International Organisations In The Digital Age

CSAIO 2016
Agenda

• EUMETSAT background information
• Digital world at EUMETSAT
• Issues
• Open points
EUMETSAT Background Information

- Intergovernmental organisation in Darmstadt, Germany
- Operating meteorological satellites
- Scientific/technical focus
- Staff: ~330, Contractors: ~400
- Staff Association Committee
  - 6 (7 from 2017) members
  - 20% work time, no fulltime SAC position
- SAC represents staff only
ICT Services

• Company provided iPhone
• Remote access from any (private) PC, tablet, smart phone
  • Email only
• Remote access from EUMETSAT owned notebooks
  • Email
  • SAP
  • Document management system
  • Requirement management system
  • Intranet
  • Technical Equipment
Digital World at EUMETSAT

- Desktop, notebook and iPhone
- ID card for canteen payment, physical access control, time registration, printing/scanning
- Digital signatures (not qualified) for internal documents
- Digital invoices are accepted
- Various technical processes are complete digital
- Via an online portal:
  - Procurement of services and contractors
  - Recruitment
No more out-of-office? Staff at German car giant Daimler to have incoming emails automatically deleted during time off to guarantee peaceful holidays

- Daimler has guaranteed its 100,000 staff members a blissed-out break
- They can now choose to have new emails deleted while they are away
Challenges

- Unwritten rules and (management) expectations
- Email reply outside working hours and during vacation
- No written agreement to answer emails/phone outside business hours except for shift personnel
- Permanent reachability/availability increases stress level
- German national labour law not applicable
- European data protection legislation not applicable

Teleworking Policy
- Senior Management approval required for teleworking
- Only in exceptional cases such as sickness(!!) or unexpected need for childcare at home
Open Points

- Email / phone usage outside working hours not governed
- Change Management to introduce technical solutions
- Teleworking Policy does not address staff needs
- Internal data protection regulation different than EU
- Information Security Incidents procedures to protect organisation and staff
Staff Association Committee Activities

• Adaptation of the new EU general data protection regulation
• Easier access to teleworking to reduce commuting and ease accommodation situation
• Separation of SAC documents from the document management system
• Formal recognition of 20% working time for SAC
• Better protection of personal data
• Best practices exchange with IOs located in Germany