

United Nations Global Field Support Strategy (GFSS)

The Global Field Support Strategy is a comprehensive, five-year (2010-2015) change management initiative that aims to improve the **quality, speed** and **efficiency** of the support the Department of Field Support (DFS) provides to field missions and personnel serving on the ground. As such, it seeks to establish a more **responsive service culture**, while at the same time bolstering **transparency and accountability** in the management of Member State resources.

The GFSS is a new service delivery model that allows the Department of Field Support to:

- 1 Do more with less, leveraging economies of scale;
- 2 Respond rapidly and flexibly to diverse demands;
- 3 Ensure the highest standard of quality and client-orientation.

The strategy focuses on four main areas:



FINANCE

Using standardized approaches to better anticipate and plan for resource requirements in new missions and to deploy people and material to the field more rapidly.



HUMAN RESOURCES

Making sure we have the right people where and when we need them, ready to deploy on short notice and with the requisite skills for the job.



SUPPLY CHAIN

Revamping how we manage goods and service in support of field operations to better match supply to requirements, reduce waste, improve environmental friendliness, drive efficiency and create value for money.



SERVICE CENTRES

Using shared services at the global and regional levels to standardize and streamline support to field missions and leverage economies of scale.

Specialization under the GFSS model:

- A leaner **headquarters** focused on setting strategic direction and serving as the main interface with Member States, providing oversight of global activities and making policy decisions.
- A **Global Service Centre** (Brindisi) providing operational support to all field missions and leading management of global supply chain operations.
- A **Regional Service Centre** (Entebbe) consolidating transactional tasks previously carried out in the field at the less volatile, more family-friendly regional level to provide consistent, quality and timely support to client missions.
- Reconfigured **support components in missions** allowing for a lighter footprint on the ground and enabling missions to focus precious resources on mandate implementation.

