

Global Index Requestor Role in Umoja Job Aid

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1 The Global Index Requestor Role

The Global Index Requestor is responsible for maintaining the integrity of the Global Index Number Database (GID), ensuring each Index Number is assigned to one and only one person (regardless of whether they are a staff member or a non-staff member) in Umoja, and that each person is assigned one and only one Index Number (Personnel Number in Umoja).

Note: Once the C5 Umoja implementation is complete, the GID will replace the All Persons Database currently in use for index number maintenance. In the interim, both systems will remain in use.

Using the Umoja Global Index Request form, the Global Index Requestor searches the GID to determine if the subject of the search (applicant, meeting participant, etc.)

- already exists in the GID and has an index number assigned, or
- does not exist in the GID and must have an index number created.

The decision making process you must follow to determine the need for a new index number or use of an existing one is described in detail below.

1.1 Scope

This document is intended as operating procedures during the implementation of Umoja. From time to time changes in the system may occur which warrant the distribution of a revised version of this document or the issuance of release notes for minor updates or clarifications. Should there be any discrepancies please review release notes prior to contacting your Local Process Expert.

1.2 Useful Terms

With the implementation of Umoja, many common terms currently used in the Organization, and in particular, used in connection with the previous system of record, the Integrated Management Information System (IMIS), has been replaced with the SAP language of Umoja.

Global Index Requestor Role: Users mapped to this role will be able to perform the following in Umoja:

- Create and maintain index numbers for staff and non-staff.

Note: The creation of the Index Number triggers the creation of the Business Partner (BP) record.

This role may be assigned only to staff members. Users mapped to this role will also be assigned the HR Display role.

Global Index Administrator Role: Users mapped to this role will be able to perform the following in Umoja:

- Create and maintain index number for staff and non-staff.

Note: The creation of the Index Number triggers the creation of the Business Partner (BP) record.

This role may be assigned only to designated staff members. Users mapped to this role will also be assigned the HR Display role.

1.3 Process

The process of requesting a new Global Index/Personnel Number in Umoja begins by conducting a thorough search of existing personnel records in the All Persons Database then in the GID to ensure that:

- individuals are not accidentally assigned a second Index/Personnel Number;
- you do not mistakenly assign an Index/Personnel Number already assigned to another individual.

To determine if the search subject has an existing index number or if a new index number must be created, the Global Index Requester;

1. searches the All Persons Database for possible matches. (see YYY for instructions on using the All Persons Database.)
2. uses the Umoja Global Index Request form to search the GID for records using the subject's search criteria (index number from the All Persons Database if found there, name, DOB, etc.),
3. evaluates the records returned by the search to determine if one or more are a match for the search subject, and
4. evaluates matching record(s) Source (Umoja, IMIS, etc) and Person Type (Contractor, Meeting Participant, Staff Member) to determine if:
 - a. the Index/Personnel Number found is in Umoja already so can be used immediately,
 - b. the Index/Personnel Number found must first be confirmed by the Global Index Administrator before being used because multiple

matching records were found, or

- c. no valid records were found so a new Index/Personnel Number must be requested.

Successful execution of the Global Index Request action requires

- an exhaustive search of the All Persons Database and the GID,
- evaluation of matching records found in the GID, and
- accurate entry of subject details (name, DOB, etc.)

To ensure compliance with these requirements, carefully review

- [1.3.1 Standards for searching the GID](#)
- [1.3.2 Evaluating GID Search Results](#)
- [1.3.3 Standards for entering staff member names](#)

1.3.1 Standards for searching the GID

Search best practice requires the use of multiple search techniques to insure all possible matches for the search subject are found.

Index Number Search

If a matching record was found in the All Persons Database, then use the index number found there to search the GID.

Name Search

One such technique is to use the first 2 to 3 letters of the first and last names rather than the complete names (**Both the first name and last name fields are required for the search**). Using partial names makes it possible to find records despite any misspellings.

For example, if we are looking for Laurisa Roncevic, and we enter Lau in the first name field and Ron in the last name field, we are not able to find the record (the blank area below the Request New Index Number button means not matching records were found).

Enter Selection Criteria and Click Search

Global Selection

Index Number:

* First name:

Middle name:

* Last name:

Date of Birth:

Gender:

Nationality:

If we use fewer letters, La, and Ron, we find the record we are looking for, noticing that the first name has been misspelled.

Enter Selection Criteria and Click Search

Global Selection

Index Number:

* First name:

Middle name:

* Last name:

Date of Birth:

Gender:

Nationality:

View:

	PersNo	Ref Personel Number	Title	First name	Middle name	Last name	Name at B
	10000745		Mrs	Larisa		RONCEVIC	

Of course we need to look at the other identifying fields to be sure this is in fact the record we are looking for. Be sure to check the DOB, the nationality and others field s to confirm the match is valid. You can correct the name misspelling later in the Request process.

Reverse Name Search

Another technique to use to account for misspellings is to swap the first and last names. It is possible the names were entered incorrectly when the record was created.

For example, if I am looking for James John, and search for Jam Joh and get no search result, I can try Joh Jam, again using only the first 2 to 3 letters of each name.

Enter Selection Criteria and Click Search


Global Selection


Index Number:


* First name:


Middle name:

* Last name:

Date of Birth: 

Gender: 

Nationality: 

View:  | [Print Version](#) [Export](#)

PersNo	Ref Personel Number	Title	First name	Middle name	Last name	Name at Birth	Full Na
10000318		Mr	John		JAMES		JAMES

DOB Exceptions

When evaluating the search results to determine if any match the search subject, don't let odd dates of birth fool you. In the past, the DOB was not as critical a personal identifier as it is today. So when incomplete DOB information was available, the following conventions were used when creating personnel records.

If the DOB:

- had no day, 15 was used for the day;
- provided only the year, 01/01 was used for the day and month;
- was missing the year, 1900 was used;
- was completely missing, 01.01.1900 was used.

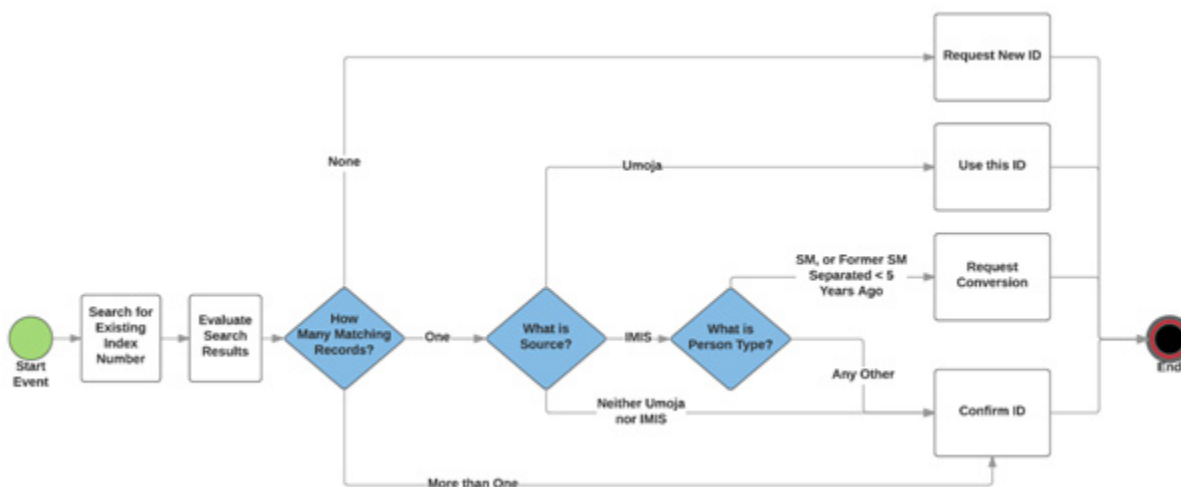
So if all other identifying information matches the source document you are working with, but the DOB looks wrong in one of the ways shown above, then confirm the record. The Global Index Approvers will verify the accuracy of this selection.

1.3.2 Evaluating GID Search Results

When to Use, Confirm, or Request New Index Number

When evaluating the results of your search for existing staff member records, you will in every case need to decide if you should;

- Request a New Index Number,
- Use the Index Number you found,
- Request a Special Conversion, or
- Confirm the use of an existing Index Number



Request New Index Number

If, after conducting a thorough search for existing records, you are unable to find a record matching the staff member you are looking for, then you should **Request a New Index Number**.

Use the Index Number Found

If you find ONE record matching the staff member you are looking for, and the source of the record is Umoja, then you can exit the Global Index Request form and **Use** the Index Number found.

Note: If you find multiple records matching the staff member you are looking for, even if one is in Umoja, you should **Confirm** that record.

Request Conversion

If you find ONE record with an IMIS source and

- a. the Person Type is Staff Member, or
- b. The Person Type is Former Staff Member and the person was

separated less than 5 years ago

you must **Request a Conversion** of the record found. To do so:

1. Fill out the Individual Data Conversion form (and Excel spreadsheet available on the Once in Umoja Connections site).
2. Create an iNeed ticket via iNeed Self Service (T1) indicating that the request should be assigned to the Umoja HR Operational Support Desk, attaching the completed Individual Data Conversion form.

Confirm the use of an existing Index Number

If you find

- a. ONE record with IMIS as the Source and the Person Type is anything other than Staff Member, or Person Type is Staff Member but was separated more than 5 years ago, or
- b. ONE record with Source neither Umoja nor IMIS, or
- c. Multiple matching records

then you should **Confirm** one of the matching records, noting in the remarks text box that multiple matches were found.

1.3.3 Standards for entering staff member names

Determine Given Name(s) and Surname(s)

1. Review official identification document(s) provided to determine Given Name(s) (First and Middle) and Surname(s).
2. Types of official documentation that are acceptable:
 - a. Passport
 - b. Driver's Licence
 - c. Birth Certificate

- [illegible]

- | Character | Encoding for Machine-Readable Passports |
|-----------|---|
| Ä | AE |
| Å | AA |
| Æ | AE |
| Ñ | N |
| Ö | OE |
| Ø | OE |
| Ü | UE |
| ß | SS |

5. Enter Given Name(s) in the First name field separating each name with a single space (i.e., enter both the first name and any other names in the Given Name field in the First name field. Each name should be entered with initial cap only.

- a. If the official ID specifically has a Middle Name field, enter the first name in the First name field and the middle name in the Middle name field.
- b. If the given name(s) exceed the length of the first name field, 40 characters, then continue with the given names in the Middle name field.

The screenshot shows the 'Index Number Request Form' with the following fields and values:

Field	Value
Index Number:	
* Title:	Mr
* First name:	Julian William
Middle name:	
* Last name:	SMITH
Maiden Name:	
* Date of Birth:	05.05.1985
Birthplace:	New Providence
* Gender:	Male
* Nationality:	US of the USA
Country of Birth:	US USA
* Pers. Area (Country):	US00 United States of America
* Pers. Subarea(Duty Station):	US00 New York
* Person. Type:	MEETING PARTICIPANT
* Effective Date:	20.11.2015

Below the form fields is a section titled 'Requester's Comment' with a large text area for input.

6. Enter the Surname in the Last name field using all caps.

1.4 Procedures

Follow the steps in the procedures below to:

- [1.4.1 Request Index Number - New](#)
- [1.4.2 Request Index Number - Confirm](#)

Note: You will not know if you must request a new or confirm an existing index number until you review the results of the search.

Once you have determined if a new request or confirmation is required, you can following the post-search steps in the appropriate procedure.

1.4.1 Request Index Number - New

This procedure illustrates the steps to follow when you have determined that a New Index Number must be requested.

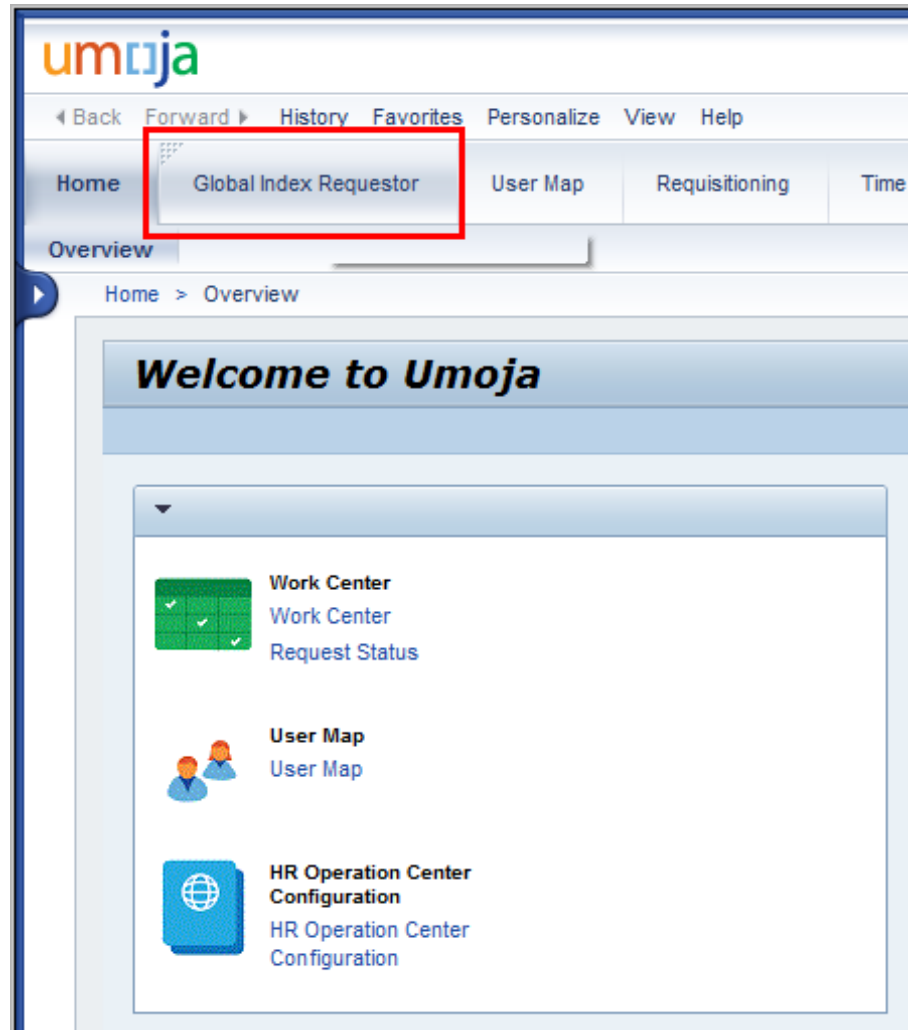
Scenario

Applicant Julian Smith, Nationality: USA, Country of Birth: USA, DOB: 05.05.1985 has been selected to fill a vacancy in UNHQ New York.

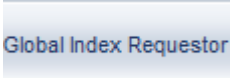
Procedure

1. Log in to the Umoja Portal.

Overview - Umoja training portal - T2J - Windows Internet Explorer



2.

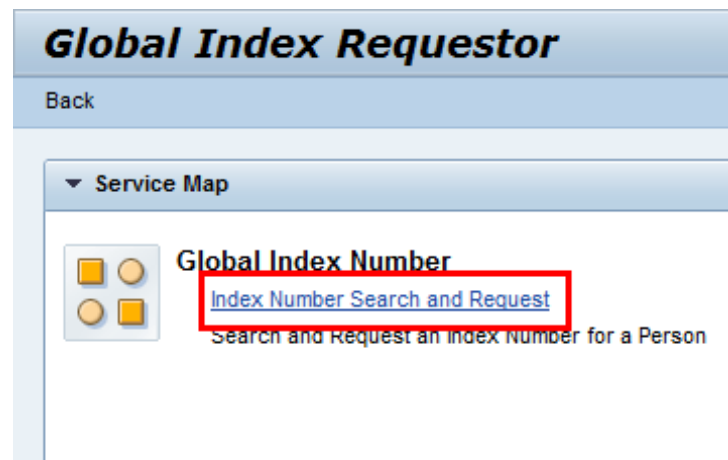
Click .

Employee Services



3. Click [Global Index Requestor](#).

Global Index Requestor



4. Click [Index Number Search and Request](#).

Start Process

Start Process

1 Fill Out Form 2 Review and Send 3 Confirmation

Previous Next Save Draft

Attachments

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number:

* First name:

Middle name:

* Last name:

Date of Birth:

Gender:

Nationality:

Clear Search

5. Enter search criteria then click **Search**. Minimally you must enter search criteria for First name and Last name. [Scenario: First name = j Last name = smi]

For instructions and tips on entering effective search criteria, see the Standards for Searching in this job aid.

[illegible]

- In this scenario, none of the records match Julian Smith, so a new index number must be created.

For instructions on how to evaluate the search results and determine if a new or confirmed ID is appropriate, see the Evaluating Search Results: Use, Confirm or Request New Index Number section in this job aid.

Start Process

Process Flow:

- 1 Fill Out Form
- 2 Review and Send
- 3 Confirmation

[Previous](#) [Next](#) [Save Draft](#)

Attachments

[Back to Search](#)

Index Number Request Form Content Area

Index Number:

* Title:

* First name:

Middle name:

* Last name:

Maiden Name:

* Date of Birth:

Birthplace:

* Gender:

* Nationality: of the USA

Country of Birth: USA

* Pers. Area (Country): United States of America

* Pers. Subarea(Duty Station): New York

* Person. Type:

* Effective Date:

Requester's Comment

04.11.2015 is the date of travel

7. Complete entries for as many of the Request Form fields as possible using information from the official identification document(s). Be careful to enter the information exactly as it appears in these documents, following the Standards for entering staff member names presented in this job aid.

Select Other for the Person Type. Although required on the form, this field will no longer be used in this process.

Enter in the Effective Date field, the date the index number is needed. Use the default date (date of processing) unless the index number is needed for a retroactive personnel action, in which case, use the date one day prior to the effective date you will use on that personnel action.


To ensure efficient processing of requests, you must enter a note in the Requester's Comment field specifying the date you entered in the Effective Date field. Please specify if the date is the date of travel, onboarding, etc.

Start Process

Please Enter Effective date
[Display Message Log](#)

1 **Fill Out Form** 2 Review and Send 3 Confirmation

Previous Next Save Draft

Attachments  Expand tra

[Back to Search](#)

Index Number Request Form

Index Number:


* Title:

* First name:

Middle name:


* Last name:


Maiden Name:


* Date of Birth: 


Birthplace:

* Gender:


* Nationality: 

Country of Birth: 

* Pers. Area (Country):  Haiti

* Pers. Subarea(Duty Station):  Port-au-Prince

* Person. Type:

* Effective Date: 

Requester's Comment

8. All new index number requests must be accompanied by supporting documents that substantiate the information entered into the online form. Valid forms of supporting documents are passport, birth certificate, marriage license, and other official government issued documents such as driver's license and national identification cards.

Click .

Start Process

Please Enter Effective date
[Display Message Log](#)

1 **Fill Out Form** 2 Review and Send 3 Confirmation

[Previous](#) [Next](#) [Save Draft](#)

Attachments

Attachment
Attachment

[Expand tray](#)

[Back to Search](#)

Index Number Request Form

Index Number:

* Title:

* First name:

Middle name:

* Last name:

Maiden Name:

* Date of Birth:

Birthplace:

* Gender:

* Nationality:

Country of Birth:

* Pers. Area (Country): Haiti

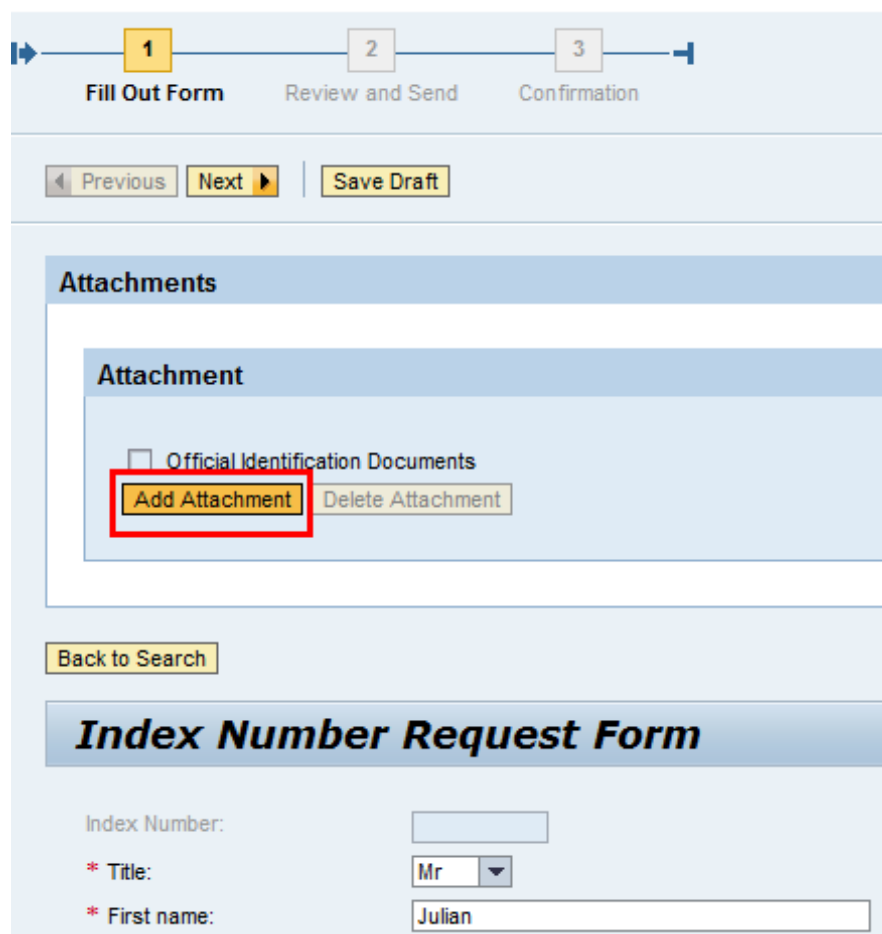
* Pers. Subarea(Duty Station): Port-au-Prince

* Person. Type:

* Effective Date:

9. Click

Start Process



Start Process

1 Fill Out Form 2 Review and Send 3 Confirmation

Previous Next Save Draft

Attachments

Attachment

☐ Official Identification Documents

Add Attachment Delete Attachment

Back to Search

Index Number Request Form

Index Number:

* Title:

* First name:

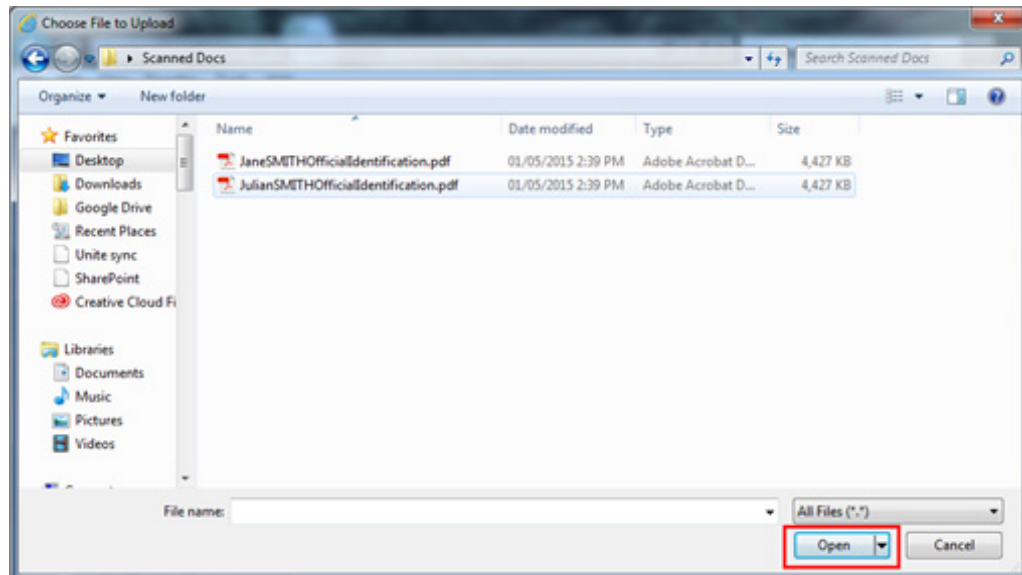
10. Click **Add Attachment**.

Start Process

The screenshot shows the 'Attachments' section of a web application. It features a sub-section titled 'Attachment' with a checkbox for 'Official Identification Documents'. Below this, there is a dropdown menu for 'Attachment Type' set to 'Official Identification Documents', followed by a text input field and a 'Browse...' button (highlighted with a red box). To the right of the 'Browse...' button are 'Upload' and 'Cancel' buttons. Below the 'Attachment' section is a 'Back to Search' button. Further down is the 'Index Number Request Form' with fields for 'Index Number', 'Title' (set to 'Mr'), and 'First name' (set to 'Julian').

11. Click **Browse...** and navigate to the location where you have saved a scanned copy of the official identification document.

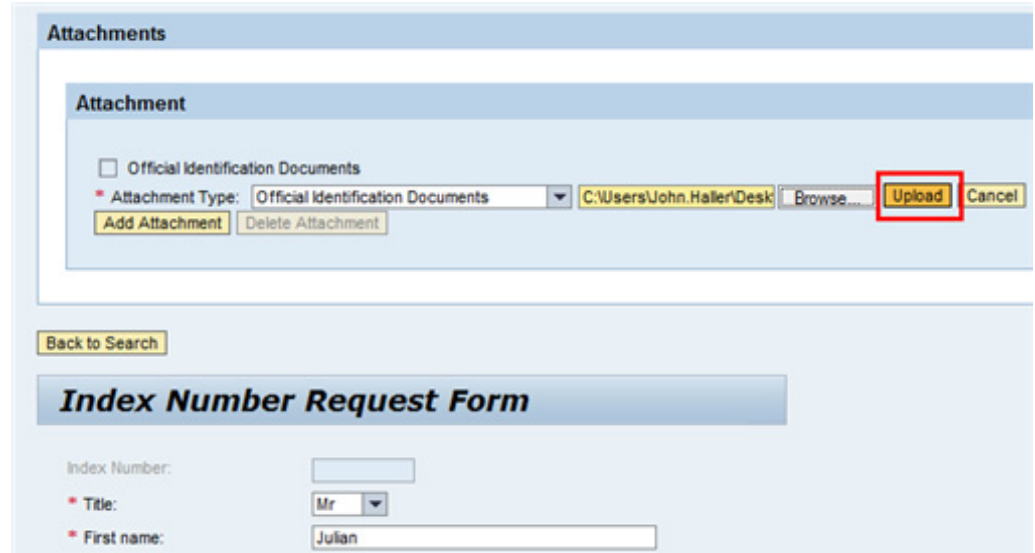
Choose File to Upload



12. Select the document. [Scenario: Click **JulianSMITHOfficialIdentification.pdf**.]

13. Click .

Start Process



14. Click .

Start Process

The screenshot displays the 'Index Number Request Form' interface. At the top, a process flow diagram shows three steps: 1. Fill Out Form, 2. Review and Send, and 3. Confirmation. Below the flow, there are three buttons: 'Previous', 'Next', and 'Save Draft'. The 'Next' button is highlighted with a red rectangular box. Below the buttons is an 'Attachments' section with a 'Content Area' tab. Inside this area, there is a checkbox for 'Official Identification Documents' and two buttons: 'Add Attachment' and 'Delete Attachment'. Below the attachments section is a 'Back to Search' button. The main form area is titled 'Index Number Request Form' and contains various input fields and dropdown menus for personal information.

Index Number Request Form

Index Number:

* Title:

* First name:

Middle name:

* Last name:

Maiden Name:

* Date of Birth:

Birthplace:

* Gender:

* Nationality: of the USA

Country of Birth: USA

* Pers. Area (Country): United States of America

* Pers. Subarea(Duty Station): New York

15.

If you have additional documents to upload, click .

When done uploading documents, click .

Start Process

Process Flow:

- 1 Fill Out Form
- 2 Review and Send
- 3 Confirmation

Navigation: Previous **Send**

Attachments

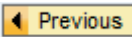
Attachment

[Official Identification Documents](#)

Add Attachment Delete Attachment

Index Number Request Form

Index Number:	<input type="text"/>
Title:	<input type="text" value="Mr"/>
First name:	<input type="text" value="Julian"/>
Middle name:	<input type="text"/>
Last name:	<input type="text" value="SMITH"/>
Maiden Name:	<input type="text"/>
Date of Birth:	<input type="text" value="05.05.1985"/>
Birthplace:	<input type="text"/>
Gender:	<input type="text" value="Male"/>
Nationality:	<input type="text" value="US"/> of the USA
Country of Birth:	<input type="text" value="US"/> USA
Pers. Area (Country):	<input type="text" value="US00"/> United States of America
Pers. Subarea(Duty Station):	<input type="text" value="US00"/> New York

16. Review the information entered as a final verification. If any corrections are required, click  to return to the previous step.

If the information is correct, click  to submit the request for approval.

Index Number Search and Request - Umoja training portal - T2J - Windows Internet Explorer



17. Click .

1.4.2 Request Index Number - Confirm

This procedure illustrates the steps to follow when you have determined that an existing Index Number must be confirmed for use.

Scenario

Applicant Jane Smith, Nationality: Australian, Country of Birth: Australia, DOB: 10.04.1975 has been selected as a Consultant in UNHQ New York.

Procedure

1. Follow the steps in the GID Request - Request New ID to conduct an effective search.

Start Process

PerNo	Ref Personnel Number	Title	First name	Middle name	Last name	Name at Birth	Full Name	Date of Birth	Birthplace	CoB	Gen	Nat	Person Type	Source
10000616		Mr	John		SMITH		SMITH JOHN	11.10.1980	New York	US	Male	US	MEETING PARTICIPANT	UMOJA
10000721		Mr	James		SMITH		SMITH JAMES	29.01.1965			Male	MX	MEETING PARTICIPANT	UMOJA
10000729		Ms	Jane		SMITH		SMITH JANE	10.04.1975		AU	Female	AU	CONSULTANT	UNDP
10000714		Mr	John		SMITH		SMITH JOHN	01.01.1980			Male	GB	MEETING PARTICIPANT	UMOJA
10000812		Mr	Jonah		SMITHSONIAN		SMITHSONIAN JONAH	01.01.1973			Male	US	CONSULTANT	UMOJA

2. Evaluate the search results to determine if any records match the person you are looking for.

In this scenario, a record for Jane Smith exists and matches the personal details found on the provided official identification document(s).

By looking at the Source field, the record for Jane Smith is seen to be from UNDP (i.e., neither IMIS nor Umoja), and the Person Type is Consultant. Therefore Jane Smith has a valid index number, but she is not yet entered into Umoja. Use of this index number must first be Confirmed by a Global Index Number Administrator. (see Evaluating Search Results: Use, Confirm or Request New Index Number in this job aid for further details.)

Click  to select the record.

View	Standard View	Print Version	Export											
PerNo	Ref Personnel Number	Title	First name	Middle name	Last name	Name at Birth	Full Name	Date of Birth	Birthplace	CoB	Gen.	Nat	Person Type	Source
10000616		Mr	John		SMITH		SMITH JOHN	11.10.1800	New York	US	Male	US	MEETING PARTICIPANT	UWOJA
10000721		Mr	James		SMITH		SMITH JAMES	29.01.1965			Male	MX	MEETING PARTICIPANT	UWOJA
10000729		Ms	Jane		SMITH		SMITH JANE	10.04.1975		AU	Female	AU	CONSULTANT	UNDP
10000714		Mr	John		SMITH		SMITH JOHN	01.01.1980			Male	GB	MEETING PARTICIPANT	UWOJA
10000812		Mr	Jonah		SMITHSONAN		SMITHSONAN JONAH	01.01.1973			Male	US	CONSULTANT	UWOJA

Request New Index Number
Confirm Index Number

3. Click **Confirm Index Number**

Start Process

Start Process

1

2

3

Fill Out FormReview and SendConfirmation

Previous

Next

Save Draft

Attachments

Back to Search

Index Number Request Form

Index Number:

* Title:

Ms

* First name:

Jane

Middle name:

* Last name:

SMITH

Maiden Name:

* Date of Birth:

10.04.1975

Birthplace:

* Gender:

Female

* Nationality:

AU

Australian

Country of Birth:

AU

Australia

* Pers. Area (Country):

US00

United States of America

* Pers. Subarea(Duty Station):

US00

New York

* Person. Type:

CONSULTANT

* Effective Date:

Requester's Comment

4. The Index Number Request Form fields are populated with values from the selected record.

Review this information, and complete any required missing values, making sure that the information meets the Data Format requirements. Make any needed corrections.

Start Process

The screenshot shows a web form titled "Start Process" with a progress bar at the top indicating three steps: 1. Fill Out Form (active), 2. Review and Send, and 3. Confirmation. Below the progress bar are buttons for "Previous", "Next", and "Save Draft". The main section is titled "Attachments" and contains a "Back to Search" button. The primary form is the "Index Number Request Form". It includes fields for "Index Number", "Title" (Ms), "First name" (Jane), "Middle name", "Last name" (SMITH), "Maiden Name", "Date of Birth" (10.04.1975), "Birthplace", "Gender" (Female), "Nationality" (AU - Australian), "Country of Birth" (AU - Australia), "Pers. Area (Country)" (US00 - United States of America), "Pers. Subarea(Duty Station)" (US00 - New York), and "Person. Type". The "Person. Type" dropdown menu is open, showing options: STAFF MEMBER, APPLICANT, CONSULTANT, INDIVIDUAL CONTRACTOR, UNIFORM PERSONNEL, MEETING PARTICIPANT, UN VOLUNTEER, and OTHER (highlighted with a red box). A "Requester's Comment" text area is located at the bottom.

5. Select **OTHER** for Person Type. Although required on the form, this field will no longer be used in this process.

Start Process

Start Process

1

2

3

Fill Out FormReview and SendConfirmation

Previous

Next

Save Draft

Attachments

Back to Search

Index Number Request Form

Index Number:

* Title:

Ms

* First name:

Jane

Middle name:

* Last name:

SMITH

Maiden Name:

* Date of Birth:

10.04.1975

Birthplace:

* Gender:

Female

* Nationality:

AU

Australian

Country of Birth:

AU

Australia

* Pers. Area (Country):

US00

United States of America

* Pers. Subarea(Duty Station):

US00

New York

* Person. Type:

OTHER

* Effective Date:

04.11.2015

Requester's Comment

04.11.2015 is the date of

6. Enter in the Effective Date field, the date the index number is needed. Use the default date (date of processing) unless the index number is needed for a retroactive personnel action, in which case, use the date one day prior to the effective date you will use on that personnel action. [Scenario: 04.11.2015]

To ensure efficient processing of requests, you must enter a note in the Requester's Comment field specifying the date you entered in the Effective Date field. Please specify if the date is the date of travel, onboarding, etc.

Follow the steps in the Request Index Number - New to attach required supporting documents and complete the request. Valid forms of supporting documents are passport, birth certificate, marriage license, and other official government issued documents such as driver's license and national identification cards.

