Shared IT Services (SITS)

Project Summary

Problem

MSF growth in responding to humanitarian needs has strained IT departments. Multiple IT standards add complexity and many new applications (HR, supply chain) have been introduced which require support.

Proposed Solution

Create in the Czech Republic a Shared IT Service Center for transversal services used by all sections, including HR, supply chain and core IT systems. Additional IT services can be provided with opt-in or opt-out.

Potential Impact

- Raises the quality of service of MSF IT
- Provides a more efficient, cross-MSF support service to off-load local IT groups
- Improves knowledge sharing
- Facilitates new technology introduction

Viability

- Well articulated business case; thorough location analysis based on criteria
- Strong project team and HR considerations

Risk Mitigation

- Third-party validation; thorough risk analysis

Scalability

- Involvement of multiple OCs in the Steering Committee assists scaling

Area/Type: Operational / Tech Improvement; Large-Scale
Sponsor/Support: OCA sponsor; OCG support
Length/Project Status: 2 years; ONGOING