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**Statement by Cherith Norman, Minister Counselor for UN Management and Reform,
On Agenda Item 134: Global Service Delivery Model
at the
Main Session of the Fifth Committee
70th UN General Assembly
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Thank you Mr. Chairman.

I would like to express my appreciation to Under-Secretary for Management, Mr. Yukio Takasu, and Mr. Carlos Ruiz Massieu, Chair of the Advisory Committee on Administrative and Budgetary Questions, for introducing their respective reports on this important agenda item.

Mr. Chairman, the United States welcomes the Secretary General's continued effort to transform the United Nations and its way of doing business so that it is more effective in delivering its mandates. One of the most important elements of this modernization effort is appropriately tailoring the support structure to the organization's global footprint. As noted by the Secretary General, it is critical that we find a "sustainable approach to administrative service delivery that is suitable for the current and evolving operational needs of the Secretariat." The Secretary-General's framework for the Global Service Delivery Model (GSDM) provides an important opportunity to harness the full potential of the several reform initiatives already approved by the General Assembly and well underway, including IPSAS, Umoja, the ICT information and communications strategy and human resources management reforms such as mobility, as well as the Global Field Support Strategy.

While there are many elements outlined in the Secretary General's report and the related ACABQ report that merit careful attention, the Fifth Committee should focus on a set of principles that will deliver efficient support for the United Nations' global footprint. Our goal should be to increase the organization's productivity, allowing resources to be deployed where

they are most needed for mandate delivery. We should not get bogged down by details that cannot be decided until the broad parameters of the Global Service Delivery Model are established. To this end, we encourage the Secretariat to heed the advice of the Board of Auditors which noted that the current framework is still limited to administrative processes and lacks an overall plan for integration with other systems. If we miss this important window of opportunity to meld together the many transformative initiatives that are underway, the Global Service Delivery Model may simply reinforce outdated and redundant organizational structures and processes, rather than deliver a much more effective organization. We must not lose this moment of change to make the UN more fit for purpose.

Mr. Chairman, we look forward to working with other Member States to advance a framework for a Global Service Delivery Model that, integrated with other systems, can drive a comprehensive process of transformation. Through these efforts, the UN can become a much more effective and responsive provider of essential services.

Thank you, Mr. Chairman.