Material Master Request Process

**PERSONNEL INVOLVED**

- PK/SP MISSIONS
- OAHs / HQ
- COMMISSIONS
- UN OFFICES
- iNEED
- MMDM-LSD
- LSD

**1 CREATION**

New material masters are needed when there is a new material requirement. This can be for a global or local contract, or for a local purchase.

- CREATE A REQUEST
  - Complete MMDM form (mandatory)
  - Complete iSeek templates (optional)

- SUBMIT A REQUEST
  - Email forms to Umoja-MDM@un.org

- iNEED TICKETS
  - The FSS system scans the Umoja mailbox, creates system-generated iNeed tickets, and assigns them to the MMDM team

- REVIEW/VALIDATE REQUEST
  - If the material is invalid, a duplicate, or already exists in Umoja, the iNEED ticket is closed and the requestor is notified

**2 VALIDATION**

The MMDM Team will do the following if needed:

- Contact the requestor for additional details
- Reach out to HQ SME’s (i.e. LSD, ICTD, OICT, etc.) for technical details
- Identify if the request is related to a global systems contract

- PERFORM POST-LOAD VALIDATION
- LOAD MATERIALS TO UMOJA

- SECOND LEVEL APPROVAL
  - LSD consults with OPPBA if necessary
  - If there are issues, LSD will send the request back to the MMDM team

- FIRST LEVEL APPROVAL
  - Confirms completeness of the request
  - If there are issues, the MMDM team will revisit the request

**3 APPROVAL**

LSD will confirm the validity of the request, including the serialization profile, and if the material is an asset.

- CLOSE iNEED TICKET & NOTIFY REQUESTOR
  - If the request relates to a global systems contract, the MMDM team will also contact LSD/PD

- UPDATE GLOBAL SYSTEMS CONTRACT IF NECESSARY

- REQUEST IS COMPLETE