sick leave</li> <li>Supporting documentation</li> </ul>	In certain duty stations, UN Staff fill out hard copy forms, provide supporting documentation and sign paper-based time certificate reports.	UN Staff initiate absence/attendance requests which are automatically routed to the appropriate approver for review/ approval.


v3 | 01 April 2016

[umoja.un.org](http://umoja.un.org)

The ESS flyer illustrates the top improvements for UN Staff using Umoja ESS, as well as a comparison of tasks done before and after using ESS.


# WHAT IS MANAGER SELF-SERVICE MSS?

**Manager Self-Service (MSS)** enables managers to access and review information and approve requests for UN staff. MSS allows managers to efficiently and conveniently perform many HR-related tasks related to personnel administration, time management and travel.




## Manager Self-Service

Manager Self-Service (MSS) in the Umoja portal will enable managers to access and review information and approve requests for UN staff. MSS will allow managers to efficiently and conveniently perform many HR-related tasks related to personnel administration, time management and travel.




**ONE SOURCE OF INFORMATION**

A single, central resource for HR-related tasks




**CONVENIENCE & AUTOMATION**

Reduction of manual and paper-based transactions




**REDUCED EFFORT**

Quicker data entry and approval of time entries and leave requests




**GREATER VISIBILITY**

Access to Staff information, work schedules and calendars for pro-active planning and efficiency



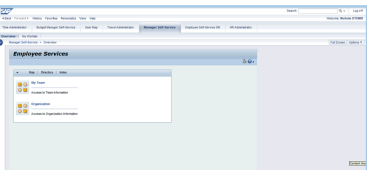
**IMPROVED REPORTING**

Automated notifications and tracking of information




**STANDARDIZED PROCESSING**

Consistent policy and procedures applied across the Organization




**MSS screen in Umoja**




Visit [umoja.un.org](http://umoja.un.org) to watch a video demo of MSS and review training material!

### How MSS Will Change The Way We Work



I WANT TO ...	TODAY	USING UMOJA MSS
<b>MANAGE PERSONNEL ADMINISTRATION</b> <ul style="list-style-type: none"> <li>Contract renewal/extension</li> <li>Contract and funding information</li> <li>Reports on contract expiration dates and personnel assignments</li> <li>Staff movements</li> <li>Assignment extension</li> </ul>	<p>Information is entered into multiple systems and every office has individual processes, resulting in the inability to pull accurate information and ensure action is taken in a timely manner.</p> <p>This process is performed manually, making proactive planning challenging and time consuming.</p>	<p>Information on contract renewal, temporary movements and assignment extensions is available to managers which will enable them to anticipate the arrival/ departure of personnel, plan effectively and make informed decisions.</p> <p>Automatic notifications will be sent to managers upon HR's approval of contract renewal/ extension.</p>
<b>MANAGE TIME AND LEAVE</b> <ul style="list-style-type: none"> <li>Review and confirm absence and attendance submissions</li> <li>Approve overtime (OT) and/ or compensatory time off (CTO) hours worked</li> <li>Endorse requests for certain special leave</li> <li>Approve absences, including family visit, annual leave, and paternity leave</li> <li>View team calendar</li> </ul>	<p>In certain duty stations, there may be a time-recording system that is not integrated with IMIS, which may lead to inaccurate leave balances.</p> <p>In some offices, managers approve OT hours worked by signing a hardcopy form submitted by staff members.</p>	<p>Managers will use MSS to review and endorse/reject absence/ attendance requests that are passed to them for action.</p> <p>Managers will use MSS to approve OT and CTO hours worked by staff.</p> <p>Managers will have a team calendar where they can see who is/ will be present or absent during a time period, to better plan activities.</p>

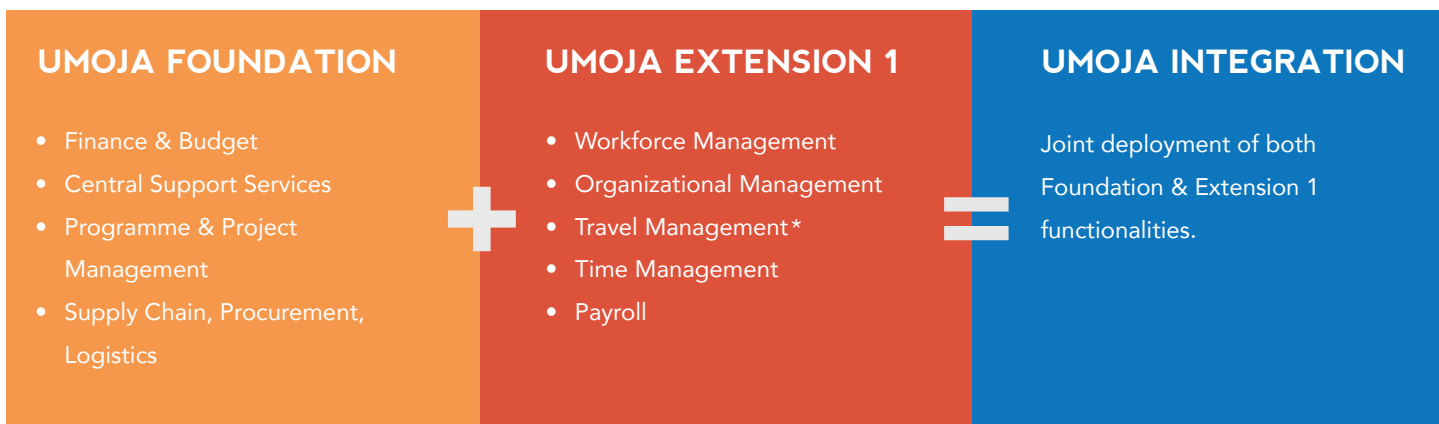
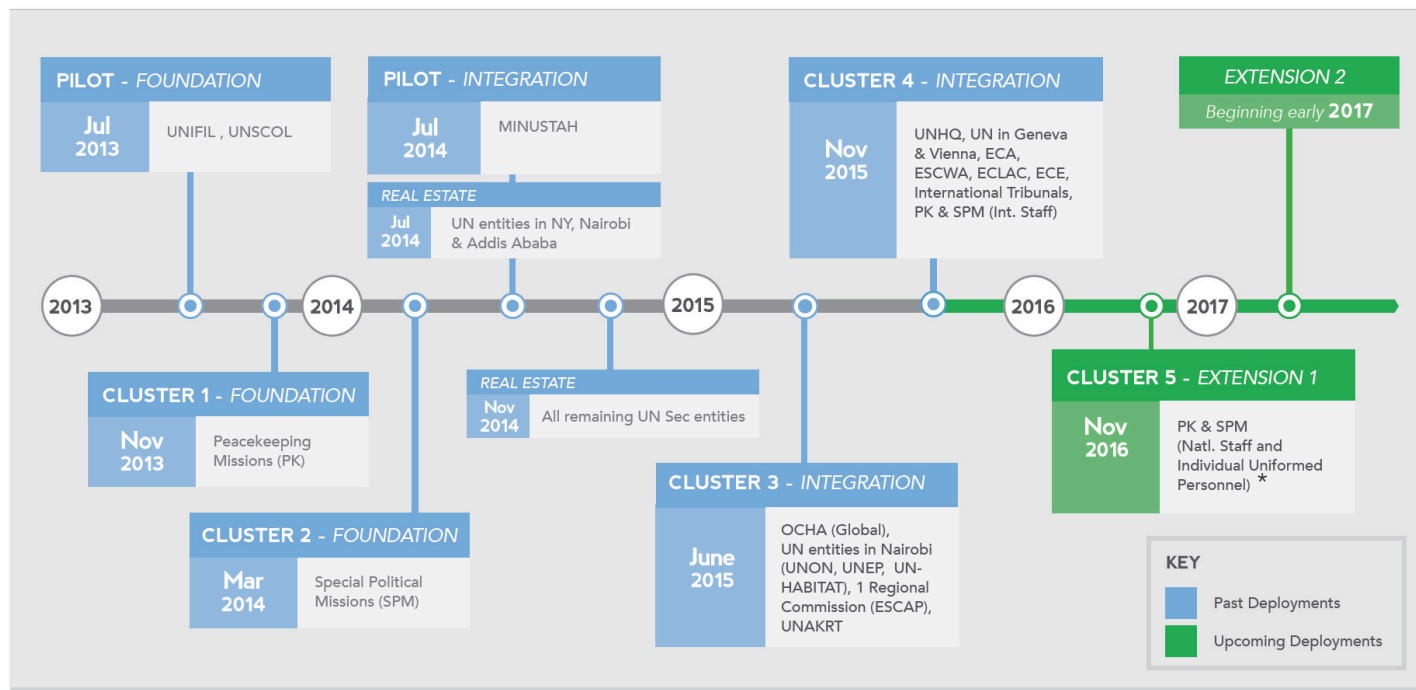
v3 | 01 April 2016


*The MSS flyer illustrates the top improvements for managers using Umoja MSS, as well as a comparison of tasks done before and after using MSS.*

# WHERE HAS UMOJA BEEN IMPLEMENTED?

Umoja has been deployed in phases (known as “Clusters”) across the global Secretariat to allow the Organization to absorb the change gradually, and to address key risks associated with deploying a comprehensive solution in a global organization.

## THE DEPLOYMENT TIMELINE DEPICTS THE VARIOUS UMOJA DEPLOYMENTS.



\* Travel Management excluded from C5 Deployment

An Interactive Deployment Timeline is available on the website [umoja.un.org](http://umoja.un.org).

Use the search tool to find out when and where Umoja will deploy.

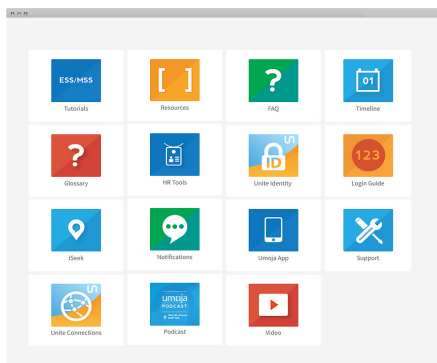
# WHERE CAN I FIND MORE INFORMATION?



## FIELD SUPPORT (DFS) PAGE ON UMOJA WEBSITE:

<https://umoja.un.org/content/dfs>

- Functional Areas
- Umoja Field Support
- Deployment Contacts
- C5 Countdown
- System Alerts
- Release Notes
- Recent News
- ESS/MSS Training
- Useful Resources



## UMOJA WEBSITE:

<https://umoja.un.org>

- ESS / Production Systems Login
- Training
- Job Aids
- BI Reporting
- Staff Resources
- Posters & Promotional Material
- ESS / MSS Tutorials
- FAQs
- Deployment Timeline
- Glossary of Terms
- HR Tools
- Newsletter
- Unite Identity Login Information
- Umoja Login Guide
- Notifications and Updates
- Umoja Companion App
- Podcast
- Videos
- Release Notes
- Project Information



## UMOJA PAGE ON ISEEK

<https://iseek.un.org/umoja>

- ESS / Production Systems Login
- Job Aids and Reference Material
- How-to Guides
- Support Information
- Blackout Forms
- Master Data Maintenance
- Add/Modify/Delete User





## FACEBOOK

<https://www.facebook.com/unumoja>

Visit Umoja's Facebook page and click "Like" to receive the latest updates from Umoja and photos from our activities in across the Organization.



## TWITTER

<https://www.twitter.com/unumoja>

Follow Umoja on Twitter at for the latest project news and information.



## YOUTUBE

<https://www.youtube.com/UnitedNationsUmoja>



## UMOJA COMPANION APP

<https://umoja.un.org/content/umoja-companion-app>