



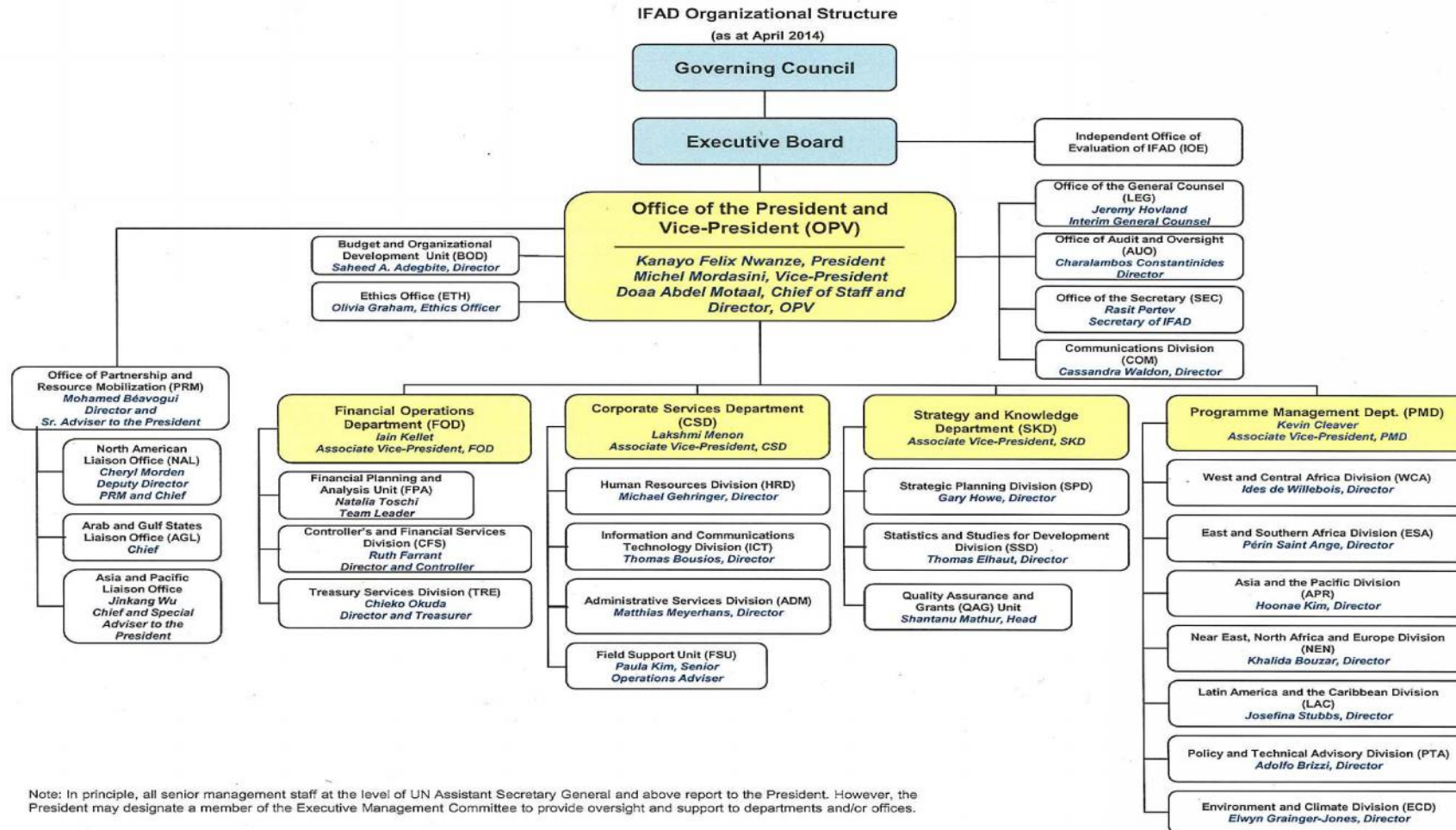
## Corporate Services Department (CSD) IFAD's Corporate Induction Seminar

**Lakshmi Menon**

Associate Vice-President, CSD

07 April 2014

# IFAD Organizational Structure



Note: In principle, all senior management staff at the level of UN Assistant Secretary General and above report to the President. However, the President may designate a member of the Executive Management Committee to provide oversight and support to departments and/or offices.

# CSD Responsibilities

## Corporate Services Department (CSD)

- Provide a **safe, secure and enabling working environment**, making the best possible use of available material resources, including information technology, office premises, services and on-site facilities.
- Provide **efficient and effective human resources support** throughout IFAD.
- Provide **effective support services** to the **40 IFAD Country Offices (ICOs)** in the areas of Security, Human Resources, IT and Administration.

# ADM Responsibilities

## Administrative Services Division (ADM/CSD)

- Managing Privileges & Immunities with Governmental and Local authorities, Embassies and UN Sister Agencies granted to the Fund (accreditation, identity card, permit of stay, visas, UNLP, tax correspondence and others).
- Ensure the safety, security and protection of staff, property and assets of IFAD at HQ and respond to emergency and crises situations.
- Procurement for IFAD HQ.
- Participation in common procurement with the Rome Based Agencies (RBAs).
- Records management, mail & distribution and printing services.
- Facility management services.
- Travel for staff, consultants, official visitors.



# HRD Responsibilities

## Human Resources Division (HRD/CSD)

**HRD** is responsible for ensuring that IFAD meets its IFAD 9 commitment to have the right people and skills in place to deliver its work programme.

### HR Business Partnership Unit

- Delivers the full life-cycle portfolio of HR services to client departments and staff including:
  - Workforce planning
  - Recruitment
  - Career management
  - Case management
  - Benefits administration
  - Separation

### Staff Development Unit

- Manages the following:
  - Training
  - Staff development programmes
  - Performance management
  - Staff engagement and 360 feedback surveys
  - The APO, SPO, special agreements, interns, and fellows programmes

### Social Services, Budget and HR Data Team

- Manages the following:
  - Compensation administration
  - Health and life insurance programmes
  - Pension matters
  - Medical services
  - HR data systems
  - Division budget

# ICT Responsibilities

## Information & Communications Technology Division (ICT/CSD)

**ICT** is responsible for leveraging Information and Communications Technology in support of corporate strategy, to add business value and deliver business efficiencies.

### ICT Business Partnership

- Delivers innovative information technology solutions to enable IFAD to fulfil its mission and to implement reform through business initiatives:
- Corporate efficiency
- HR Reform
- Robust Financial systems
- Direct Supervision
- Member Relations
- IFAD country offices

### Business Applications

- Delivers efficiency improvements through business process re-engineering to over 50 business applications supporting:
- Financial Management
- Operations Management
- HR management
- Institutional Management
- Knowledge Management
- Corporate Reporting

### Infrastructure

- Manages IFAD's fixed and mobile ICT infrastructure platform in multiple data centres, delivering services across different locations, ensuring:
- Network Management
- Systems Operations Management
- Business Continuity
- Disaster Recovery
- Remote/Mobile communications

# FSU Responsibilities

## Field Support Unit (FSU/CSD)

- The Field Support Unit (FSU) is responsible for supporting, monitoring and fostering the delivery of services and corporate initiatives related to all IFAD's field activities.
- This includes functions of field security, including country profile analysis, security briefings, policy guidance and coordination with United Nations Department of Safety and Security (UNDSS) and also field security trainings.
- General administration, human resources, IT support, service level agreements with host agencies, accreditation and privileges are other functions also included in the FSU.
- FSU works closely with PMD to ensure effective support to the 40 ICOs and the 10 additional ICOs recently approved by the Board.

# Questions and answers

# THANK YOU

## Corporate Services Department

**Lakshmi Menon**, Associate Vice-President CSD

**Matthias Meyerhans**, Director ADM

**Michael Gehringer**, Director HRD

**Thomas Bousios**, Director ICT

**Paula Kim**, Head FSU