

## KEY ONGOING ROLES OF THE IT TEAM

**The four main services provided by the IT team has been classified below:**

### 1. Management of the Online/Hybrid Meeting Platforms

The lead team here is UNON conference for major UNEP meetings. However, learning from experience, GAO must have the go-to-person who coordinates and ensures the right links are provided to UNON and that indeed there is a technician to support.

For GAO meetings, the IT support comes from within the team and ensures that the meeting is running smoothly and that the participants are given the support they need.

Some the tools employed include but are not limited to the below:

- Interactio
- Interprefy
- Teams
- Cisco Conference device

*Supporting Staff members: Brian Mbanga, Edwike Nyauncho, Isaiah Otieno. Team has back-up system*

### 2. Mailing List Management

One of GAOs core function is sending out information. Apart from ensuring that the information being sent out is correct, IT team must ensure that the information will be received.

To ensure this, the team is always updating the mailing lists of member states, IGOs and CSOs. This is an ongoing exercise every quarter of the year.

Colleagues must also ensure that the member states directory is always up to date. Emails must be dispatched when required, sometimes out of normal working hours.

*Supporting Staff members: John Njuguna, Brian Mbanga, Edwike Nyauncho, Isaiah Otieno.*

### 3. Management of Websites and WeCollaborate Space

As with other divisions GAO has websites that it manages for its key clients. GAO through SGB services member states online need via CPR subsite while CSU services Civil Society through CSU website. These websites must be maintained and be updated accordingly on a rolling basis.

UNEA, which is UNEPs biggest meeting has its stand-alone website. This website is managed by GAO. Ensuring that previous documents are shared on this website while updating the calendar for future meetings is key here. Giving information on the current bureau and information on the UNEA presidency is of importance to the world.

UNEP also has internal tools such as Collaborate, iSeek etc. which are tools that are mainly used to showcase the work of GAO to the in-house colleagues. These spaces must be updated and maintained.

*Supporting Staff members: Sabine Walsh, Brian Mbanga, Edwike Nyauncho, Isaiah Otieno.*

#### 4. Management of Portals/Platforms

GAO has key portals it uses on day-to-day basis in discharging its functions:

The portals include:

##### 1. Indico Registration Portal

This registration portal is used to register delegates to UNEP meetings. It has also been used for registration by other UNEP divisions when GAO staff have been requested to provide such service.

*Supporting Staff Members: Isaiah Otieno, Edwike Nyauncho*

##### 2. Resolution Portal

The resolution portal is used to submit draft resolution documents from initiation stage and is a repository of trail of inputs into the resolutions before the OECPR stage and conclusion at UNEA.

*Supporting Staff Members: Brian Mbanga, Sabine Walsh. (On Special Cases: Isaiah Otieno/Edwike)*

##### 3. Accreditation Portal

Accreditation portal supports Civil society unit in receiving accreditation requests from organizations seeking accreditation to UNEP.

*Supporting Staff Members: Melissa Ngilandala, Isaiah Otieno, Edwike Nyauncho*

##### 4. E-deleGATE

The e-deleGATE portal helps with submissions of the UNEA members states into the e-Speakers lists.

*Supporting Staff Members: Sabine Walsh, Brian Mbanga, Edwike Nyauncho*

#### FRONT OFFICE SUPORT

The IT team takes part in the below front office support on need basis

##### 1. IT Focal Point for Enterprise Solutions

Manages the email accounts of the office and submits names of the colleagues who have left the office to the Enterprise Solutions team so that the office is not charged for email accounts that are not used.

*Supporting Staff Member: Isaiah*

##### 2. Maintenance of Technology Inventory

The number of laptops, who is assigned what resource and ensuring that these resources are surrendered back to the office when a staff member leaves.

*Supporting Staff Member: John Njuguna*

##### 3. Providing Specification Guidance

The team provides the specification document for tools that are needed by the office before the same are ordered through UNON.

*Supporting Staff Member: Isaiah Otieno, John Njuguna*

#### 4. New Staff Members

Onboarding of staff members by ensuring they have a laptop to work from, assigning email address and that their gadgets are connected to the UNON Network

*Supporting Staff Member: John Njuguna, Isaiah Otieno*

#### 5. Troubleshooting First Point of Contact

In case staff members have a problem with their network, laptop or applications, the team is the first point of contact

*Supporting Staff Members: John Njuguna, Isaiah Otieno, Brian, Edwike.*

#### ON CALL SUPPORT

Supporting other offices such as registration for meetings or using the resolution portal:

- the Intergovernmental Negotiating Committee on plastics pollution
- ad hoc Open Ended Working Group of the Science-policy panel on chemicals, waste and prevention of pollution
- Global Environment Outlook
- One Planet Network Forum

#### GRAPHICS

The team takes part in light weight layout of documents such as Stakeholder Engagement Handbook, Perspectives (when CSU does not have budget provided), Accreditation Flyers, Roller banners etc.

*Supporting Staff Member: Isaiah*

