

WebEx Session 1 – Distance Learning SUR Module

**Umoja Coordination Service (UCS)
TRAINING TEAM**





Training Overview

Kick Off VTC

Subject	Introduction and scope of the training
Date	10 Dec 2018
Time	8h30 to 9h30 (NY time)
VTC	Room DC1-0821 - 8th floor
Topics	<ul style="list-style-type: none">• Introduction• How to logon to WebEx

WebEx Session 2

Subject	Creation of Standard Annex Template
Date	12 Dec 2018
Time	8h30 to 10h – training session 10h to 11h – support session
Link	Session 2 WebEx Link
Topics	<ul style="list-style-type: none">• Creating SAT• Creating SUR from template

WebEx Session 1

Subject	UCM Overview and Navigation
Date	11 Dec 2018
Time	8h30 to 10h – training session 10h to 11h – support session
Link	Session 1 WebEx Link
Topics	<ul style="list-style-type: none">• UCM Overview and processes• Navigation

WebEx Session 3

Subject	Creation of SUR
Date	13 Dec 2018
Time	8h30 to 10h – training session 10h to 11h – support session
Link	Session 3 WebEx Link
Topics	<ul style="list-style-type: none">• Creating SUR without template• Reporting in UCM



*All sessions will be recorded and shared with participants





Training Overview - session 1

- UCM Overview
- UCM Functionality
- SUR Overview
- UCM and SUR Navigation
- Demo
- Exercises
- 1 h support session



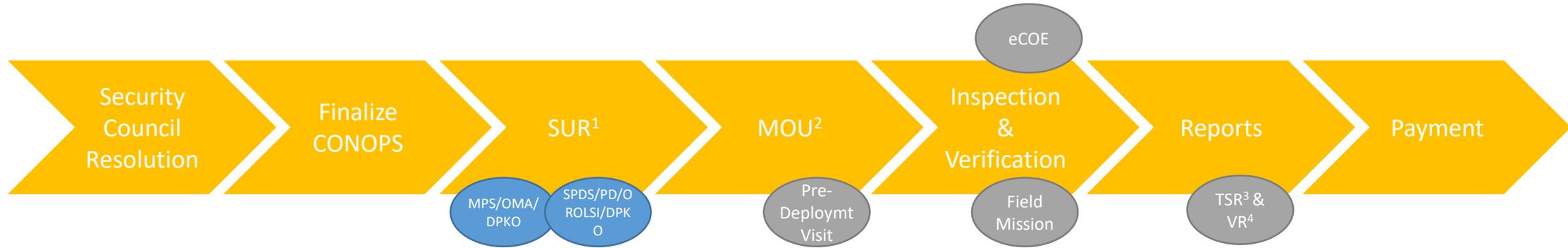


UCM Overview





High-Level Planning Process (Post-Mandate)



Challenges:

- Implementation of end-to-end process needed solutioning
- Lack of integration between systems
- Limited centralized data
- Manual entry of data and re-entry → time consuming

1. SUR - Statement of Unit Requirement
2. MOU – Memorandum of Understanding

3. TSR – Troop Strength Report
4. VR – Verification Report



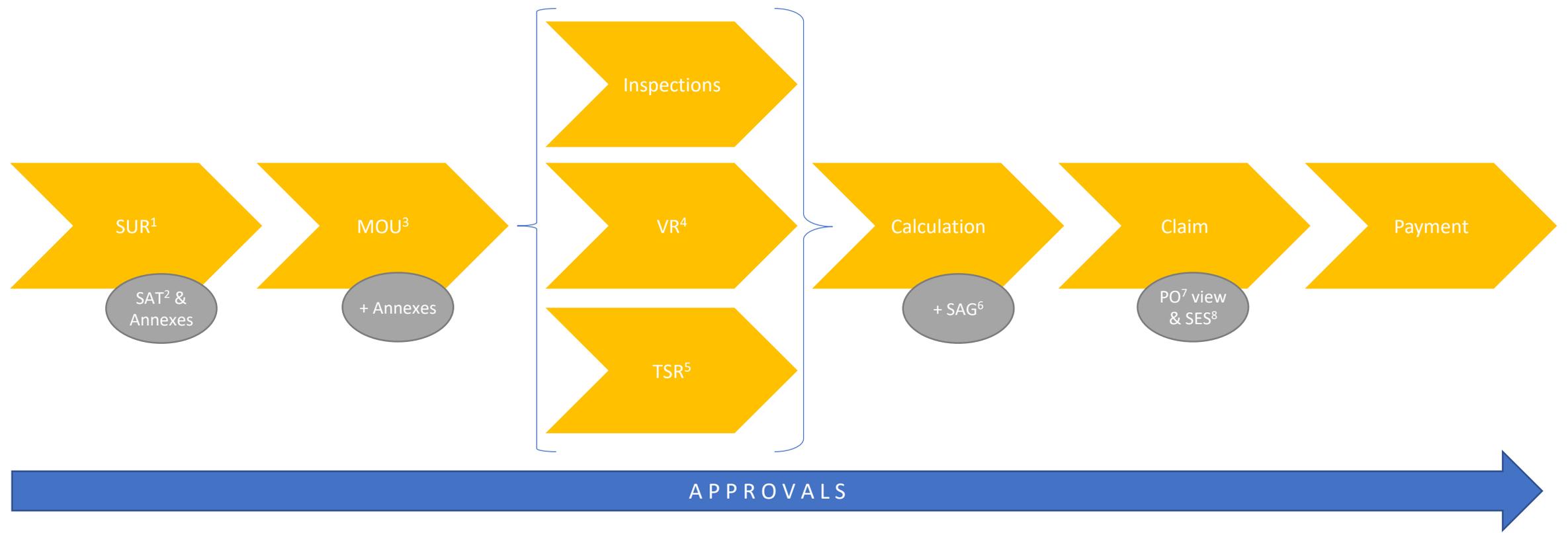


Improvements expected

- Process efficiencies and enhanced control mechanisms
- Process reengineering, standardization, and simplification
- Harmonization of data used across the organization for greater consistency and accuracy in analysis and
- Standardization of processes for less confusion, subjectivity, and ambiguity



UCM end-to-end process



- 1. SUR - Statement of Unit Requirement
- 2. SAT – Standard Annex Templates
- 3. MOU – Memorandum of Understanding
- 4. VR – Verification Report

- 5. TSR – Troop Strength Report
- 6. SAG – Senior Advisor Group
- 7. PO – Purchase Order
- 8. SES – Service Entry Sheet





UCM Functionality





eCOE Enhancement to Verification Reports

- Replacement of free-text heavy data capture, in exchange for structured, pre-defined and mandatory fields
- For example
 - mandatory to and from date fields for equipment that is used in-lieu of equipment stated in an MOU, inclusive of data related to other units receiving self-sustainment,
 - pre-defined values to capture the reasons for which equipment may be non-functional or absent
 - Structure capture of equipment used in-lieu of absent or unserviceable equipment, self sustainment acceptability periods, self sustainment supported/supporting unit data
- eCOE will be merged into UCM





Introduction of Standard Annex Templates

- Standard Annexes Templates (SAT) will be mission and T/PCC agnostic, and can be used to:
 - Act as a baseline for planning activities
 - Enable greater standardization in the creation of SURs
 - Ensure planners do not have to create an SUR from scratch
- The first set of SATs will be based on previously approved RDL SURs



Annexes for SAT, SUR and MOU

SAT & SUR elements in the system

Annex A – Personnel **Header Only**

- Appendix – Soldier and Police kit

Annex B – Major Equipment

- Appendix 1 – Special Cases Equipment
- Appendix 2 – List of third-party-owned equipment

Annex C – Self-Sustainment

- Appendix 1 – SS services: distribution of responsibilities
- Appendix 2 - List of items provided by troop contributor under self-sustainment subcategories “welfare” and “Internet access”

Additional Annexes:

- D. Principles of verification and performance standards for major equipment provided under a wet lease or dry lease arrangement
- E. Principles of verification and performance standards for minor equipment and consumables provided under self-sustainment
- F. Principles of verification and performance standards for medical support
- G. Statement of unit requirement
- H. Definitions
- I. Guidelines (aide-mémoire) for troop-contributing countries
- J. We are United Nations peacekeeping personnel
- K. Environmental policy for United Nations field missions





Standard Unit Naming & Classification Structure

The creation of standard units, planned units, and deployable units will be more consistent

Unit naming classification & standardization By phase of unit creation	Standard Annex Templates	Statement of Unit Requirements	Memorandum of Understandings
Unit Category (Police or Military)	X	X	X
Unit Type (Enabling or Combat)	X	X	X
Branch (Infantry or Engineering)	X	X	X
Strength (Brigade or Team)	X	X	X
Unit Specialization		X	X
Remarks		X	X
Mission		X	X
T/PCC			X





Military Units

Unit Naming and Classification Structure for Planned Military Units					
Unit Category	Unit Type	Branch	Strength	Unit Specialization	Remarks (free text)
Military	Combat	Infantry	Brigade	None	ex : Sector North
	Enabling	Cavalry	Battalion	Attack helicopters	ex: Composite
		Reconnaissance	Company	Medium Utility Helicopters	ex : Rapid Deployment
		Intelligence	Battery	Heavy Utility Helicopters	
		Artillery	Platoon	Light Utility Helicopters	
		Engineering	Section	Airlift	
		Aviation	Team	UAS	
		Transport	Unit	Quick Reaction Force	
		Support	Hospital - AMET	Composite	
		Signal	Hospital - Level 1	Mechanized	
		Military Police	Hospital - Level 2	Reserve	
		Maritime	Hospital - Level 3	Support	
		Riverine	Hospital - Level 2+	Guard Unit	
		Medical	Hospital - Level 1+	Force Protection	
		Special Forces	Battalion (+)	Close Protection	
		Head Quarters Support	Battalion (-)	Demining	
		Training	Company (+)	EOD	
		Logistics	Company (-)	Vertical Construction	
		Escort and Traffic Control		Horizontal Construction	
		CIMIC		Multi-Role	
				Combat Engineering	
				Airfield	
				Electronic Warfare	
				Petroleum	



Formed Police Units

Unit Naming and Classification Structure for Planned Police Units					
Unit Category	Unit Type	Branch	Strength	Unit Specialization	Remarks (free text)
Police	Security	Policing	Formed Police Unit	None	free text box
	Specialized	Aviation	Formed Police Company	Canine Handling	ex : Sector North
	Law Enforcement	Medical	Formed Police Section	Close Protection	ex: Composite
	Enabling	Maritime	Formed Police Team	Crime Analysis	ex : Rapid Deployment
		Riverine		Forensics	
		Transport		Investigation	
				SWAT	
				Guard	
				Riverine	
				Reserve	
				Medium Utility Helicopter	
				Light Utility Helicopter	
				Heavy Utility Helicopter	
				Aero-medical Evacuation (AMET)	
				FPU + Canine Handling	
				FPU + Close Protection	
				FPU + Crime Analysis	
				FPU + Forensics	
				FPU + Investigations	
				FPU + SWAT	
				FPU + Guard	
				FPU + Riverine	
				FPU + AMET	
				Surveillance Observation	
				Specialized Police + Forensics Kit	





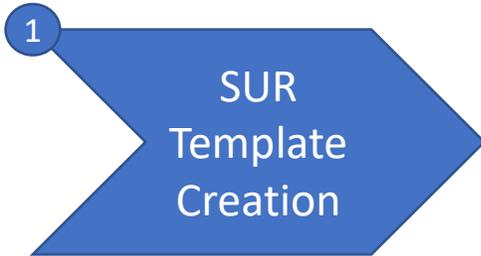
SUR Module - Overview





SUR end-to-end Process

Process



Roles



Objectives

- To develop an easy way for system users to create SUR documents, through the creation of reusable templates.
- To leverage available master data in selecting major equipment, unit types and self-sustainment categories.
- To standardize the format and structure of SURs.

- To create a draft copy of the SUR document in the system.
- To guide the user in identifying all the necessary components required for an SUR document to be complete.
- To capture all the required data, through document validation, by disallowing users from submitting documents which do not contain all the necessary data.

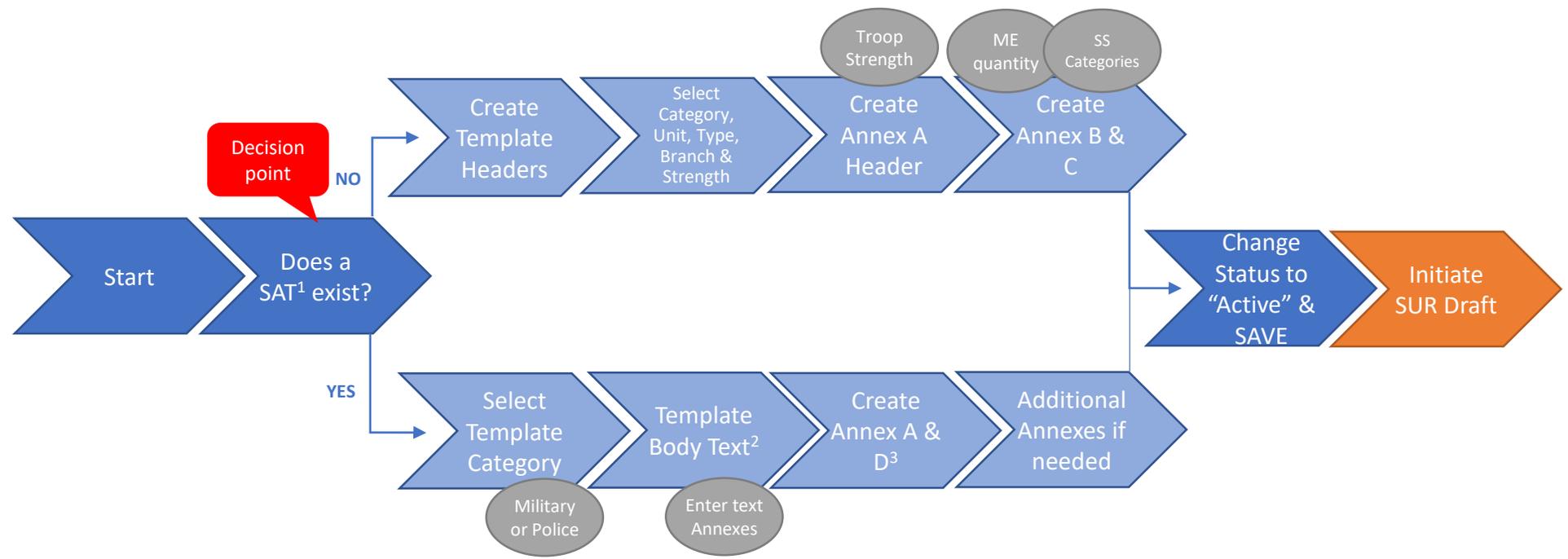
- To obtain approval of the SUR draft, in accordance to COE policies.
- To retain a copy of the scanned document after signature.
- To record the date of signature of the physical copy of the SUR.
- To form a basis for the creation of MOUs with T/PCCs for the specific Mission and Unit Types.





SUR Template Creation

SAT created by Business Admin role



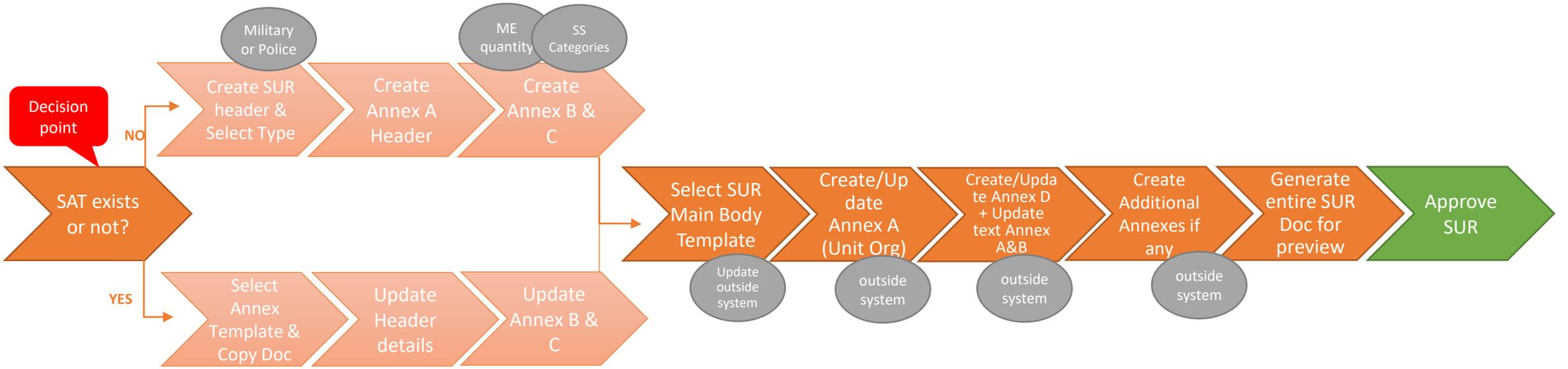
1. SAT – Standard Annex Templates
2. Using Template from the system but updated outside system
3. Annex D – for Military Units





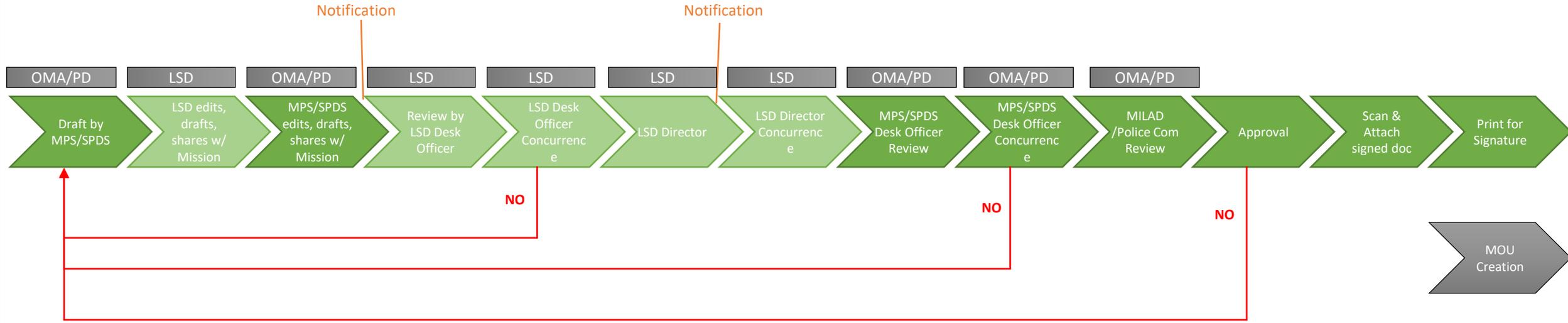
SUR Draft Initiation

Created and edited by Business Admin User AND Standard User roles





SUR Approval





SUR specificities

- SUR to be changed if mandate changes, composition or spirit of all the units of the same type in the same mission changes
- No amendments but creation of new versions
- Notification process
- Outside the system:
 - Full body SUR and annexes other B and C, and all appendices (i.e, Soldier's Kit)
 - Confidential elements → mentioned in the SUR
 - The signature → attach the final version & update status manually in the system



SUR specificities

In UCM:

- Creation of SUR for Rapid Deployment Level (RDL) of the Peacekeeping Capability Readiness System (PCRS)
- “Mission Name” will be noted as **UNPCRS** instead of Special Political Mission (SPM) or Peacekeeping (PK)

SAT List **SUR List**

ALL SUR

All SUR Menu New Delete Query 9 - 18 of 18+

Document Number	Mission Name	Unit Category	Unit Type	Branch	Unit Size	Unit Specialization	Status	Sub Status	Effective Date	Expiration Date	Version Number	SAT Name
DPKO/UNPCRS/Guard unit-Signal-Hospital	UNPCRS	Military	Combat	Signal	Hospital - Level 2+	Guard unit	Draft	Work in Progress	02/11/2018		1	
DPKO/UNMIT/Quick Reaction Force-Mainte...	UNMIT	Military	Enabling	Maintenance	Battalion	Quick Reaction ...	Draft	Work in Progress	02/11/2018		1	
DPKO/UNDOF/Close Protection-Aviation-Fo...	UNDOF	Police	Security	Aviation	Formed Police ...	Close Protection	Draft	Work in Progress	02/11/2018		1	
DPKO/MONUSCO/Fix wings-Infantry-Platoo...	MONUSCO	Military	Enabling	Infantry	Platoon	Fix wings	Draft	Work in Progress	02/11/2018		1	
DPKO/MINURSO/Heavy Utility Helicopters-I...	MINURSO	Military	Combat	Infantry	Battery	Heavy Utility Hel...	Draft	Work in Progress	02/11/2018		1	
DPO-SUR-MINJUSTH-Aviation/Formed Po...	MINJUSTH	Police	Specialized	Aviation	Formed Police S...	Crime Analysis	Draft	Work in Progress	02/11/2018		1	
DPO-SUR-UNMIT-Reconnaissance/Battalio...	UNMIT	Military	Enabling	Reconnaissance	Battalion	Heavy Utility Hel...	Draft	Work in Progress	02/11/2018		1	
DPKO/MONUSCO/Heavy Utility Helicopters...	MONUSCO	Military	Enabling	Reconnaissance	Company	Heavy Utility Hel...	Draft	Work in Progress	02/11/2018		1	
DPKO/MINUSCA/Canine Handling-Policing...	MINUSCA	Police	Security	Policing	Formed Police ...	Canine Handling	Internally Concurred	Work in Progress	02/11/2018		1	Security/Policing/Formed Police Unit
DPKO/MINUSCA/Close Protection-Medical...	MINUSCA	Police	Specialized	Medical	Formed Police T...	Close Protection	Internal Concurrence	Work in Progress	02/11/2018		1	Specialized/Medical/Formed Police Team

SUR

Menu New Delete Query 9 OF 18+

Document Number: DPKO/UNPCRS/Guard unit-Signal-Hospital - Level 2+/2...

Created by: Pedro PONTE

Unit Location: *

SC Resolution:

Unit Category: * Military

Unit Type: * Combat

Unit Structure: * 5400

Version Number: 1

Creation Date: 02/11/2018

Branch: * Signal

Mission Name: * UNPCRS

Review Date:

Unit Remarks:

Type: SUR

Effective Date: 02/11/2018

Unit Size: * Hospital - Level 2+

Status: Draft

Expiration Date:

Unit Specialization: * Guard unit

Sub Status: Work in Progress

Signature Date:

Troop/Police Strength: *

Confidential Sections Remarks: None



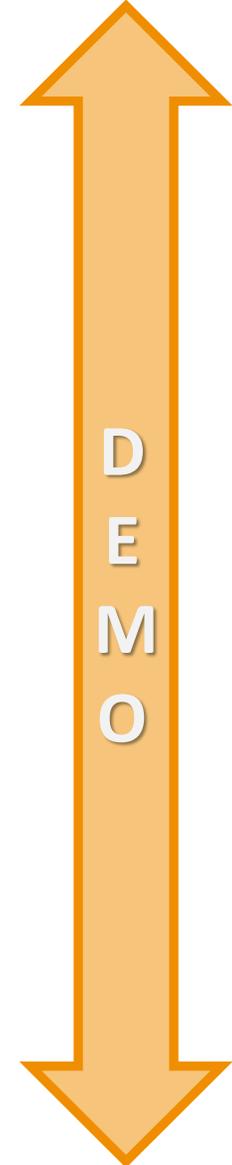
UCM Navigation





UCM Navigation – Agenda

- How to login
- Troubleshooting the login
- Understanding your screen (Screen icons, Application-level Menu, etc.)
- Main Layout features:
 - *Queries*
 - *Advanced Queries*
 - *Display columns*
 - *Exporting your results*
- SUR screen and Navigation (List view / Form view & Audit Trail)
- Exercises
- Official Documentation





UCM Navigation – Log into UCM

1. Type in your browser: <https://crmuatraps.un.org>
2. Type your UNITE ID: **i.e: JSMITH**
3. Type your Password: **XXXXXX**
4. You might be asked a security question
5. You will land in the UCM landing page (HOME)



Login to Unite Identity

Unite ID:

CONTINUE

Where do I enter my password?
Forgot your Unite ID?
Forgot your password?



Login to Unite Identity

Enter your password in the secure form below.

Password:

12/3/2018 09:37 (CET)

hilarious horses

Forgot your password?

Continue



Confirm Identity

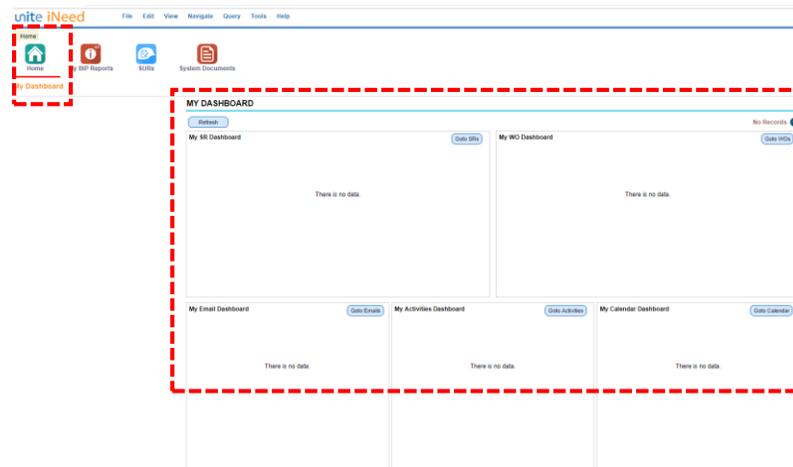
To confirm your identity, answer the following security question.

In what city did you get engaged?

Answer

To skip this step in the future, check here to remember this computer/device as trusted.

CONTINUE





UCM Navigation – Security Question

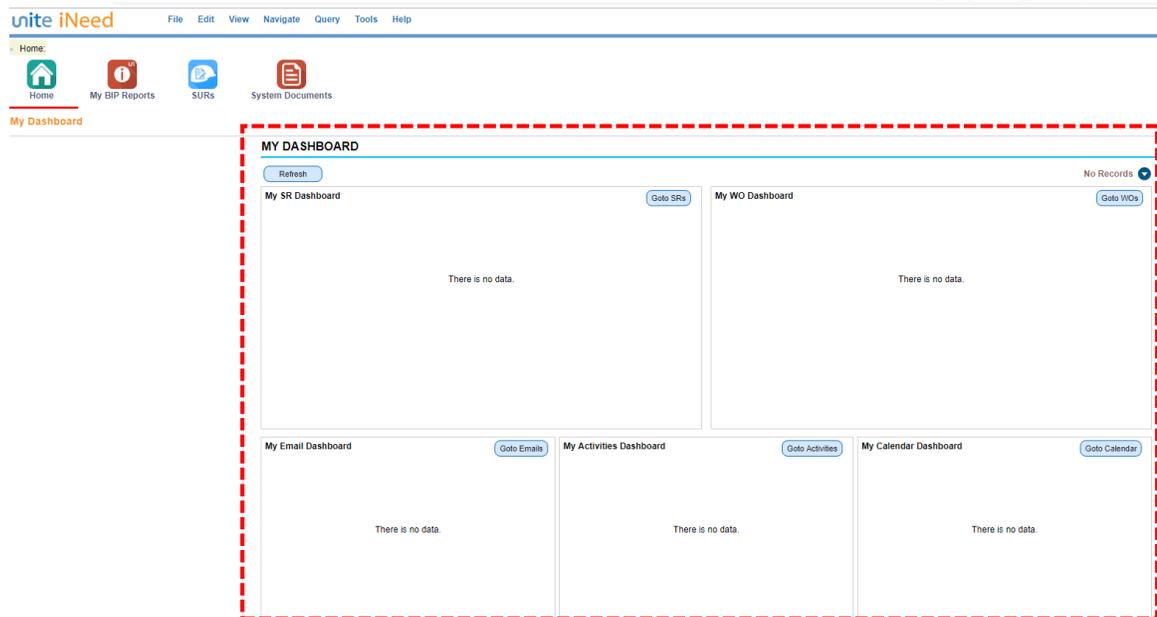
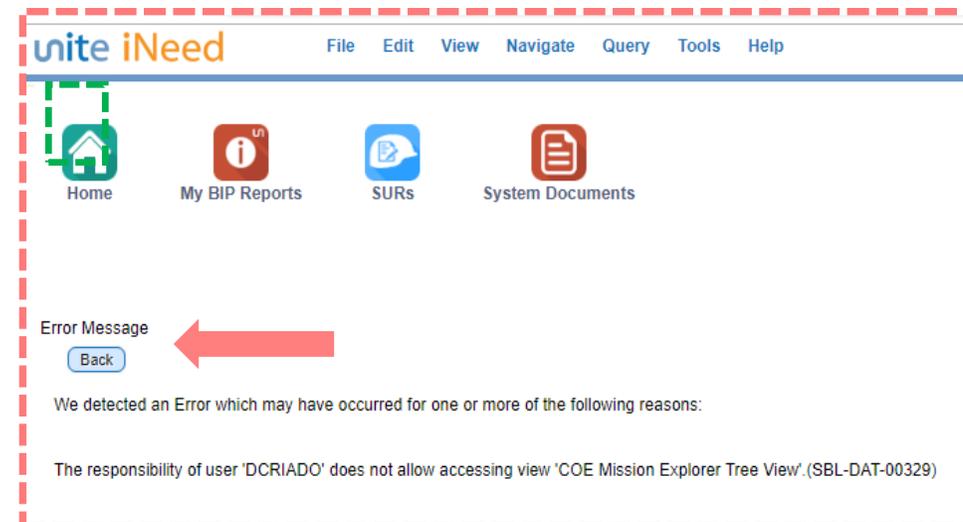
The screenshot shows a 'Confirm Identity' screen. On the left is the 'unite identity' logo. The main text reads: 'Confirm Identity', 'To confirm your identity, answer the following security question.', and 'In what city did you get engaged?'. Below this is an 'Answer' input field. A red dashed box highlights a checkbox with the text 'To skip this step in the future, check here to remember this computer/device as trusted.' Below the checkbox is a yellow 'CONTINUE' button.

- Tick in the box in case that you want to avoid the security question in the future
- NOTE: You will have to do it for every browser (Explorer; Mozilla; Chrome..) and each computer you log in.



UCM Navigation – Issues Logging in (I)

1. Type in your browser: <https://crmuatraps.un.org>
2. Type your UNITE ID: i.e: JSMITH
3. Type your Password: XXXXXX
4. You might be asked a security question
5. An error message will appear
6. OPTION 1: Click on the HOME icon 
7. You will land in the UCM landing page (HOME)



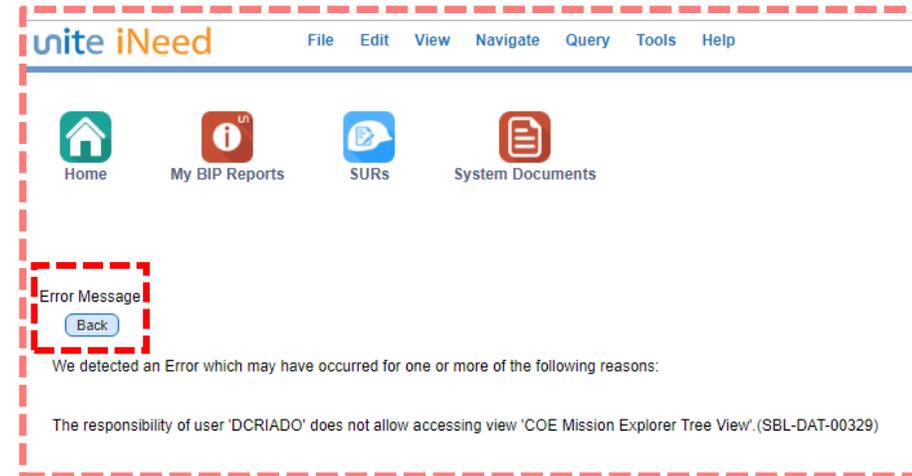
8. You are good to go!





UCM Navigation – Issues Logging in (II)

1. Type in your browser: <https://crmuatraps.un.org>
2. Type your UNITE ID: i.e: JSMITH
3. Type your Password: XXXXXX
4. You might be asked a security question
5. An error message will appear 
6. OPTION 2: Click on Back bottom
7. An error page will appear 



Session Warning Message

You have initiated a Siebel session while another Siebel session is currently active. Please choose the option that applies to you.

- You already have a Siebel session with unsaved data running in another browser window. To save data from a second session go to the already open session and either save and exit or continue to use that data.
- You do not have unsaved data in your other session and wish to close it and launch a new session. Click [here](#)
- You have closed your previous Siebel browser instance using the Close instead of the Logoff feature and wish to open a new Siebel session. Click [here](#)

8. You will have to close your browser (Explorer, Chrome, Mozilla, 

9. Open your browser and start from the beginning again



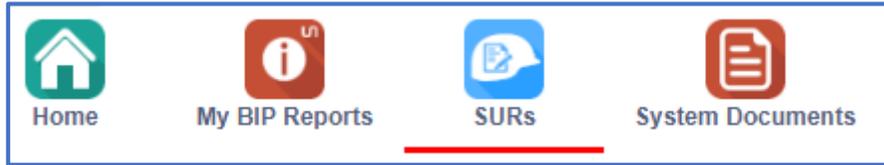


UCM Navigation – Components



Application-level Menu

Helps you to navigate and manipulate data specific to UCM. Each menu option lets you perform a task in the application.



Screen icons

Information in the UCM is organized into screens. You access a screen by clicking the appropriate screen icon, such as SURs, MoUs or System Documents. The active screen icon appears in underlined in RED.

If the screen icon you want to use is not visible, you may be able to click on the Site Map. From there you will be able to select which icon you want to appear in your Header. (Icon visible for the current session)





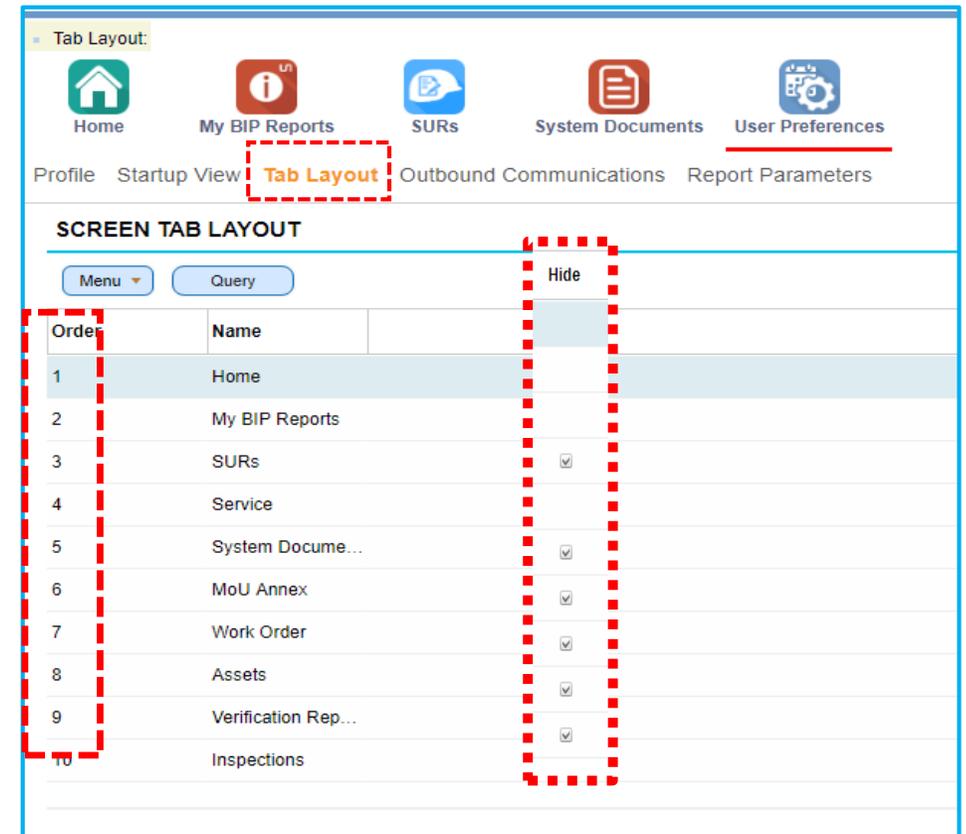
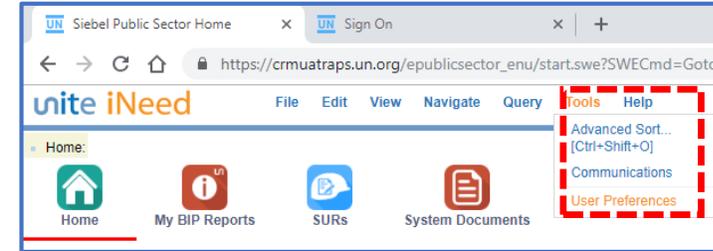
UCM Navigation – Components (II)

In case you want to customize the number and type of icons in the screen:

1. Click on the Application-Level Menu > Tools > **User Preferences**

2. Click on **Tab Layout**, you will see all icons available; in case you want them to appear you will have to untick the box “Hide”.

3. In order to arrange the position of the icons in the header you change the number in the column “Order”.





UCM Navigation – Queries

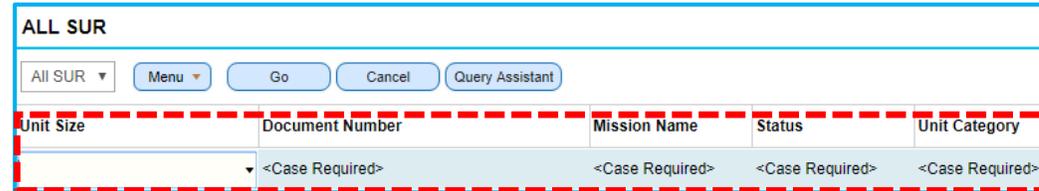
In case you want to query records in UCM:

1. Click on Query in any list of records (i.e: SAT list / SUR List,..)



2. You will be able to query any list of records by the different columns in the list.

- a. You can select from the drop-down list
- b. You can look up for a particular element using the wildcard (*).



Tip: if querying by status, to only use status and not sub-status

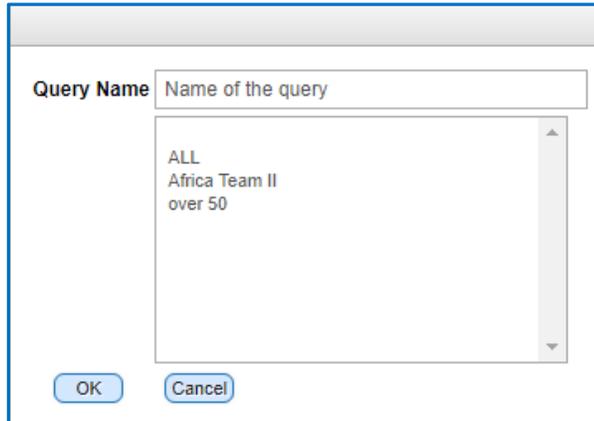
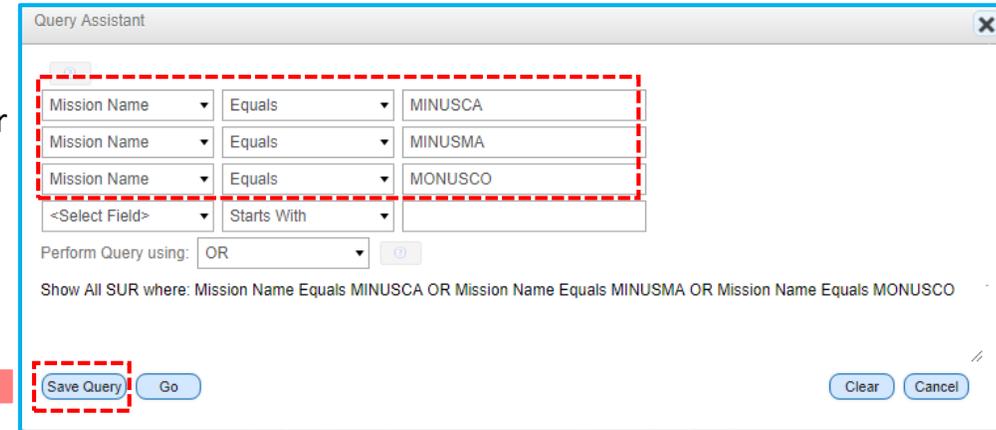


UCM Navigation – Queries (II)

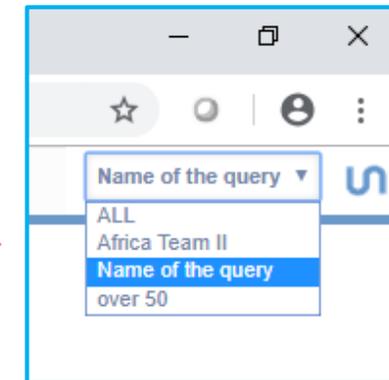
You will be able to further query with more options by clicking on “**Query**” and then “**Query Assistant**”.

In the new window you will be able to further query your results using different fields at the same time. i.e: **MINUSCA**, **MINUSMA** and **MONUSCO**

- a. You can click on Go in order to preview the results
- b. Save your query if you want it to have predefined for further searches in the future.



- c. The name of your query will appear in the top right corner of your screen

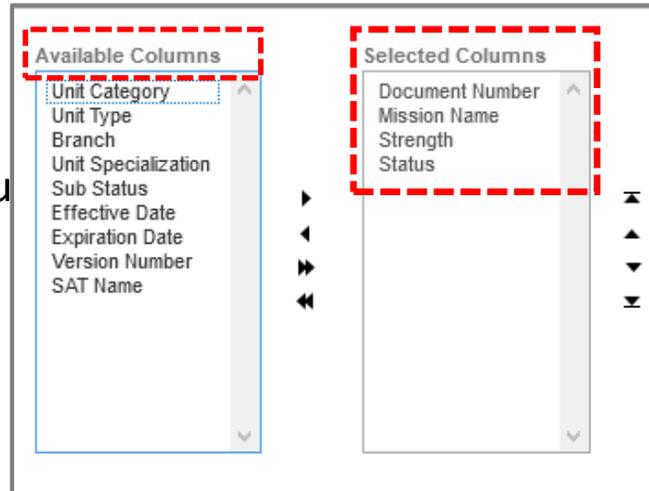




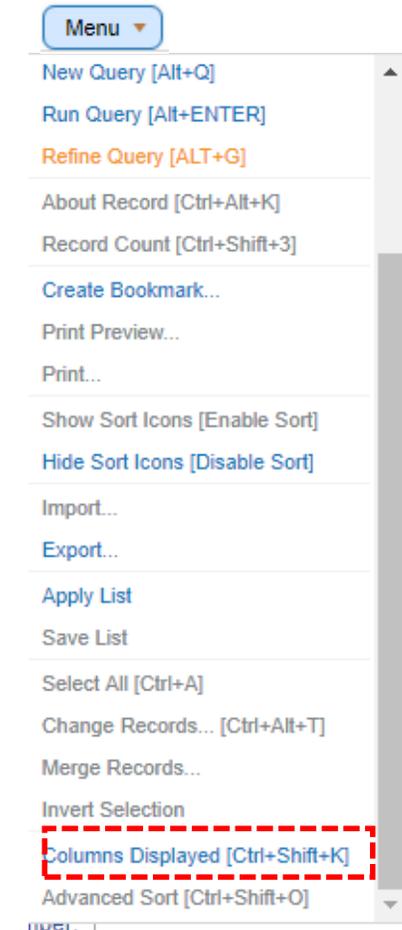
UCM Navigation – Menu

Opens a pop-up window that allows you to select what columns are to be displayed in the specific list view, along with the order in which they are shown.

Available columns are the ones Present in the list of records
Selected columns are the ones you want to be shown in the list of records



Columns Displayed





UCM Navigation – Menu (II)

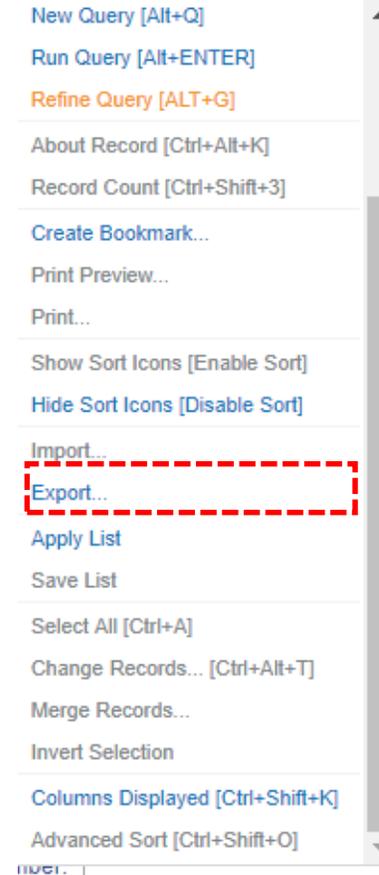
Exports the data from UCM. You can choose to export data based on the following criteria:

- The single row you have selected or all rows in the current list view.
- Only those columns currently visible or all columns for the records.
- You also have the option of choosing the file type and field delimiter.
- Maximum 2000 records can be exported
- File defaulted is .csv (tab delimited text file)



- Once open, change the file extension to Excel (.xls)

Exporting





SUR Navigation - Views

SURs:

SAT List **SUR List**

ALL SUR 1 LIST VIEW

Unit Size	Document Number	Mission Name	Status	Unit Category	Unit Type	Branch	Unit Specialization	Sub Status	Effective Date	Expiration Date	Version Number	SAT Name
Formed Police Unit	DPO-SUR-UNSOS-Maritime/Formed Police ...	UNSOS	Internally Concurred	Police	Specialized	Maritime	Canine Handling	Signed	02/11/2018		1	
Company	DPO-SUR-UNIFIL-Cavalry/Company/Reserve-1	UNIFIL	Internal Concurrence	Military	Enabling	Cavalry	Reserve	Work in Progress	02/11/2018		1	
Battery	DPO-SUR-UNAMI-Intelligence/Battery/Supp...	UNAMI	Internally Concurred	Military	Enabling	Intelligence	Support	Signed	02/11/2018		1	
Other	DPO-SUR-UNAMI-Aviation/Other/Reserve-1	UNAMI	Internally Concurred	Police	Law Enforcement	Aviation	Reserve	Signed	02/11/2018		1	
Team	DPKO/UNAMI/Support-Artillery-Team/2018/1	UNAMI	Internally Concurred	Military	Enabling	Artillery	Support	Signed	02/11/2018		1	
Company	DPO-SUR-MINURSO-Transport/Company/M...	MINURSO	Internally Concurred	Military	Enabling	Transport	Medium Utility H...	Signed	02/11/2018		1	
Formed Police Company	DPKO/UNSOM/Close Protection-Medical-Fo...	UNSOM	Draft	Police	Other	Medical	Close Protection	Work in Progress	02/11/2018		1	
Battery	DPO-SUR-UNDOF-Intelligence/Battery/Hea...	UNDOF	Draft	Military	Enabling	Intelligence	Heavy Utility Hel...	Work in Progress	02/11/2018		1	
Hospital - Level 2+	DPKO/UNPCRS/Guard unit-Signal-Hospital ...	UNPCRS	Draft	Military	Combat	Signal	Guard unit	Work in Progress	02/11/2018		1	
Battalion	DPKO/UNMIT/Quick Reaction Force-Mainte...	UNMIT	Draft	Military	Enabling	Maintenance	Quick Reaction ...	Work in Progress	02/11/2018		1	

SUR 2 FORM VIEW

Menu New Delete Query

Document Number: DPO-SUR-UNIFIL-Cavalry/Company/Reserve-1 Created by: Pedro PONTE

SC Resolution: Test, test Unit Category: Military

Version Number: 1 Creation Date: 02/11/2018 Unit Type: Enabling

Mission Name: UNIFIL Review Date: Branch: Cavalry

Type: SUR Effective Date: 02/11/2018 Unit Size: Company

Status: Internal Concurrence Expiration Date: Unit Specialization: Reserve

Sub Status: Work in Progress Signature Date: Troop/Police Strength: Confidential Sections Remarks: None

★ Mandatory fields





SUR Navigation – Form and Annexes

Annex A Header:

Customer Survey

Home

Employees

My BIP Reports

SURs

Service

System Documents

MoU Annex

Work Order

Assets

Verification Reports

Inspections

SAT List **SUR List**

SUR **FORM VIEW**

Menu ▾
New
Delete
Query

Document Number: DPO-SUR-UNIFIL-Cavalry/Company/Reserve-1 Created by: Pedro PONTE

SC Resolution: Test, test

Version Number: Creation Date: 02/11/2018

Mission Name: Review Date:

Type: SUR Effective Date: 02/11/2018

Status: Expiration Date:

Sub Status: Signature Date:

Unit Category:

Unit Type:

Branch:

Unit Size:

Unit Specialization:

Troop/Police Strength:

Unit Location:

Unit Structure:

Unit Remarks:

Confidential Sections Remarks:

Annex A Header
Annex B Header
Annex C Header
Attachments
Audit Trail
Annex VIEW

ANNEX A HEADER

Menu ▾
New
Delete
Query

Mission Name	Unit Strength	Remarks
UNIFIL		





SUR Navigation - Annexes & Attachments

Annex A Header **Annex B Header**

ANNEX B HEADER

Menu New Delete

Mission Name	Remarks
UNIFIL	

ANNEX B LINE ITEMS

Menu New Delete

Description
APC-TRACKED AMBULANCE RESCUE
APC TRACKED COMMAND POST
UPS SATELLITE STATION
CRYPTOFAX
PROTECTIVE EQUIPMENT FOR STAFF AN...
FUEL/WATER BLADDER - 7,500 GL
GEAR FOR TACTICAL RAPPELLING (SPECI...

Annex A Header Annex B Header **Annex C Header** Attachments Audit Trail

ANNEX C HEADER

Menu New Delete Query

Mission Name	Remarks
UNIFIL	

ANNEX C LINE ITEMS

Menu New Delete Query

Category	Sub Category	Services Provider	Applicable Streng	Remarks
COMMUNICATION	HF	CC	50	50% of unit outside VHF range to be included
COMMUNICATION	TELEPHONE	UN	200	telephone remarks
COMMUNICATION	VHF/UHF - FM	CC	100	VHF Remarks here...
OFFICE	GENERAL	CC	200	The unit must provide during temporary deployment
ELECTRICAL	GENERAL	CC	200	The unit must provide during temporary deployment
MINOR ENGINEERING	GENERAL	CC	300	The unit must provide during temporary deployment

Annex A Header Annex B Header Annex C Header **Attachments** Audit Trail

ATTACHMENTS

Menu Delete Query New File New URL

Attachment Type	Attachment Name	Size (In Bytes)	Remarks	Uploaded by
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SUR Navigation – Audit Trail

- Log of changes and modifications of the main fields of SUR
- Tracking feature in UCM which identifies **who**, **what** and **when** the changes were applied

Annex A Header Annex B Header Annex C Header Attachments **Audit Trail** ←

AUDIT TRAIL ITEMS

Menu ▾ Query

Employee Login	Field	Operation	Old Value	New Value	Date
CKULKARN3	Sub Status	Modify	Awaiting LSD Desk	Work in Progress	30/11/2018 03:16:46 PM
CKULKARN3	Sub Status	Modify	Work in Progress	Awaiting LSD Desk	30/11/2018 03:16:38 PM
CKULKARN3	Status	Modify	Internal Concurrent	Draft	30/11/2018 03:16:31 PM
CKULKARN3	Status	Modify	Draft	Internal Concurrent	30/11/2018 03:16:25 PM
CKULKARN3	Signature Date	Modify	01/01/2018		30/11/2018 03:16:12 PM
CKULKARN3	Signature Date	Modify		01/01/2018	30/11/2018 03:15:52 PM
CKULKARN3	Expiration Date	Modify	12/12/2018 12:00:00		30/11/2018 03:15:40 PM
CKULKARN3	Expiration Date	Modify		12/12/2018 12:00:00	30/11/2018 03:15:21 PM



https://iseek-newyork.un.org/system/files/siebel_crm_navigation_basics.pdf



Demo





Exercises

Exercise 1:

Questions on the UCM processes – link:

<https://efm.dfs.un.org/EFM/se/6C6639C029FCEBB1>

Exercise 2:

Scenario on the Navigation – see documents and detailed instructions sent by email

Instructions:

- 1h support session after the WebEx for the exercises
- Send the answer by today COB in order to receive feedback – umojadfstraining@un.org

