



**Report of the Secretary-General on
Status of Implementation
of the Information and Communications Technology Strategy for the United Nations
(A/70/364)**

Statement to the
Fifth Committee of the General Assembly
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17 November 2015

Mr. Chairman,
Distinguished Delegates,

I have the honour to introduce the report on the status of implementation on the Information and Communications Technology strategy, A/70/364, which was submitted in accordance with GA resolution 69/262. I will take this opportunity to express my gratitude to the Chairman of the ACABQ for his committee's thorough consideration of the report before you.

This time last year, USG Takasu and I had the pleasure of introducing the *then* revised ICT strategy to this Committee – the goals of which were to:

- modernize and transform ICT delivery throughout the Organization, and
- redress problems arising from fragmentation of historical systems and processes, through
- improved governance structures and more efficient use of resources; and
- ultimately to make the use of technology in the United Nations forward looking, innovative and a true enabler for the work of the United Nations.

In short, to realize the full potential of technology.

The single biggest challenge that we presented during the 69th Session - and which remains today - pertains to fragmentation. The United Nations, its work, its data, information, knowledge, services, systems and resources must be coherent to be most effective and therefore the technology we rely on cannot be fragmented.

Defragmentation is not just about more effective ICT that better enables the work of the Organization. It is also the foundation for efficiencies and the ability of the UN to increase effectiveness and improve services without a significant impact on the budget.

Therefore my first message is that efforts must continue to achieve coherence and overcome fragmentation: your continued support in this is critical.

In the 11 months since the General Assembly gaveled Resolution 69/262, we have made significant progress in implementation of the ICT Strategy and faced significant challenges. A great deal has been achieved in a relatively short time. However, please note that the ICT Strategy implementation is in its early stages, and sustained efforts must continue within the Secretariat to ensure its success.

The initial stages of implementation of the strategy can be characterized as transitional, not least because of intensive efforts related to Umoja implementation, but also because of the complexity of the task at hand. Some flexibility was necessary internally to address priorities as we work to rationalize ICT structures and resources through the established budget processes.

Our priority was to respond to the decisions of the General Assembly and the conclusions and recommendations of the ACABQ as endorsed by resolution 69/262.

One of the key points was the need to ensure that the strategy would be implemented against **comprehensive benchmarking data** in order both to validate the strategy and to achieve the necessary business transformation.

I consider that an ICT budget with a horizon of five years is a management tool for helping our ICT managers to **think ahead, strategize and plan future investments**.

We therefore carried out an **assessment** in the early part of this year to establish the baseline of ICT assets and resources.

The assessment exercise was an opportunity for all ICT focal points in the Secretariat to analyze and assess the **potential impact of the strategy** over the **next four years**.

The process allowed us to engage with business counterparts in identifying **necessary business capabilities** and to **consider changes in investment priorities**.

This cross-departmental assessment was critical in determining the **five-year investment forecast** for ICT and the **human capital management strategy**. It also determined the baseline against which progress on **strategy implementation could be appraised**, and helped to **more definitively assess risk and exposure**. We look forward to receiving a complete picture of all baseline data in this regard, which will better inform our ongoing analysis.

Mr. Chairman, distinguished delegates,

Allow me to review briefly some of the progress made in our first year of implementing the ICT strategy:

- **Governance, central leadership, and System-wide policy development** has already begun to stabilize and standardize ICT in the UN;
- The Management Committee has served as **an effective independent internal challenge mechanism** during implementation of the strategy and has ensured **oversight and accountability**;

- Strategy implementation **project assurance measures** are in place to oversee **milestones and deliverables**, and to **consistently track progress** and ensure objectives are met;
- **Mainstreaming Umoja** is on track, and on schedule;
- Each element of the **10-Point Action Plan to Strengthen Information Security** has progressed rapidly;
- After a broad analysis of existing recovery arrangements, efforts are under way to improve **Disaster Recovery** throughout the Organization;
- **Enterprise Application Centres** are situated in New York, Vienna and Bangkok. The assessment gave us a very clear picture of numbers of current applications and of what the future landscape should look like. Significant improvements have been made in managing the development of applications and in harmonizing existing ones;
- The **network and infrastructure** is being bolstered through the migration of the unmanaged legacy network to the standardized global network;
- The **Regional Technology Centres** have been established and are already making a difference in the standardization of services and also in their support during the roll-out of Umoja;
- The security of the enterprise network is increasing, and will continue to do so over the course of the next four years, through **global monitoring**;
- **Enterprise Data Centres** are fully established and operational, enhancing the reliability of our data hosting capacity;
- The **Enterprise Service Desk** is the single point of contact for service requests and handling Umoja related calls in-house.

- The **global engineering and conferencing** capacity now oversees conferencing technology to overcome previously fragmented services;
- The **enterprise business intelligence and analytics** capacity is established – and positioned to assist in decision-making through accurate and timely information and aggregated data;
- And **defragmentation** is under way through consolidating ICT functions – starting with DM, DGACM and DSS – with plans for System-wide harmonization.

Mr. Chairman, distinguished delegates,

Last year, we spoke about the **legacy of ICT fragmentation which** ran deep throughout the UN, with over 70 ICT shops, 44 data centers, 2400 applications, 130 helpdesks and many other redundant structures. The strategy offered means of addressing fragmentation with coherence, effectiveness and efficiency. This year, while there is still much to do – and we have established what the investment needs are likely to be looking ahead – I am encouraged by how **much we have already accomplished.**

In closing, I am confident that we are heading in a very positive direction in delivering the ICT strategy with the **project management arrangements** in place and under the stewardship of the **established governance structures.**

I urge the Committee to consider the progress made in **in this first year of a five-year strategy** as a positive step towards delivering the ultimate goal of **comprehensive, reliable and efficient ICT in the United Nations.**

I look forward to responding to your questions or concerns during your consultations on this report. Thank you.
