



المؤسسة الإسلامية لتأمين الإستثمار و ائتمان الصادرات
THE ISLAMIC CORPORATION FOR THE INSURANCE OF INVESTMENT AND EXPORT CREDIT
(عضو مجموعة البنك الإسلامي للتنمية - Member of the Islamic Development Bank Group)



ICIEC Staff Retreat and 30th Anniversary Celebration

19 - 20 December 2023

Administration Services

Agenda



Strategic Focus

Alignment with 10 Years Strategy

Key Performance Indicators for 2024

Challenges

Targets / Initiatives

Realigning Administration Services to support ICIEC Strategic Priorities

2024 Plan

Alignment with 10 Years Strategy

- **Administration Services will continue supporting in enhancing ICIEC's efficiency through:**
 - **Utilizing IT Systems**
 - JIRA implementation.
 - Administration services& Gov. affairs process automation.
 - **Improve Client Satisfaction with the Administrative Services:**
 - **Ensure maintaining a safe, healthy, and supportive working environment.**
 - **Oversee ICIEC's new office project at Building No. 1, IsDBG.**
 - **Contribute to ICIEC's Strategic Direction on Climate Change by Creating an Eco-Friendly Office Culture.**
 - **Contribute to the establishment of ICIEC Offices at RHs under the supervision of the IsDBG.**

Alignment with 10 Years Strategy Cont....

- Provide archiving services and guidelines for dealing with Corporate documents and mail shipments.
- Supervise the service delivery and billings related to the SLA and IsDB shared administration services
- Organize events and social gatherings for ICIEC staff in coordination with ICIEC Management and SPC to strengthen engagement and working relations.

Key Performance Indicators for 2024

1. **Improve Internal Client Satisfaction Level on Administration Services.**
2. **Free Audit/Compliance observations on the quality of the Administration Services and Government Affairs.**
3. **Average time to resolve staff requests, target of 48 hours turnaround.**
4. **Ensure full adherence and compliance with internal guidelines, policies, and procedures.**
5. **Support ICIEC Management in improving the ICIEC Staff Internal Satisfaction Index through enhancing the ICIEC workplace environment and office facilities.**
6. **Increase Cost Saving Rate.**

Challenges

1. Limited control on the execution of IsDB-ASD services provided to ICIEC Staff Members:
 - Time to deliver issues (Average days, before/after deadlines, etc.)
 - Cost of services (insurance, health services, ticketing, travel arrangements, etc)
 - Tracking and updates (ICIEC staff requests, relations with contractors, etc)
2. Staff Requests for Administration Services are received outside JIRA.
3. The physical conditions of current ICIEC offices.
4. Lack of Archiving infrastructure (central room, system, guidelines, and processes).
5. Requests for Logistics & Administration Services are received in short periods.

Targets / Initiatives

- Utilize JIRA for all requests related to Administration Services.
- Conduct Client Satisfaction Survey on the Administrative Services.
- Strengthen Communications with Staff (regular check-up rounds for offices and facilities).
- Establish ICIEC Main Archiving Rooms and its guidelines and processes.
- ICIEC New Building Project.
- Improve the Administrative Services Team's communication styles and engagement with clients (Regular office visits, scheduled inspections, watching Jira tickets, etc)
- Client Satisfaction Surveys on IsDB Administrative Services provided to ICIEC Staff Members.

THANK YOU



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