

United Nations  Nations Unies

**BOARD OF AUDITORS**

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**Opening statement to the Fifth Committee**

**Introduction to the United Nations Board of Auditors Third Annual Progress report  
on the United Nations Enterprise Resource Planning system (Umoja)  
A/69/158**

**6 November 2014**

Mr. Chairman,

Distinguished representatives,

Thank you for the opportunity to discuss the third annual report of the Board of Auditors on the enterprise resource planning (ERP) system (Umoja).

Preparations for (but not the results of) the Pilot of Umoja Extension 1 in MINUSTAH

**Key findings**

Our key findings illustrate that the challenges identified in the second progress report emerged as very real issues.

*The roll-out of Umoja Foundation in Peacekeeping*

Implementing Umoja in peacekeeping operations and Special Political Missions is a significant milestone and represents a major technical achievement. However, the Administration encountered unexpectedly severe problems introducing the new ways of working in peacekeeping operations.

For example, staff did not all adopt the new business processes and were using workarounds, in particular in key financial processes. The level of training and skills,

*Achieving successful delivery of the project to time, cost and scope*

**There remains no agreed future service delivery model for the United Nations.** We recognise this is challenging but it is important to have some sense of destination model to