# Strategic Operations Management Team (OMT) planning Retreat

**AGENDA**

## Objectives

* Improve knowledge in the area of Business Operations Strategy, Harmonization of Business Processes and common Procurement
* Identification of Common areas of work for Harmonization of UN agencies Operations, with a particular focus on Common Procurement
* Development of OMT Core work plan 2015-2017 in line with UNDG Business Operations Strategy (BOS)
* Creation of OMT working Groups and Development of OMT Core Action plan 2015-2017

**Date:**

November 23 to 26 November 2014 (4 days)

**Venue:**

UNOCA Social Center

**Facilitators**:

**1. Lars Tushuizen,**

Business Operations Specialist,

UN Development Operations Coordination Office (UN DOCO)

**2. RAMAKRISHNAN IYER**

Chair, Regional Advisory Committee on Procurement

United Nations Development Programme (UNDP)

**Participants:**

UN Agencies Heads of Operations in Afghanistan

UN Agencies Representatives in OMT

UN Agencies Alternate Representative in OMT

UN Agencies Selected Staff

## DAY I – 23 November 2014 (half day)

| **Time** | **Session** | **Content** | **Method & Outcomes** | **Facilitator(s)** | **Notes** |
| --- | --- | --- | --- | --- | --- |
| 1130-1200 | **Arrival and registration** | * OMT members sign in | Sign-in sheets | facilitators / admin | Need name badges for all members. Can be labels staff can write their name on, or printed before the day.  Printed copies of agenda for all participants & a few enlarged and placed strategically in the venue. |
| 1200-1300 | **Lunch** | * Socialization |  | Social Center |  |
| 1300-1315 | **Opening remarks & introduce the facilitator(s)** | * Outline workshop objectives * Outline the 3-days ahead * Way of working – being present etc | Set the tone of the workshop  Be clear about the objectives | Abdul Rahman Azizi |  |
| 1315-1445 | **Identification of Common Processes for HR, Common Services and ICT in Afghanistan** | * Review and analysis of top 10 categories of work for agencies * Identification of common cases for UN in Afghanistan * Selection and presentation of top 10 common cases for 2015-2017 | * Group work:   *This needs a written outline/instruction for the group work exercise and the groups. Example:*  *3 groups – Procurement, HR and ICT*  *Instructions:*   1. *Identify existing common services in your service areas (Procurement, ICT, HR)* 2. *Evaluate each service. Identify what needs to be done with that service- continue as is, scale up/down, expand* 3. *Present in plenary the recommendations of your group* | Abdul Rahman Azizi |  |
| 14:45- 15:45 | **Overview of UN Reform at Country Level,**  **Introduction to Business Operations Strategy (BOS)** | * QCPR, UNDG and HLCM * Delivering as One initiative * Outline * Added value/rationale for Afghanistan * Introduction to the BOS | Plenary Briefing & group discussions - TBC | Lars Tushuizen | Lars to come up with the presentation and material proposal |
| 15:45-  16:00 | **Word of welcome DSRSG** | * Welcome to workshop * Welcome facilitator * Importance of Business Operation Innovation in Afghanistan |  | Mark Bowden |  |
| 1530-1545 | **Closing the day with Plan for the way forward, light refreshment** | | | | |

## Day 2 – 24 November 2014 (full day)

| **Time** | **Session** | **Content** | **Method** | **Facilitator(s)** | **Notes** |
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| 830-845 | **Where are we?** | * Recap from day one * Reminder of ways of working * The day ahead | * Plenary briefing | Abdul Rahman Azizi |  | |
| 845-1045 | **Business Operations Strategy: Operations Analysis** | * Baseline Analysis * Needs and requirements Analysis | * Training- plenary | Lars Tushuizen |  | |
| 1045-1100 | **Coffee Break** | | | | | |
| 1100-1230 | **Business Operations Strategy: Operations Analysis** | * Cost benefit Analysis * Prioritization | Training- plenary | Lars Tushuizen |  | |
| 1230-1330 | Lunch | | | | | |
| 1330-1500 | **BOS framework** | * Results Frameworks- RBM skills * Monitoring and Evaluation | Training- plenary | Lars Tushuizen |  | |
| 1500-1515 | Coffee Break | | | | | |
| 1515-1700 | **Group Exercise** | * Review existing BOS framework- Ethiopia | Exercise- 3 groups  Each group looks at the Ethiopia BOS  *Group 1:* Baseline Analysis & Needs Analysis  *Group 2:* Cost Benefit Analysis & Prioritization  *Group 3:* Results Framework & M&E framework  Each group assesses:   1. Three point of improvement 2. Three good practises 3. Three success factor for the BOS in Afghanistan 4. Each group presents back in plenary | Lars Tushuizen  Ram Iyer  Abdul Rahman Azizi |  | |

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| 1700-1830 | **Business Operations Strategy: Operationalization of BOS** | * Annual Work Plan * Governance Framework * BOS lessons learned | * Plenary Briefing & group discussions | Lars Tushuizen |  |