UNOG Indico Project

CERN - Indico Workshop 2.0

18-20 October 2017

Geneva, Switzerland

The Problem

- Long queues by conference participants at the Pregny Gate
- Overhead for SSS
- Inadequacy of IT systems to handle the volume
- Unsatisfactory service to participants
- Multiple registration methods (Excel sheet, Contact database, emails, etc)
- Poor UN image

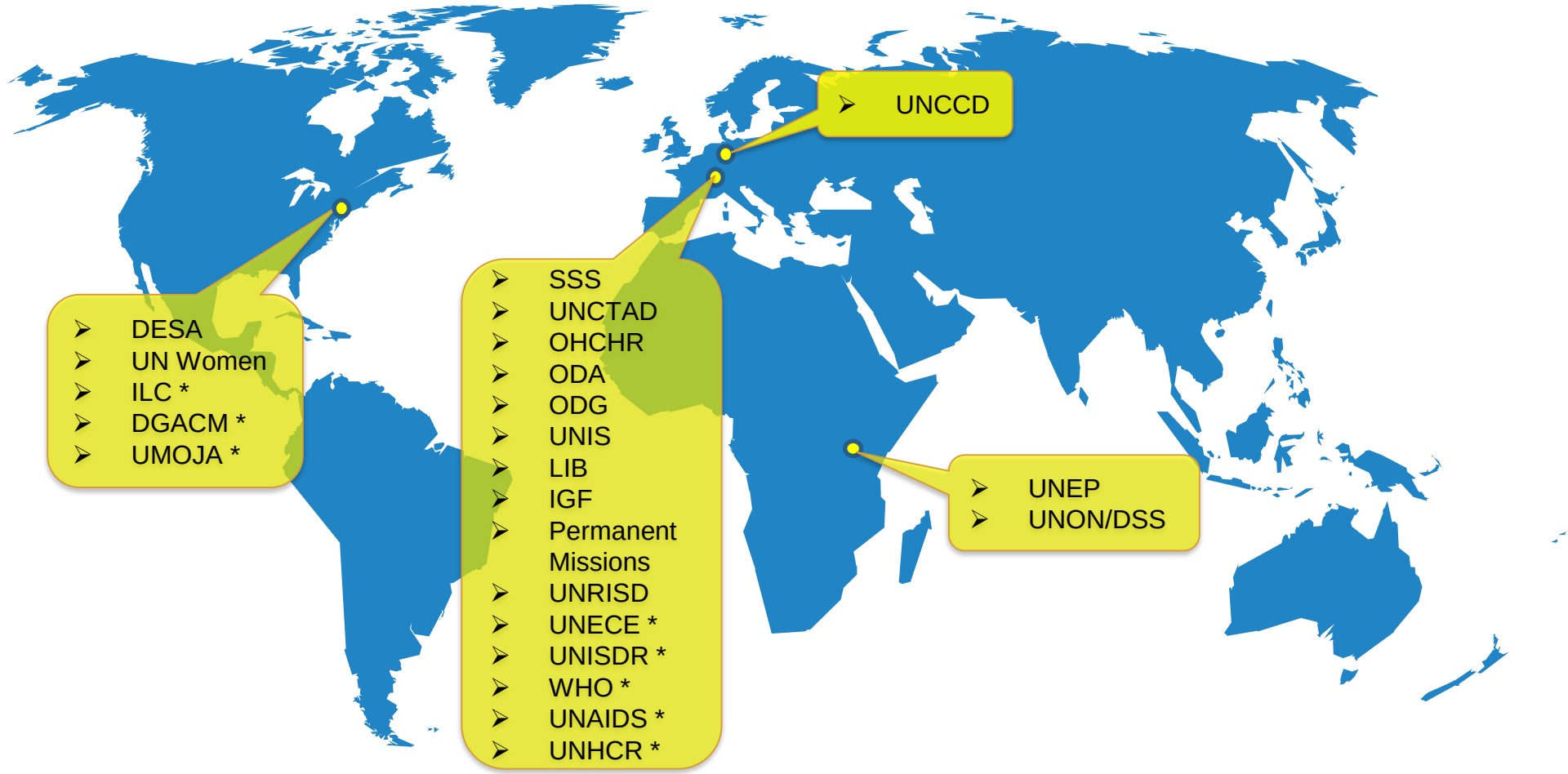
The Project

- Mandated by the UNOG DG
- Supported by UNOG/SSS
- Implemented by UNOG/ICTS and UNOG/DCM/ITS
- Conceived in 2015
  - improve IT systems
  - modernise processes
- Pilot with UNCTAD XIV in Nairobi in July 2016

  ~7000 participants registered

  ~6600 badges issued
- Full implementation at UNOG from Sep. 2016 to Dec. 2017

Users of UNOG Indico (Sep.2017)



* Adoption of Indico is under consideration or in progress

The Benefits

We are HAPPY Indico Users
and
Developers!

- Shorter and faster queues at the Pregny Gate
- Increased efficiency by Security
- Expanded services to conference participants
- Modernised business processes
- Improved UN image
- Support for remote venues

Statistics

11,350+ conferences and events
created with Indico

41,645 registrations
by participants to conferences and events

47,284 users
Avatar created in Indico

28,209 badges printed
by Security

Basic Indico Workflow

Participants come to the venue with QR code and ID or Passport

- QR code printed
  -
  -
  - Use QR code gun or mobile app to scan and print badge
  - Print badge using mobile app
  -
- QR code on mobile
  -
- No QR code
  -
  -
  -
  - Search participant by name or by scanning passport
  - Print badges
  -
- Participant has not registered.
  So, no e-Ticket
  -
  - Kiosks or laptops to allow participants to register on the fly

Indico features for Security

- ✓ QR code scanning
- ✓ Passport scanning
- ✓ Badge printing
- ✓ Check-in (check-out)
- ✓ Forecast number of participants and badges to print by day/week/month
- ✓ Side Events
- ✓ Black-listing
- ✓ Calendar views
- ✓ Mobile application (scanning, printing and check-in)
- ✓ Registrants management in exceptional cases

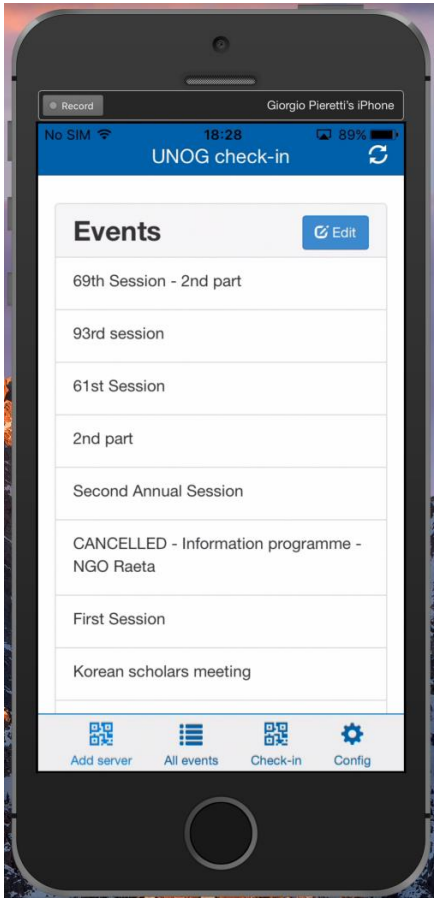
Security Equipment supported by Indico

Passport Reader
3M™ AT9000 MK2

ID Document Reader
3M™ - CR100

QR code scanner gun
CHAMPTEK IG610

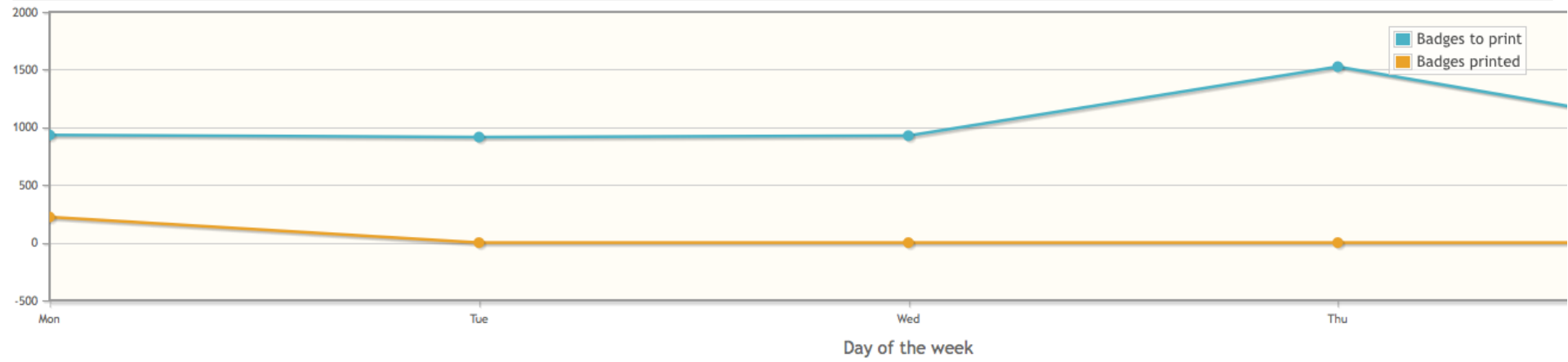
Mobile app for Smartphones
to scan QR-codes
and print badges



Forecasting and planning

< *Monday 18 September 2017 – Sunday 24 September 2017* >

Mon 18/09	Tue 19/09	Wed 20/09	Thu 21/09	Fri 22/09
08:00 HRC36 | Side- & other events (Palais des Nations)	*08:00* HRC36 | Side- & other events (Palais des Nations)	*08:00* HRC36 | Side- & other events (Palais des Nations)	*08:00* HRC36 | Side- & other events (Palais des Nations)	*08:00* Test WHO (Palais des Nations: E.74)
10:00 64th session (Palais des Nations: Room XVII)	*09:00* Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	*09:00* Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	*09:00* Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	events (Palais des Nations)
10:00 62nd session (Palais des Nations: Room XVI)	*10:00* 64th session (Palais des Nations: Room XVII)	*10:00* 64th session (Palais des Nations: Room XVII)	*10:00* 64th session (Palais des Nations: Room XVII)	*10:00* 64th session (Palais des Nations: Room XVII)
10:00 ASYCUDA Coordination meeting Turkmenistan Kazakhstan (hidden) (Palais des Nations: Annex Bocage A1-92)	*10:00* 62nd session (Palais des Nations: Room XVI)	*10:00* 62nd session (Palais des Nations: Room XVI)	*10:00* 62nd session (Palais des Nations: Room XVI)	*10:00* 62nd session (Palais des Nations: Room XVI)
10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	*10:00* 76th Session (Palais Wilson: Palais Wilson ground floor)	*10:00* Meeting ASYCUDA with Japan customs (hidden) (Palais des Nations: Annex Bocage A1-94)	*10:00* 76th Session (Palais Wilson: Palais Wilson ground floor)	*10:00* 76th Session (Palais Wilson: Palais Wilson ground floor)
14:15 PCP Presentation to students (hidden) (Palais des Nations)	*10:00* NGO Briefing to Member States: The New York declaration: one year on (Palais des Nations: Room IX)	*10:00* 76th Session (Palais Wilson: Palais Wilson ground floor)	*16:30* Geneva Peace Talks 2017 (Palais des Nations)	
15:00 MGG Academy Study Trip (hidden) (Palais des Nations: E.10116)		*15:15* Truth and Reconciliation (Palais des Nations: Communal Space)		
Approved: 2907 - Non Processed: 480	Approved: 2862 - Non Processed: 485	Approved: 2874 - Non Processed: 484	Approved: 3474 - Non Processed: 489	Approved: 2828 - Non Processed: 508



Participant's e-Ticket

- Example of an eTicket for participants

Tests

Test WHO

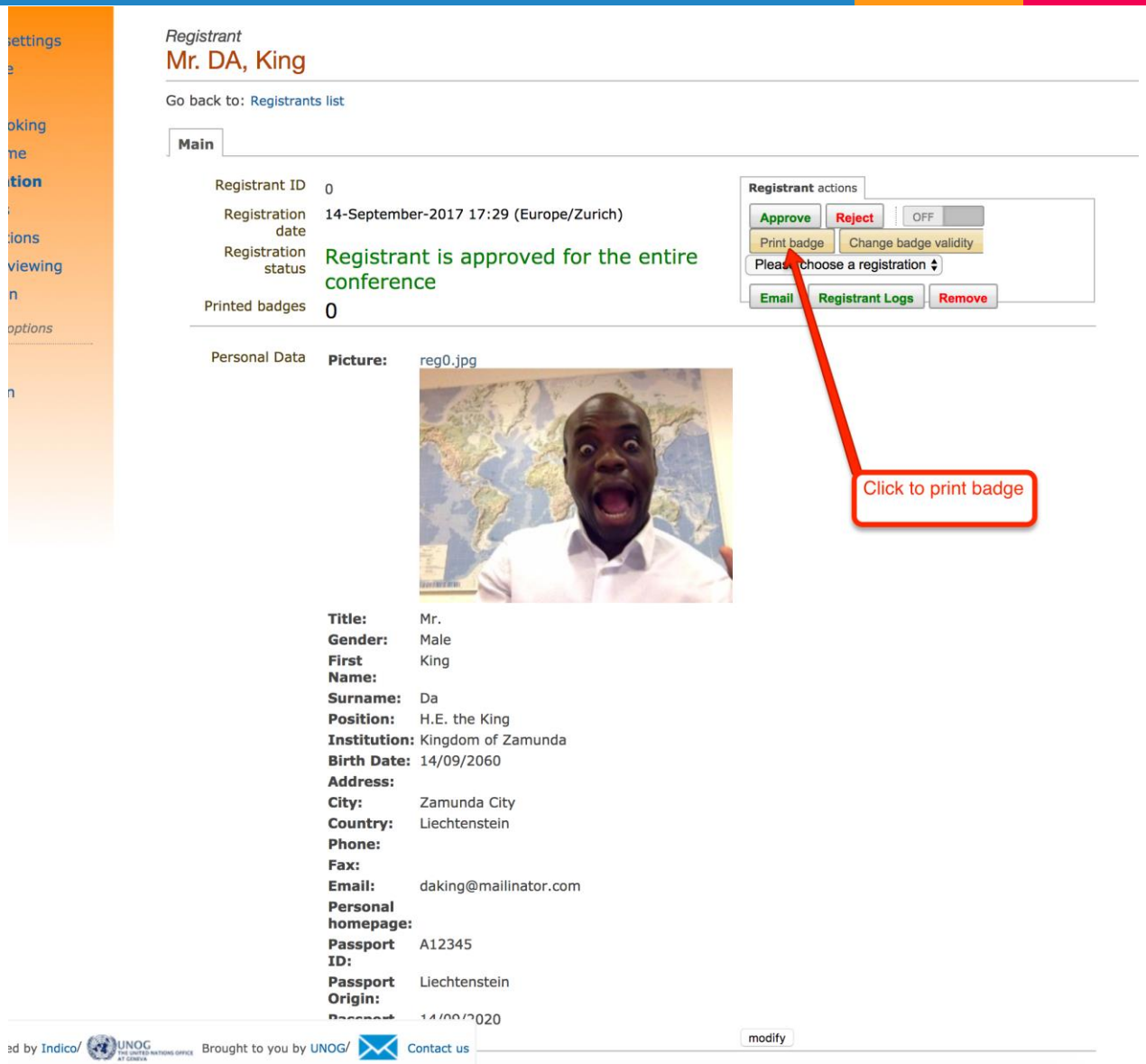
Monday, 10 July 2017 - Friday, 29 September 2017
Palais des Nations - E.74

UN PASS

Mr. DA-SAMA-ITOUA, Nzété
IT Officer Great
United Nations Office in Geneva
Delegate

Participant's profile

- After QR code scanning the Security officer lands on this page
- Check that the participant is approved
- Scan his passport and update his info based on the passport
- Change the participant`s photo, if needed.
- Print badge or Reject the participant for security reasons



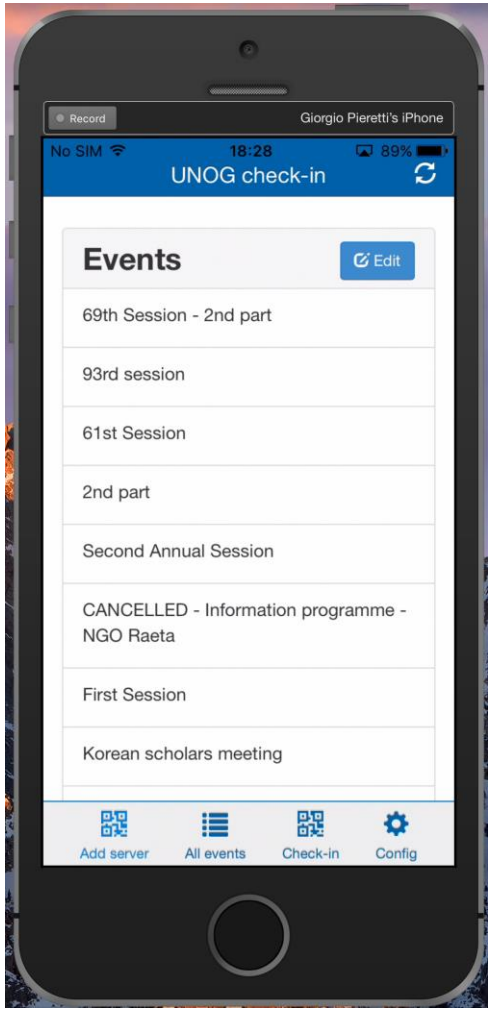
Participant's badge

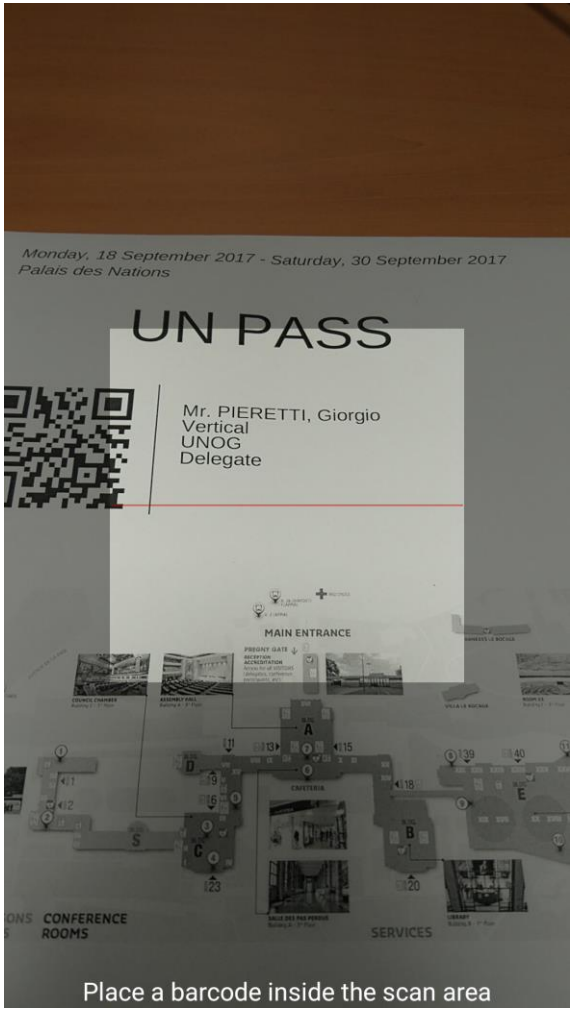
- Different badges are printed based on the representation type

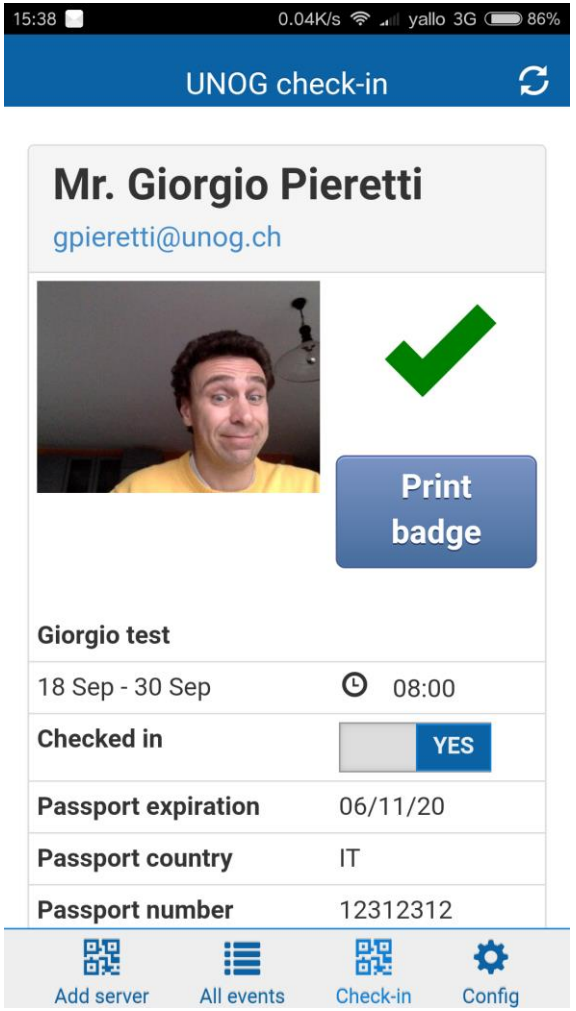
- Example: D and green for delegate

Indico mobile app

Browse events/meetings → Find & verify participant → Print Badge & Check-in





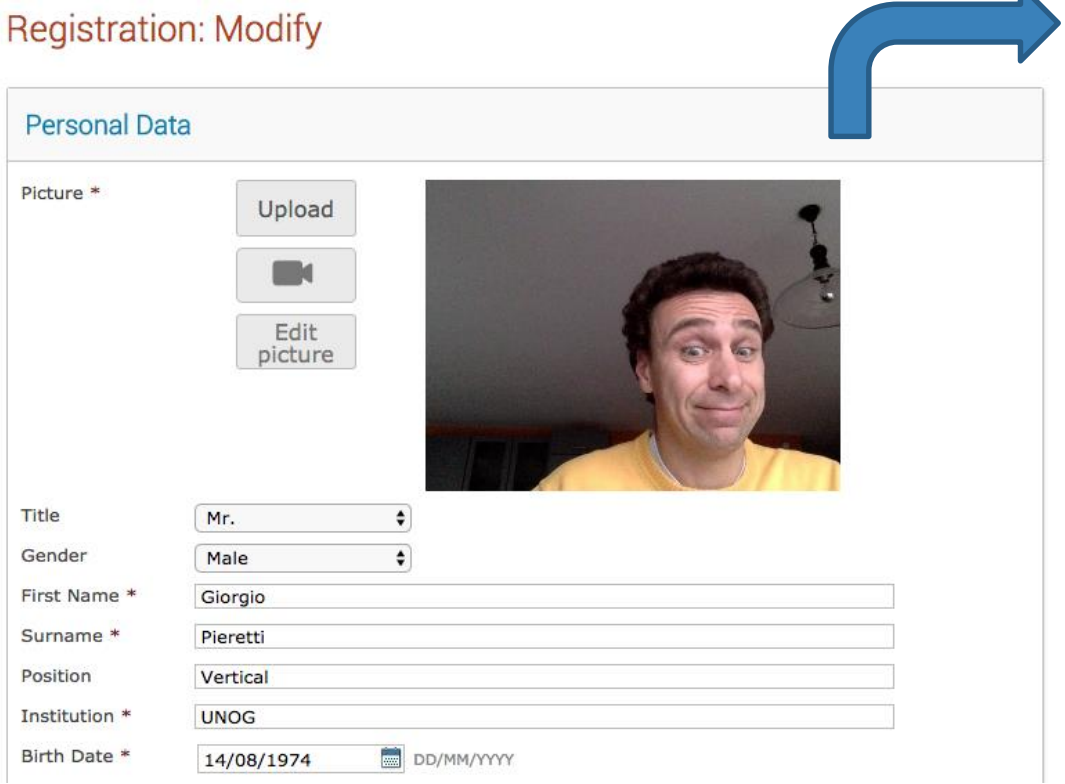


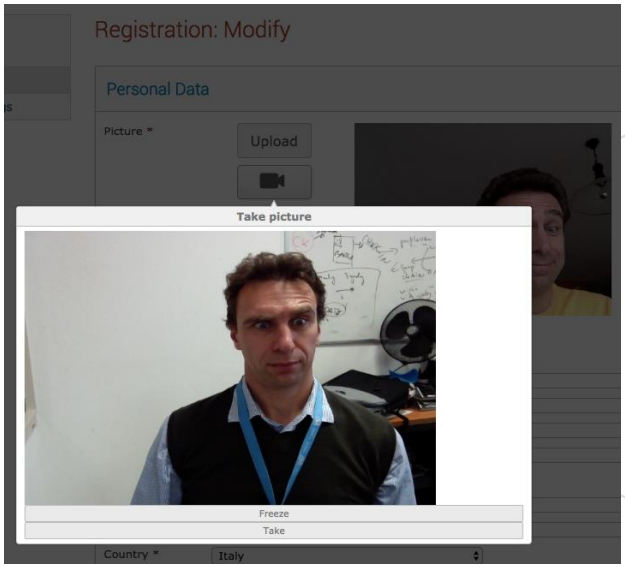
Indico UNOG Customisations

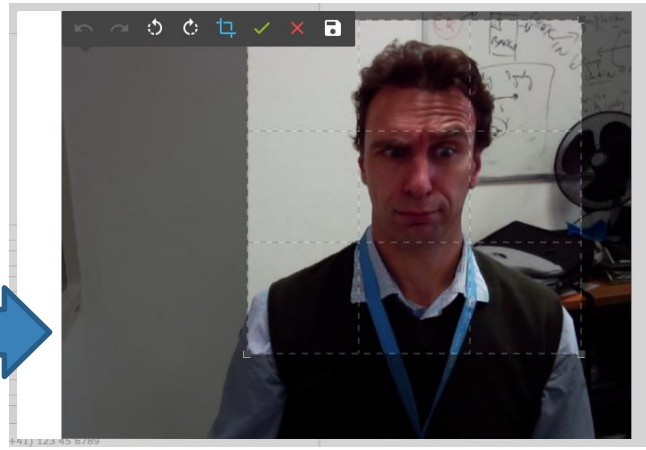
- ✓ From 2015 to NOW, we did A LOT OF CUSTOMISATIONS
- ✓ Part in plug-ins, most directly in the source code

Indico UNOG Customisations 1/5

- ✓ Picture Widget for Registration

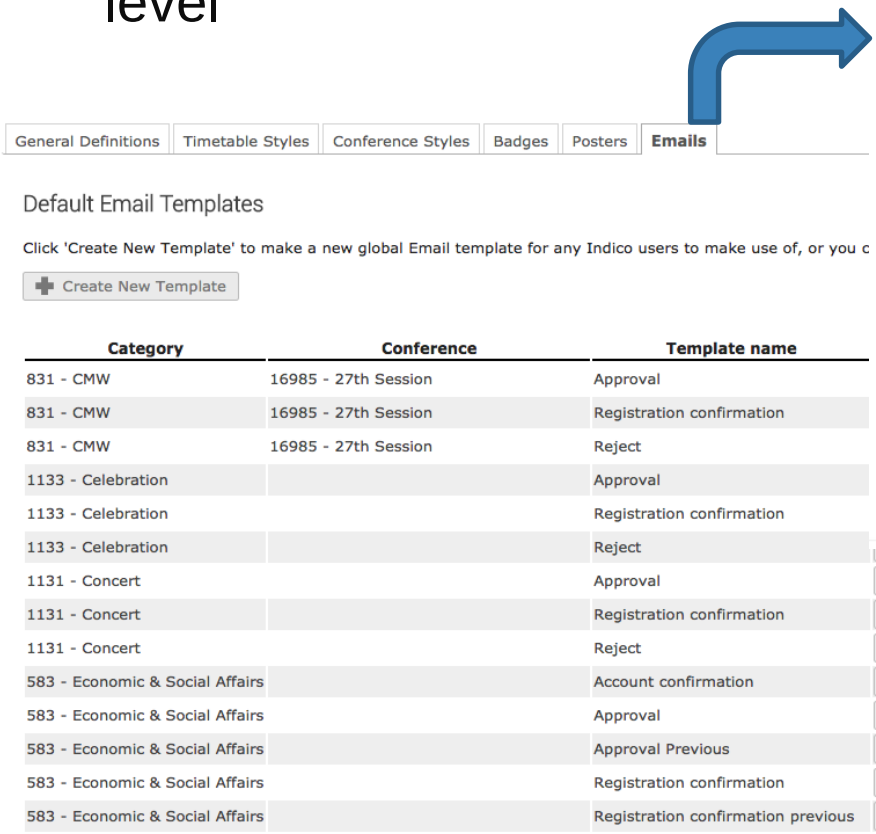


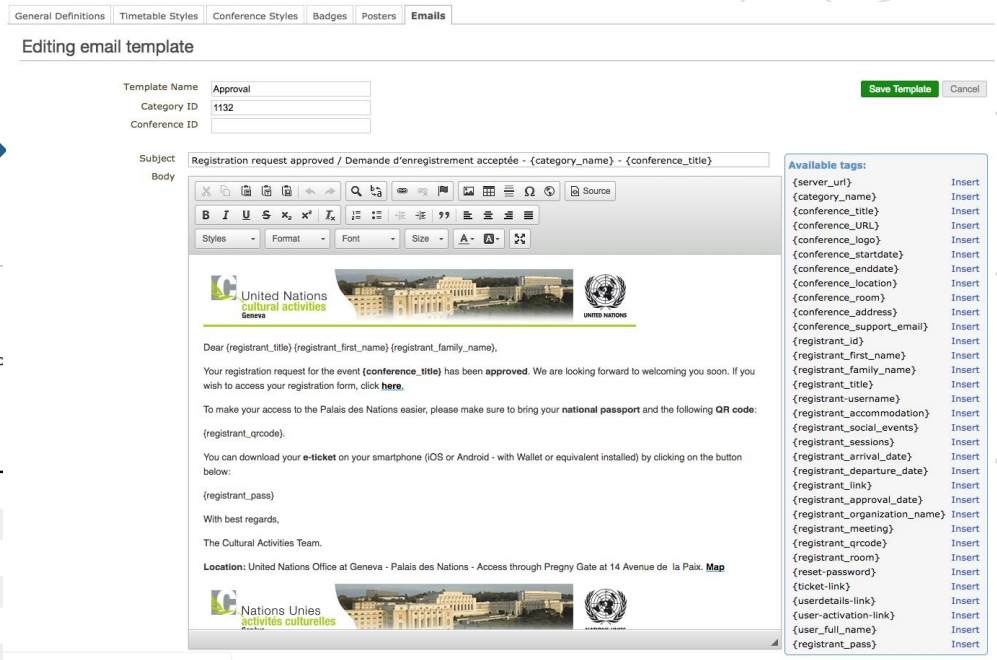




Indico UNOG Customisations 2/5

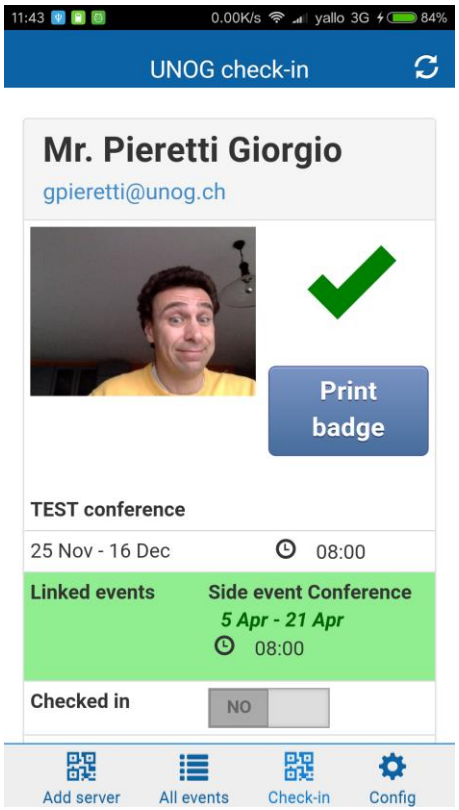
- ✓ Email templates at Conference and Category level

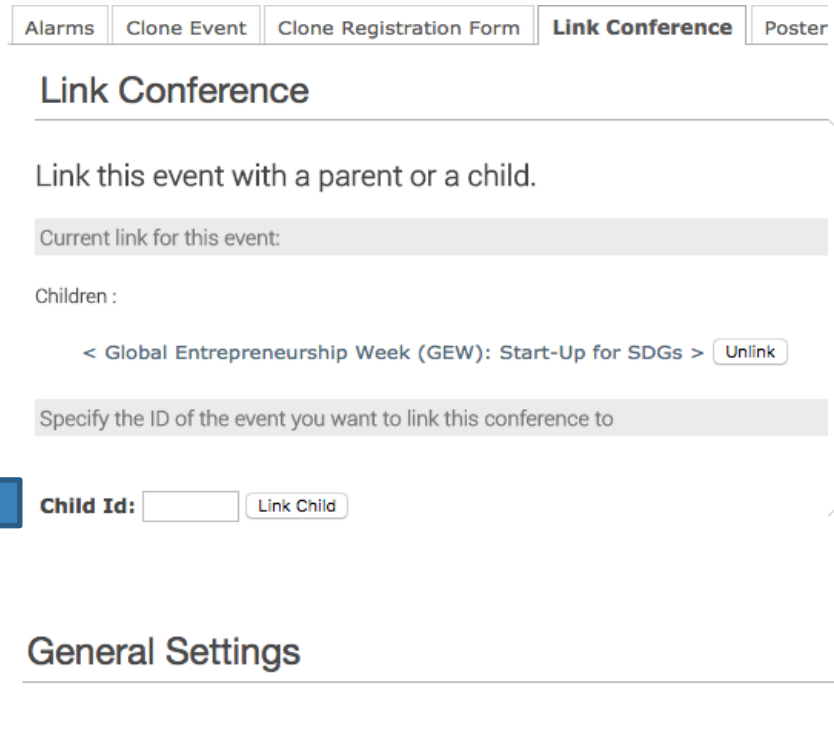


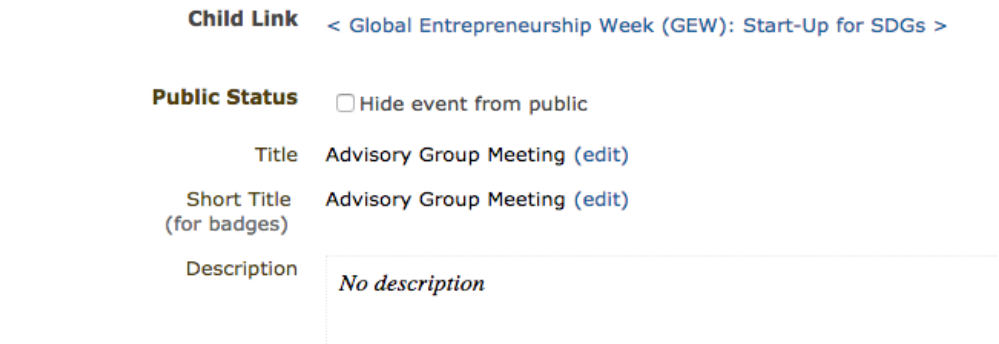


Indico UNOG Customisations 3/5

- ✓ Hidden Events
- ✓ Linked Events







Indico UNOG Customiations 4/5

✓ Registrar Role

Modification control

Managers
(users allowed to modify) Add manager

Modification key change

Note: It is more secure to use the manager list instead of a modification key!

Registration modification control

Registrars
(users allowed to modify registration)

Inherit Registrars List from Category

BOUCHET, Anne (anne.bouchet@unctad.org)	Rights	Criteria	Organisation	
QUIRIGHETTI, Ruby (ruby.quirighetti@unctad.org)	Rights	Criteria	Organisation	
RENAULT, Ximena (ximena.renault@unctad.org)	Rights	Criteria	Organisation	
WILLIS, Mark (mark.willis@unctad.org)	Rights	Criteria	Organisation	
SPERL, Silvan (sperl.intern@unctad.org)	Rights	Criteria	Organisation	

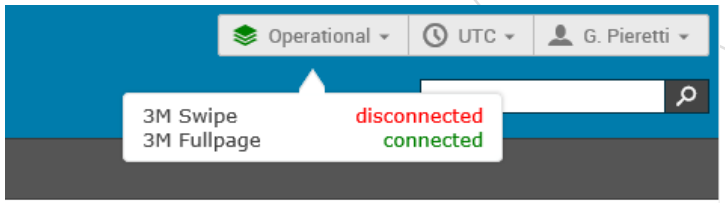
Add registrar Update limits

Rights editor

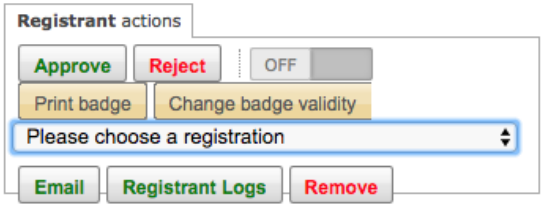
Criteria	Value
Right	Approve
Right	Log
Right	Import
Right	Export
Right	Participant lists

Page 1 of 1 View 1 - 5 of 5

✓ Security Officer Role



Show Server QR Code

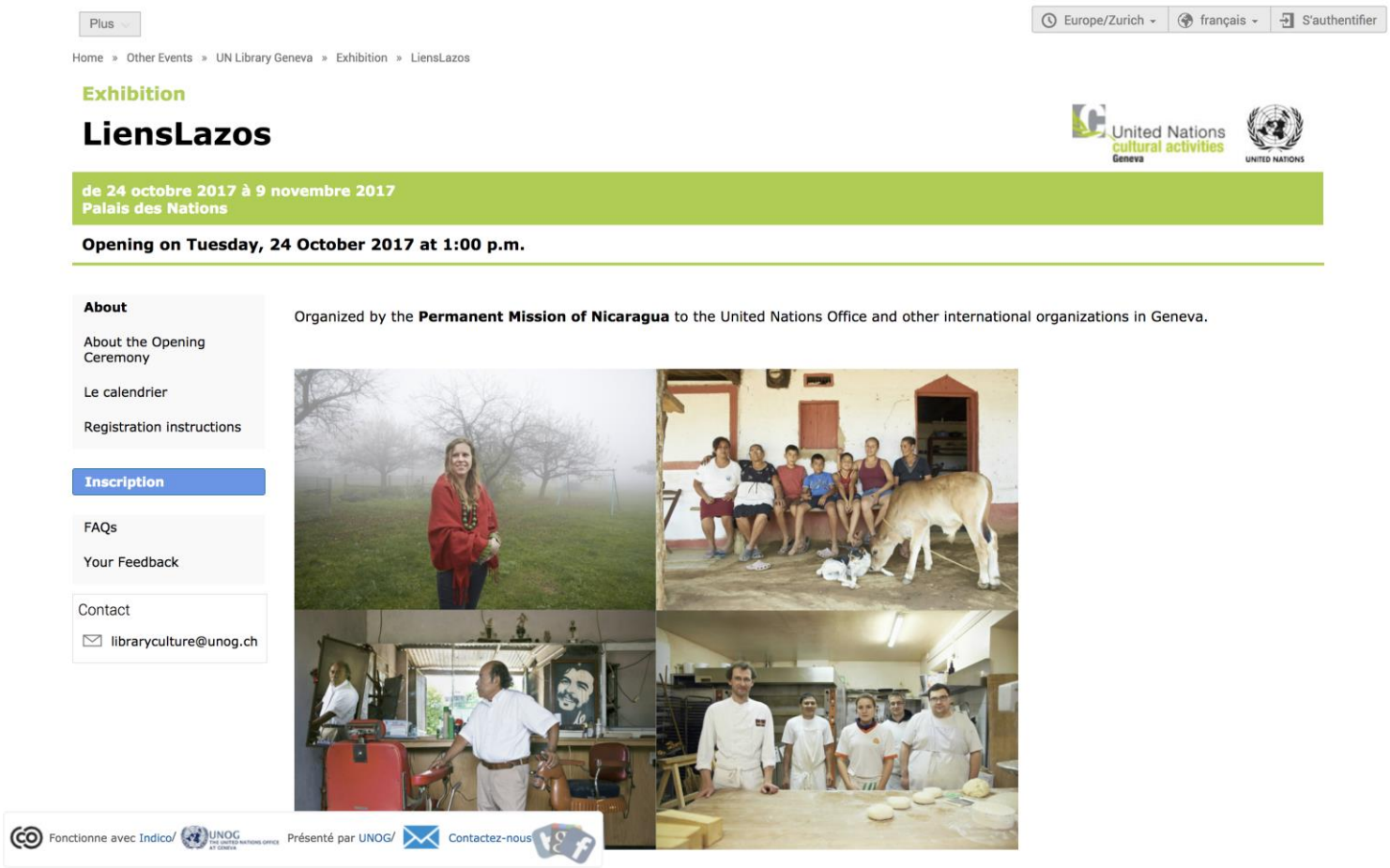


Main e-ticket

Registrant ID	11
Registration date	18-September-2017 11:00 (Europe/Zurich)
Registration status	Registrant is approved for the entire conference
Access linked event	< Global Entrepreneurship Week (GEW): Start-Up for SDGs > 14 Nov 2017 - 14 Nov 2017
Printed badges	0

Indico UNOG Customiations 5/5

- ✓ Deep CSS customisation (Library)



… and much more!

- ✓ User Search by FirstName, LastName (or reverse) OR Email
- ✓ Registration form Clone feature
- ✓ QR-Code scanner and Passport Scanner user lookup
- ✓ Math Captcha + Honeypot in Account Creation form
- ✓ Improved STATS
- ✓ ClamAV integration
- ✓ Integrated Audio Recording Portal
- ✓ Sync Conference creation/update from gMeets
- ✓ Backup / Restore scripts + Vagrant recipe
- ✓ Conferences and Categories displayed together, flatlist view
- ✓ 50+ UNOG Indico version released
- ✓ …etc.

COP13: on-site with Indico

- ✓ 6 – 16 September 2017
  UNCCD COP13 – ORDOS – China (Inner Mongolia)
- ✓ Local Indico installation
- ✓ More than 1200 Users registered on-site
- ✓ 80+ commits in separate git branch for specific needs

6154 Registrants	**154** Countries	**4261** Checked in	**4629** Printed badges
5564 Approved	**512** Not processed	**78** Rejected	**70** VIP

COP13: on-site with Indico

Will we migrate?

1.9.1 → 2.x

We are ready
to CUSTOMIZE!

COP13: on-site with Indico

From Team:

United Nations
Office at Geneva
UNOG

To Team:

For the SUPPORT and for this sparkling new Indico 2.0 !

Thank you!

For more information, please contact

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