

**Activities of the Office of Internal Oversight Services  
for the period from 1 January to 31 December 2011**

(A/66/286 (Part II))

**Statement to the Fifth Committee by the  
Under-Secretary-General for Internal Oversight Services  
Carman L. Lapointe  
9 May 2012**

Mr. Chairman, distinguished Members of the Fifth Committee,

I am pleased to introduce the report on the Activities of the Office of Internal Oversight Services for peacekeeping operations for the period from 1 January to 31 December 2011.

I would like to take this opportunity and express my appreciation to Member States for granting OIOS the new essential post of Assistant-Secretary-General. As you are aware, Mr. David Kanja of Kenya has now been appointed and will resume his duties next month. Mr. Kanja's almost three decades of oversight experience will allow him to contribute meaningfully to leadership and stewardship functions to ensure that OIOS delivers objective, professional oversight results that make a difference in the organizations we serve.

Mr. Chairman, OIOS vacancy rates have improved steadily during the reporting period. You might recall that in September 2010, the vacancy rate for OIOS peacekeeping operations was at 28 per cent; most recently, at the end of April 2012, the rate has decreased to 24 per cent. But it is evident that we continue to be challenged to attract and retain professional staff in non-

family peacekeeping locations, given the fierce competition for these skills and absence of rotation policies.

The overall vacancy rate for OIOS stood at 25 per cent in September 2010, and at 18.6 per cent at the end of 2011. This downward trend has continued steadily. The current rate is at 16.8 per cent, while our projected rate, given on-boarding status of 10 staff members and expected departures, is expected to reach 14.4 per cent. In the upcoming months, we anticipate further progress with identification of potential new recruits being drawn from rosters of pre-cleared candidates.

The report before you provides an overview of the work of the three Divisions: Internal Audit, Investigations, and Inspection and Evaluation. OIOS issued close to 200 reports on peacekeeping matters in 2011.

Regretfully, sexual exploitation and abuse (SEA) matters remain an area of concern, predominantly involving uniformed personnel. In 2011, 34 per cent of completed investigations related to SEA, over 60 per cent of which pertained to MONUSCO. Mr. Chairman, I think we can all agree that as an Organization, we have a moral obligation to bring an end to such distressing matters. SEA not only taints the good work and reputation of the United Nations but victimizes those we are mandated to protect, including children. I can assure you that OIOS will continue to do its part to ensure that SEA allegations are properly followed up or investigated. We also continue to rely on Member States to do their part to pursue appropriate follow-up actions in accordance with the related Memorandum of Understanding for troop-contributing countries. We have begun to review of the operation of

this MoU to determine levels of compliance and its effectiveness in ensuring accountability in United Nations operations.

The OIOS annual report on peacekeeping operations covers a wide range of other matters as well, including aviation safety; cooperation and coordination between the Department of Peacekeeping Operations and the Department of Field Support; human resources reform initiatives; information and communication technology; inventory management; contingent-owned equipment; safety and security; business continuity; and procurement management.

We continue to review ways to improve our own operations in OIOS, and in this regard we have convened separate expert panels to review OIOS activities in investigations and in inspections and evaluations. We are also reviewing the way we are organized in OIOS to ensure that we are structured appropriately to deliver on our mandates efficiently, as well as our communications strategies and tools to determine whether we are communicating effectively with all stakeholders, including our own staff.

We are currently finalizing our first quarterly activity report for the Secretary-General, the Management Committee and the Independent Audit Advisory Committee. In it we report our progress in relation to our committed work plans, as well as analytic and performance indicators such as use of allocated resources and timeliness of reports. The report also outlines all critical issues arising from oversight matters during the quarter, and reports on management's progress in implementing committed actions to address critical issues previously reported, including all critical

recommendations for which committed action plans are overdue. We believe this report will help focus senior management's attention on high-priority matters, and will transparently communicate our own effectiveness in managing oversight activities.

In conclusion, I would like to thank all OIOS staff, at all levels and at all OIOS locations, for their continued hard work and dedication to internal oversight, for their willingness to embrace changes to improve our effectiveness, and for their commitment to the ideals of the United Nations. I also would like to express our appreciation to all Member States for your interest in and support for our work, and for entrusting us with such important roles.

I welcome your questions on any subject matter.

Thank you.

**Report of the Office of Internal Oversight Services on the audit of the implementation of the global field support strategy**

(A/66/714)

**Statement to the Fifth Committee by the  
Under-Secretary-General for Internal Oversight Services  
Carman L. Lapointe  
9 May 2012**

Mr. Chairman, distinguished Members of the Fifth Committee,

I am pleased to introduce the report on the audit of the implementation of the global field support strategy (GFSS).

In the opinion of OIOS, overall results relating to the effective implementation of the global field support strategy were partially satisfactory.

The implementation of GFSS remains in its early stages. Therefore, the audit focused on the adequacy and effectiveness of high-level arrangements in the areas of governance, risk management, strategic planning, programme management, coordinated management, and communication.

Mr. Chairman, we look forward to a more detailed discussion. For now, I would like to briefly highlight the following:

- DFS had implemented a governance framework comprising various committees and working groups to oversee GFSS implementation and was in the process of updating its strategy to include an end-state

vision of the configuration and organizational structure for field support. However, it was evident that there was a need to strengthen some committee structures and reporting lines, and to implement a comprehensive framework to monitor and manage the associated risks.

- Furthermore, DFS had developed a methodology to identify and propose ownership of processes amongst Headquarters, missions, and the global and regional service centers, but there was a need to develop criteria to assess and determine the qualitative benefits of implementing the GFSS. In addition, the Department had not established a performance management framework to link performance indicators and targets to overall strategic goals.
- DFS had engaged with intergovernmental bodies on the overall development and strategic direction of the GFSS; however, mechanisms for communication and engagement with Secretariat staff and internal stakeholders needed improvement and it is expected that this matter will be resolved once the Human Resources Response Task Force is fully functional.

In total, OIOS issued six important recommendations, all of which were accepted and are being implemented by DFS .

In conclusion, I would like to thank DFS management and staff for the cooperation extended to the audit team during the course of our work.

Thank you, Mr. Chairman.