Information and Communications Technology

Informal Briefing
for the Fifth Committee

United Nations Secretariat

9 October, 2007

Agenda

- Introduction

- Future ICT Direction

- ICT Governance

- Enterprise Systems Project

- Disaster Recovery/Business Continuity Project

Future ICT Direction

Observations

- Capable ICT units and staff

- ICT units meeting the ever-increasing demands of the Organization with constrained resources

- A high degree of decentralized ICT

- Departmental/office/mission silos

- Distrust toward Headquarters

- Lack of direction for the future

- Pessimism and doubt toward new approaches

- Difficult to make progress on new or enterprise-wide efforts

- ***Significant opportunities for improving ICT effectiveness and efficiency through taking advantage of innovation, synergies, and economies of scale***

Business-Focused Innovation

- Strong business-ICT alignment
- Effective ICT governance arrangement
- Business-led change initiatives
- Enterprise architecture approach
- ICT strategic plan and programming
- ICT leadership and accountability

Efficiency-Driven Operations

- Service-oriented culture and operations
- Technology architecture and standards
- Environment for facilitating innovation
- Best practices in ICT management
- Streamlined ICT organization and staffing plans
- Strategic sourcing
- Efficiency-focused improvement efforts
- Performance measurement

Direction for Change

- Consolidate and strengthen ICT infrastructure

- Improve business processes and resource management

- Increase knowledge sharing with the Secretariat, with Member States, other organizations, and the public

- Enhance ICT service effectiveness

- Improve ICT management capability

"A Stronger ICT for a Better United Nations"

ICT Governance

Key Principles of ICT Governance

- Business strategy drives ICT investments for better results

- The Chief Information Technology Officer (CITO) oversees the overall direction and performance of ICT activities in the Organization

- The Office of Information and Communications Technology (OICT) is provided with sufficient central authority and resources to manage significant activities that affect the entire Organization

- A sensible balance between centralization and decentralization of ICT function is maintained

- ICT units and staff are the centers of excellence for innovation

The principles will be the basis for creating an effective, stable ICT governance framework for the United Nations Secretariat

On-going Efforts on ICT Governance

- Establish a transition team that will assist the CITO in assessing the current state of ICT and developing appropriate management approaches

- Continue to broadly solicit inputs from key stakeholders to assess key ICT challenges and issues facing the Organization

- Develop the medium-term IT vision, strategy and programme in consultation with Headquarters departments, offices away from Headquarters, regional commissions, and field missions

- Finalize the ICT governance framework

- Set up an interim management structure and communication channels through which the CITO can oversee ICT work across the board and participate in major decision-making

- Oversee the planning and development of major ICT initiatives (e.g., ERP project)

Secretary-General's Reports on ICT

62nd Session:

- Status report on ICT, highlighting the recent progress on ICT matters and the key principles of ICT governance

- Report on enterprise systems, including Enterprise Resource Planning (ERP) system

- Report on disaster recovery and business continuity (DRBC)

62nd Resumed Session:

- Report on the ICT vision, strategy, programme, and governance structures

- Comprehensive report on enterprise systems

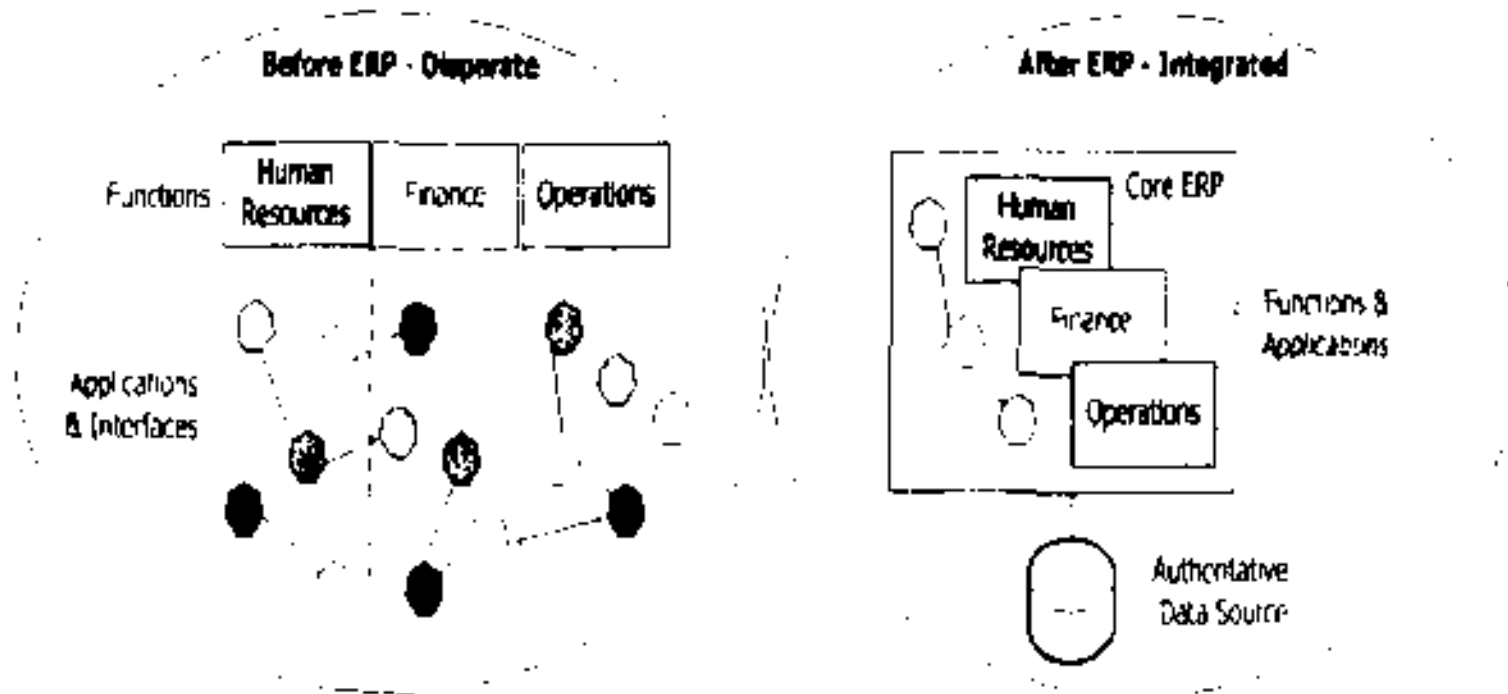# Enterprise Systems Project - ERP System

What is ERP System?

- Enterprise Resource Planning (ERP) system provides an integrated suite of information technology applications that support the operations of an enterprise

- The activities supported by the ERP system include: finance & budget management, human resource management, supply chain management, central support services, and other core services

- The main value of the ERP system provides is the opportunity to streamline and improve the operations of an entire organization through process re-engineering, sharing of a common data, and implementation of best practices and standards

Key Benefits of ERP System

- Effective and efficient business processes

- Access to accurate, timely, and authoritative data

- Informed decision-making

- Faster responses to issues and problems

- Consolidation and/or elimination of current systems

- Compliance to best practices and standards

- Opportunity for resource redeployment and skills development

- Improved transparency and accountability

Before and After ERP

Before ERP - Disparate

Functions: Human Resources | Finance | Operations

Applications & Interfaces

After ERP - Integrated

Human Resources — Core ERP
Finance
Operations — Functions & Applications

Authoritative Data Source

ERP Project Goal

The goal of the ERP project is to build an **integrated, global information system** for the United Nations Secretariat that enables the **effective management** of **human**, **financial** and **physical resources**, and that is based on **streamlined business processes** and **best practices**

Objectives

- Create a global system that captures accurate and timely data from the global UN Secretariat at all duty stations and field missions

- Facilitate decision-making by providing close linkages between programme and resources

- Implement streamlined and integrated business processes, with greater simplification and automation, that reflect best practices

- Increase organizational efficiency by reducing manual processing and re-directing resources to high priority and value-added work

- Support implementation of the International Public Sector Accounting Standards (IPSAS)

- Enable easy access to resource data to Member States, United Nations personnel, and the public, as appropriate

- Support management reform by enhancing internal controls, transparency, and accountability

Scope

- The medium-term views on scope should be holistic, with the UN taking full advantage of all modules offered by an ERP package to effectively manage its resources

- Finance and Budget Services - core accounting (e.g., general ledger, accounts payable, account receivables, cash management, etc.), budgeting, donor funds management, and programme planning and monitoring

- Human Resources Services – recruitment*, career development*, position management, compensation and benefits, HR services, and staff separation

- Supply Chain Services - supply planning, warehouse management, order fulfillment, asset management, and transportation management

* on fast-track

Scope (continued)

- Central Support Services – procurement, facilities management, travel, mail operations, postal administration, and commercial operations

- Some package solutions (e.g., customer relationship management - CRM) are complementary to the ERP system

- Some business functions may not exist in the ERP software and will therefore require separate solutions

- Urgent business functions may require temporary solutions; however, these solutions must be integrated into the ERP system in due course

- IMIS needs to be supported with adequate resources and attention