



Statement on behalf of the Member States of the European Union

By

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- AS DELIVERED –

Mr. Chairman,

I have the honour to speak on behalf of the member states of the European Union.

The Candidate Countries Turkey, the former Yugoslav Republic of Macedonia*, Montenegro* and Serbia*, the country of the Stabilisation and Association Process and potential candidate Bosnia and Herzegovina, as well as Ukraine, the Republic of Moldova, Armenia and Georgia align themselves with this statement.

From the outset, I would like to thank Ambassador Takasu, USG for Management for introducing SG Report 70/323 on the Global Service Delivery Model at the United Nations. I would also like to thank Mr. Carlos Ruiz Massieu, Chair of the ACABQ, for introducing its report on the same issue.

The member states of the European Union would like to recall the importance of developing a Global Service Delivery Model alongside ongoing change processes at the United Nations, in particular Umoja and the implementation of the Information and Communications Technology (ICT) strategy at the Secretariat. We support the goal of creating a truly global Secretariat that is better able to deliver on its mandates and is supported by administrative services that provide what is needed, when needed and where needed.

* *The former Yugoslav Republic of Macedonia, Montenegro and Serbia continue to be part of the Stabilisation and Association Process.*

Mr Chairman,

Over recent biennia, member states have invested in major reform processes including Umoja and the Global Field Support Strategy. The Global Service Delivery Model will be an essential element drawing these together, creating synergies and ensuring better, faster and more efficient service delivery with benefits that can be demonstrated in both qualitative and quantitative ways.

It is clear that the Global Service Delivery Model and Umoja will be mutually reinforcing: while Umoja standardized and automated business processes, the Global Service Delivery Model will consolidate fragmented administrative structures within and across duty stations.

The overall objective of the exercise is to concentrate resources on substantive, front-line activities making the Organization leaner and more effective. This will not only improve the quality of mandate implementation but furthermore free resources that can translate into considerable efficiency gains for the Organisation and its member states. In order to deliver this transformational change including the realisation of its benefits, it is important that the end state vision is clearly defined at the start of the process.

In this regard, we concur with the Board of Auditors in their observation on Umoja that "the global service delivery model should have been designed in advance of the ERP project" and that "the absence of a defined destination service delivery model increased the risk of expensive retrofitting of the ERP."

Mr. Chairman,

The current report of the Secretary-General sets out the rationale and broad concepts for the Global Service Delivery Model. The report should therefore be seen as a first step in the development of a detailed proposal that will enable the United Nations to dedicate a greater proportion of resources to substantive front-line activities while making administrative functions leaner and more effective, and better able to serve the current and evolving needs of the Secretariat.

We therefore underline the need to adopt a truly global and therefore system-wide approach. The concepts outlined in the Secretary-General's report are not new and existing best practices from across the United Nations system should be taken into account.

In conclusion, Mr. Chairman, the member states of the European Union agree that a project of this magnitude requires an end-state vision, clear parameters, baselines, timelines and a well-developed governance structure. Also, it should maximize benefits and avoid possible duplication and overlap while taking into account the unique and complex nature of the United Nations system.

I thank you, Mr. Chairman.