SURGE delivery lab

EMPOWERING COUNTRY OFFICES TO DELIVER WITH SPEED AND SCALE THROUGH INNOVATIVE OPERATIONS

The SURGE Delivery Lab is an initiative of the UNDP Crisis Bureau in collaboration with the Bureau of Management Services and is providing immediate short-term Country Office delivery and operations support by codifying lessons with innovative approaches.

The two ways the Delivery Lab engages with COs:
Targeted Engagements: Specific set of requests determined by CO for the Lab's intervention
360° Engagements: Holistic approach in diagnosing CO Delivery Capacity and designing a plan of actions

Analytics and Problem Identification

1

The Lab surveys and analyses the delivery metrics of the country office and identifies more efficient ways of enhancing delivery.

Solution Creation and Accompaniment

2

The Lab provides actual solutions and implements them through the Lab's experts and Crisis Bureau deployment mechanisms.

Policy, Strategy and Procedural Innovation

3

Based on lessons learned in COs the Lab guides the organization in identifying, prioritizing, adopting, and implementing a series of policy, strategy, systems, and procedural changes.
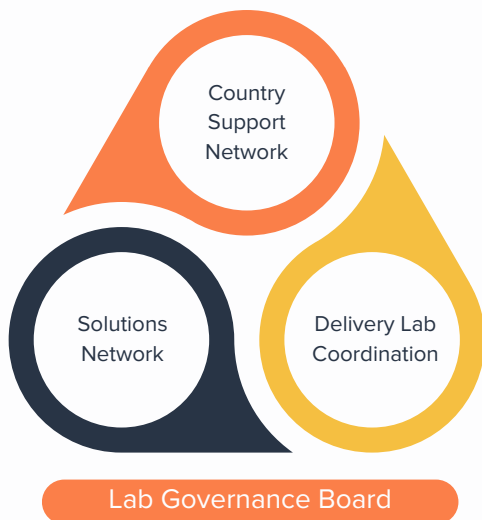
17 countries supported since 2020

8 crisis operations initiatives

STRUCTURE

- Country Support Network
- Solutions Network
- Delivery Lab Coordination
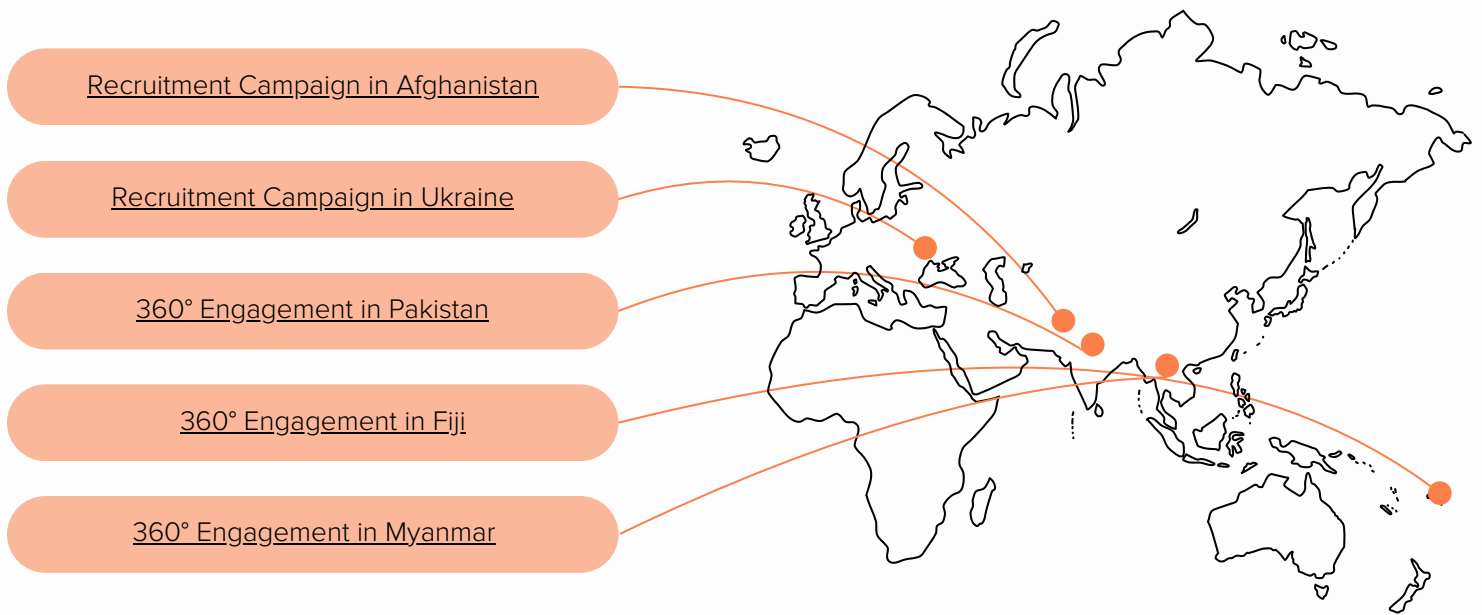- Lab Governance Board

LAB GOVERNANCE BOARD

- BMS Deputy Director
- CB Deputy Director
- CO representative(s)
- Regional Bureau representative(s)
- A representative from the Development Effectiveness Group

BROAD AREAS OF LAB SUPPORT TO COs

- Review of CO operations capacities
- Large scale recruitment campaigns in COs
- Reorganization of CO capacities
- Functional reviews of COs
- Leadership and management training
- Digital literacy strengthening and strategy
- Advisory support of operations deployments

ENGAGEMENT HIGHLIGHTS

Recruitment Campaign in Afghanistan

Recruitment Campaign in Ukraine

360° Engagement in Pakistan

360° Engagement in Fiji

360° Engagement in Myanmar

CORPORATE SOLUTIONS

Strategic Operations for Crisis Response in Development Emergencies

As part of a strategic approach to crisis operations, the Crisis Bureau in collaboration with BMS is rolling out three very specific but interconnected initiatives: Next Generation Fast Track Procedures, Special Measures to deliver at greater speed and scale and Crisis Operations Facility

ExpRes Engagement through the IPSA Process

Designing the process for engaging experts on the new IPSA contract modality through the GPN ExpRes Roster

SURGE Plan Travel SOPs

Facilitation of urgent travel for SURGE and other CSMT funded missions

COVID-19 Response TA Deployments SOP

Streamlining the procedure for TA Deployments through the BMS waiver

JOINT BMS/OHR AND GPN PROJECT

The lab manages a joint GPN and OHR/BMS project on UNDP capacities and workforce planning to optimize UNDP's human resources to support the implementation of the strategic plan and roll out the GPN/Crisis Service offers.

Key accomplishments include digitalizing leadership pools, conducting rotation and mobility exercises, recruitment initiatives, workforce planning, and the launch of an internal talent marketplace.

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