Division of Management and Administration
DMA

Moez Doraid, Director
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DMA is at the forefront of supporting operations throughout UN Women as well as providing assurance in UN Women’s ability to act as an effective steward of resources.

The Division of Management and Administration (DMA) oversees, supports, and advises on, UN Women’s operations as well provides policy leadership in these key management areas:

- **DMA Directorate**
- **Financial Management**
- **Information Systems & Telecommunications (IST)**
- **Procurement Support (PS)**
- **Facilities & Administrative Services (FAS)**
- **Security & Safety**

**Our Principles: The 3Cs**

- **Commitment** to accountability and efficient utilization of resources
- **Client Orientation**
- **Compliance** with United Nations and UN Women policies, procedures and guidelines
OVERVIEW OF DMA OUTPUTS FOR 2020

**Financial Management**
- Strategic planning, advisory and representation of all activities related to financial services and accounting
- Statutory and global Financial Reporting - Financial Statements; financial donor reports; management accounts
- Global Revenue & liquidity management and Donor agreement clearances
- Dedicated Country office & HQ Financial Management Guidance, Capacity building & Training
- Management of corporate financial audits by UNBoA, Internal Audit, support for Partner Audits and EU Verification

**Procurement**
- Procuring on behalf of HQ;
- Expanding scope of advisory services to HQ & Field Offices to supplement their capacity in remote environment;
- Administer the existing E-Procurement System & analyze the roll out of new ERP (Procurement is the 1st function expected to go Live in Q1, 2021).

**DMA Directorate**
- Vision, Guidance and Support for Global Operations; Leadership, Institutional Management and Organization Development;
- Provide overall strategic direction and guidance to DMA sections; strategic management and oversight of all DMA sections
- Guidance to administrative and operational work of the organization.

**IST**
- Stewardship of UN Women's corporate information systems, digital infrastructure and providing leadership in areas of information and technology
- Leading cross entity innovation projects for cost cutting automation and improved business processes

**Security**
- Implementation and compliance with UN security policies, guidelines, processes and systems
- Security Education
- Business Continuity Management
- Occupational Safety and Health (OSH)

**FAS**
- Headquarters building relocation and building management in COVID-19 environment
- Asset and Lease Management
- Administrative Services
- Distribution and Facilities Services
DMA-HR 2021 Priorities

Client Orientation
- a. Dialogue & feedback loop
- b. Simplification & streamlining of policies & procedures
- c. Training & capacity development
- d. Information sharing
- e. Timely & effective problem solving
- f. Communicating about DMA services

UN Reform
- a. Business Operations Strategies
- b. Common Back Offices Strategies
- c. Common Premises

New Strategic Plan
- a. Pivot to the field - demands
- b. Response to COVID-19
- c. Future of Work (post COVID-19)
- d. Linkages to external processes (QCPR, UN Reform)

Risk
- a. Management
- b. Identification
- c. Mitigation
- d. Monitoring & oversight
- e. Policy development and enhancement

Operational Improvements
- a. Automation (new ERP)
- b. Cost cutting/Time reducing
- c. Improved business processes
- d. Enhanced quality
- e. Innovation

Compliance
- a. Partner across entity through policy and training to reduce audit observations & recommendations
- b. Increasing implementation rate of audit observations & recommendations
- c. Implementation of workplans
- d. Timely and effective responses to audit observations & recommendations (UNBoA, IAS, AAC, JIU, etc.)
- e. Monitoring & Oversight

New Strategic Plan

Client Orientation

UN Reform

Risk

Operational Improvements
Progress Highlights

Compliance
Received 9th consecutive unqualified audit opinion on UN Women’s financial statements

Cost Saving
Outsourced 73% of all IT work to cost effective vendors and service centres; 100% of treasury function outsourced to UNDP; 84% of UN Women’s Country Offices are in shared premises; and more than 50% of UN Women’s offices utilize common services

Innovation & Automation
Automated the Business Continuity process, achieving a reduction of 80% staff time spent to update and test Business Continuity Plans

Capacity Development
DMA sections co-led all Regional Operations training and separately held technical workshops for procurement and finance; and certified > 500 UN Women personnel in Chartered Institute of Procurement and Supply (CIPS-UK)

Simplification & Streamlining
Delegated greater authority to field managers reduced by 30% the procurement transactions that come to headquarters for review; Financial Management works with 43% of its staff based in regional offices.
The DMA Director’s Office regularly consults with regional operations managers, especially on matters related to service provision from UNDP and the ongoing UN reform.

Through UN Women networks such as the Procurement Community Network (PCN) and the Global Financial Management Specialist Network, DMA sections like procurement and finance maintain constant contact with colleagues in the field and foster a learning environment where colleagues can share knowledge and support each other.

The CIPS training program administered by the procurement section represents a distinguished example of DMA’s role in capacity development of personnel.

IST operates a global IT programme, engaging regional and country IT focal points to ensure offices have robust and secure local IT infrastructure.

DMA is more than a member at the systemwide level - DMA drives gender mainstreaming through our leadership on 6 interagency groups and our participation in more than 30 task forces, working groups, and mechanisms. Through the participation of the security team in the Inter-Agency Security Management Network (ISAMN), UN Women is represented on 16 working groups, two of which are chaired by UN Women: 1) gender considerations in UN security and 2) disability in UN security.

Financial management, and procurement offer support and guidance to offices before, during and after each internal, external audit and EU verification.

Global Partnerships and Advocacy

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UN Women’s Institutional Oversight Arrangements

OVERSIGHT INCLUDES:

1. Independent oversight of all programme activities and organizational units
2. Results of oversight communicated to relevant and concerned parties
3. Management action taken to implement oversight recommendations
UN Women’s Three Lines of Defense

1st Line of Defense
Functions that own and manage risks
Framework to implement controls
- Delegation of Authority Framework
- Internal Control Framework
- Anti-Fraud Policy Framework
- Policy, Procedure and Guidance Framework
- HQ, Regional and Country Office line managers

2nd Line of Defense
Functions and Frameworks that oversee risks and controls
- Enterprise Risk Management
- Results-Based Management System (planning / budgeting process)
- Safety and Security Management
- Business Continuity Management
- NIM/NGO Project Audit Management

3rd Line of Defense
Functions providing independent assurance
- Investigations
- Independent Audit and Evaluation Services
- Internal Audit Service
- Independent Evaluation Office
- Ethics Office

Senior Management

UN Women Executive Board (EB)
Advisory Committees (Audit Committee on Oversight and Global Evaluation Advisory Committee)

Independent assurance (external)
- UNBoA External Audit
- Joint Inspection Unit

HQ, Regional and Country Office line managers
Thank you