{TESS+}
Telecommunications Security Standards
- Service Charter -

> This {TESS+} Service Charter adjusted to the feedback from the IASMN (Interagency Security Management Network) and endorsed in the IASMN 33rd session (January 2021).

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Appendixes:

Appendix A: TESS/{TESS+} Business Case (as endorsed by the IASMN June 2020)
Appendix B: TESS/{TESS+} 2019/2020 budget expenditure analysis

Consultations:

"{TESS+} Future" ad-hoc Consultative Group
(including the {TESS+ Interagency Steering Group and IASMN representatives),
and IASMN Technical Advisory Group (IASMN TAG)

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1. Executive Summary

This document provides an overview of the {TESS+} (Telecommunications Security Standards) services, summarizing the "why-who-what-how" including the requirements, mandate, key services, governance, accountability, oversight and reporting, the service model, staffing, funding, …

As such, this document provides the baseline for the institutionalized {TESS+} service, similar to what "the TESS Project Charter" (as endorsed by the IASMN in Jan 2019) provided for the TESS project.

This document is based on the "{TESS+} Programme of Work", as endorsed by the IASMN in Jan 2020, adapted with subsequent additional feedback collected in a consultative process. The main input is provided by the ad-hoc "{TESS+} Future" consultative group consisting of the {TESS+} Interagency Steering Group members and IASMN representatives.

2. Background and mandate

Interagency standards for UN Security Communications Systems (SCS) were initially established in the late 1990s by UNSECOORD and an informal interagency technical working group, consisting of UNHCR, UNICEF, UNDPKO and WFP. These standards were expanded and forming part of the Minimum Operational Security Standards (MOSS) as outlined in the Field Security Handbook of 2006, which preceded the Security Policy Manual (SPM) and the Security Management Operations Manual (SMOM).

In 2009, reference was made to the standards within the MOSS Policy as part of the SPM. At that time, guidance was provided by the Working Group on Emergency Telecommunications (WGET).

With subsequent amendments to security policies and the revision of the Security Risk Management Policy which took into account MOSS and security risk management measures, specific responsibilities for security communications were not identified nor afforded to any entity.

The TESS Project

As of May 2018, at the request of the Interagency Security Management Network (IASMN, chaired by UNDSS) and the Emergency Telecommunications Cluster (ETC, chaired by WFP), a new interagency collaborative project, called Telecoms Security Standards (TESS), was formed to re-standardize the SCS for both existing and future purposes.

Coordinated by WFP, TESS worked in collaboration with all UN entities (represented through the IASMN), in consultation with NGOs (represented through the ETC), individual communications and security experts, and the private and public sector.

The conversion of TESS to {TESS+}

In January 2020, the IASMN and ETC endorsed the conversion of TESS, as a project, into {TESS+}, a permanent and institutionalized support service to the UN Security Management System (UNSMS) and NGO community, as of July 2020, with a mandate, budget, service deliverable and governance structure similar to TESS.

The TESS and {TESS+} mandate

In July 2018, UNDSS issued a communiqué, endorsed by the ETC and the IASMN, mandating TESS to provide clear recommendations on the standardization of future UN security communications systems (connectivity, applications and procedures) and to inform UNSMS decision makers and stakeholders to streamline their field investments for future security telecommunications services.

In January 2020 the IASMN agreed, endorsed by the ETC, to extend the TESS mandate to {TESS+} as a permanent, institutionalized service. Beyond its mandate for longer term standardization on SCS systems, {TESS+} is to provide active field support, guiding and assisting the UNSMS in establishing pragmatic and cost effective SCS solutions.

As such, {TESS+} is the primary global focal point for guidance and support on SCS in the UNSMS (UN Security Management System) and NGOs, working closely with Communications/ICT technical personnel of UNSMS organizations through the ICT Working Groups (ICTWGs), and security personnel of the UNSMS and NGO stakeholders.

At the country level, UN entities are strongly encouraged to adopt, implement and use the {TESS+} recommendations and guidance.

Common SCS systems versus intra-agency ICT systems

As mandated, {TESS+} only supports common SCS systems, and does not cover intra-agency operational communications systems, applications nor procedures, which remain within the authority of the ICT divisions of the UNSMS organizations.

3. {TESS+} requirements and key services

Requirements:

The UNSMS and NGO community recognized the TESS project was a "catch-up exercise". By the time the project ended in June 2020, the IASMN and ETC agreed TESS should be properly institutionalized as a permanent support service, "{TESS+}", in full collaboration with all stakeholders.

As such, the key business requirement is for {TESS+} to provide continuous guidance and support on SCS for the UNSMS (UN Security Management System) and in a more limited capacity to NGOs (see chapter 11).

The {TESS+} key services:

1. Normative services:

    a. Standards design: Provide global technical and procedural (security) standards and guidance for the UNSMS through the design, testing and adoption of current and future technologies ensuring a standardized and well-adopted fit-for-purpose SCS architecture;

    b. Standards documentation: Ensure the SCS standards are adequately documented through global standards documents, manuals and training courses designed for field technical support personnel, security personnel as well as for the users and operators of the SCS;

    c. Assessments and monitoring: Assess the existing field SCS'es and recommend concrete improvements through remote support or onsite missions. Continuously monitor the status of the recommendations' implementation, and the overall status of the field SCS'es;

2. Field support services:

    d. Standards implementation support: Provide hands-on remote or onsite technical guidance, training and capacity building to support the field-based UNSMS in the implementation of the SCS assessment recommendations;

    e. On-demand support: Provide hands-on remote or onsite technical support to resolve more complex technical or procedural SCS issues, for which a field UNSMS or technical team has insufficient capacity or knowledge.

3. Operational process support:

    This is not a key service delivery, but defines how the {TESS+} operations are organised in order to deliver the key services.

    f. At a global level: facilitate and operationally coordinate all {TESS+} global services in close collaboration between the SCS technical service providers (UNICEF, UNHCR, OICT/DOS, WFP and ETC) and the main service clients (UNDSS, IASMN, NGOs – represented through the ETC);

    g. At a field level: facilitate and operationally coordinate all {TESS+} field services, in close collaboration with the UNSMS and the technical service providers at local, regional and HQ level.

The {TESS+} Service layers:

The {TESS+} key services are based on three service layers. Each layer builds on top of the other, starting from the connectivity layer:

a. Connectivity layer:
This layer defines the connectivity, the hardware components of the SCS, providing reliable telecommunications tools supporting staff security and safety.

b. Applications layer:
Based on the connectivity layer, this element, the software or data components of the SCS, defines which applications should be used.

c. Procedures layer:
Based on the previous two technological layers, this element defines and supports the UNSMS security and safety procedures and policies needed to ensure technologies are properly translated into standardized tools used by the UNSMS.

4. {TESS+} governance, accountability and oversight

The overall {TESS+} governance model

{TESS+} follows a consultative process defined as Responsible, Accountable, Consulted and informed (RACI) governance model, described below:

- R (Responsible): Those who do the work to provide the services, or delegate the services while supervising the delivered services
- A (Accountable): The entity (or entities) ultimately answerable for the service deliverable or execution of the tasks.
- C (Consulted): Those entities whose input is sought in a collaborative process.
- I (Informed): Those entities which are kept informed of the progress and deliverables.

The RACI components are defined for each of the {TESS+} key services' components (cfr Chapter 3).

The key entities and their roles within the {TESS+} governance model

- IASMN (Interagency Security Management Network): - functional oversight
  The IASMN assembles all UNSMS stakeholders, chaired by the UNDSS USG. Any input to the IASMN is routed first via the IASMN Steering Group, a subgroup of the IASMN. The IASMN has different working groups, which have interactions with {TESS+}, such the IASMN TAG (Technology Advisory Group), and the Working Group on SCS Guidance and Procedures. The IASMN shares functional oversight over {TESS+} with the ETC.
- The Emergency Telecommunications Cluster (ETC): - functional oversight
  The ETC is a humanitarian cluster entity, is a global network of humanitarian organizations (both UN and non-UN) that work together to provide shared communications services in humanitarian emergencies. The ETC lead agency is appointed by Inter-Agency Standing Committee (IASC). Within {TESS+}, the ETC represents the NGOs. The ETC shares functional oversight over {TESS+} with the IASMN.
- The {TESS+} Coordinating Agency (CA): - administrative oversight
  This entity is a UN AFP (Agency, Fund or Program) appointed by the IASMN, hosting the {TESS+} service providing the administrative, financial and legal support and oversight of the {TESS+} services, while the functional oversight remains with the IASMN and ETC. At this moment, WFP is appointed as the {TESS+} CA (as per the IASMN decision in Jan 2020).
- The {TESS+} Senior Programme Manager (SPM):
  The SPM is appointed by the CA as the overall {TESS+} coordinator and facilitator, and the key-responsible for the {TESS+} service delivery and operations.
  The SPM is recruited by and administratively reports to the CA. Currently, with WFP appointed as the CA, the SPM administratively reports to the Chief of Policy in the WFP Security Division.
  The SPM functionally reports to the Chair of the IASMN (representing the UNSMS) and the Chair of the ETC (representing the NGOs, for a more limited support as outlined in Chapter 11).
- The {TESS+} Core Service Team (CST):
  This is the "operational arm" of {TESS+} consisting of subject matter technical experts either directly contracted by the coordinating agency (and thus functionally and administratively reporting to the SPM), or seconded by donors, or {TESS+} stakeholders (functionally reporting to the SPM and administratively reporting to the seconding entity). The seconded technical experts from {TESS+} stakeholders are provided as in-kind, to assist the {TESS+}

core service team on an ad hoc basis.

The CST is involved in field assessments, field support, coordination of all technical tests, and input to other processes such as the design of training and manuals, and provides the technical input into commercial contracts.

- The {TESS+} Interagency Steering Group (IASG):

  The IASG consists of:

  - the five main technical SCS field service providers (UNICEF, UNHCR, OICT/DOS, WFP and ETC)

  - the key business client stakeholders: UNDSS, ETC –representing NGOs as both service providers and business clients-, and the IASMN. Currently the IASMN is represented in the IASG by IOM and ITU (as per the IASMN decision of January 2020).

  - In a consultative role: key members of the {TESS+} Core Service Team

  Each IASG stakeholder has a maximum of 2 permanent seats, and a maximum of 2 alternate seats in the IASG. The ETC and IASMN members in the IASG are appointed through a formal process.

  The IASG is supported by {TESS+} Technical Working Groups, with key subject-matter experts representing all IASG stakeholders.

  The IASG is facilitated by the {TESS+} SPM.

- The {TESS+} online community:

  This is an open community assembling anyone interested in {TESS+}, be it technical, security or operational staff from a UN AFP or NGO or a commercial, public, donor or academic entity.

In summary: the {TESS+} governance

- {TESS+} is coordinated and facilitated by the Senior Programme Manager (SPM), who is the end responsible for the {TESS+} service
- The SPM is appointed by and administratively reports to the Coordinating Agency
- The SPM functionally reports to the IASMN (through the IASMN Chair) representing the UNSMS, and to the ETC (through the ETC Chair) representing the NGOs.

In detail: the {TESS+} governance matrix (following the RACI model):

	Responsible	Accountable	Consulted	Informed
1.Normative services				
1.a Standards design	SPM (supported by IASG and IASG working groups)	IASMN (UNSMS), ETC (NGOs)	IASG, IASMN TAG, ETC, UNDSS DRO (and IASMN WGs where appropriate)	All involved R-A-C stakeholders, TESS online community
1.b Standards documentation	SPM (supported by IASG and IASG working groups)	IASMN (UNSMS), ETC (NGOs)	IASG, IASMN TAG, ETC	All involved R-A-C stakeholders, TESS online community
- Assessments and monitoring	SPM (supported by CST)	Designated Official of the target country (supported by the field UNSMS and ICTWG)	IASG, IASMN TAG, ETC (where deployed), UNDSS DRO, field UNSMS and ICTWGs	IASG, IASMN TAG, field UNSMS and ICTWGs, UNDSS DRO (where appropriate: Regional and HQ AFP technical and security personnel)
2. Field support services				

	Responsible	Accountable	Consulted	Informed
2.a Standards Implementation support	SPM (supported by CST)	Designated Official of the target country (supported by the country UNSMS and ICTWG)	field UNSMS and ICTWGs (where appropriate: Regional and HQ AFP technical and security personnel)	IASG, IASMN TAG, field UNSMS and ICTWGs, UNDSS DRO (where appropriate: Regional and HQ AFP technical and security personnel)
2.b On-demand support	SPM (supported by CST)	Designated Official of the target country (supported by the country UNSMS and ICTWG)	field UNSMS and ICTWGs (where appropriate: Regional and HQ AFP technical and security personnel)	IASG, IASMN TAG, field UNSMS and ICTWGs, UNDSS DRO (where appropriate: Regional and HQ AFP technical and security personnel)
3. Operational process support:				
3.a global level	SPM (supported by IASG)	CA	CA, IASG, IASMN	CA, IASG, IASMN, ETC
3.b field level	SPM (supported by IASG and CST)	CA	CA, IASG, IASMN	CA, IASG, IASMN, ETC

The {TESS+} legal, administrative and financial oversight and support.

The coordinating agency is the administrative host of {TESS+}, and as such is its administrative managing entity, and the {TESS+} legal custodian.

The {TESS+} coordinating agency ensures all {TESS+} activities are accountable and auditable according to the coordinating agency's rules and regulations, and all services are executed within the UN and UNSMS boundaries and within the {TESS+} mandate.

This oversight includes:

- Ensuring any actions or transactions in the area of finance, administration (e.g. travel) and HR (e.g. recruitment and supervision of personnel hired by the CA for the {TESS+} service) are conform to the CA's corresponding rules and regulations.
- Legal representation: The CA represents {TESS+} towards external entities, including procurement/financial transactions and legal agreements (e.g. signing of Memoranda of Understanding or Non-Disclosure Agreements, financial registration of external funding),..

5. {TESS+} services delivery and delivery process

The {TESS+} services at global level

These services include two normative services (standards design and standards documentation).

- Standards at the technology side (connectivity and applications layer):
    - This process starts at the architectural (high) level, typically designed by the IASG
    - The architecture draft goes through a consultative process (as outlined in Chapter 4) before it is submitted to the IASMN (via the IASMN Steering Group) for formal endorsement
    - Based on the architecture, the Core Service Team works with IASG Working Group, assembling technical subject-matter experts to test the technologies which can be used in both lab and field tests.
    - Based on these field tests, a technical standards document is drafted, reviewed in a consultative process, and officially published.
    - Based on those standards, the appropriate manuals, training modules and inputs for procurement processes are developed and published, after review by the IASG and IASMN TAG.
    - During the different steps in this process, a large stakeholder group is kept informed through public webinars.
- Standards at the security side (procedures layer)
  These standard concentrate on adopting technologies into security guidance and procedures, and have a different delivery process:
    - Draft SOP or guidance documents are submitted to the IASMN Working Group on Guidance and Procedure for SCS, which assembles technical and security staff
    - The drafts go through an editing process within this Working Group, during which, if applicable, external entities (e.g. other working groups) are consulted.
    - The final draft of all procedural documents are submitted to the IASMN (through the IASMN Steering Group) for endorsement, after which they are published.

The {TESS+} services at field level

These services include assessments and monitoring of field SCSes (at the normative side) and include the field support services (standards implementation support and on-demand support).

The over-arching goal of these field services is to make the target UNSMS as self-reliant and compliant as possible, so it can support its own operations (at the three {TESS+} layers.

The approach is to provide these services remotely wherever needed and appropriate. If remote support is deemed ineffective, too time-consuming or costly, a field missions will support the country UNSMS and the local ICTWGs, executed by the {TESS+} core Service Team in collaboration with all stakeholders.

The process is:

- A request for support (assessment request, standards implementation support or on-demand support) is received from any of the {TESS+} stakeholders. These support candidates are listed and prioritized.

- The SPM allocates a case officer from with the Core Project Team who contacts the target operation, to assess the issue, and to evaluate if a mission is needed, or if the issue can be handled remotely.
- If the issue is handled remotely, the case officer coordinates all tasks needed.
- If the issue is handled through a mission, the target operation is included in the overall mission schedule.
  - The SPM (or one of the {TESS+} Core Project Team) drafts a TOR with a mission schedule, and requests formal approval by the DO and UNDSS Security Advisor in the target operation.
  - Based on this, the mission is scheduled and executed. It typically includes remote preparations with key people from the UNSMS, UNDSS Security Advisor and members of the ICTWG, who are also the key partners during the actual mission.
  - The draft mission report is screened by the local UNSMS and ICTWG members, and the final version is sent to the DO and the UNDSS Security Advisor. The mission reports are published on UNSMIN and distributed to the involved local, regional and HQ stakeholders, including the IASMN TAG.
- After the remote support or mission, the SPM appoints a country case officer, who follows up and monitors the post-mission implementation of the recommendations or technical plan.
- {TESS+} will keep a continuously updated comprehensive overview of the SCS status in all supported countries. This will including the status of the endorsement and implementation of the mission or remote support recommendations. This overview will be distributed to the IASMN and UNDSS DRO on a 6-monthly basis, highlighting any unresolved SCS issues (either with endorsement or implementation of the recommendations). These issues will need mediation, guidance, advice or support by either UNDSS DRO or the IASMN.

The coordination with the local ICTWG and UNSMS

- At any stage, for either assessments and technical support missions, the country ICTWG and UNSMS remain the focal points to support and operate the SCS, with the ultimate accountability resting with the Designated Official.
- In all its activities, {TESS+} aims at ensuring the local ICTWG and UNSMS can support and operate the SCS. As such, capacity building and training is at the core of any {TESS+} support and guidance.

6. {TESS+} staffing

{TESS+} has many stakeholders, who contribute at many different levels, be it in the governance (e.g. the {TESS+} Interagency Steering Group and its supporting technical working groups), in actual field assessment and support missions, or remote support and post-mission follow-up.

As such, only a few positions in the {TESS+} service require dedicated core staff, such as the SPM and the staffing needed for the core {TESS+} Core Service Team.

The SPM position is allocated to a specific person, recruited by the CA. The SPM's TOR should reflect the tasks and responsibilities for that position as per the {TESS+} Service Charter. It is up to the CA to determine the time allocation and contract modalities for the SPM.

The {TESS+} Core Service Team, being subject-matter experts, can be contracted directly, or seconded by donors or other UNSMS organizations, under the direct supervision of the SPM.

The {TESS+} Core Service Team contracting, be it as direct consultancies or secondments, is based on a "Work as Actually Employed" arrangement: to optimize the {TESS+} running costs, these resources are only paid or compensated for work when actually needed, or are provided as an in-kind contribution to the {TESS+} service.

The {TESS+} Core Service Team is administratively and functionally supervised and coordinated by the SPM.

7. Programme of Work (2021-2022)

Approach and review cycle

The {TESS+} Programme of Work is based on an overall bi-annual set of priorities, which are to be detailed and dynamically reviewed by the IASMN and ETC through a 6-monthly review and approval cycle, which is to be linked to the funding cycle.

2021-2022 priorities

These priorities are structured according to the {TESS+} key services (cfr chapter 3)

1. Normative services:

    a.   Standards design:

    -   Currently used technologies:

        VHF radio networks: completed in 2020

        VTS (Vehicle Tracking Systems): done, followup on the IASMN agreement for the implementation of a standard and uniform platform usable for SOCs, UNDSS Security Advisors and AFP FSOs.

        HF radio networks: approach completed in 2020. Provide technical guidance on the phase out of HF radio, per operational area

        MSS (Mobile/Portable Satellite Systems): Provide overall architecture and approach, guide it through the IASMN and ETC approval process. Provide practical technical guidance documents, usable at field level.

    -   Future technologies:

        Continue to liaise and work with the private sector to ensure future technologies are usable and adoptable for the use as a UN SCS, compliant with our "future" architecture

    b.   Standards documentation:

        VHF radio networks: Finalize the VHF training and manuals set. Provide and support training (online or onsite) for field personnel

        VTS (Vehicle Tracking Systems): Ensure VTS service providers (private sector) are aware of the standards, and properly implement the software interfaces. Ensure the operations of a centralized SOC Vehicle Tracking Systems tool is properly documented and training modules are provided to SOC assistants

        HF radio networks: ensure the technical guidance on the phase out of HF radio, per operational area is well documented and distributed to the field.

        MSS (Mobile/Portable Satellite Systems): Provide practical technical guidance documents and training modules to implement MSS systems at field level.

    c.   Assessments and monitoring:

        Continue to monitor the status of the implementation/adoption of the TESS recommendations (i.e. provided through assessment or technical support missions). New assessment missions are to be fielded pending COVID travel restrictions and DOs approval. Remote assessments and support is done where on-site support is not needed or is not feasible.
        All operations where TESS or {TESS+} missions and remote support is provided are

aggregated into a continuously updated SCS status sheet which will be shared with the IASMN on a six-monthly basis.

2. Field support services:

    a. Standards implementation support: Provide hands-on remote or onsite technical guidance, training and capacity building to support the field-based UNSMS in the implementation of the SCS assessment recommendations;

    b. On-demand support: Provide hands-on remote or onsite technical support to resolve more complex technical or procedural SCS issues, for which a field UNSMS or technical team has insufficient capacity or knowledge.

    c. Ensure the primary and backup SCS is well defined in all operations, and is properly implemented, operated and supported

    d. Optimize the SCS systems, specifically at the level of radio-based systems, ensuring these are fit-for-purpose, cost-effective and efficient. Priority should be given to the optimization of VHF/UHF radio based SCS systems, in terms of the implementation of Remote SOC systems and bridging VHF systems.

3. Operational process support:

This is not a key service delivery, but rather defines how the {TESS+} operations are organised in order to deliver the key services. The overall goal is to keep the operational overhead (cost and effort) to a minimum at a maximum impact.

8. {TESS+} funding

Cost savings and improved efficiencies.

In Appendix A, we attach the TESS/{TESS+} business case as recognized and endorsed by the IASMN in June 2020, which noted *"(the IASMN) recognized the cost savings and improved efficiencies realized by the TESS project, and the potential for further cost savings and efficiencies for the {TESS+} as an institutionalized longer-term service, as presented in the TESS/{TESS+} business case."*

In summary:

- it is recognized TESS (2018-2019) provided an annual cost saving on investments of US$1.76 million and an annual operational cost saving of US$ 95K versus an annual project cost of US$0.922 million of operational cost.
- It is recognized in the projections for 2021 and following years, the annual {TESS+} cost savings on investments is estimated at US$6.2 million and the operational cost savings are US$8.2 million, versus an expected service cost which was at the time of the business case submission estimated at US$1.52 million (this service cost which is refined and detailed further below, now reduced to US$840K/year).

{TESS+} Centralized funding needs.

Appendix B provides the detailed breakdown of the 2019 TESS budget expenditure (US$91K/month) and the breakdown of the optimized 2020 TESS/{TESS+} expenditure (US$62K/month).

The budget expenditure optimization was done by:

- Optimizing the DSA (Daily Subsidiary Allowance) for TESS/{TESS+} Core Service Team members on consultancy contracts and on non-mission status (working on remote support, reports, generic support,..) are now to be based at home (where DSA is not applicable) rather than to be based at a duty station (where DSA was applicable).
- Re-negotiating the costs of the Core Service Team daily rate with the current service provider (FITTEST)
- Properly implementing WAE (Worked as Actually Employed) contracts for several of the Core Service Team.
- Re-negotiating the costs of the Core Service Team costs for non-active weekend and holiday days while on non-mission status.

Based on these figures we expect the 2021-2022 funding requirement to be US$70K/month or US$840K/year.

{TESS+} Centralized funding source.

The {TESS+} longer term core/centralized funding is suggested to be provided by the JFA (Joint Funded Activities) fund, a source jointly funded by the IASMN members and managed by UNDSS. The TESS/{TESS+} funding for 2020 was provided through the existing JFA funding contributions. While this funding was supposed to cover only up to December 2020, additional cost optimizations showed all {TESS+} centralized funding requirements are covered up to March 2021.

Based on input from the IASMN Steering Group, it is suggested to provide this funding from the JFA allotments as funded by the AFPs. This funding might need additional approval by the UNDSS/UN finance and budget networks.

As per the recommendation from the IASMN Steering Group, the {TESS+} core/centralized funding is proposed to be run on a yearly basis, while each 6 months, the {TESS+} SPM reports on:
- activities/deliverables and financial expenditure for the past 6 months, and
- the planned activities/deliverables and estimated funding needs for the next 6 months.
- Relevant issues with the status of implementation of TESS recommendations.

If additional funding for {TESS+} activities is found from external donors, those contributions are to be deducted from the centralized JFA funding needs.

At any time, for field-based technical support missions, the SPM seeks cost-recovery funding from the target countries, which are to be included in the calculations of budget expenditures and spending forecasts. It should be noted that recovering the costs for technical missions poses a number of additional administrative complexities and inherent risks which are further detailed in Chapter 10.

9. Reporting

The {TESS+} mission reports

{TESS+} mission reports, for assessments or technical support, are forwarded to the country DO and UNDSS Security Advisor, copying all stakeholders involved in the mission. Mission reports are published on UNSMIN and distributed to the IASMN TAG.

The {TESS+} financial reports

{TESS+} financial reports, including budget expenditures and forecasts, are monthly reported to UNDSS, as the JFA custodian, and summarized on a 6-monthly basis for review by the IASMN Steering Group and IASMN.

The {TESS+} service progress and planning reports

{TESS+} progress and planning reports are forwarded monthly to the IASMN TAG and on a 6-monthly cycle, presented to the IASG, IASMN Steering Group and the IASMN.

The {TESS+} SCS status report

The {TESS+} SPM keeps track of the overall global SCS status and implementation status of recommendations for each country the service supports, presenting a status overview to the IASG, IASMN TAG, IASMN Steering Group, and IASMN on a 6-monthly basis

10. Risk Management and mitigation

Funding:

The main risk factor in the continuous {TESS+} service provision involves its long-term funding. It is critical that continuous centralized funding is provided for the {TESS+} service, as proposed by the IASMN Steering Group, preferably yearly basis, or at least on a 6-monthly basis.

Discontinued centralized funding will mean the {TESS+} services are suspended, with the risk of the UNSMS regressing back into the pre-TESS situation where gradually SCS become fragmented, over-costly and not fit-for-purpose.

Lack of continuous centralized funding will cause (temporarily) suspended services, with the challenge of having to restart services when funding becomes available, which will cause a significant operational and cost overhead.

Mitigation: While the {TESS+} service is responsible for its service deliverables, budget expenditure monitoring (including assuring that expenditures are kept as efficient as possible) and reporting, the identification and allocation of the funding is the responsibility of the IASMN.

Cost recovery for technical support missions

While it Is proposed to have a centralized core {TESS+} funding, there is also an overall consensus that technical support missions will be cost-recovered from the target countries as much as possible.

Recovering the cost for technical support missions might include additional risks or complexities:
(a) target countries might be unable or unwilling to fund {TESS+} technical missions, even though, according to {TESS+}, they need the extra technical support;
(b) specifically smaller field operations might have problems
(c) target countries might have difficulties or resistance to include the cost of {TESS+} technical missions in their annual LCSSB, which goes through a rigorous and long approval process;
(d) for 2021, all LCSSB budgets have already been approved and fixed: Providing ;
(e) Cost recovering missions is administratively complex. While within {TESS+} there is an administrative/financial mechanism to receive funding from target countries via an internal charging/invoicing mechanism, in the past we have seen several target countries struggling to find a way to process this internal invoices within the limitations of their procurement processes, systems and procedures;
(f) Internal charging and cost-recovery processes are often lengthy and complex, and can cause significant delays to technical support missions (which has been proven in different past cases).

Mitigation: The SPM will have to use sound judgement which technical support missions are to be/can be cost-recovered on case-by-case basis.

Adoption at field level:

The Designated Official for each country, supported by the local UNSMS and ICTWG (ICT Working Group), is responsible the adoption and implementation of the {TESS+} standards and assessment recommendations. It is possible this adoption and implementation, for various reasons, is not done.

Mitigation: {TESS+} continuously supports and monitors the adoption and implementation of the standards and its assessment recommendations. {TESS+} reports possible issues to the UNDSS desk officers and to the IASMN.

Support to NGOs:

The UNSMS governance, guidance and support is well structured, with clear responsibilities, accountability, policies and guidelines, and coordinated by a dedicated UN Department. However, this is not the case for NGOs or other implementing partners neither at global or local level.

Beyond that, the agreed security and safety services the UNSMS provides for NGOs at a local level often varies for each SRMA (Security Risk Management Area) or Designated Area.

This makes it challenging to provide {TESS+} services to NGOs, globally and locally.

Mitigation: At a global level, the ETC represents the NGOs (and other entities) as service clients, and as such, NGOs are encouraged to engage with {TESS+} through the ETC. At a local level, where the ETC is active and deployed, as a cluster, the ETC user groups also include NGOs. Where the ETC is not active or deployed, {TESS+} follows the local UNSMS arrangements towards NGOs, within the Saving Lives Together framework. During field missions, {TESS+} continuously tries to identify and engage the NGO counterparts.

11. {TESS+} and NGOs

NGO representation in {TESS+}

While within the "Saving Lives Together" framework, {TESS+} provides services to both the UN (UNSMS organisations), it is recognized that in the field many of the UN operational services are provided by implementing partners, such as NGOS.

While the UNSMS is well organised, regulated and structured as a safety and security framework for UN agencies, the coordination of security services within the NGO community is far less structured.

Lacking a formally recognized central NGO security coordinating body, within {TESS+} the representation of NGOs is centralized through the ETC.

Services for NGOs in the field

Within the "Saving Lives Together" framework, the actual services and support provided for NGOs in the field, is done in coordination with the country UNSMS, defined by their local security arrangements and agreements. As such, the level of services {TESS+} provides to NGOs in the field, is defined by the country UNSMS in the field operations.