

FAQ

UNIFORMED CAPABILITIES MANAGEMENT (UCM)



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FAQ

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GENERAL INFORMATION

1. What is the Uniformed Capabilities Management (UCM) system?

The Uniformed Capabilities Management system is an initiative that integrates the responsibilities and functions of Troop & Police Contributing Countries (T/PCCs) with Umoja. Deployment of UCM began in December 2018 and will continue throughout 2019 in the following order of deployment:

1. Creation of Statement of Unit Requirements (SURs) and Memoranda of Understanding (MoU) annex templates; Electronic Contingent Owned Equipment (eCOE) system enhancements
2. Claims, Calculations, and Payments for COE and Non-Verification Report (VR) Claims (e.g., Death and Disability)
3. Troop Strength Reporting and Payments
4. Full Body SURs and MOUs; improvements and enhancements to UCM

Traditionally, the execution of T/PCC related processes was shared across multiple UN departments and divisions. However, in the future, UCM will provide well-structured data, expand reporting functionalities, and standardize processes that will dramatically streamline and improve efficiency of processes. These changes will also result in more accurate and credible verification reports, inspections, and calculations of payments to T/PCCs – therefore improving accountability, transparency, and quality control for the Organization.

2. How will UCM be deployed?

The UCM will be deployed gradually, in three phases. Each phase, referred to as a Work Package (WP) will introduce new system enhancements. With further UCM implementation, the Government & Claims Management System (GCMS) will be decommissioned. The GCMS is a legacy system used by MoU Planners and Claims Calculators.

The deployment of the first Work Package started in December 2018. This work package is further divided into WP1-A and WP1-B.

WP1-A: changes will primarily impact Military and Police Planners who will be required to create and maintain Annexes (Annex B: Major Equipment and Annex C: Self Sustainment) for the SURs using UCM.

WP1-B: new functionalities will include processes for Annex B and C calculations; COE shortfall % calculations; registry and preparation of Non-VR claims (e.g., Death and Disability); and generating claims that will be used to process payments in Umoja (as an integrated solution).

WP-2: Troop Strength Reporting and Payments modules will be deployed during 2019.

WP-3: Will introduce improvements and enhancements to Inspections, as well as enhancements to full body SURs and MOUs

The implementation of the three UCM Work Packages is expected to last until the end of 2019.



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3. Why was UCM developed?

Reimbursements and Payments to Troop and Police Contributing Countries (T/PCC) for Personnel, Major Equipment and Self Sustainment account for over 30% of the total Peace Keeping Budget. Activities involved in ensuring T/PCCs are accurately reimbursed traditionally spanned multiple departments and divisions across the UN with insufficient integration between the various systems used and limited access to centralized, real time data. As a result, staff used to undergo repetitive manual data entry and re-entry, especially for the critical yet rigorous administrative and financial aspects of MoU and claims calculations.

This initiative will provide an integrated solution with the following benefits:

- A standardized approach to creating SURs through Standard Annex Templates (SATs) – which are templated unit structures that are based on core requirements for the organization’s most commonly deployed units. This will alleviate the time-consuming activity of planning a unit from scratch.
- MoUs will be prepared against SURs without the need to reenter details. In addition, any deviations and subsequent justifications will be recorded during MoU finalization.
- Redesign and standardization of all input documents (SURs, MoUs, TSRs, VRs and Claim Reports) to facilitate seamless transfer of data and automated calculation of reimbursements.
- An efficient and accurate payment process where SESs are linked to Purchase Orders.
- Real time access to the system reducing dependency on others for information.
- Structured, pre-defined data fields will increase accuracy, quality control, and enable proper reporting functionalities.
- Clear system/process workflows to promote collaboration, transparency, and accountability between stakeholders.
- A structured naming convention for documents that can be filtered and/or searched for by unit type, T/PCC, or mission name. In addition, new standards will be introduced regarding how SURs and MoUs are named.
- Single source of data for reporting and monitoring purposes.
- Improved business continuity and preservation of institutional data and knowledge.



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4. What departments will be impacted by UCM?

WP-1A

- **Uniformed Capabilities Support Division (UCSD)** - Office of Military Affairs (OMA); Police Division (PD)
- **Field Missions** – Division of Administration and Mission Support (COE Units)

WP-1B

- **DOS** – Uniformed Capabilities Support Division
- **DMSPC** – OPPBA

WP-2

- **DOS** – Uniformed Capabilities Support Division
- **Field Mission** – Division of Administration, Office of the Force Commander / Police Commissioner

WP-3

- **DOS** – Uniformed Capabilities Support Division
- **DPO** – Office of Military Affairs and Police Division in OROLSI
- **Field Mission** – Force Headquarters
- **Field Mission** – Division of Administration and Mission Support (COE Units)

5. What benefits will the UCM bring to the Organization?

The technological refresh and the integration of various processes into a more streamlined solution has prompted a detailed assessment of all relevant procedures and policies involved in the reimbursements and payments to T/PCCs. The new system solution will provide greater accountability, accuracy, organizational transparency, and quality control resulting in faster processing of reimbursement claims. The process will provide more structured reporting from Peacekeeping missions for their equipment and services provided by various TCCs and PCCs. The data captured during the verification inspections will enhance quality reports provided for various types of equipment and services deployed by TCCs and PCCs.

6. What benefits can Member States expect from the implementation of UCM?

The implementation of UCM started in December 2018 and will continue until the end of 2019 with relevant technological upgrades and gradual deployment of new and improved functionalities. With the finalization of full solution scope deployment, UCM will be more streamlined. Key reimbursement and payment processes for COE and troops will be managed under one system.



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7. What improvements will UCM introduce to COE processes and end users in the field missions?

- MOUs uploaded to UCM will be available to view/read from the new 'System Documents' tab. Mission staff will also have access to various reference documents such as the COE Manual and SOPs, details of unit deployment statuses (i.e. arrival dates, departure dates and dates of cessation of unit) can be viewed in the Global Look-up tool (after Verification Reports are submitted). Mission and HQ staff will receive system generated updates when the Units are deployed, when they depart, or when operations stop.
- The sequencing of ME and SS categories will follow the sequence in the COE Manual, SUR, MOU and VR and will remain unchanged throughout.
- Generation of multiple annexes for the same Unit can be generated by HQ stakeholders, when revising/amending MOU.
- Mandatory requirement to enter 'Reason' for unserviceable equipment.
- Additional drop-down values have been added to capture data on Painting information: 'Yes-by-T/PCC'; 'Yes-by-UN'; 'No'; 'No-Has Waiver', 'Not available'.
- Record movement of repatriated equipment across missions as part of 'Intermission Transfer'.
- Additional drop-down values have been added to capture data on Repatriation of equipment: 'Move to another Mission'/Unit'; 'Return to Home Country'; 'Disposed/Written-off'; 'Donated'.
- Restriction in extending the VR quarter beyond the reporting timeline -E.g. 01 Jul – 30 Sep and not 01 Jul – 02 Oct.
- Change the VR End Date for Repatriation VR in case of changes in departure dates (only within the reporting quarter).
- Capture 'Cease of Operation Date' for the Units and attach FRAGO, Police Orders in the new 'Unit Attachments; tab/view.
- Attach MCR (Movement Completion Report) to the Repatriation VR in the new 'Unit Attachments' tab/view. Not mandatory process and it will not stop the users to submit the VR.
- Capture Reason for Absent Items in the VRs.
- Capture items that are surplus to the MOU requirement and or unserviceable that can be used as 'Held in Lieu' (ILO) against Absent equipment.
- Select the Units that are being supported and supporting in SS by units, e.g. medical, catering, etc.
- Capture the unacceptable Start and End Dates for SS categories.
- Report on equipment 'Damaged due to Hostile Action' included in the drop-down list in unserviceability reason.
- Report in ME view on items have been deemed as unserviceable outside T/PCC control (similar tag as in SAG-VR).
- Report Repatriated Qty, as part of additional field in the VRs.
- Further enhancements for Serviceable and Unserviceable Qty of Repatriated equipment will be done in WP1B.



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SOLUTION FEATURES

8. What business process improvements will end users experience?

The solution will minimize the use of manual data entry and use of numerous different systems and platforms. This will yield significant improvements in the level of quality control, transparency and collaboration within and amongst the various divisions and departments involved. Standardization of processes and the development of templates will reduce human error and manual data entry significantly reducing claim processing time.

It will also facilitate quicker and more robust analytics and reporting capabilities across the different business areas, including the ability to repurpose all master and transactional data. The improvements in functionality and processes will harmonize KPIs and reporting metrics across all entities involved in the reimbursement and payment process, while ensuring a single source of data is used for reporting and budgeting purposes. In addition, the system will improve business continuity and preservation of institutional knowledge by capturing and aggregating data.

9. Will UCM require new user roles?

During the initial deployment of the solution, two new roles – Military Planner and Police Planner - will be introduced at UNHQ. Military and Police Planners will be required to use the system to create Annex B and Annex C for SURs. Their functionalities within UCM will increase with additional system enhancements planned in 2019.

10. How will reporting be affected by UCM?

The system will facilitate quicker and more robust analytics and reporting capabilities across the different business areas, including the ability to repurpose all master and transactional data. The improvements in functionality and processes will harmonize KPIs and reporting metrics across all entities involved in the reimbursement and payment process. In the past, information was sourced from a variety of legacy systems such as eCOE and GCMS. With the introduction of UCM, a single source of data will generate reports for budgeting purposes. In addition, the system will improve business continuity and preservation of institutional knowledge which is particularly beneficial in an environment with high turnover of staff.

USERS & ROLES

11. Which staff will be affected by the implementation of UCM?

Work Package 1A: Military and Police Planners will use UCM for the first time to input information (specifically for Annex A and Annex C) that will trigger SUR and MoU creation.

Work Package 1B: MOU Planners and Claim Calculators will start using UCM to process Claims, Calculations, and Payments for COE and Non-VR Claims (e.g.: Death and Disability)

Work Package 2: Field users



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Work Package 3: Military and Police Planners, MOU Planners, Force Generators and Claim Calculators will use UCM to create full body SUR and MOUs, and the system will undergo improvements and enhancements as needed.

12. How will my role be affected?

If you are a Military and/or Police planner in UNHQ, your new role will be impacted from December 2018. Initial training will be provided during December 2018 and January 2019. Please see the [Training Section](#) of this document.

If you are a MOU Planner or Claims Calculator (who processes Claims, Calculations, and Payments for COE and Non-VR Claims) your role will be impacted in March 2019. Field FHQ users will be impacted by changes that will be introduced in the latter half of 2019, during the WP-2 deployment.

13. Who will be responsible for user access mapping (UAM) in my department/mission?

User access will be provisioned by the Office of Information and Communications Technology (OICT) and the UCM Project Team. For assistance related to UCM roles, please raise a request in [iNeed](#).

TRAINING & USER SUPPORT

14. How will I be trained for UCM?

Training for UCM Local Process Experts (LPEs) and other users will be led by the Umoja Coordination Service Training Team.

UNHQ Military Planners: training took place in **December 2018**. The sessions were designed to provide users with steps required to use the Statement of Unit Requirements (SUR) module. These WebEx training sessions, comprised of UCM system demonstrations, process overviews for key transactions, hands-on practical exercises, and assignments. In January 2019, the same training was provided to Police Planners based at UNHQ.

Towards the middle of 2019, the Military Planning Section will be provided with additional training to demonstrate how to navigate planned system enhancements and improvements. Who are Local Process Experts (LPEs)?

Internal support will be developed continuously through a network of Local Process Experts (LPEs). Local Process Experts (LPEs) are UCM subject matter experts act as your first line of support for functional (i.e. how to) issues. LPEs are nominated per individual UN entity, and are trained to lead local trainings for their relevant colleagues. LPEs are required to have a thorough understanding of all relevant processes, strong communication skills, and advanced Umoja experience/knowledge.



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15. Will there be an assessment after the Training?

Yes. All training participants will be required to take an assessment following the training; details about this will be communicated directly by the Training Team. To be provisioned roles in UCM, trainees must first successfully pass the assessment.

16. Who should I contact for further information and guidance?

All impacted staff will be contacted by their Section Chiefs and the Umoja Coordination Service (UCS) Training Team ahead of training and UCM deployments. Internal support will be developed through a network of Local Process Experts (LPEs). Staff will be provided with details pertaining to training logistics and other relevant information to ensure a smooth transition while minimizing impact on existing work.

17. Where can I access training material?

Training materials will be sent directly to you from the UCS Training Team. WebEx Training Sessions will be recorded and emailed to you (if applicable) so the materials can be referred to again in the future.

18. Will self-learning materials be available for staff?

The initial training that will be provided to Military and Police Planners will comprise of WebEx sessions with the UCS Training Team. These sessions will be recorded and provided to trainees for their future reference. In due course, material such as cheat sheets and job aids will be produced to ensure that users can refresh their knowledge and access simplified instructions on how to navigate the system at their own convenience. All material will be provided on the [Umoja Website](#).