

**Opening statement to the Fifth Committee
on the Board of Auditor's fourth annual progress report on the implementation of
the Information and Communications Technology Strategy (ICT)**

Project implementation

progress report, six were formally closed through change requests approved by the Chief Information Technology Officer (April 2

of EACs though the ICT strategy envisaged that all application development were to cease outside EACs.

Network and Infrastructure

In the year 2019, 3 of 45 critical incidents (6.67 percent) and 32 of 1172 High category incidents (2.73 percent) were not resolved in time. There were differences among the contracts with the vendors at the two data centres in Brindisi, Italy and Valencia, Spain though the Service Level Agreements were signed for the same Network Control Centre. measurement was also found to be inconsistent with the respective contracts. Despite the breaches of KPI thresholds, no penalty was levied on the vendors.

Innovation

Hybrid Cloud Computing

The Board observed that the cloud strategy was formally approved in April 2018 and that the activities envisaged to be completed by December 2018, were yet not complete. 49 of 91 selected applications had been migrated into cloud till February 2020. The Office had participated in an assessment of the hybrid scheme of cloud services during 2019 which identified potential concerns regarding security and governance which needed to be addressed.

Information Management

The Office, as a part of the Unite Workspace Project, had created more than 800 SharePoint Online sites (under stage-I) for the Departments of the United Nations Headquarters and trained 518 site owners by February 2020. The old policies for record-keeping and the management of United Nations archives, information sensitivity, data classification and handling were not revised. Besides, there was no policy for information privacy and integrity to deal with challenges posed by use of cloud-based systems.

Optimal utilization of ICT resources

Global Sourcing Project

Though the five-year period for implementation of ICT strategy has reached its end, contracts under the global sourcing project were yet to be awarded. While the contract for application services was in the stage of financial negotiations with vendors, the contract award for ICT services had been cancelled as only one vendor had been found technically qualified for both packages of ICT services.

