

As delivered



United States Mission to the United Nations

799 United Nations Plaza
New York, NY 10017

**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
71st General Assembly
December 13, 2016**

Madam Chair,

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, the Global Service Delivery Model, and the work the Secretariat has done to develop and flesh out this concept, and welcome to Under-Secretary for Field Support, Mr. Atul Khare, as well.

Over the past ten years, the Secretary-General has demonstrated a commitment to transformational management initiatives, including Umoja, IPSAS, and the information and communications strategy, all of which are enabling the United Nations to move into the 21st century. Member States have made significant financial investments in these reforms, and the Secretariat has invested heavily in implementing these initiatives. We have begun to see the benefits, but there is much more work to be done.

The real potential of these tools is to enable the organization to adopt new, more effective ways of doing business that promise significantly greater efficiencies. If implemented properly, the Global Service Delivery Model has the potential to bring these various transformational initiatives together, allowing the organization to come in line with modern business practices by streamlining and consolidating administrative services across the Secretariat and in locations that make the most economic sense.

The use of comprehensive real-time data will make mandate execution more efficient and effective, including better procurement and asset management. As noted by the Secretary General, “[This] approach will deliver high-quality, timely, and standardized administrative services . . . placing client needs, operational imperatives and results foremost, while ensuring appropriate control, oversight and cost-effectiveness.”

The significance of GSDM lies not only in its ability to improve mandate implementation, but in significantly improving the effectiveness of the UN. As noted in the Secretary General’s report, the administrative architecture of the Secretariat is currently spread across 98 stand-alone entities, causing confusion, redundancy, and processing delays. Through GSDM, the UN can streamline service delivery into shared service centers. As a result, the UN will become more

As delivered

“fit for purpose,” while ensuring sufficient accountability and budget discipline. Ultimately, this will result in achieving what should be our collective goal: shifting resources away from administrative processes and service delivery.

While there are many elements outlined in the Secretary General and ACABQ reports that merit careful attention and analysis even beyond this session, including how best to meet the specialized needs of field operations, it is critical that we provide the mandate and the necessary resources for the continued analysis and development of GSDM so the promise of this reform agenda will eventually be fulfilled.

Thank you, Madam Chair.