

United Nations Development Group Iraq Trust Fund

Project #: G11-23

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Participating UN Organisation: UNDP (lead agency), UNOPS **PWG: Governance and Human Rights - Sector: Governance**

Government of Iraq – Responsible Line Ministry: Independent High Electoral Commission (IHEC)

Title	Institutional Development Support to the Independent High Electoral Commission (IHEC)				
Geo. Location	All Governorates of Iraq				
Project Cost	Total ITF Budget: USD 24, 861, 991 UNDP: USD 13, 947, 279 UNOPS: USD 10, 914, 712				
Duration	36 months				
Approval Date (SC)	29 September 2010	Starting Date	18 October 2010	Completion Date	17 October 2013
Project Description	<p>This programme has been jointly developed by the UN and the Iraqi Independent High Electoral Commission (IHEC) to support the IHEC in its continued institutional development as a sustainable institution within the government structure of Iraq, carrying out its constitutional mandate independently, efficiently, transparently and accountably, in line with professional standards.</p> <p>The programme objectives are based on the results of a comprehensive IHEC capacity assessment in October/November 2009, recommendations from the IHEC and inputs of international advisors working closely with the IHEC on a day-to-day basis, and lessons learned from recent electoral events. These objectives aim to address significant gaps in the following areas:</p> <ol style="list-style-type: none"> 1. Institutional framework and organisational capacity of the IHEC as Iraq’s permanent electoral institution, established under the constitution; 2. Human resource capacity of the IHEC (staff skills, knowledge and resources) at both central and governorate office levels; 3. Technological capacity of the IHEC to manage electoral processes in a sustainable manner. 				

Development Goal and Immediate Objectives

Development goal:

To contribute to an enhanced implementation of electoral processes in Iraq in line with the Governance Sector Outcome 1: *Strengthened electoral processes in Iraq* and the Iraq National development goal: *Strengthening good governance and improving security*.

UNDAF (Links with UNDAF but only after project was initiated.):

Outcome 1: *Improved governance, including the protection of human rights*

1.2 *The Iraqi state has more efficient, accountable and participatory governance at national and sub-national levels.*

The programme’s immediate objective is:

To support the IHEC in its continued institutional development as a sustainable institution within the government structure of Iraq, carrying out its constitutional mandate independently, efficiently, transparently and accountably, in line with professional standards.

Outputs, Key activities and Procurement	
Outputs	<p>JP Output 1: IHEC has strengthened institutional framework and organisational capacity to effectively conduct electoral processes as Iraq’s permanent electoral institution, established under the constitution</p> <p>Output 1.1: IHEC has improved institutional transparency and accountability Output 1.2: IHEC has improved institutional management structures and practices Output 1.3: IHEC has enhanced electoral management policies and processes</p> <p>JP Output 2: IHEC has enhanced human resource capacity by improving staff skills, knowledge and resources at both central and governorate office levels for staff to fulfil their functions effectively</p> <p>Output 2.1: IHEC has enhanced internal professional development and capacity building strategy Output 2.2: IHEC staff have improved technical skills to fulfil their functions effectively</p> <p>JP Output 3: IHEC has improved technological capacity to manage electoral processes in a sustainable manner</p>
Activities	<p>1.1.1 CoR reporting requirements reviewed with the IHEC; 1.1.2 Board decisions published in Kurdish and Arabic; 1.1.3 IHEC electoral regulatory framework reviewed; 1.1.4 Electoral legal framework reviewed in cooperation with CoR Legal Committee; 1.1.5 IHEC complaints process reviewed; 1.1.6 Institutional framework for dispute resolution reviewed in cooperation with CoR Legal Committee, Accountability and Justice Commissioner, and Electoral Judicial Panel; 1.1.7 IHEC processes reviewed in relation to GoI regulations and procedures (admin, finance, contracts); 1.1.8. Number of capacity building activities¹ organised on transparency, accountability and legal framework; 1.1.9 Number of personnel (male/female), representatives of relevant Iraqi partner institutions and external stakeholders engaged in capacity building activities on transparency, accountability and legal framework; 1.1.10 Percentage of participants satisfied with the relevance and usefulness of the activity; 1.1.11 Number of consultants providing technical support to IHEC on improved transparency and accountability; 1.2.1 IHEC SOPs drafted (finance, human resources, information management, administration approval processes); 1.2.2 IHEC reporting guidelines drafted; 1.2.3 IHEC finance, human resources and inventory management systems assessed and upgraded; 1.2.4 Number of management capacity building activities organised for enhancement of management structures and practices; 1.2.5 Number of personnel (male/female) engaged in management capacity building activities; 1.2.6 Percentage of participants satisfied with the relevance and usefulness of the activity; 1.2.7 Number of consultants providing technical support to IHEC to improve institutional management structures and practices; 1.3.1 Assessment of voter registration policies, operational processes and systems completed, in cooperation with relevant Iraqi government bodies; 1.3.2 Study of IDP data and voting patterns completed, in cooperation with Ministry of Displacement and Migration;</p>

¹ Capacity building activity/ refers to training, study visit, workshop, seminar, roundtable or election lessons learned event.

	<p>1.3.3 Systems for managing political entity and candidate data assessed and upgraded;</p> <p>1.3.4 Voter information campaign evaluated;</p> <p>1.3.5 IHEC governorate helpdesk and call centre services assessed and improved;</p> <p>1.3.6 Number of capacity building activities held to enhance electoral management policies and processes;</p> <p>1.3.7 Number of personnel and representatives of relevant Iraqi partner institutions (male/female) engaged in capacity building activities to enhance electoral management policies and processes;</p> <p>1.3.8 Percentage of participants satisfied with the relevance and usefulness of the activity;</p> <p>1.3.9 Number of consultants providing technical support to the IHEC to enhance electoral management policies and processes.</p> <p>2.1.1 Internal capacity building procedures and evaluation tools developed by IHEC;</p> <p>2.1.2 Number of personnel (male/female) using resources provided to the IHEC resource centre (books, publications);</p> <p>2.1.3 Number of capacity building activities organised for IHEC CB personnel;</p> <p>2.1.4 Number of IHEC CB personnel (male/female) engaged in capacity building activities;</p> <p>2.1.5 Percentage of participants satisfied with the relevance and usefulness of the activity;</p> <p>2.1.6 Number of capacity building activities organised by IHEC CB Department;</p> <p>2.1.7 Number of personnel (male/female) engaged in capacity building activities organised by IHEC CB Department;</p> <p>2.1.8 Number of personnel (male/female) fully accredited as BRIDGE facilitator;</p> <p>2.1.9 Number of consultants providing support to the IHEC in delivery of capacity building activities;</p> <p>2.2.1 Number of capacity building activities⁷ organised to enhance technical skills;</p> <p>2.2.2 Number of personnel (male/female) engaged in capacity building activities to improve technical skills;</p> <p>2.2.3 Percentage of participants satisfied with the relevance and usefulness of the activity;</p> <p>2.2.4 Number of personnel (male/female) trained in use of graphic design and translation equipment;</p> <p>2.2.5 Number of consultants providing technical support to improve IHEC staff technical skills.</p> <p>3.1.1 Number of technological assessments completed (IT and communications);</p> <p>3.1.2 Voter registration systems and equipment upgraded;</p> <p>3.1.3 GIS system developed;</p> <p>3.1.4 Number of personnel (male/female) trained on the usage and maintenance of IT systems;</p> <p>3.1.5 Percentage of trainees passing the end of training technical test;</p> <p>3.1.6 ITC Disaster Recovery Plan is developed;</p> <p>3.1.7 Strategy for improving data entry centre processes is developed;</p> <p>3.1.8 Number of IHEC staff participating in a study visit on effective and efficient tabulation of results;</p> <p>3.1.9 IHEC call centre systems assessed and upgraded;</p> <p>3.1.10 Number of consultants providing technical support to improve IHEC's IT communication and technology.</p>
Procurement	<p>Procurement planned under the project:</p> <ul style="list-style-type: none"> • Resources for the IHEC resource centre (books, publications, equipment) • Graphic Design equipment • Translation equipment (dictionaries, glossaries, simultaneous interpretation) • Call centre equipment and software • Voter registration equipment and systems • GIS hardware and software equipment • Equipment for implementation of ITC disaster recovery plan

Funds Committed (UNDP)	5,848,841.07	% of approved	41 %
Funds Disbursed (UNDP)	5,594,796.22	% of approved	40%
Forecast final date	17 October 2013	Delay (months)	0

Funds Committed (UNOPS)	6,975,973.74	% of approved	64%
Funds Disbursed (UNOPS)	6,716,550.71	% of approved	62%
Forecast final date	17 October 2013	Delay (months)	0

Funds Committed (total)	12,824,814.81	% of approved	51.6 %
Funds Disbursed (total)	12,311,346.93	% of approved	49.5%

Direct Beneficiaries	Number of Beneficiaries	% of planned (current status)
Men (Target: 1,471)	1,459	99 %
Women (Target: 368)	253	69%
Children	n/a	n/a
IDPs	n/a	n/a
Others	n/a	n/a
Indirect beneficiaries	By contributing to a transparent democratic electoral process, the programme benefits the population of Iraq.	n/a
Employment generation (men/women)	Employment generation does not fall directly within the framework of this programme. However, consultancies or service provision contracts may take place during implementation of the programme, utilising Iraqi trainers and service providers wherever possible.	n/a

Quantitative achievements against objectives and results	Target	Actual	% of planned
Output 1 / UNDP			56 %
1.1 IHEC has improved institutional transparency and accountability			
1.1.1 CoR reporting requirements reviewed with the IHEC	Yes	Initiated	8%
1.1.2 Board decisions published in Kurdish and Arabic	All	Yes	100%
1.1.3 IHEC electoral regulatory framework reviewed	Yes	Initiated	7%
1.1.4 Electoral legal framework reviewed in cooperation with CoR Legal Committee	Yes	Partially	30%
1.1.5 IHEC complaints process reviewed	Yes	Yes	100%
1.1.6 Institutional framework for dispute resolution reviewed in cooperation with CoR Legal Committee, AJC, EJP	Yes	Not yet initiated	
1.1.7 IHEC processes reviewed in relation to GoI regulations and procedures (admin, finance, contracts)	3	1	33%
1.1.8. Number of capacity building activities ² organised on transparency, accountability and legal framework	19	13	68%
1.1.9 Number of personnel (male/female), representatives of	340	498	100%

² Capacity building activity' refers to training, study visit, workshop, seminar, roundtable or election lessons learned event.

relevant Iraqi partner institutions and external stakeholders engaged in capacity building activities on transparency, accountability and legal framework		(468 male/28 female)	
1.1.10 Percentage of participants satisfied with the relevance and usefulness of the activity	80%	93%	
1.1.11 Number of consultants providing technical support to IHEC on improved transparency and accountability	5	3	60%
Output 1.2 / UNDP IHEC has improved institutional management structures and practices			61 %
1.2.1 IHEC SOPs drafted (finance, human resources, information management, administration approval processes)	5	0	0%
1.2.2 IHEC reporting guidelines drafted	Yes		
1.2.3 IHEC finance, human resources and inventory management systems assessed and upgraded	3	0	0%
1.2.4 Number of management capacity building activities organised for enhancement of management structures and practices	19	19	100%
1.2.5 Number of personnel (male/female) engaged in management capacity building activities	400	253 (185 male/67 female)	63%
1.2.6 Percentage of participants satisfied with the relevance and usefulness of the activity	80%	96%	
1.2.7 Number of consultants providing technical support to IHEC to improve institutional management structures and practices	5	4	80 %
Output 1.3 / UNDP lead w UNOPS IHEC has enhanced electoral management policies and processes			70 %
1.3.1 Assessment of voter registration policies, operational processes and systems completed, in cooperation with relevant Iraqi government bodies	Yes	Initiated	15%
1.3.2 Study of IDP data and voting patterns completed, in cooperation with MoDM	Yes	Initiated	5%
1.3.3 Systems for managing political entity and candidate data assessed and upgraded	Yes	Not yet initiated	
1.3.4 Voter information campaign evaluated	Yes	Not yet initiated	
1.3.5 IHEC GEO helpdesk and call centre services assessed and improved	Yes	Completed	100%
1.3.6 Number of capacity building activities held to enhance electoral management policies and processes	27	29	100%
1.3.7 Number of personnel and representatives of relevant Iraqi partner institutions (male/female) engaged in capacity building activities to enhance electoral management policies and processes	450	452 (372 male /80 female)	100%
1.3.8 Percentage of participants satisfied with the relevance and usefulness of the activity	80%	96%	
1.3.9 Number of consultants providing technical support to the IHEC to enhance electoral management policies and processes	4	4	100%
Output 2.1 / UNDP lead w UNOPS IHEC has enhanced internal capacity building and			77%

professional development strategy			
2.1.1 Internal CB procedures and evaluation tools developed by IHEC	Yes	Part	75%
2.1.2 Number of personnel (male/female) using resources provided to the IHEC resource centre (books, publications)	50	80 (56 male/24 female)	100%
2.1.3 Number of capacity building activities organised for IHEC CB personnel	8	5	63%
2.1.4 Number of IHEC CB personnel (male/female) engaged in capacity building activities	67	107 (86 male/23 female)	100%
2.1.5 Percentage of participants satisfied with the relevance and usefulness of the activity	80%	100%	
2.1.6 Number of capacity building activities organised by IHEC CB Department	tbd by IHEC ³	82	n/a
2.1.7 Number of personnel (male/female) engaged in capacity building activities organised by IHEC CB Department	tbd by IHEC	717 (596 male/121 female)	n/a
2.1.8 Number of personnel (male/female) fully accredited as BRIDGE facilitator	4	11 (10 male/1female)	100%
2.1.9 Number of consultants providing support to the IHEC in delivery of capacity building activities	8	2	25%
Output 2.2 / UNOPS IHEC staff have improved technical skills to fulfil their functions effectively			76 %
2.2.1 Number of capacity building activities ⁷ organised to enhance technical skills	15	18	100 %
2.2.2 Number of personnel (male/female) engaged in capacity building activities to improve technical skills	298	254 (211 male/43 female)	85%
2.2.3 Percentage of participants satisfied with the relevance and usefulness of the activity	80%	96%	
2.2.4 Number of personnel (male/female) trained in use of graphic design and translation equipment	10	8	80%
2.2.5 Number of consultants providing technical support to improve IHEC staff technical skills	5	2	40%
Output 3.1 / UNOPS IHEC has improved technological capacities to support electoral processes in a sustainable manner			63 %
3.1.1 Number of technological assessments completed (IT and communications)	2	1	50%
3.1.2 Voter registration systems and equipment upgraded	Yes	Completed	100%
3.1.3 GIS system developed	Yes	Completed	100%
3.1.4 Number of personnel (male/female) trained on the usage and maintenance of IT systems	252	25 (22 male /3 female)	5%

³ The IHEC has not yet fully developed its plan to 2013, so there is not yet a target against which to measure this. 2010 activities: 35 activities with 492 participants (421 male / 71 female).
2011 activities: 43 activities with 154 participants (112 male / 42 female).

3.1.5 Percentage of trainees passing the end of training technical test ⁴	80%	95(Test 1) /98 Test 2)	97%
3.1.6 ITC Disaster Recovery Plan is developed	Yes	Initiated	5%
3.1.7 Strategy for improving data entry centre processes is developed	Yes	Completed	100%
3.1.8 Number of IHEC staff participating in a study visit on effective and efficient tabulation of results	8		
3.1.9 IHEC call centre systems assessed and upgraded	Yes	Initiated	5%
3.1.10 Number of consultants providing technical support to improve IHEC's IT communication and technology	3	5	101%

Qualitative achievements against objectives and results

During the reporting period, the institutional development programme has continued to provide ongoing support to enhancing IHEC capacity in key priority areas of procurement, public outreach, database development, ICT, project cycle management, and incorporation of gender considerations into electoral processes.

During the reporting period, the IHEC intensified preparations for the 20 April 2013 Governorate Council Elections. In this regard, UNDP and UNOPS provided both capacity building and operational support that was in line with the IHEC's electoral preparation phase. Areas of special focus included the Data Entry Centre (DEC) Political Entities section, gender mainstreaming of the electoral process and voter information awareness activities.

Output 1.1: IHEC has improved institutional transparency and accountability

As a follow up to recommendations on support to the IHEC on legal issues identified at the institutional development programme mid-year review, a hiring process for a national legal expert was initiated during the quarter in order to have a legal expert on board who can take forward specific recommended activities.

From 25 January 2013, UNDP hired a Political Entities Adviser to work with the Political Entities Section of the IHEC to enhance its relations and coordination with political entities. A concept paper was produced, outlining a number of activities to be implemented by the IHEC in the second and third quarters, with support from UNDP. In addition, the advisor provided technical guidance to the Section on aspect of political entities and the Governorate Council electoral processes. The Adviser will continue to provide this support in the next year to ensure that IHEC's external relations and work with the political entities are enhanced.

Two sessions of a 3-day workshop on Statistical Package for Social Sciences (SPSS): Project Evaluation and measuring outcomes held in Baghdad back-to-back on 2 to 5 February, 5 to 7 February 2013. The workshop aimed to build the capacity of the Monitoring and Evaluation section of the Capacity Building department over measuring the outcomes of the activities implemented by IHEC. 44 surveyors, 40 male and 4 female, from the national and governorate offices were trained to implement a country-wide survey to measure the impact of the media campaign implemented by

⁴ Some components of graphic design and database training are included in Output 2.2

IHEC during Voter Registration Update process and apply the lessons learned in the campaign of voting process.

IHEC conducted a public opinion survey from 9 to 21 February 2013. The survey was on the impact of media campaigns during the voter registration update in all the 14 Governorates that conducted voter registration update for the Governorate Council elections. A total of 44 surveyors (40 male and 4 female), and 323 male field data collectors, all trained IHEC staff, conducted the survey. The information gathered is undergoing analysis at the national office and plans are underway to hold a three-day workshop to discuss and publicize the findings of the survey. The survey was conducted with UNDP funding and under the supervision of UNDP Survey and Research Specialist.

From 17 January to 30 April 2013, UNDP recruited a national social media consultant to provide guidance and support to the IHEC on the enhancement of its interaction with the public in the run-up to the 20 April 2013 Governorate Council Elections through the Website, Twitter and YouTube. The consultant supported the IHEC in maintaining interaction between IHEC and the public on daily basis through the social media outlets Facebook, Twitter and YouTube, trained and coached the IHEC Public Outreach Department staff on using Facebook, Twitter, and YouTube and how to respond to the public comments and also trained IHEC staff on developing IHEC pages on Facebook, Twitter, and YouTube, including developing outlook page. During the electoral period there was instant and improved interaction between the IHEC through the social media domains with an average daily website viewership of 15,000 and 23 million worldwide Twitter followers.

UNDP supported the IHEC on hoisting of an election banner in two popular websites as part of the electoral awareness programme. The election banner was hoisted on Al-Hewar and Iraq News, respectively to run 24 hours a day for a period from 25 March and 20 April 2013. Initial Google analytical reports indicated that there was an impressive viewership of 20,000 visitors in the first two days of hoisting the banner on Iraq News website.

Output 1.2: IHEC has improved institutional management structures and practices

During the reporting period, UNDP continued to provide support in the priority areas of gender mainstreaming in the electoral processes.

8 IHEC officials, 7 male and 1 female, and one UN staff attended an EC-UNDP international conference on Sustainability in Electoral Administration: Adequate Resourcing for Credible Elections which was held in Maputo, Mozambique from 4 to 8 March 2013. The workshop addressed issues surrounding the sustainability of electoral administration and processes focusing on the costs and funding of electoral processes, and the extent to which costs affect the wider grounding of electoral administration. The IHEC delegation presented an Iraq case study on *Assurances of Integrity and Transparency in the Iraqi Elections* presented by the head of delegation and IHEC Spokesperson Commissioner Safaa Al-Musawi. In addition, the IHEC learned a number of best practices in electoral processes from other electoral management bodies during and in the sidelines of the workshop.

In mid-March UNDP supported the production of gender promotional materials as part of awareness raising aimed at enhancing the participation of women in the electoral process. The materials were in form of calendars, brochures, posters and leaflets. This activity falls within the context of mainstreaming gender in electoral management and electoral participation. The materials were printed

and delivered to the IHEC at the end of March 2013.

Output 1.3: IHEC has enhanced electoral management policies and processes

Support under this output focused on enhancing knowledge of electoral processes and broadening awareness of the different options for electoral policies and their technical implementation. Furthermore, support was continued in the area of security management and voter registration.

A 3-day operational meeting was held in Baghdad from 03 to 05 of February 2013. The meeting was attended by 34 staff members (32 male and 2 female) from the logistical support department at the National Office and Governorate Offices. The objective is to discuss logistical issues, develop, and put in place a logistical plan and the mechanism for distributing electoral materials to electoral stations and centers in preparation for the coming provincial elections.

A 3-day meeting took place in Baghdad on 10-12 February 2013 for the procedures and training department in which 37 staff members (29 male and 8 female) from the related departments at the National Office and Governorate Offices levels were involved for the purpose of discussing points of strength and weakness during the Voter Registration Update, discuss the procedures of all types of voting (General, Special, and Internally Displaced Persons voting), and to prepare for the upcoming polling process.

IHEC held a four-day workshop on means of expediting the process of announcing the electoral results in Baghdad from 17 to 20 February 2013. 27 IHEC staff (22 male and 5 female) from Operations Department, Public Outreach Department, Counting Committees at electoral centers, and Complaints Department from the national and provincial offices participated in the workshop. The objective to familiarize them with the procedures plan approved by Board of Commissioners which will be followed in coming GCE regarding counting ballots, how to deal with PEs agents, and media making benefits from the lessons learned from previous elections.

8 IHEC officials attended an EC-UNDP international conference on Sustainability in Electoral Administration: Adequate Resourcing for Credible Elections in Maputo, Mozambique from 4 to 8 March 2013. The workshop addressed issues surrounding the sustainability of electoral administration and processes focusing on the costs and funding of electoral processes, and the extent to which costs affect the wider functioning of electoral administration. The IHEC delegation presented an Iraq case study on *Assurances of Integrity and Transparency in the Iraqi Elections* presented by the head of delegation and IHEC spokesperson Commissioner Safaa Al-Musawi.

Output 2.1: IHEC has enhanced internal capacity building and professional development strategy

Electoral programme staff continued to provide guidance to the IHEC Capacity Building Department on development and implementation of internal IHEC projects and activities. This included improving coordination with the Governorate Elections Offices on implementation of activities, developing appropriate activity tracking mechanisms and the establishment of a resource centre. All guidance to the IHEC Capacity Building Department is undertaken jointly by UNDP, UNOPS and UNAMI.

Output 2.2: IHEC staff have improved technical skills to fulfil their functions effectively

The first session of training on institutional development programme to equip the IHEC with necessary skills for executing all data management related activities and to develop the management, installation, and maintenance of the complicated databases was held in Baghdad, February 17 to 28. The training was implemented by UNOPS and delivered by MENTOR Global Consultancy. The first session involved 7 IHEC participants (all male) from data management, voter registration, and data entry sections.

The Second session of training on institutional development programme to equip the IHEC staff on how to execute all data management related activities and to develop the management, installation, and maintenance of the complicated databases was held in Baghdad from 3 to 14 March 2013. The training was implemented by UNOPS and delivered by MENTOR Global Consultancy. This second session was attended by 6 IHEC participants, 4 male and 2 female, from Data Management, Voter Registration, and Data Entry sections.

Output 3: IHEC has improved technological capacities to support electoral processes in a sustainable manner

During the reporting period, January to March 2013, several critical activities as they relate to the upcoming elections and IHEC technical capacities were undertaken and completed. A brief summary of these activities is as follows:

- **IHEC Data Center Upgrade:** As part of the data center upgrade initiative, network cabling is being rearranged. Old servers that are no longer in use are being phased out to make space for the Storage Area Network (SAN) and Network Attached Storage (NAS) devices expected early next month.
- **Virtualization and Consolidation:** Under the guidance of the UNOPS ICT Advisor, a server farm to host virtual instances of the servers currently hosted on physical platforms was developed. The initial hardware and software installation is expected to finish in the following week. Two servers had been upgraded from 12GB memory to 192GB and several server instances have been installed for testing. Once testing is completed, the existing servers will be moved to the virtual environment in order to reduce time spent to manage the data center as well as carbon foot-print and investment of physical hardware at IHEC.
- **IT Service Management:** Following the successful deployment of the network monitoring tool (OpsManager), an application monitoring tool (AppManagers) had been installed in IHEC to monitor end-user perspective of application performance.
- **Workstations and Laptops:** All IHEC computers were upgraded and patched with latest updates and anti-virus updates under the supervision and guidance of the UNOPS ICT Advisor. The exercise started on 23rd January 2013 and took a week to complete on the 500 old computers in IHEC.
- **Internet Connectivity:** Following several incidents of high usage of the Internet, the firewall in IHEC had been upgraded by the UNOPS ICT Specialist. Follow-up action included blocking peer to peer (P2P) and YouTube traffic.

- **Email Service:** UNOPS supported the restoration of the IHEC email server and mailboxes on the server. This server had been out of use for the last one year due to loss of credentials. The access has been restored and required updates applied. Mail routing is being configured for a new domain “ihec-iraq.org” while efforts are underway to restore the original domain “ihec-iraq.com”, which is controlled by the service provider who IHEC was using previously.
- Configured network capacity management tool (Netflow Analyzer) to monitor and manage the IHEC network. The IHEC firewall has been reconfigured to send all logging information to this application.
- As requested by IHEC IT, blocked several protocols on the firewall that are bandwidth intensive and non-work related.
- Installed and configured Network Configuration Management tool, Device Expert to backup configurations of critical network equipment, to track changes and provide backup in case of a failure;
- Upgraded the firewall at IHEC and revised the current rule base, as requested by IHEC.
- The new platform for virtualization is being prepared and installation of three servers has been completed. Migration of very old physical server (7-8 years old) to the virtual server environment would start in the coming week.
- A request from IHEC has been received to provide IT specialists in three major areas of work – server and messaging, client technologies and information security. Interviews for these positions have been concluded and final processes are expected to be concluded shortly.
- The virtualization project is progressing well and the email server, as well as the authentication server (domain controller), has been migrated to the new platform. Old hardware (about 6 servers) has been decommissioned.
- Virtualization and consolidation of servers running on old hardware is ongoing with a critical system for the political entity section successfully completed.
- A new monitoring and alerting tool has been configured to block malware and non-work related sites. Monitoring of Internet access from IHEC computers revealed several high-risk malware existing on various IHEC computers. Several computers were blocked to block data leakage (credentials etc.)
- Approximately 300 computers in the DEC have been upgraded to support new operating system image, which is being prepared by IHEC IT with the support of the UNOPS IT Specialist.
- Several interventions related to securing Internet connectivity and email system are ongoing.
- Several database servers were moved from the physical platform to the newly acquired

virtualized platform. The de-provisioned servers are being removed from the production data center. Verification and provisioning of email addresses and deployment of email client on IHEC users' desktops/laptops will start in the coming week. All workstations in the Data Entry Center (DEC) have been upgraded (memory, BIOS, firmware and drivers) to support the new operating system.

- The new operating system (Windows 7/8) and anti-virus (Security Essentials) licenses have been received for the 500 computers at the DEC. All 500 of these computers have already been upgraded with additional memory and hardware drivers/BIOS. The workstations will be ready for use by 10th of April 2013.
- Interviews for three national positions to support server, communication and messaging infrastructure at IHEC were conducted.

Main implementation constraints & challenges (2-3 sentences)

The shift of IHEC's focus from institutional capacity building to operational priorities due to the preparations for the Governorate Council Elections that are scheduled for 20 April 2013 presented challenges to timely implementation of some activities of this project during the reporting period.