



Lesson 1.4

Department of Operational Support (DOS)



Content



- Role and responsibilities of DOS
- Organisation, structure and responsibilities of DOS's main offices and services

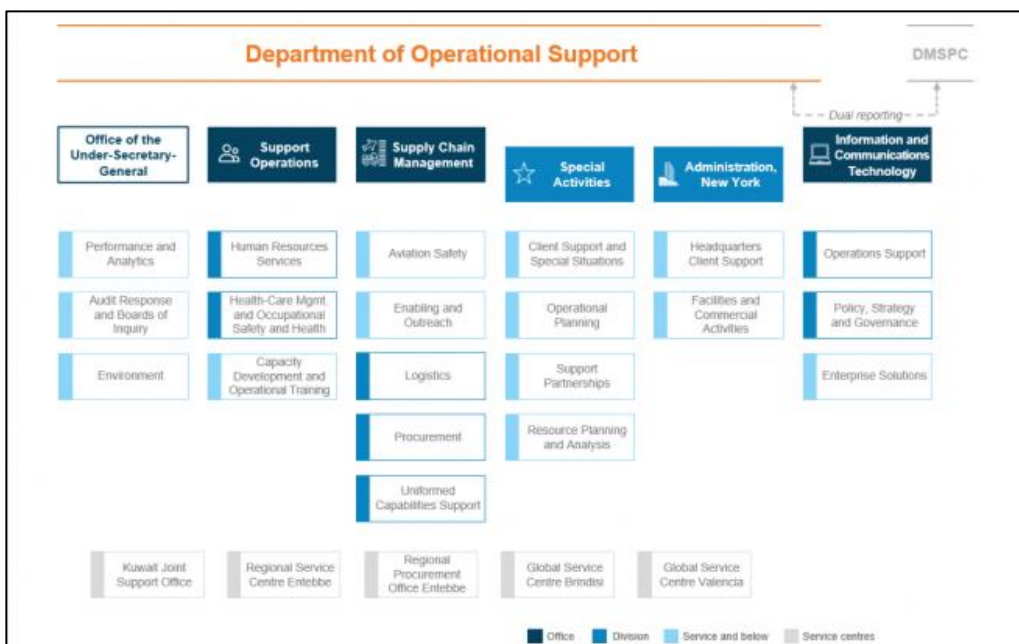
Learning Outcomes



- Explain the role and responsibilities of DOS
- Explain the structure and responsibilities of the DOS's main offices and services

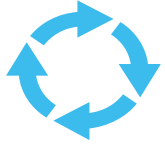


DOS Role and Responsibilities



- Provides operational support to UN Secretariat entities globally, including Peace Operations'
- Advisory, operational and transactional support services and, where needed
- Exercises delegated authority on behalf of clients

DOS Main Activities



Support Operations

Primary entry point and point of contact for HR queries and provides short-to-medium-term HR requirements of client entities; health-related services to UN system entities at headquarters and UN field missions; learning and development capacity building programs for staff primarily in operational areas and offers language and communication courses.



Supply Chain Management

Building efficient, agile, responsive, accountable, end-to-end supply chain solutions for global partners and clients. Supply Chain Management covers a wide scope of services including supply chain planning and performance management, logistical support, procurement, vendor management and supplier diversity, aviation safety, and uniformed capabilities support.



Special Activities

Oversees a range of specialized and cross-cutting operational capacities. A large part of its responsibilities is to support special situation requirements, including start-up, surge, transition, and liquidation. The Division also leads the Department's liaison and coordination on field mission issues with DPO and DPPA.



Administration, New York

Provides building management and engineering services for all offices and departments at Headquarters. It also provides financial and budgetary services and support the management of the human resources requirements of the Department of Operational Support, and the offices in New York that do not have their own executive offices or administrative units.



Information and Communications Technology

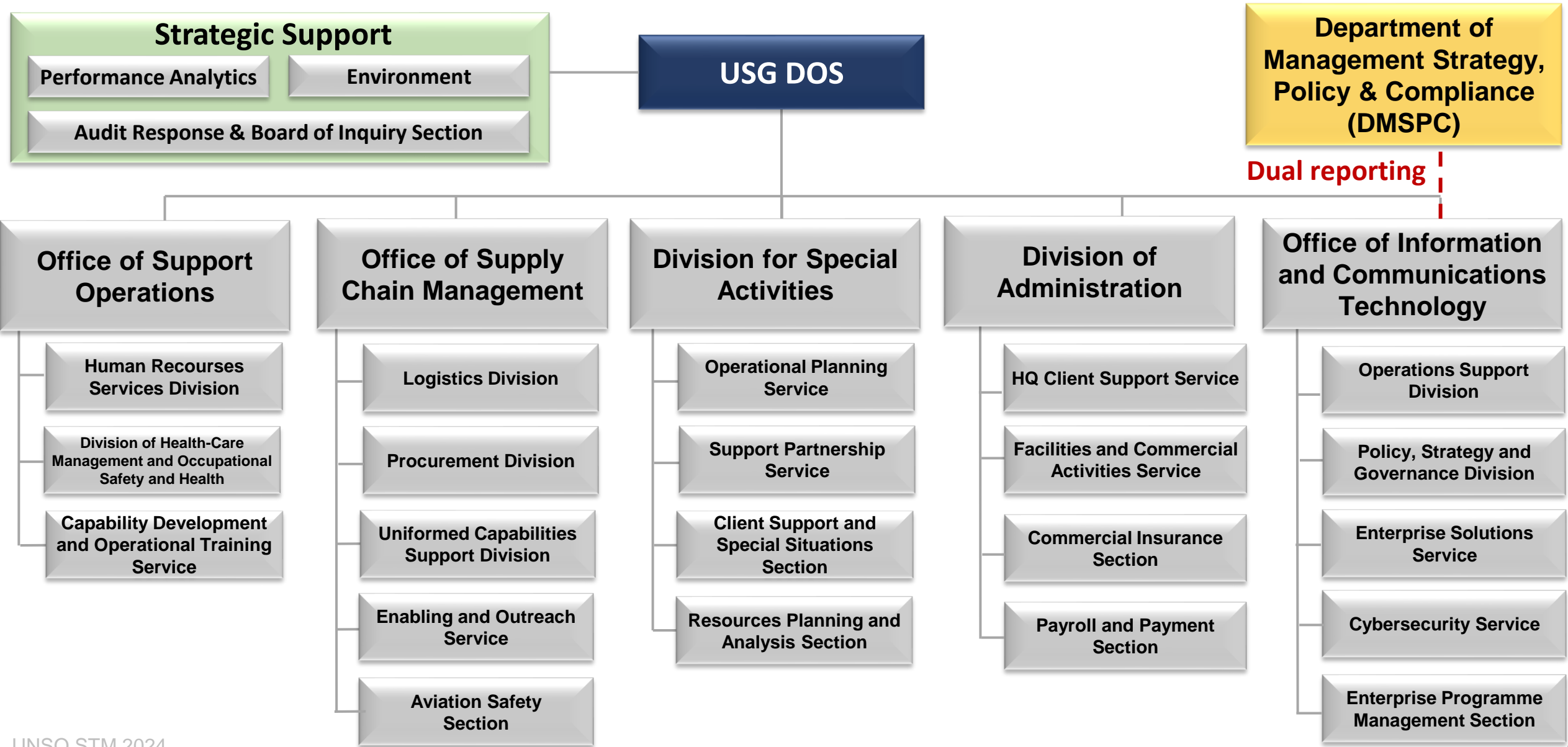
Ensures that technology enables the core work of the UN in the areas of peace and security, human rights, international law and development, humanitarian affairs and sustainable development. It provides expeditious services to all Secretariat clients, including field operations.



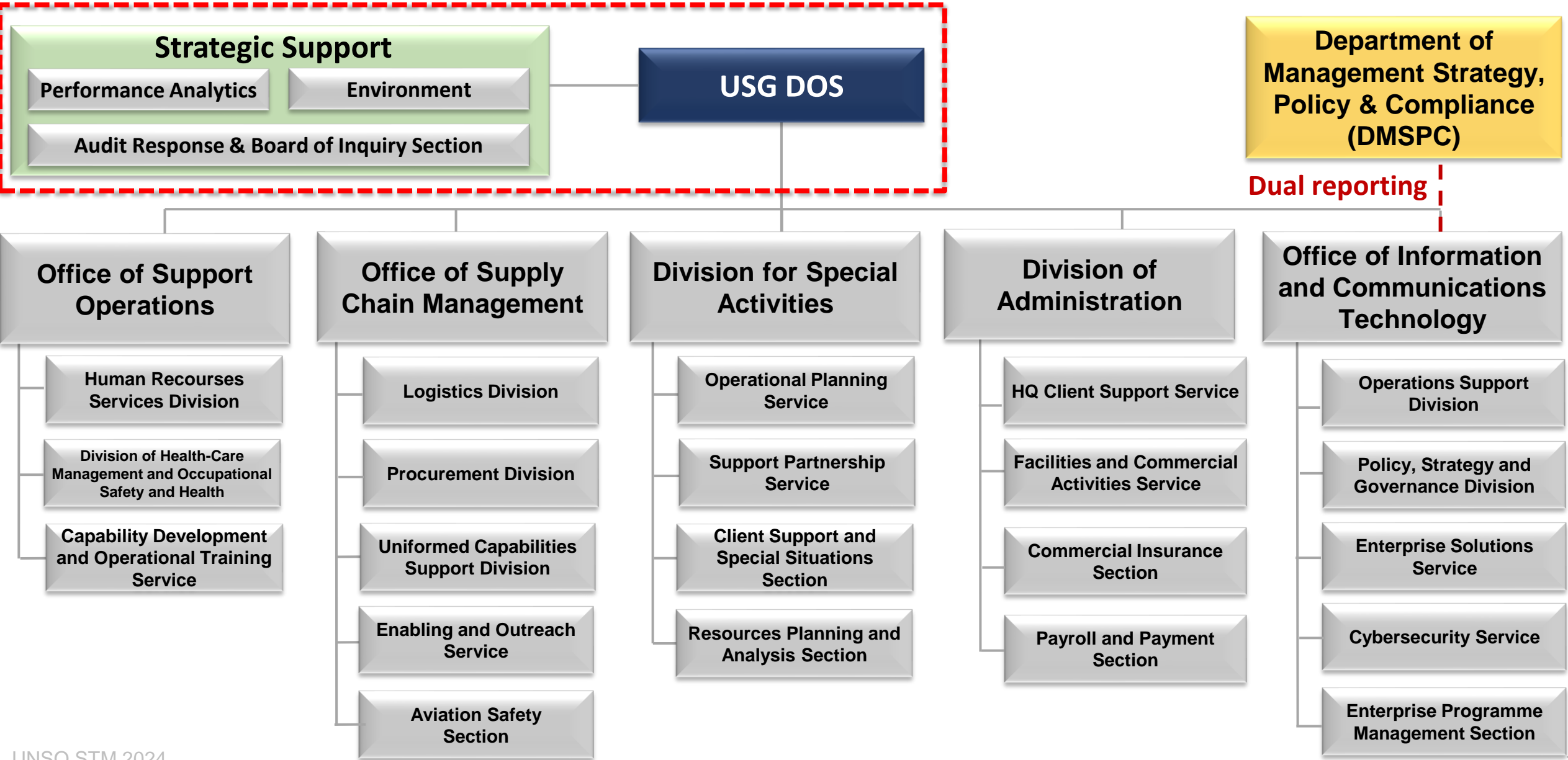
Shared support Services

Provide location-independent functions, i.e., services that can be provided on a shared basis and/or provided from anywhere. DOS provides logistics/ICT support from Global Services Centres, and administrative services from RSCE and KSJO.

DOS Organisational Structure



Office of the USG DOS



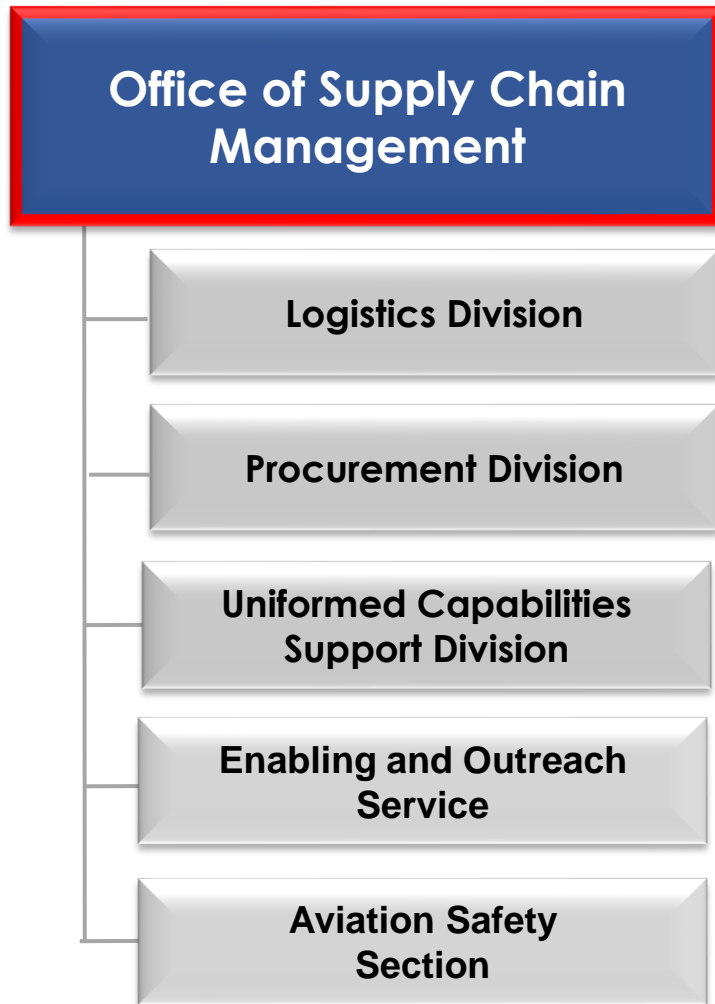


Office of Support Operations



- Provides human resources, advisory and support services to managers and business partners in the UN Secretariat and in the field
- Provides health-related services to the UN both at HQ and in the field missions
- Assists clients in building and improving the capacities needed to accountably exercise delegated authority

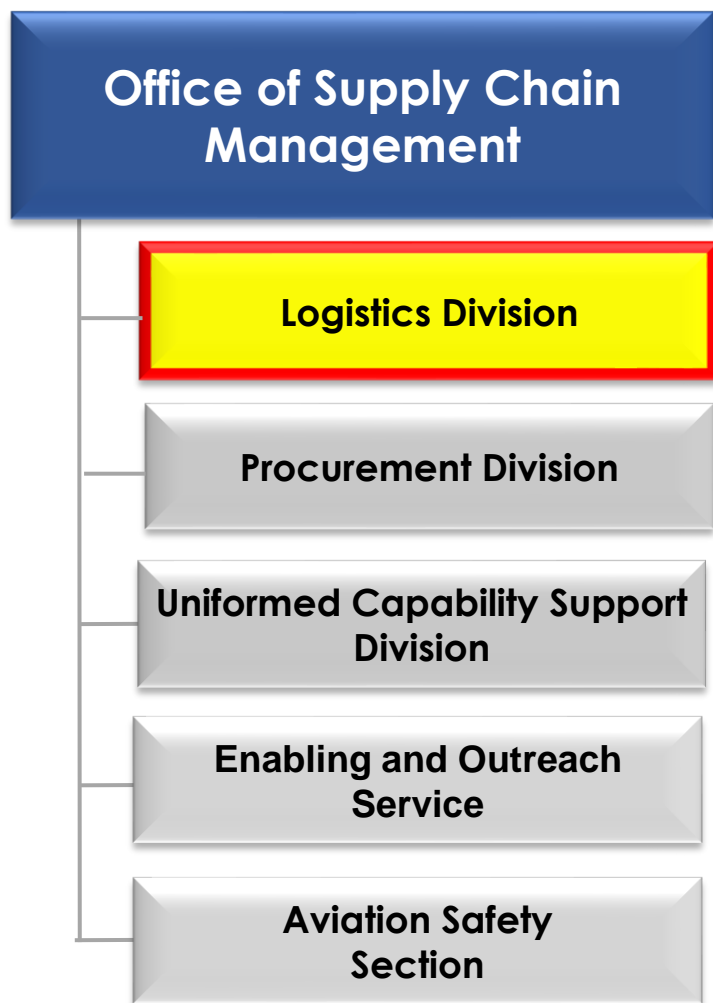
Office of Supply Chain Management



- Focuses on building efficient, agile, responsive, and accountable end-to-end supply chain solutions, such as:
 - Fulfils UN mission requests for goods and services
 - Develops plans for sourcing, logistics, storage, transport and distribution
 - Manages the movement of uniformed personnel and equipment
 - Manages the MOU verification of COE of T/PCCs
 - Sets standards, processes and procedures for Aviation Safety

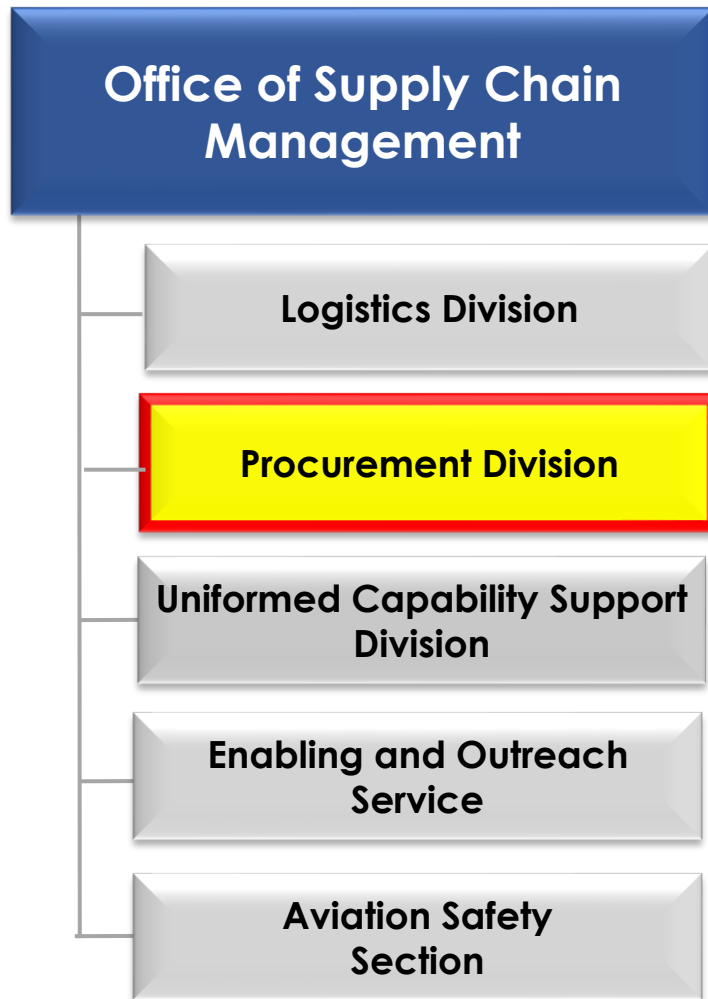


Logistics Division



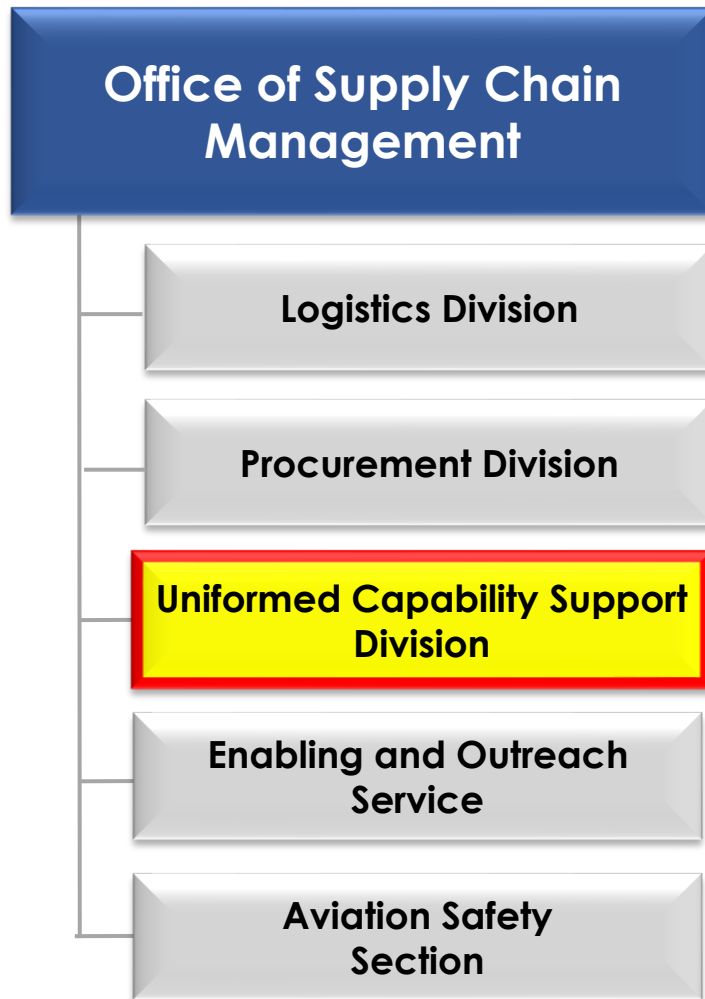
- Supply chain planning
 - End-to-end supply chain planning and monitoring
- Sourcing support
 - Support operations in sourcing and delivery planning
- Movement control
 - Movement of uniformed personnel and equipment
- Transportation
 - Support for specialized and strategic transport solutions, including management of aviation assets

Procurement Division



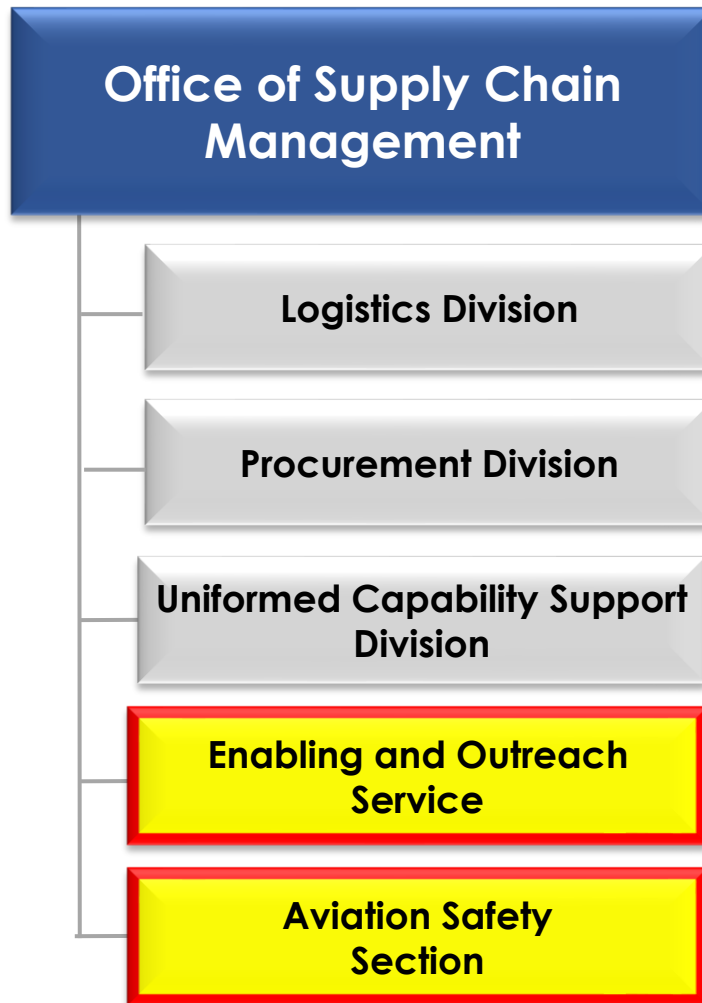
- Provides procurement services to UNHQ, PKOs, and other UN organisations
- Provides best value for money in the timely delivery of goods and services to:
 - Execute the Organization's supply chain management strategy
 - Support missions to carry out their mandates

Uniformed Capability Support Division



- Manages the MOU verification of COE of T/PCCs
- Supports and governs the reimbursement of personnel and equipment to T/PCCs
- Coordinates the policy and application of the reimbursement framework covering:
 - Personnel
 - Equipment
 - Self-sustainment
 - LOAs

Enabling and Outreach Service & Aviation Safety Section



- **Enabling and Outreach Service**

- Conducts supply chain and performance management
- Vendor registration and outreach, focusing on developing countries
- Operational guidance and best practices

- **Aviation Safety Section**

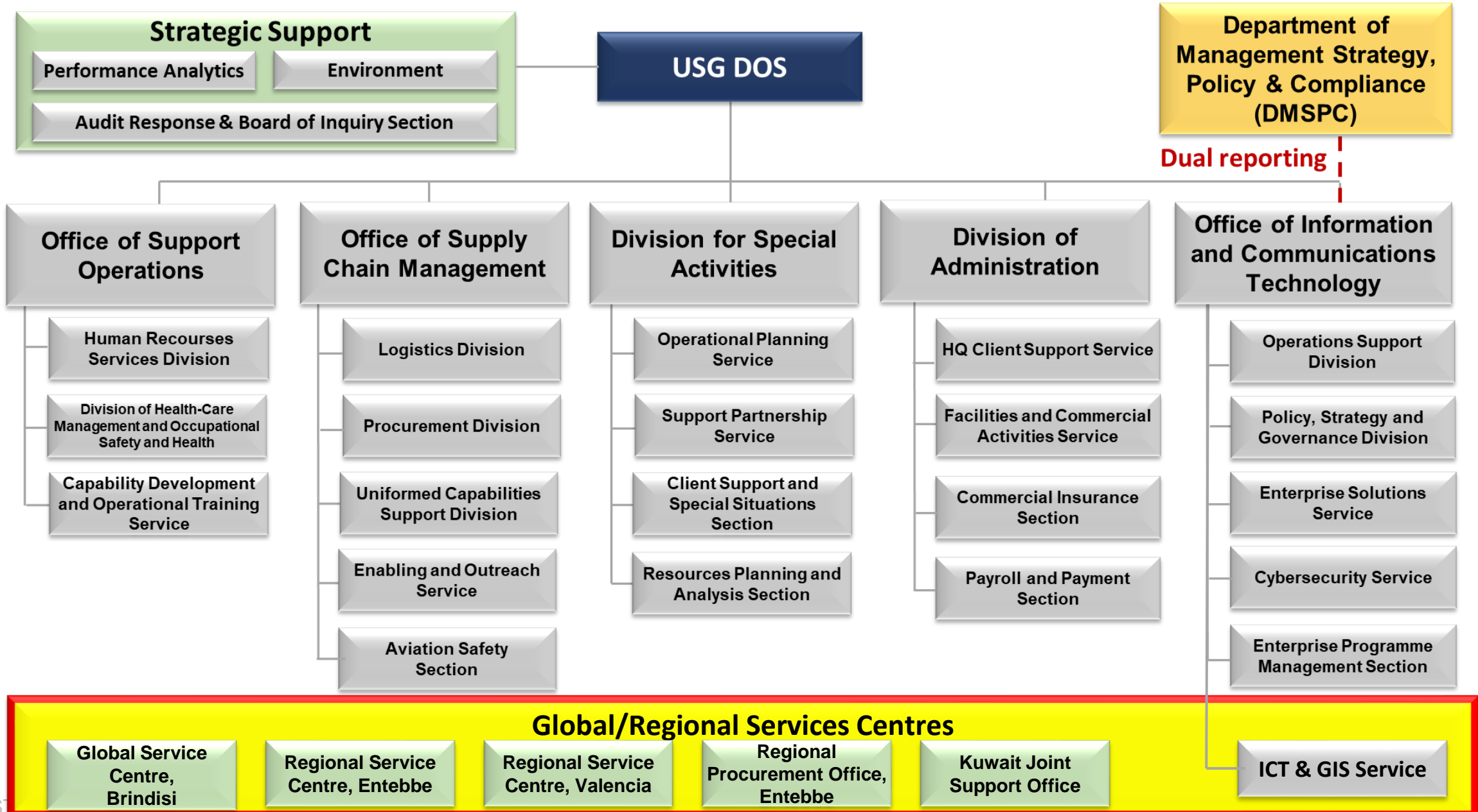
- Sets standards, processes and procedures
- Provides technical oversight

Office of Information & Communications Technology



- **Operations Support Division**
 - Operations and Regional Service Management
 - Technology Operations and Technical Solutions
- **Policy, Strategy and Governance Division**
 - Policy and Compliance
 - Records management
 - Data management and privacy
- **Enterprise Solution**
 - Reports to DOS and DMSPC
 - Continues mainstreaming of UMOJA architecture

Department of Operational Support





Services Centres



- United Nations Global Service Centre (UNGSC)
 - Provides critical Logistics, Geospatial, ICT services and support to PKOs, SPMs and other missions
 - UN Logistics Base in Brindisi / Italy (UNLB)
 - UN Support Base in Valencia / Spain (UNICTF)
- Regional Support Centre / Entebbe (RSCE)
 - Provides admin, logistic and ICT services activities in Africa
 - Uniformed Personnel Service Line (check-in/check-out, benefits and entitlements)

Summary of Key Messages



- DOS provides operational support to the HQ and field missions in logistic, financial, communications, ICT and HR domains
- Several DOS services are directly connected to the T/PCCs

Learning Activity



Group discussion

Total Time: 15 mins

Preparation: 8 min

Discussion: 7 min

- What are the main offices (Division, Service or Section) under DOS that staff officers in the field mission may coordinate with?
- Briefly explain the main responsibilities of these offices and the type of coordination staff officers should maintain with them in field missions.