

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**