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**Statement by Ambassador Cherith Norman Chalet  
U.S. Representative for UN Management and Reform  
On Agenda Item 136(b): Global Service Delivery Model  
Fifth Committee, 1<sup>st</sup> Resumed Part, 73<sup>rd</sup> Session of the UN General Assembly  
March 15, 2019**

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*[As Delivery]*

Thank you, Madam Chair.

I would also like to express my condolences for the victims of the horrific attack in New Zealand yesterday. The United States condemns these acts of terrorism and expresses its solidarity with the people and government of New Zealand. To those that have lost friends, family, and countrymen, our thoughts and prayers are with you.

Madam Chair, I would like to thank Mr. Christian Saunders, Assistant-Secretary-General for Supply Chain Management, Department of Operational Support, and Mr. Cihan Terzi, the Chair of the ACABQ, for introducing their respective reports this morning.

The Global Service Delivery Model is an important initiative that my delegation has supported since its inception. If implemented correctly, it could fundamentally transform the work of the Organization. GSDM aims to consolidate transactional functions to cost-effective “centers of excellence” and standardize many disparate policies and processes. Standardization is key as it would allow staff to more efficiently support mandate delivery, lead to better services for clients, and create a more efficient Organization.

The Secretary-General’s proposal improves upon previous ones in a number of ways. The proposal outlines more processes to be transferred to shared services from 60 to 80, it reduces the number of staff, and it envisions greater savings in the amount of \$23 million per year.

Nevertheless, there are also aspects of the proposal that are concerning for my delegation. Noting that the General Assembly never endorsed a “follow-the-sun approach”, we are perplexed why four service centers are proposed rather than one, as other entities have done across the UN system. Four centers run counter to the main objective of the Global Service Delivery Model, namely to consolidate services, improve service delivery and increase standardization. Four centers would perpetuate fragmented approaches to service delivery, and would hinder proper oversight of delivery. In order for shared services to provide quality support to clients and reap efficiencies, policies and processes must be standardized.

Madam Chair, we have delayed a decision on this issue for far too long. But a decision must endorse a version of the Global Service Delivery Model that will improve the organization, make it more fit for purpose, and deliver the benefits and results that are envisioned. We look forward to working with other delegations to do just that.

Thank you.