Guiding Principles

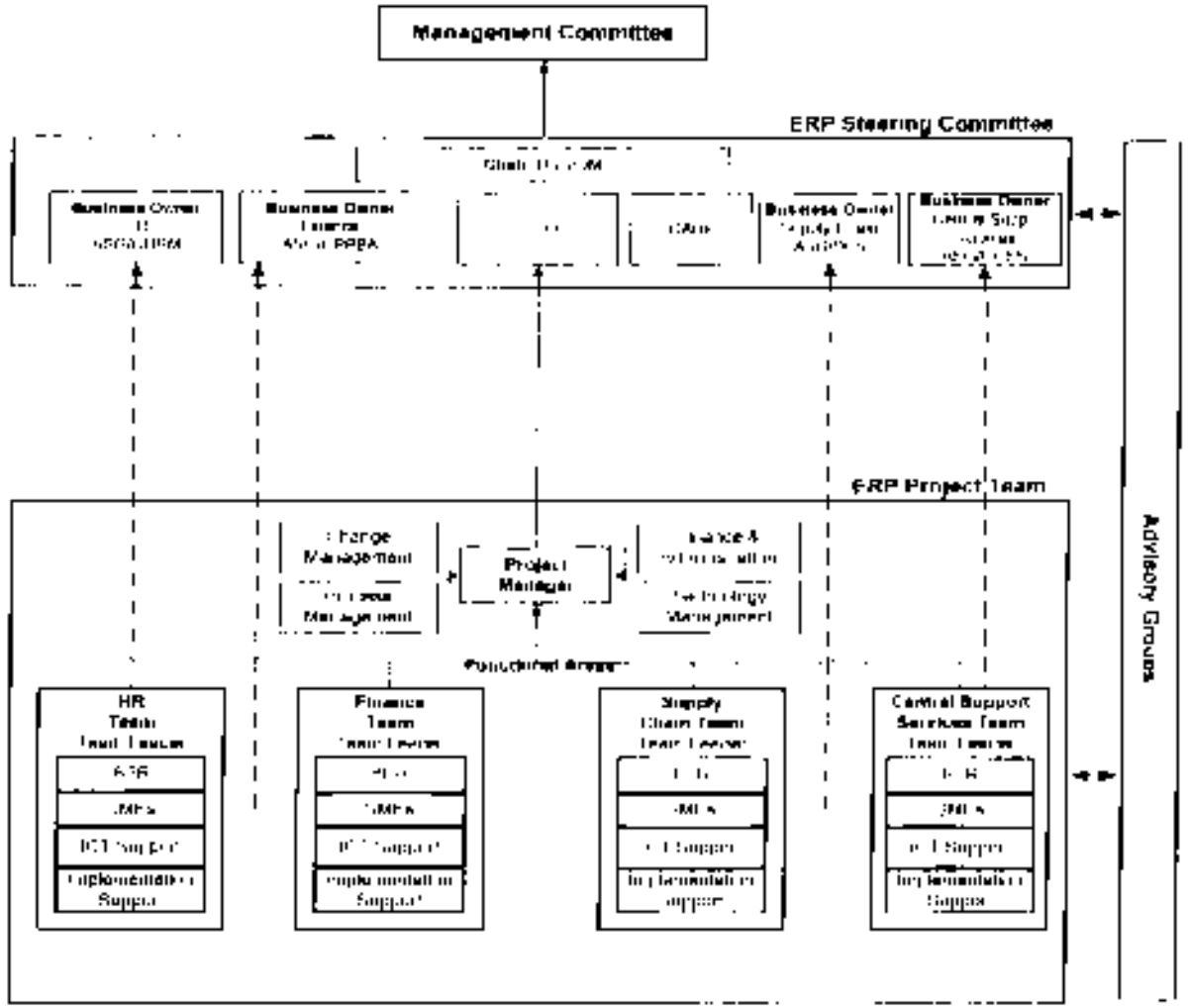
- Customization of the ERP software must be kept to a minimum
- Common UN business processes must be used within the global UN Secretariat, and in support of system-wide harmonization of business practices
- Ensure accuracy, integrity, consistency and timeliness of data, and avoid duplicative date entry
- Self-service options must be made available widely
- System interfaces must support the Service-Oriented Architecture (SOA) principles to achieve greater reusability

Implementation Approach

- Fast-track procurement method will be used for selection of ERP software and system integrator
- Phased approach will be used, with core infrastructure and high-priority modules implemented earlier; each module will be implemented globally
- "Time-boxing" will be used to facilitate the delivery of results
- The UN will do its best to complete the IPSAS compliance as early as possible
- IMIS will require adequate funding and technical support while the ERP system is developed
- The needs of offices away from Headquarters (OAHs) and field missions will be fully taken into account
- Regular and open communication with member states, managers, and staff is important

Governance

- The Steering Committee will have alternate members to enable more frequent meetings and timely decisions
- Existing and new user advisory groups will be used to solicit inputs and improve communications on the project
- Each functional area will have a "senior sponsor" accountable for realizing the intended outcomes
- Project Team will have clear accountability, authority, and cross-functional consistency
- Project Manager will be supported by key functions in change management, cross-functional process re-engineering, technology management, and budget and administration
- Four project teams, each head by a Team Leader, will have staff devoted to business process reengineering, subject matter experts, IT and vendor personnel


Management Committee
ERP Steering Committee
ERP Project Team
Advisory Groups
Project Manager
HR Team
Finance Team
Supply Chain Team
Central Support Services Team

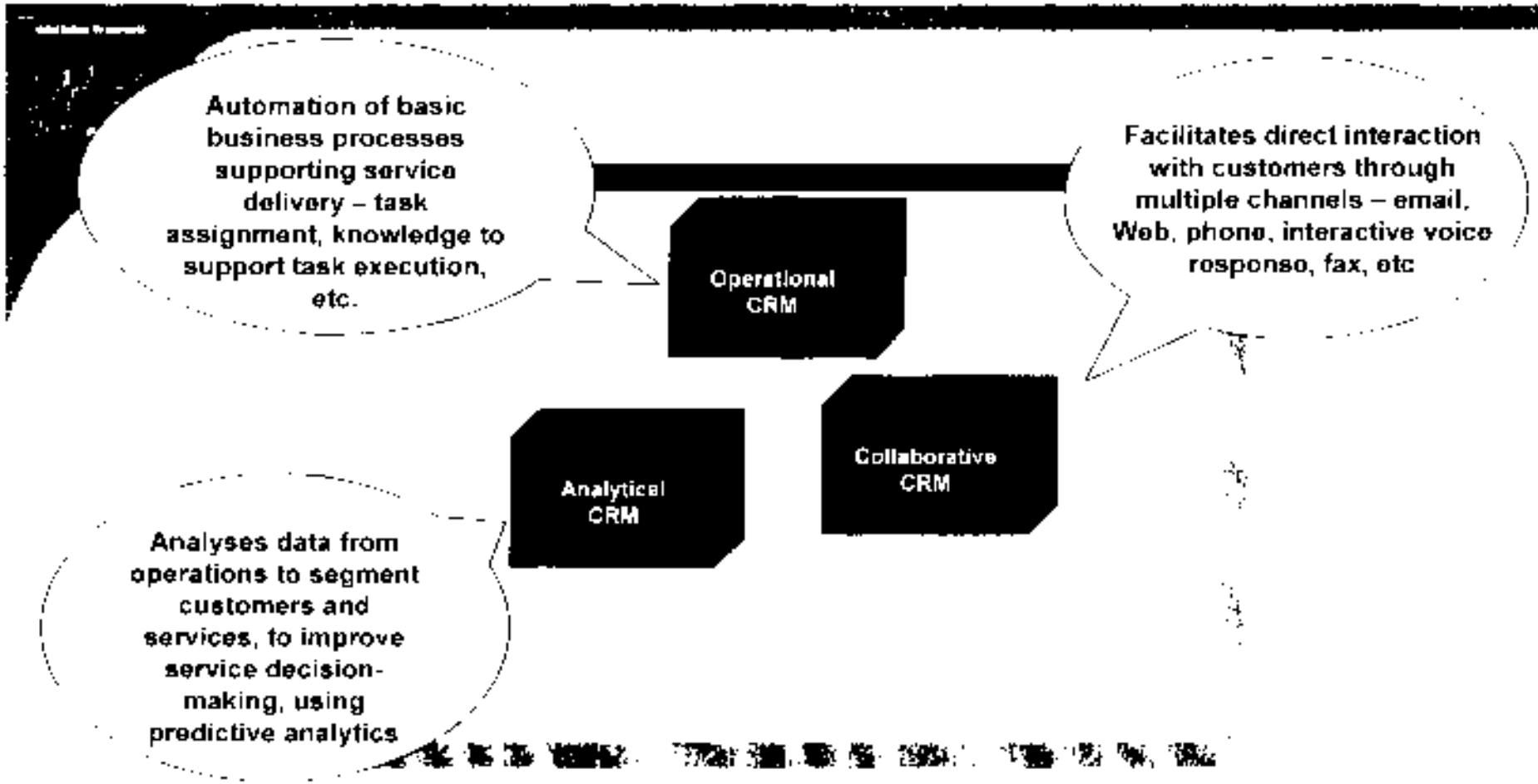
Cost and Schedule Estimates - Very Preliminary

- Three main cost components – software, system integration and roll-out/change management
- Difficult to estimate the total cost at this stage due to the scope for the work and software selection have not been fully decided
- Indicative total cost for the project is $150 to $250 million
- The project may take between 3 and 5 years. However, the plan is to implement the core elements of ERP system by the end of 2010
- Initial funding requirement is $25 million for the project team and other start-up expenses

Complementary Enterprise Systems -

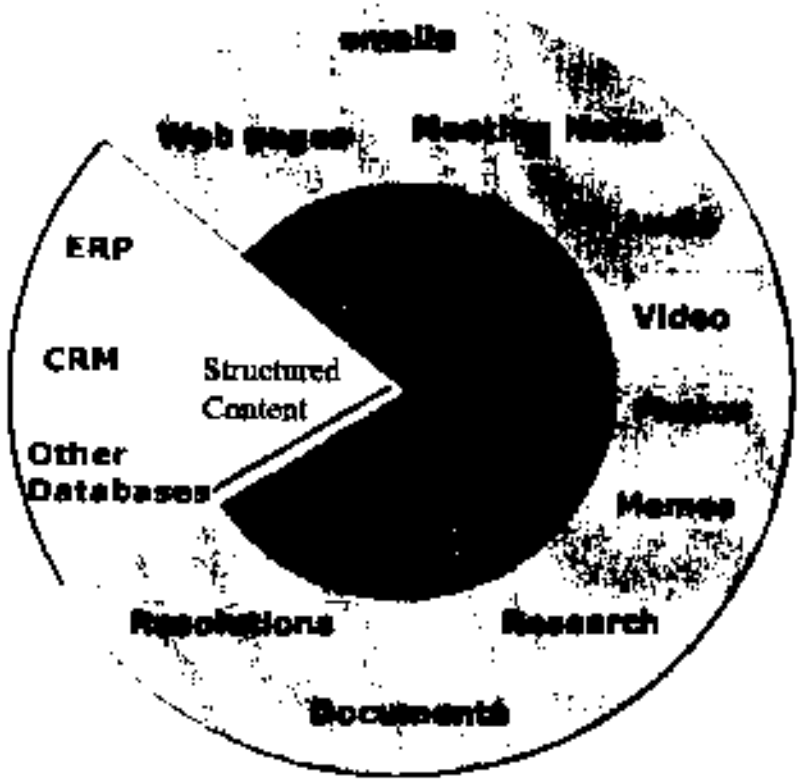
Customer Relationship Management

Enterprise content management



Customer Relationship Management is not just a technology

- It brings people, processes and data together to better 'serve' customers.
- Improves service delivery with a unified customer view
- Constantly assesses and improves customer experience with contact center and online monitoring and measurement systems

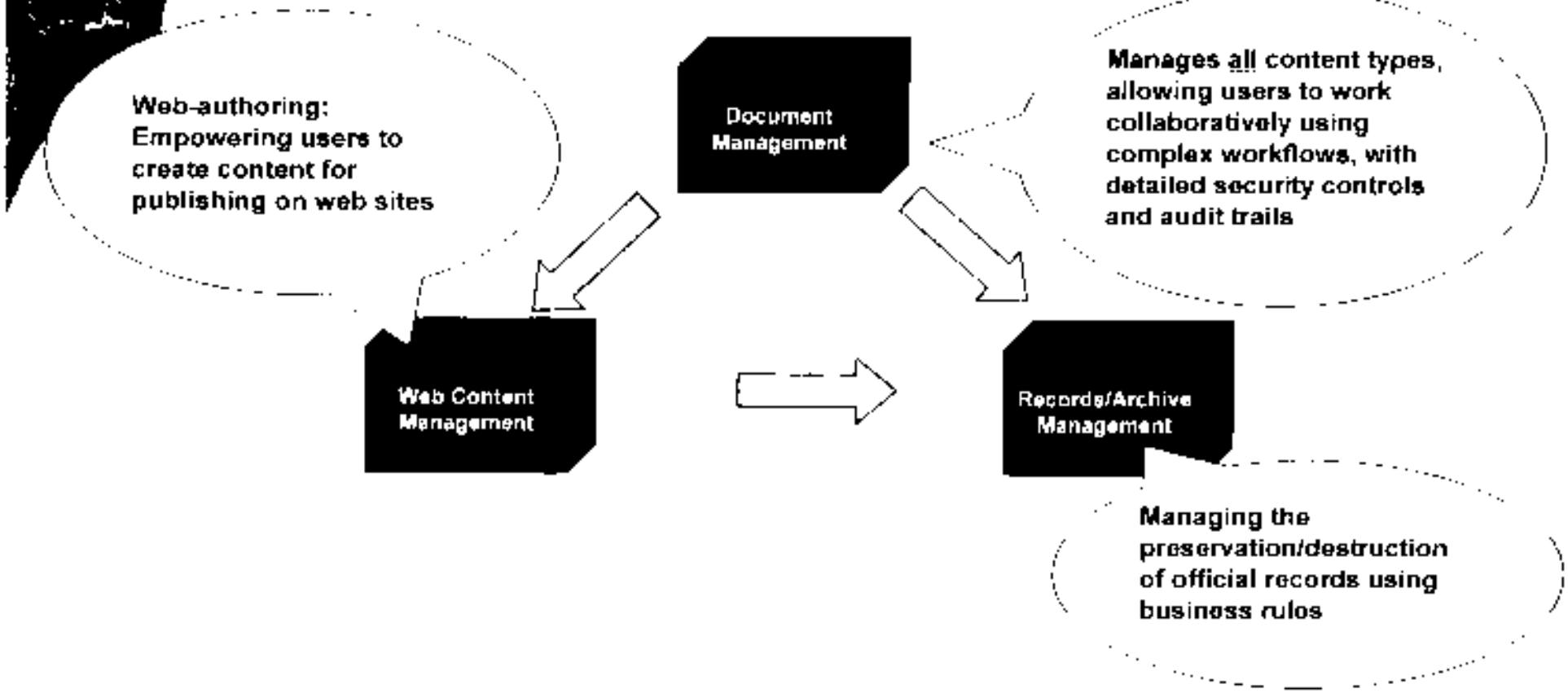


Key statistics:

- 70% to 80% of the organization's information is unstructured content
- Unstructured content is growing at a rate of 200% per year
- 70% of content is re-created rather than re-used
- 40% of the average knowledge worker's time is spent searching for information
- Demand from users to access organization's information is 24x7 in real time
- Paper-based systems limit employee productivity and are expensive to maintain

*Source: IDC, Gartner & Forrester

MANAGING UNSTRUCTURED CONTENT



Enterprise Content Management (ECM) System allows the organization to manage its content, reuse it, and deliver it to the right audience

Disaster Recovery and Business Continuity Project

Risk associated with:

- Natural disasters such as flooding, earthquakes, hurricanes
- Fire
- Power outages
- Armed conflict/Civil unrest
- Organized or deliberate disruptions
- System and/or equipment failures
- Human error
- Computer viruses/worms

Scenarios

- **Scenario 1:** A limited impact emergency
- **Scenario 2:** The office site becomes unusable
- **Scenario 3:** Office locations and surrounding area become unusable
- **Scenario 4:** The duty station and large portions of the host-country are affected by a major catastrophic incident

Risk associated with:

- Natural disasters such as flooding, earthquakes, hurricanes
- Fire
- Power outages
- Armed conflict/Civil unrest
- Organized or deliberate disruptions
- System and/or equipment failures
- Human error
- Computer viruses/worms

Considerations

- **Prevention:** Robust security measures
- **Mitigation**: Limitation/containment of impact (e.g. load-balanced ICT facilities)
- **Recovery**: Facilities in place to restore critical data and infrastructure

Vision - Data Center Architecture

- **Local Data Center(s)**
  - One Primary for each Major Office, OAHs & Tribunals
  - Secondary center when required
- **UN Enterprise Data Center**
  - One that provides services for all UN Offices (Secretariat, OAH's, regional commissions, field missions)
- **UN Enterprise DR Data Center**
  - One that provides DR services for all UN Offices (Secretariat, OAH's, regional commissions, field missions)

UN Data Center Architecture

Local Data Center
(UNHQ, OAHs and Tribunals)
Tier 1 DRBC

Local Infrastructure &
applications to Support:

- Email & Blackberry
- Security (ACS & CCTV)
- Broadcast / AV
- IP Telephony
- IP Video Conferencing
- IP Television
- Departmental Apps
- Others

UN Enterprise
Data Center
(site B)

UN Enterprise Applications:

- ERP
- CRM
- ECM
- Portal
- Id Mgt
- Other

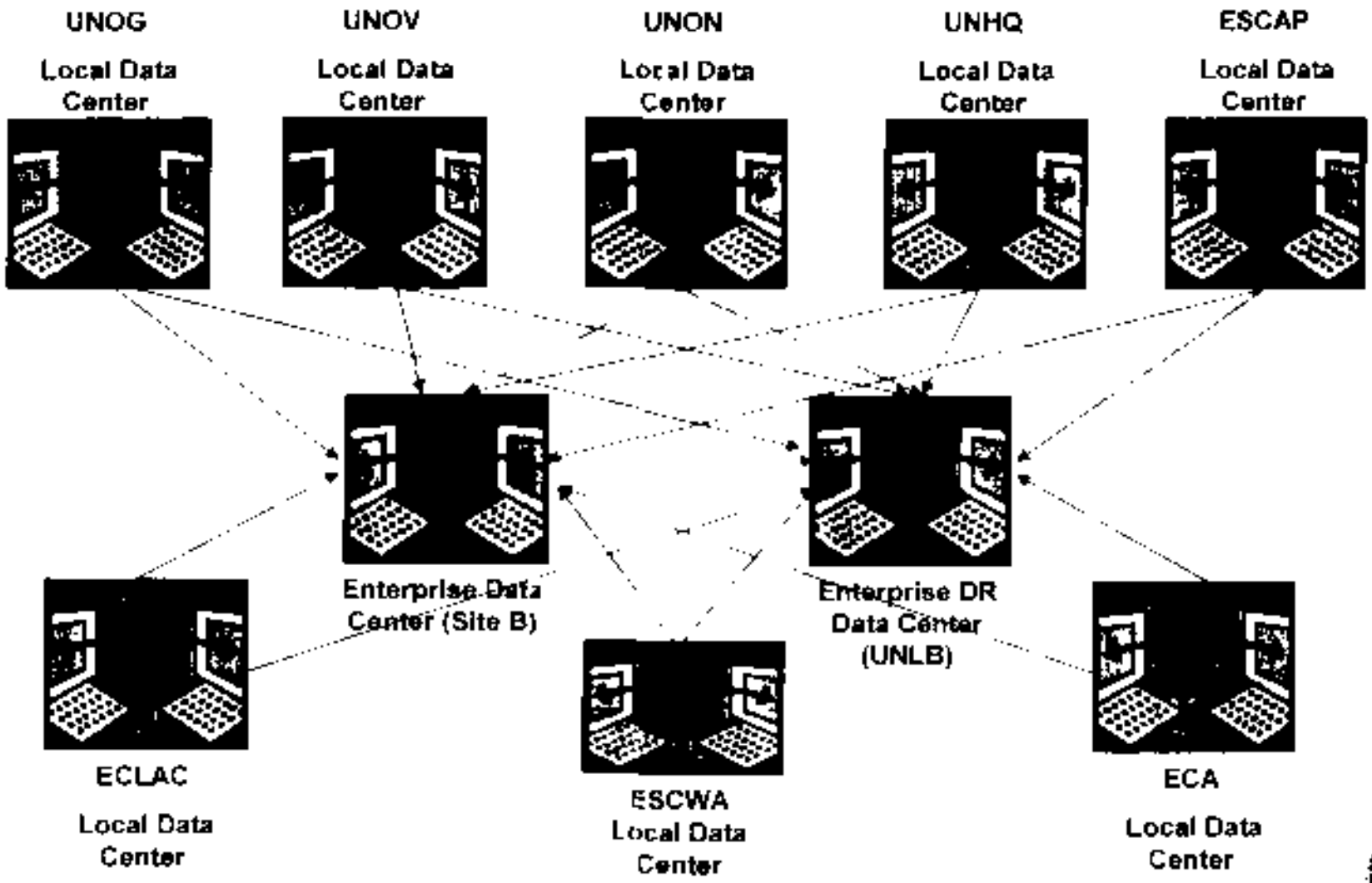
Disaster Recovery for critical
local Applications

UN Enterprise
DR Data Center
(UNLB)

Disaster Recovery for UN
Enterprise Applications

Tier 3 for Field missions

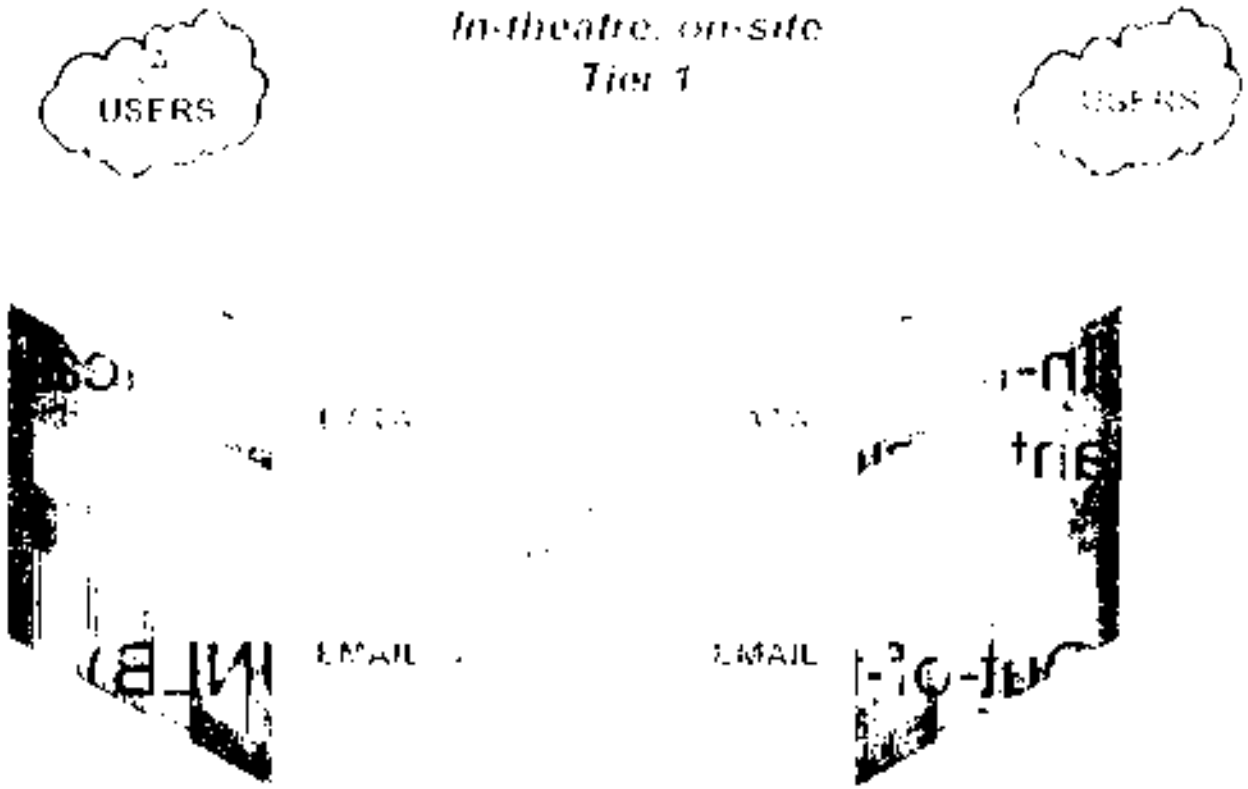
Data Center redundancy - Enterprise applications



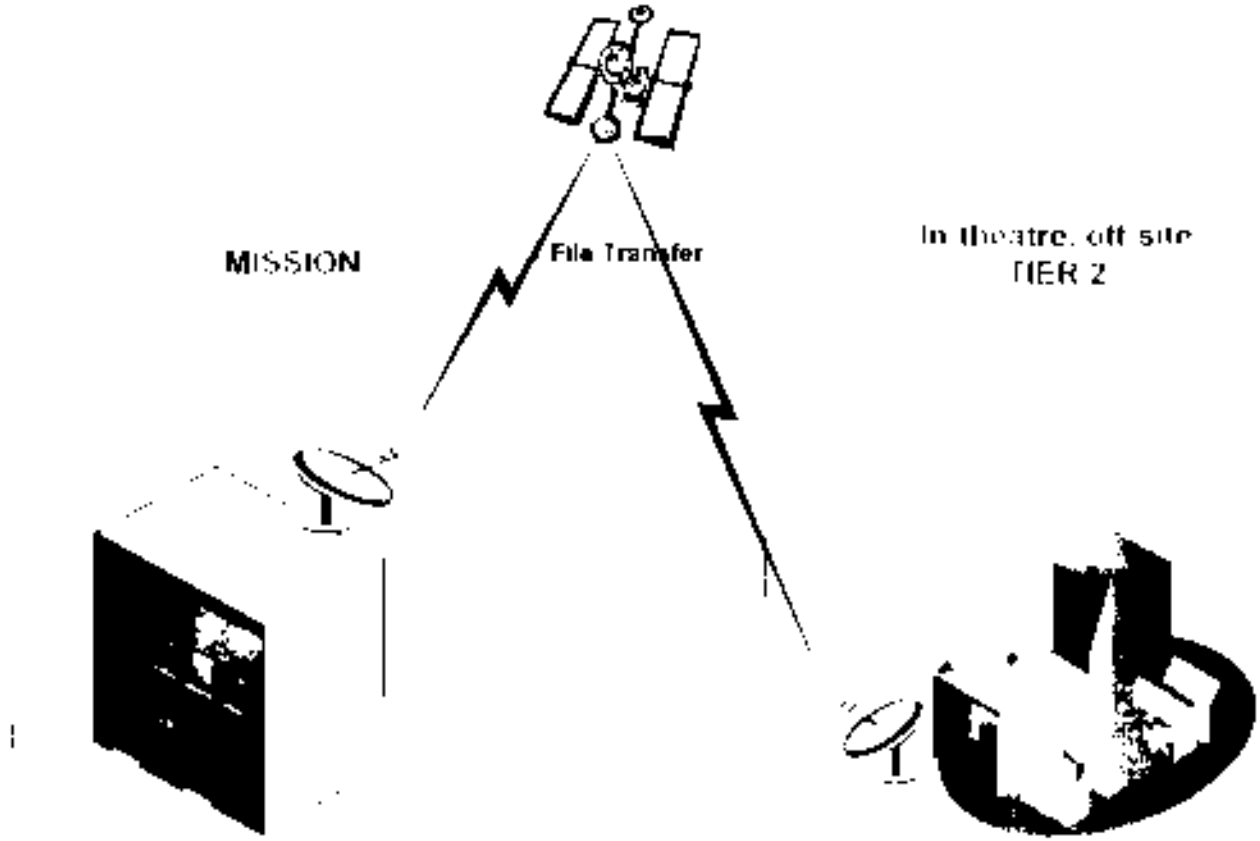
DRBC in the field

- **Tier 1:** In-mission, on-site (distributed data centres)
- **Tier 2:** In-theatre, off-site (geographically redundant facility)
- **Tier 3:** Out-of-theatre, off-site (UNLB)

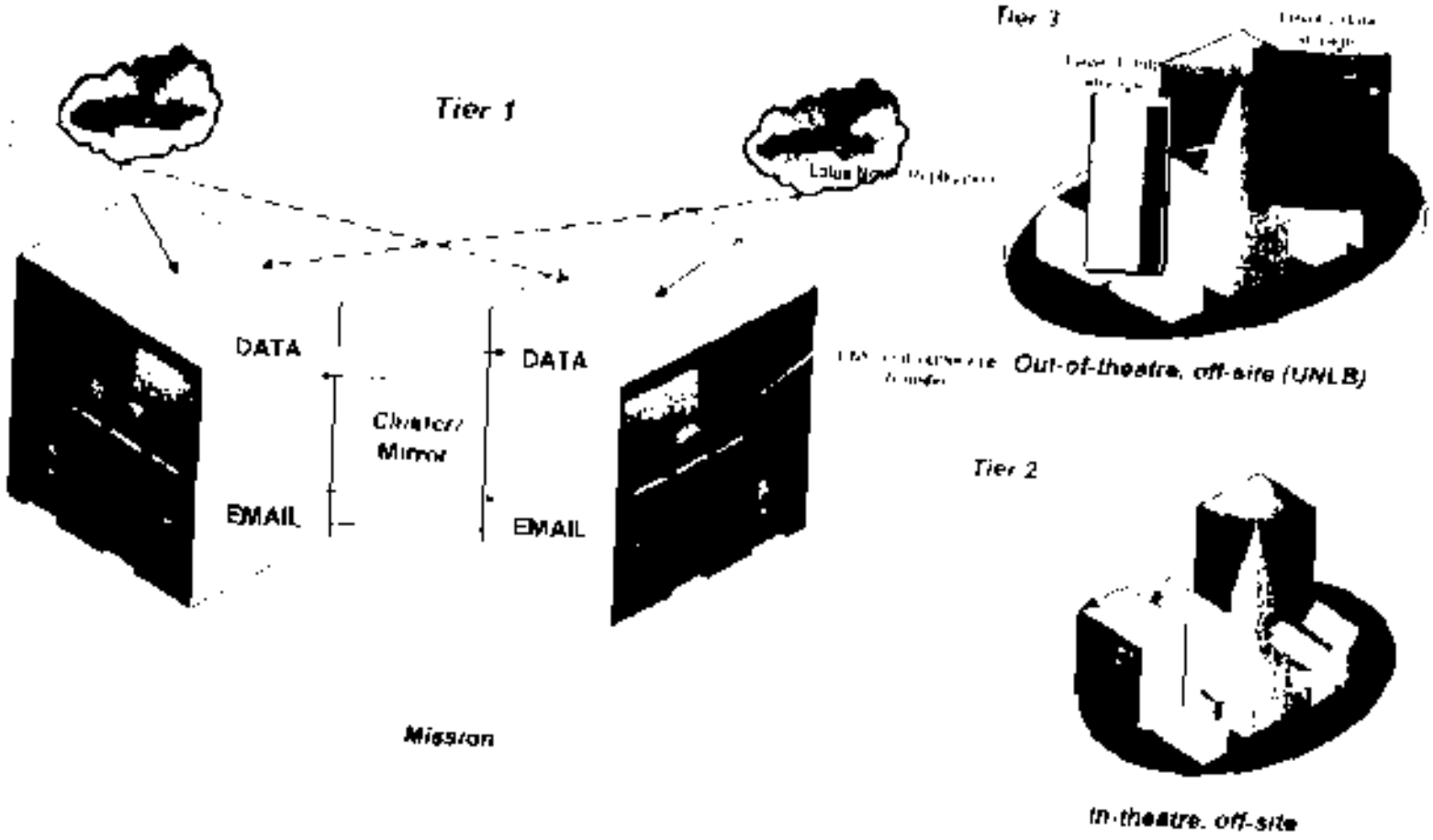
Tier 1



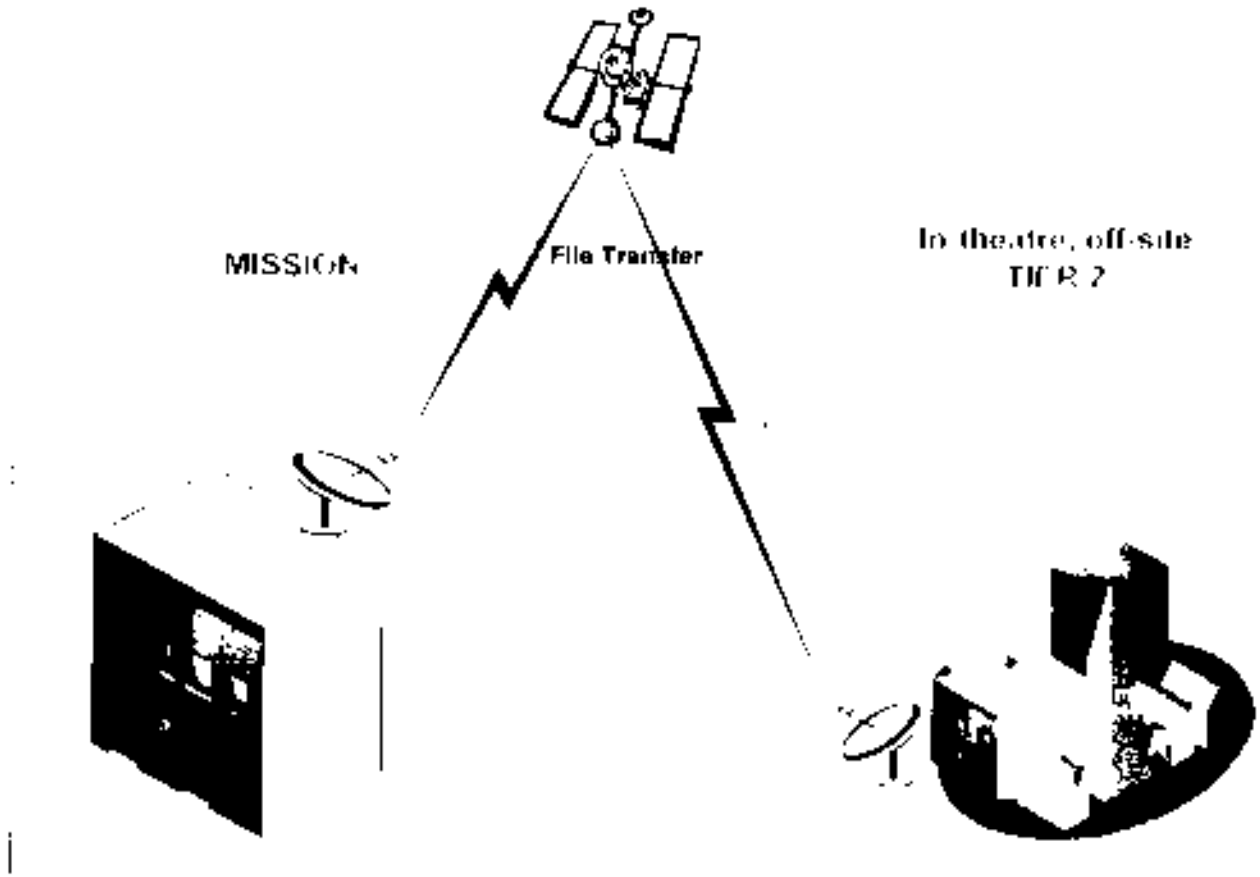
Tier 2



Three-tiered approach



Tier 2



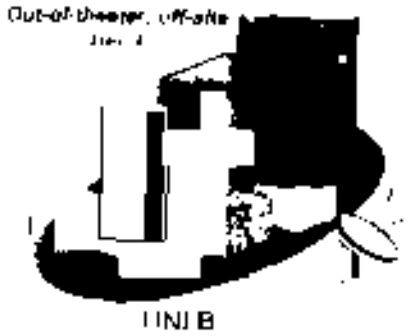
Site B

- **Identification of need:** Single point of failure
- **Concept of operations:** Active-active
- **Facility sourcing process:** Proposals requested from Member States within satellite convergence area
- **Valencia, Spain selected as technically acceptable and offering the best terms**

Satellite convergence area

The secondary active site may be located in any point inside the triangular shaped area indicated in the drawing.

Site B in operation



Benefits of DRBC

- Risk mitigation
- Continuity of services/operations
- Ensure safety of personnel
- Minimize potential economic loss
- Economies of scale
- Reduce decision-making during disaster

Schedule

- **Field Missions**: Complete
- **Site B:** Operational in 24 Months from approval – 36 Months to complete
- **Secretariat and OAH's**: 18-24 Months
- **Long Island City:** 18-24 Months
- **North Lawn:** 18-24 Months from mid-2008