

UNGSC/SGITT iNeed SS Catalogue Consolidation

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1. UNGSC/SGITT iNeed SS Catalogue Consolidation

Please note that iNeed Self-Service items previously listed under the following catalogues:

- DFS Global Applications Catalogue
- DFS Global Infrastructure Catalogue
- UNGSC Solutions Support

will now be consolidated into a single catalogue: **UNGSC Digital Technology Services**. Implementation of this consolidation begins today.

Thank you for your patience — you can share any suggestions for improvement after this transition.

2. The BSC FS Service Will Cease Operations on December 31, 2025

The **BSC Field Support** service will be discontinued as of **December 31, 2025**. Starting **January 1, 2026**, all **Enterprise Applications-related tickets** will be managed by **USD BKK**.

We kindly request that you handle ticket submissions as independently as possible, since the Service Desk function will not be available starting in January. The Orchestration team (ungsc-dtorchestration@un.org) will help you on specific tasks that you may not be able to fulfil.

3. New Way to Contact UNGSC for Their Digital Technology Services

Clients with an SLA with UNGSC/SGITT are requested to contact us preferably via the new iNeed Self-Service catalogue "**UNGSC Digital Technology Services**" or by email at ungsc-dtorchestration@un.org. Thank you for your continued support.

Kind Regards,
Service Management Unit (SMU) Service for Geospatial,

Information and Telecommunications Technologies United Nations
Global Service Centre United Nations Department of Operational Support