



IICA



Inter-American Institute for
Cooperation on Agriculture

Process Map

Estrategic Processes	1. Institutional Knowledge Management	
	2. Commucation and Image	
	3. Strategic Development	
	4. Institutional and Diplomatic Relations	
	5. Legal Advisory	
	6. Auditing	
Core Processes	7. Technical Cooperation (Developing)	
	8. Integrated Project Management	
Support Processes	9. Management of Human Capital	
	10. Information and Communication Technologies	
	11. Financial Management	
	12. Management of Contracting and Services	
	13. Specialized Services for Institutional and Diplomatic Relations	

Macroprocess	Process	Sub-Process
<p>1. Institutional Knowledge Management</p>	<p>1.1 Knowledge Management</p>	
	<p>1.2 Knowledge Management Support Services.</p>	<p>1.2.1 Online Training</p>
		<p>1.2.2 Horizontal Cooperation.</p>
		<p>1.2.3 Management of Reference Material.</p>
		<p>1.2.4 Database Administration.</p>
		<p>1.2.4.1 Procedure to Update Learning Management System.</p>
		<p>1.2.4.2 Procedure to Update Platforms.</p>
		<p>1.2.5 User Services.</p>



Process Map


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Macroprocess	Process	Sub-Process
2. Communication and Image	2.1 Formulation of a Channel, Media and Content Plan.	
	2.2 Dissemination and Mass Media Exposure.	
	2.3 Audiovisual and Print Production.	

Macroprocess	Process	Sub-Process
3. Strategic Development	3.1 Strategic Planning.	3.1.1 Organization to elaborate the Medium-Term Plan.
		3.1.2 Formulation of the Medium-Term Plan.
		3.1.3 Implementation of the Medium-Term Plan.
		3.1.4 Evaluation of the Medium-Term Plan.
	3.2 Tactical Planning.	3.2.1 Organization for the elaboration of Tactical Plans.
		3.2.2 Formulation of the Tactical Plans by each organizational entity.
		3.2.2.1 Procedure to identify, record and analyze institutional risks.
		3.2.3 Implementation of the Tactical Plans by each organizational entity.
		3.2.4 Monitoring and Evaluation of Tactical Plans.
		3.2.5 Formulation of the Budget Program (2 years).
	3.3 Programming and Budgeting.	3.3.1 Formulation of the Annual Action Plan.
		3.3.2 Programming and budgeting of new projects.
		3.3.3 Adjustments to the Annual Action Plan.
	3.4 Monitoring, Evaluation and Capitalization of Management.	3.4.1 Organization of monitoring and evaluation of management.
		3.4.2 Monitoring of Management.
		3.4.2.1 Monitoring and follow-up procedure for institutional risks.
		3.4.3 Evaluation and management capitalization.
		3.4.3.1 Procedure to evaluate the institutional risks management system.
	3.5 Organizational Design.	3.5.1 Process development and institutional procedures.
		3.5.2 Design of Organizational Structure.
3.5.3 Management of Organizational Change.		
3.5.4 Document management of manuals of institutional processes.		

Macroprocess	Process	Sub-Process
<p>4. Institutional and Diplomatic Relations</p>	<p>4.1 Political-institutional work with the Member States.</p>	
	<p>4.2 Management of IICA's political-diplomatic partnerships with key actors.</p>	
	<p>4.3 Response to mandators.</p>	

Macroprocess	Process	Sub-Process
5. Legal Advisory	5.1 Legal institutional support.	
	5.2 Updating and dissemination of legal knowledge.	
	5.3 Jurisdiction attention.	
	5.4 Analysis and Criteria regarding Diplomatic Rights of IICA and its International Professional Personnel.	
	5.5 Elaboración, revisión y aprobación de normativa Institucional.	

Macroprocess	Process	Sub-Process
6. Auditing	6.1 Audits Planning.	
	6.2 Audits Execution.	
	6.3 Reports Preparation.	
	6.4 Follow-up and Monitoring.	
	6.5 External Audit.	
6.5.2 Support for and Processing of Requirements.		
6.5.3 Review, Discussion and Verification of External Audit Reports.		

Macroprocess	Process	Sub-Process
8. Integrated Project Management	8.1. Identification of Project Opportunities	8.1.1 Procedure for Identifying and Categorizing Projects with an Environmental Impact.
	8.2. Project Negotiation.	
	8.3. Project Formulation and Approval.	8.3.1 Procedure for Conducting Environmental Screening and Scoping (Category A or B Projects).
	8.4. Project Execution and Control.	
	8.5. Project Evaluation and Closure.	

Macroprocess	Process	Sub-Process
9. Management of Human Capital	9.1 Planning of Human Capital.	9.1.1 Design and Systematization of positions.
		9.1.2 Updating of the Competencies Structure.
	9.2 Employment management.	9.2.1 Attraction.
		9.2.2 Selection.
		9.2.3 Integration.
		9.2.4 Management of Professional Visits and Internships.
	9.3 Training and development.	9.3.1 Performance Management.
		9.3.2 Training.
		9.3.3 High Potential Management.
	9.4 Occupational well-being.	9.4.1 Remuneration Management.
		9.4.2 Benefits and incentives.
		9.4.3 Labor Relations.
		9.4.4 Overall Health.
		9.4.5 Operational management of personal insurance (health, life and dental).
	9.5 Management of Institutional Culture.	9.5.1 Organizational Climate.
		9.5.2 Management of Cultural Alignment.
	9.6 Support services for staff.	9.6.1 Management of files.
		9.6.2 General staff requirements.
		9.6.3 Contract renewal –International Professional Personnel.
		9.6.4 Transfer of International Professional Personnel.
9.6.5 Management of Personnel Emeritus.		
9.7 Termination.		

Macroprocess	Process	Sub-Process
10. Information and Communication Technologies	10.1 ICT Institutional Management.	10.1.1 ICT Project Management.
		10.1.2 ICT Contract Management.
	10.2 Application operations.	10.2.1 Engineering of New Applications.
		10.2.2 Maintenance of Applications.
		10.2.3 Maintenance of Web and Cloud Developments.
	10.3 Infrastructure Operations..	10.3.1 Management of Networks and Telecommunications Wiring.
		10.3.2 Management of Networks.
		10.3.3 Telecommunications Management.
		10.3.4 Maintenance of Technology Infrastructure.
	10.4 Cross-cutting Management.	

Macroprocess	Process	Sub-Process
11. Financial Management	11.1 Payment processing.	11.1.1 Validation of information.
		11.1.2 Payment generation, approval and verification.
	11.2 Resource availability.	11.2.1 Daily availability of funds.
		11.2.2 Income and expenditure records.
		11.2.3 Short-term investments
	11.3 Financial - Accounting Management.	11.3.1 Creation / Updating/ Closing of Bank Accounts.
		11.3.2 Creation or Modification of Master Data.
		11.3.3 Adaptation and Stabilization of the Accounting System.
		11.3.3.1 Response to and Resolution of Accounting System-Related Queries from the Delegations and Headquarters.
		11.3.3.2 Improvement Plans for the Accounting System.
		11.3.4 Registration of Charge Advices.
	11.4 Response to and Monitoring of Administrative and Financial Aspects of External Projects – Counterpart.	11.3.5 Accounting Operations and Coordination; Closing Procedures.
		11.4.1 Response to administrative and financial inquiries and requests.
		11.4.2 Monitoring of execution.
		11.4.3 Rendering of accounts.
		11.4.4 Administrative closure.

Macroprocess	Process	Sub-Process
12. Management of Contracting and Services	12.1 Purchases and Procurement.	12.1.1 Annual Plan for Purchases and Procurement.
		12.1.2 Registry and maintenance of suppliers.
		12.1.3 Identification of the Purchase Method.
		12.1.4 Purchases by Credit Card or from Petty Cash.
		12.1.5 Direct Contracting.
		12.1.6 Contracting by a competitive method for the purchase of goods and/or services.
		12.1.7 Contracting by bidding.
		12.1.8 Hiring of consultants.
		12.1.9 Formalization of the contracting and delivery of the goods or implementation of the service acquired.
		12.1.10 Travel management (planned travel).
		12.1.11 Travel management (unplanned travel).
		12.1.12 Management for negotiation or renewal insurances.
	12.2 Management of Assets and Supplies.	12.2.1 Inventory of Fixed Assets.
		12.2.2 Receipt of Goods in Warehouse.
		12.2.3 Warehouse Management.
12.2.4 Disposal of fixed assets.		
12.3 Maintenance and Safekeeping of Infrastructure and Non-Computer Equipment.		
12.4 Management of Internal Services.	12.4.1 Management of IICA Shop.	
	12.4.2 Provision of Internal Services.	
	12.4.3 Operational management of insurance (vehicles, movable and immovable property and others).	

Macroprocess	Process	Sub-Process
<p>13. Specialized Services for Institutional and Diplomatic Relations</p>	<p>13.1 Management of diplomatic rights and immunities of IICA international professional personnel (IPP).</p>	<p>13.1.1 Diplomatic identification and Accreditation.</p>
		<p>13.1.2 Import tax exemptions.</p>
		<p>13.1.3 OAS Official Travel Documents.</p>
		<p>13.1.4 Handling of diplomatic visas.</p>
	<p>13.2 Protocol Assistance.</p>	
	<p>13.3 Technical Secretariat of Governing Bodies.</p>	
	<p>13.4 Official Events.</p>	<p>13.4.1 Events by the Governing Bodies and the Executive Committee.</p>
		<p>13.4.2 Meetings at Headquarters and Delegations.</p>
	<p>13.5 Language Management.</p>	<p>13.5.1 Translation.</p>
		<p>13.5.2 Editing.</p>
<p>13.5.3 Interpreting.</p>		