



ICT strategy endorsed

Global ICT Town Hall

26 February, 2015



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AGENDA

GA resolution on the ICT strategy (A/RES/69/262)

Business Technology Alignment

Leadership

Information Security

Increase Collaboration

Reduce Fragmentation

Organization Structure and Human Resources

The elements of the strategy

modernize	transform	innovate	govern	optimize
<p>Enterprise solutions, including Umoja and IPSAS</p> <p>Network and infrastructure</p> <p>Information security</p> <p>Disaster recovery and business continuity</p>	<p>Enterprise Service Desk (Help Desk)</p> <p>Enterprise Application Centres</p> <p>Regional Technology Centres</p> <p>Enterprise network operations communications and security (NOCS)</p> <p>Global engineering, conferencing and communications in ICT</p> <p>Enterprise Data Centre</p>	<p>Enterprise Analytics & Business Intelligence</p> <p>Strengthening ICT collaboration and coordination</p> <p>Business Technology Alignment</p>	<p>Delegation of Authority</p> <p>Governance framework</p> <p>Human resources management in ICT</p> <p>Performance management</p> <p>ICT Policies and Procedures</p>	<p>ICT budgetary overview</p> <p>Global sourcing</p> <p>Asset management</p> <p>Cost recovery and rate cards</p>

A/RES/69/262

Endorsed all the elements of the strategy

Stressed the need for ICT to support core work of the UN

Requested Secretary-General to provide a detailed progress report, including implementation plan

Acknowledged leadership role of CITO and that Secretariat entities report to CITO on ICT activities (delegated authority)

Reinforced importance of information security and need for central control and governance

Requested increased collaboration across UN system

Requested reduced fragmentation across ICT environment

ICT strategic roadmap – 5 year, phased approach

		2013		2014				2015				2016				2017				
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Phase One	MODERNISATION																			
	Enterprise Solutions																			
	Umoja Mainstreaming and IPSAS																			
	Network and Infrastructure																			
	Information Security																			
	Disaster Recovery and Business Continuity																			
	TRANSFORMATION																			
	Enterprise Delivery Framework: Enterprise Service Desk (Help Desk)																			
	Enterprise Application Centres Regional Technology Centres																			
	Enterprise Network Operations Communications and Security (NOCS) Global Engineering and Conferencing																			
Phase Two	INNOVATION																			
	Projects: Analytics, Collaboration, Crisis Management Solutions, Global Security, Modernization Projects																			
ICT Business Transformation and Leadership	GOVERNANCE AND LEADERSHIP																			
	Governance Framework																			
	ICT Performance Management Framework																			
	Architecture and Standardization																			
	ICT Policies																			
	OPTIMAL USE OF ICT RESOURCES																			
	Global Sourcing Defragmentation of Organizations/ Harmonization																			

Progress report

70th session of the GA



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Progress report to the GA (70th session)

implementation plan

timeline

list of strategic ICT goals (linked to UN goals)

assessment of existing ICT landscape & future state

- costs
- performance measures and benchmarks
- asset inventory (HR and non-HR)
- deliverables
- expected benefits and risks

five-year overall ICT budget projection

update on ten-point information security action plan

lessons learned

Leadership and central authority



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Entities to report to CITO on:

ICT activities and results

ICT resource management

- Fiscal
- Human
- Assets

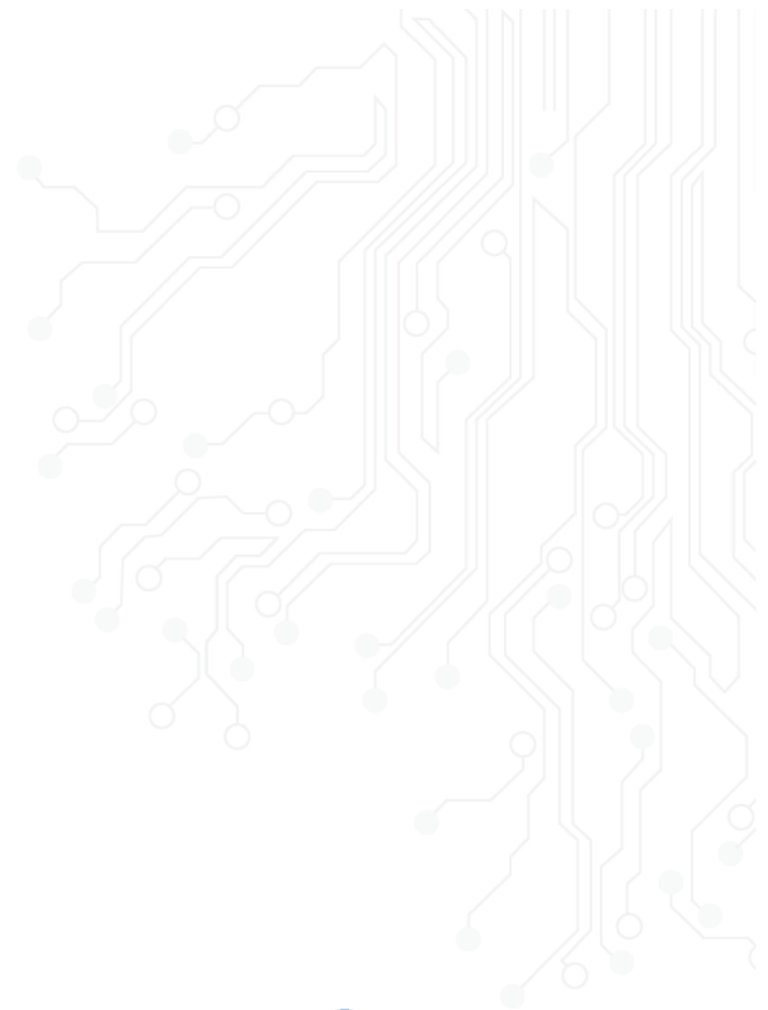
Compliance with ICT standards

Information security

ICT architecture

Compliance with ICT policies & guidance

Defragment



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Fragmentation of technology

- Applications
- Websites
- Data Centres
- Network Architecture
- Data
- Organizational Structure
- Standards
- Service Desk

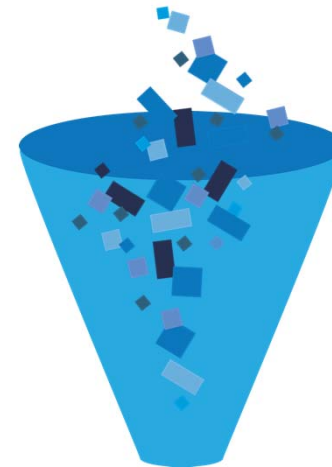
>2000 applications

>1500 websites

130 service desks (9 AM – 5 PM)

44 data centres

70 ICT units



~100 key applications

~300 websites

5 Enterprise Service Desks (24/7)

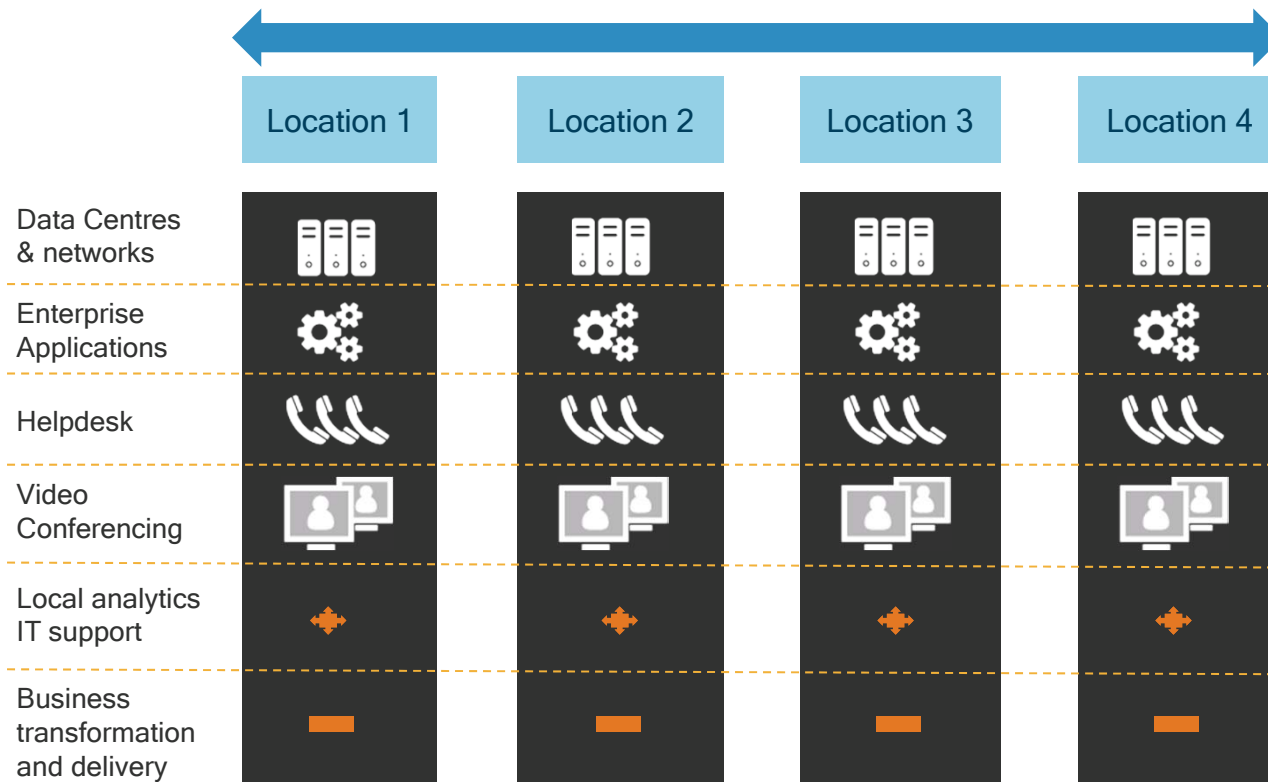
2 Enterprise Data Centres

4 Regional Technology Centres*

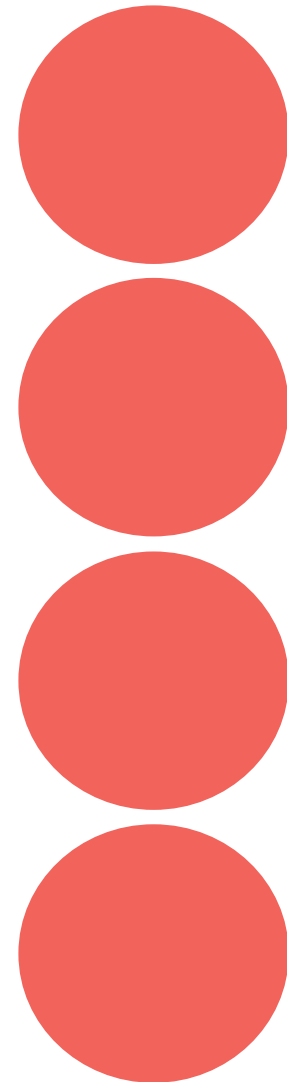
3 Enterprise Application Centres

How harmonization will work

Current State - Department A

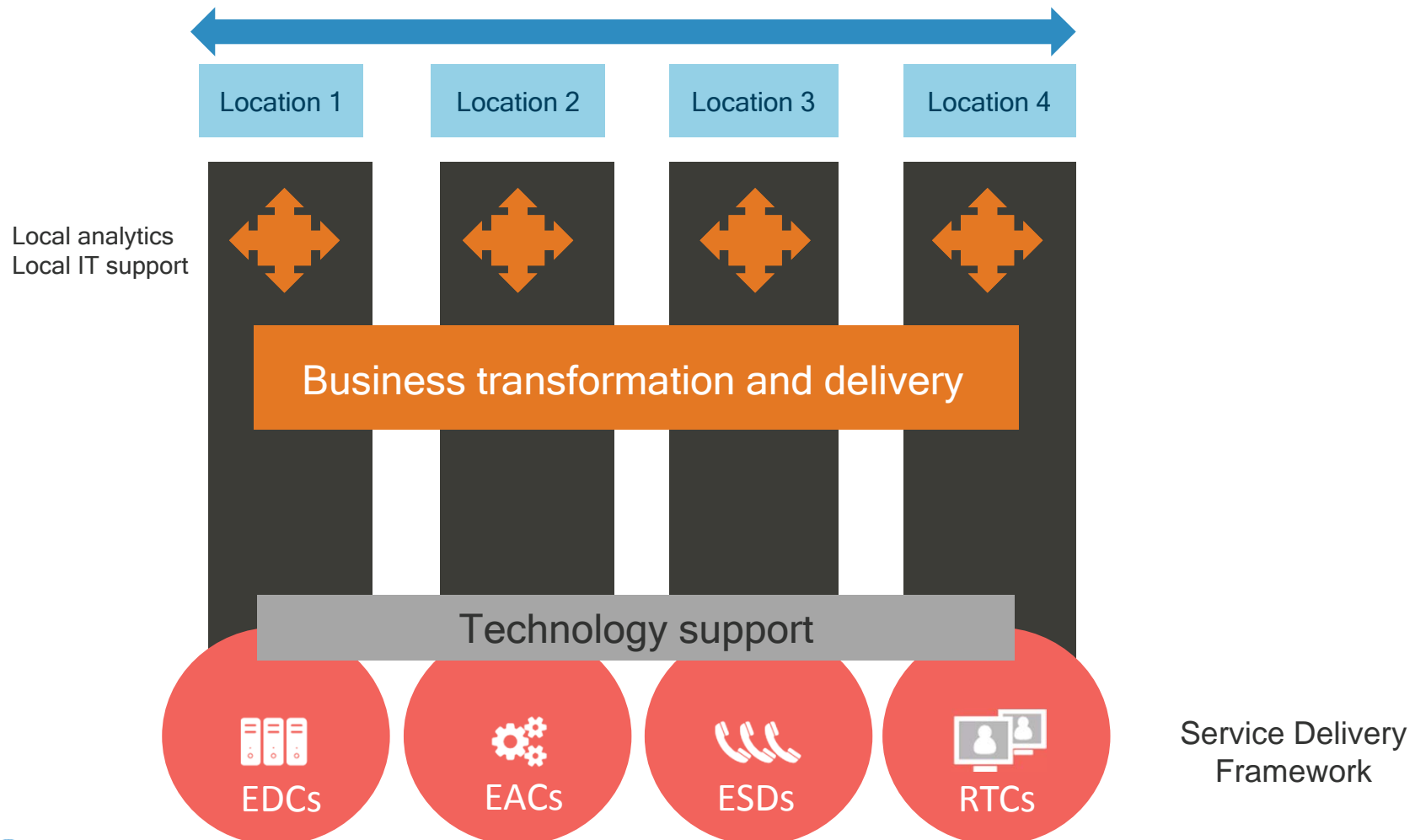


Service Delivery Framework



How harmonization will work

Future State - Department A



Business Technology Alignment

Supporting the core work of the
United Nations



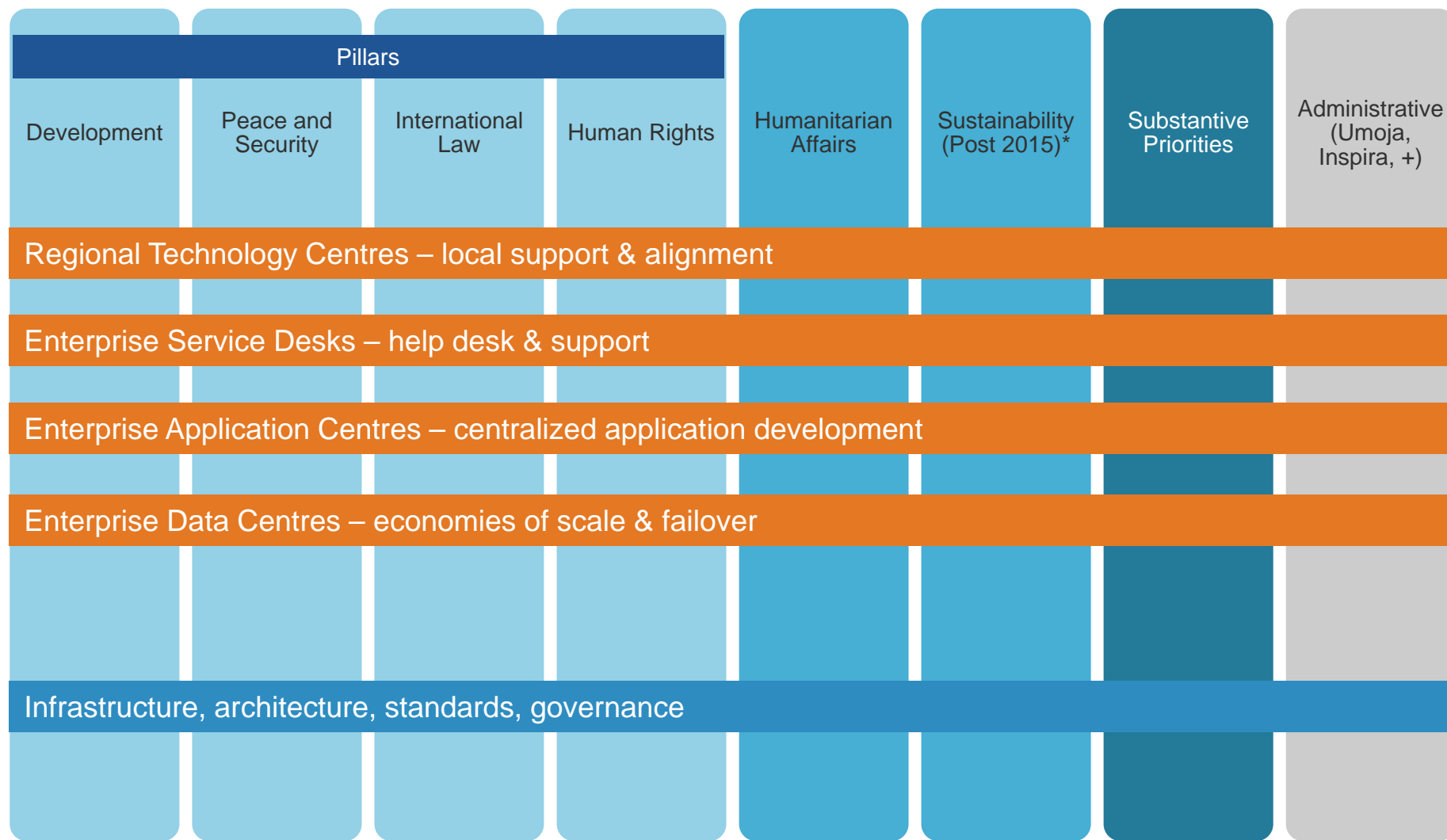
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A/RES/69/262 - ALIGNMENT

Stressing the need to harness the potential of information and communications technology to support the work of the United Nations in the areas of **peace and security, development, human rights and international law**

Harmonization and alignment



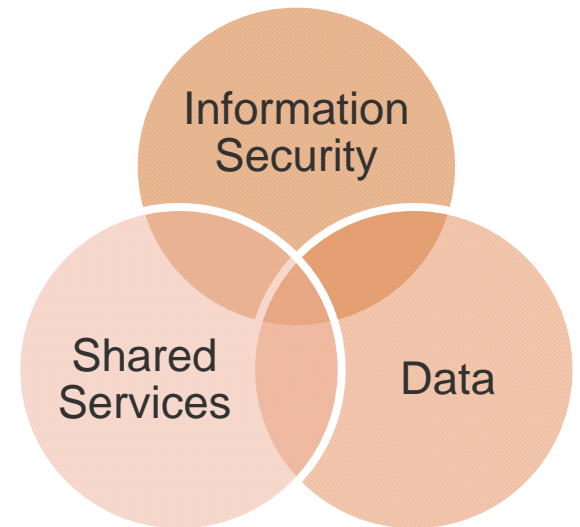
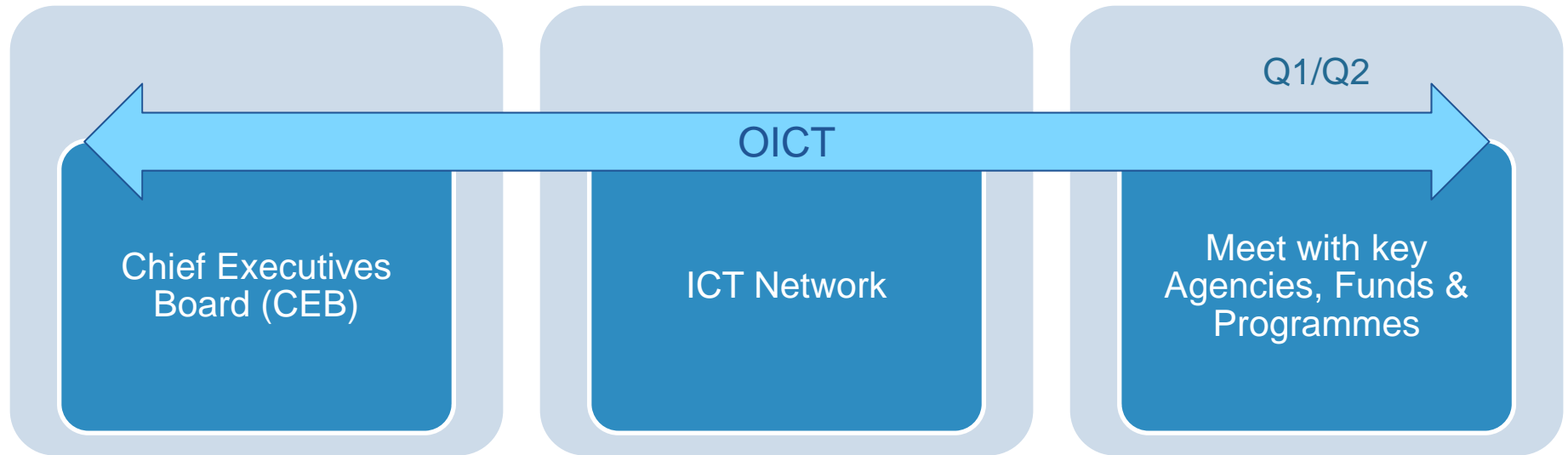
**Increase
collaboration**



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Coordination and collaboration



Information Security



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BLOCKED ATTACKS ON UN.ORG

1.5

MILLION PER YEAR

4000
PER DAY

“Ransom Ware” attack @UNHQ

MORE THAN
1 MILLION
DOCUMENTS
UNUSABLE*

*for several days

Global intrusion detection system



December 2014: identified **407**
incidents (9 duty stations) wholly
undetected by previous systems



More than **6000** files
accessed and uploaded to
attackers' system

InfoSec – elements of the strategy

Transparency

Policy development,
compliance and enforcement

Continuous
monitoring

Vulnerability
management

Incident
response
coordination and
intelligence
sharing

Privacy

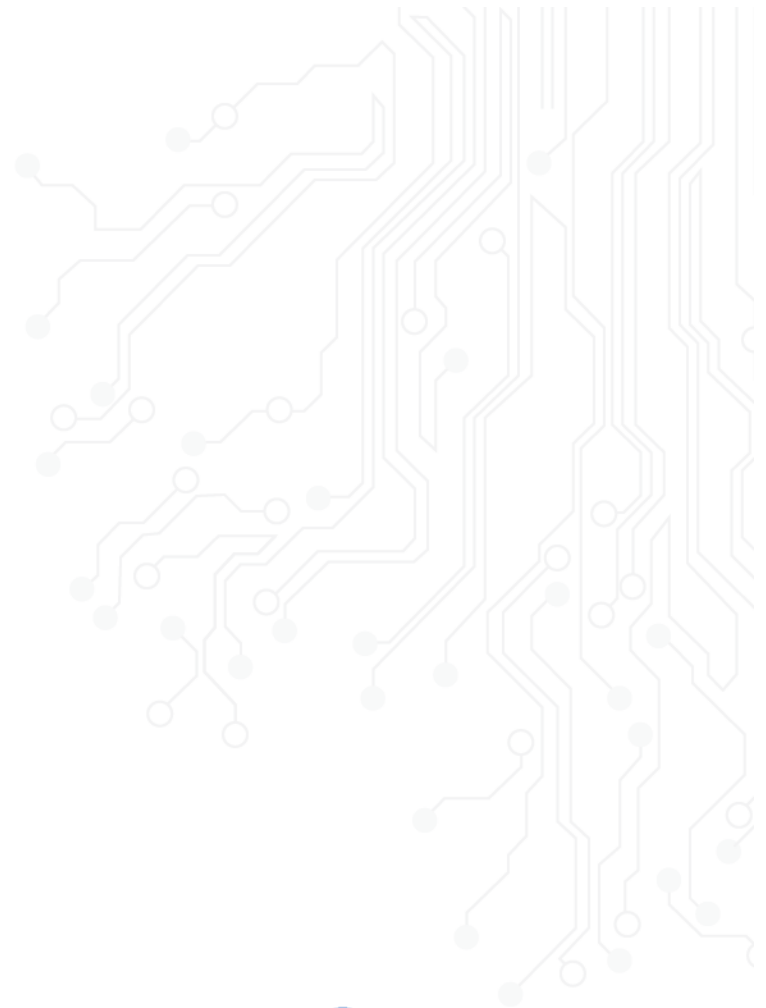
Security
architecture and
application
development

Enhancements
to the security
infrastructure,
incl. regions

Full detailed assessment of ICT
assets, services, and systems

Correction of critical issues

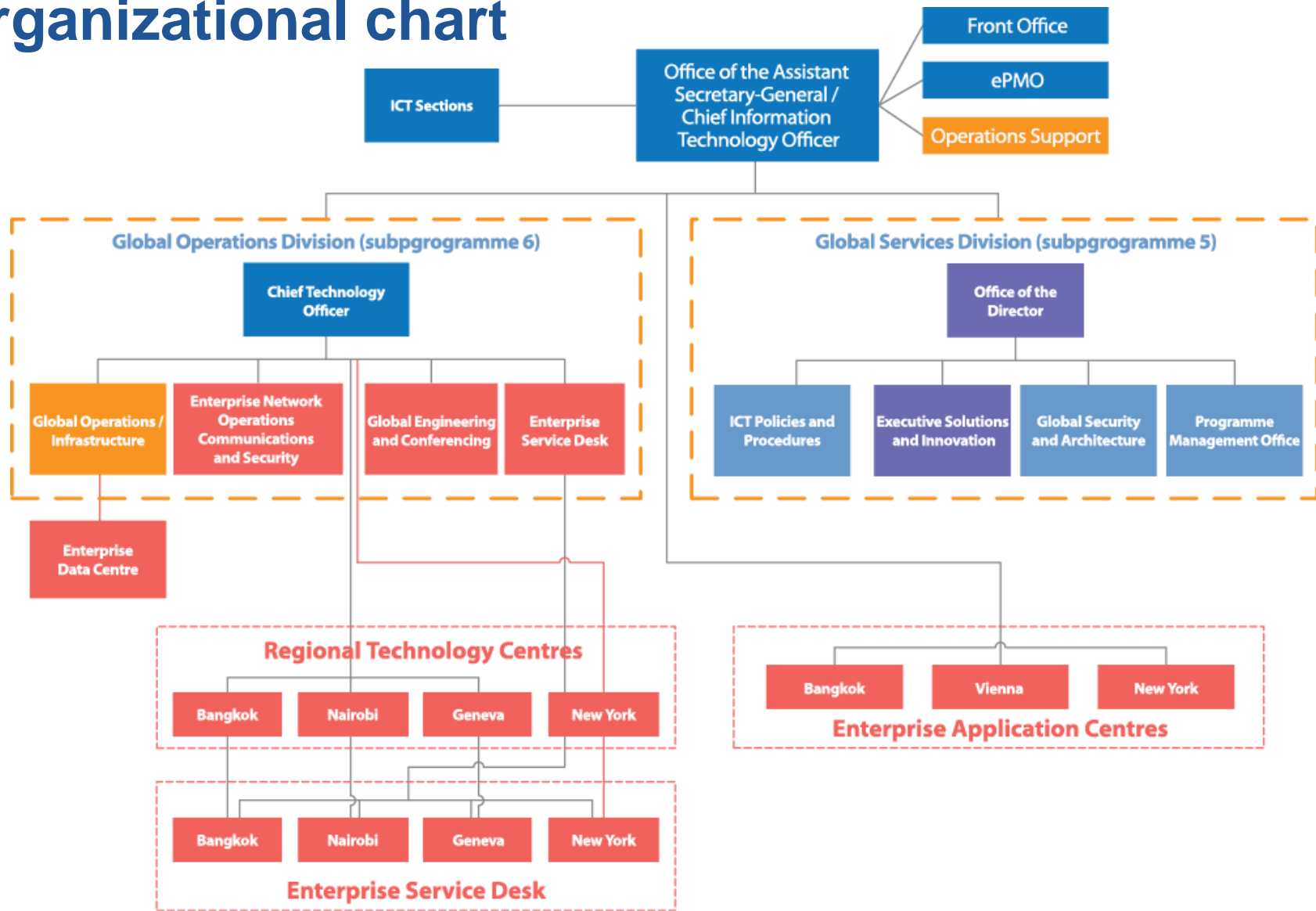
Organizational Structure and Human Resources



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Organizational chart



Global Operations Division

- Oversees all technical and operational aspects of ICT
- Execute the strategy and maintain routine ICT operations functions through the use of technological resources
- Includes:
 - Global operations and infrastructure
 - Enterprise network operations communications and security centre
 - Global ICT engineering, conferencing and communications
 - Enterprise service desk
 - Regional technology centres
 - Enterprise data centres

Enterprise Applications Centres

- **Adopt** the application management strategy, related policies and guidelines
- **Manage** all new application development
- **Define** roles and responsibilities
- **Optimize** application support model, including the setup of a global help desk for enterprise system solutions
- **Allocate** sufficient resources to through realignment of existing ICT staff and application support funds
- **Prioritize** the application rationalization projects (and funds) for better business alignment, compliance with technology architecture and cost efficiency

Application Inventory Status

- **Need to validate** and complement the application inventory data already collected
- Contains **1580** records

Does not include the applications from:

DFS and field missions
(>600 applications should be added)

OHRM/DM

OCSS/DM

CMP/DM

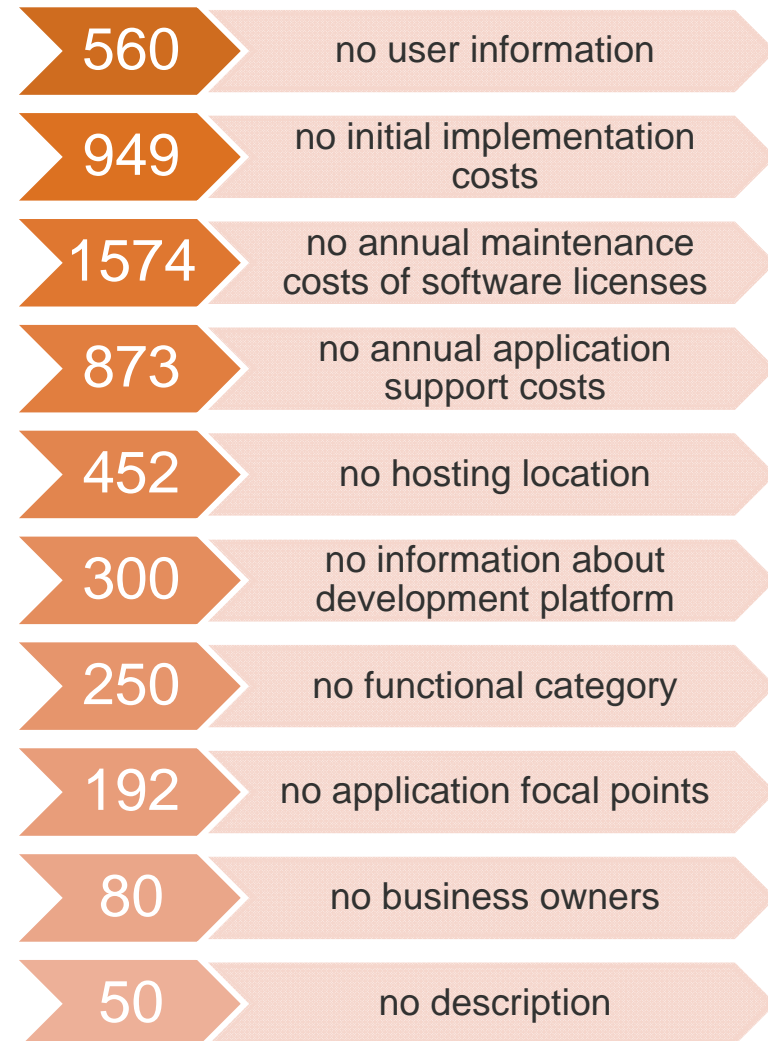
DPA

DPI

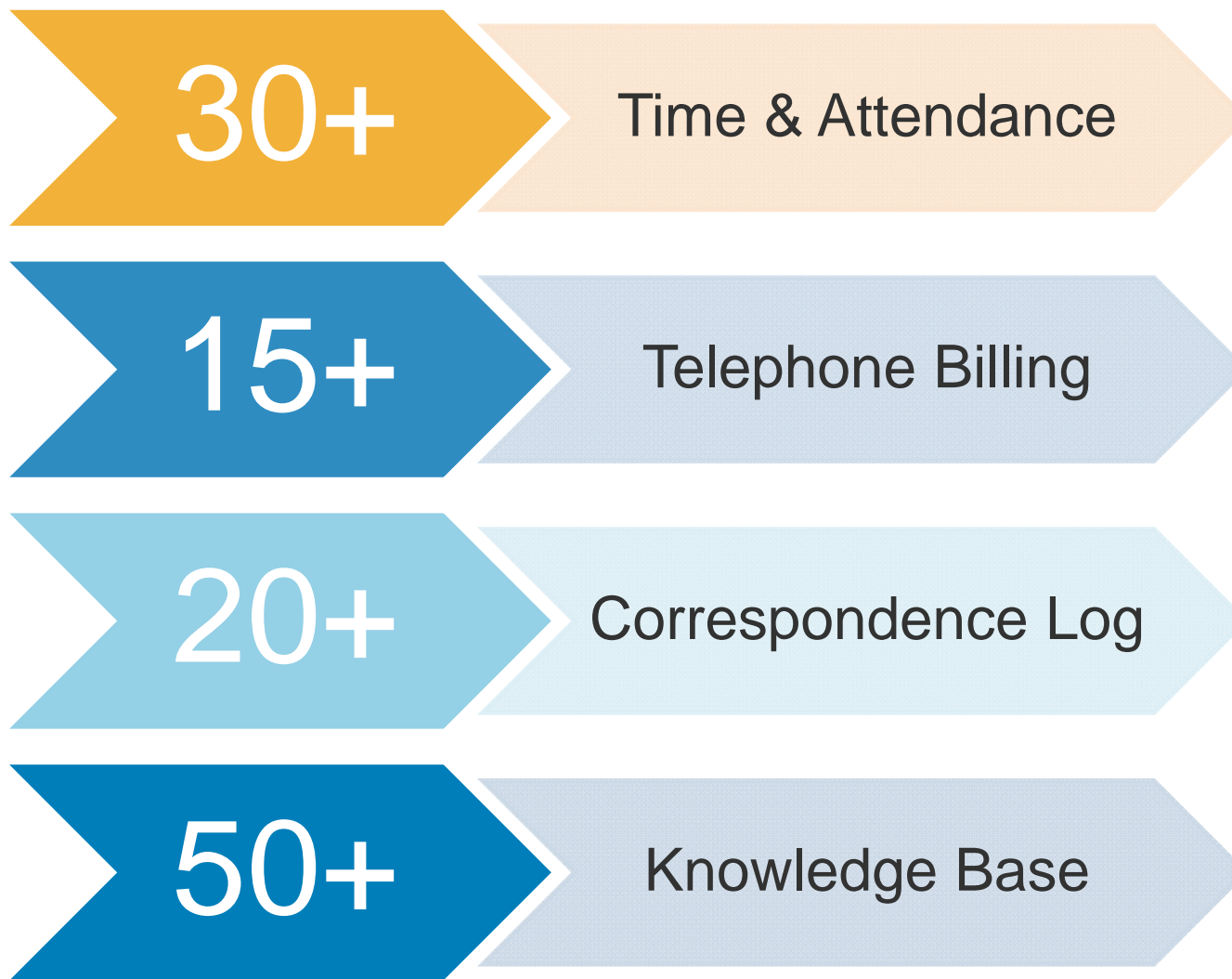
Habitat

Application Inventory Status

- Quality of collected information is **poor** since some important metrics are **missing**



Examples of duplicate systems



Global Services Division

- Strategic ICT service delivery
- Provide service delivery oversight for information security, operational resilience and programme management
- Includes:
 - ICT policies and procedures
 - Executive solutions and innovation service
 - Global security and architecture
 - Performance Management Framework
 - Governance
 - Business Intelligence and Analytics

ICT Human Resources Management



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Approach to ICT HR resource management

- Conduct global review of human resources and organizational structures of ICT offices in UNHQ, OAHs and Regional Commissions
- Take inventory of skills, look into present and future capabilities in all ICT offices, analyse existing capacity
- Conduct gap, supply and demand analysis, model future capabilities for ICT offices globally
- Benchmark existing structure against the industry best practices
- Model future structures and ICT programme configuration based on the ICT Strategy objectives
- Design training programme to develop staff skills

What does this mean for us?

As in any transformation:

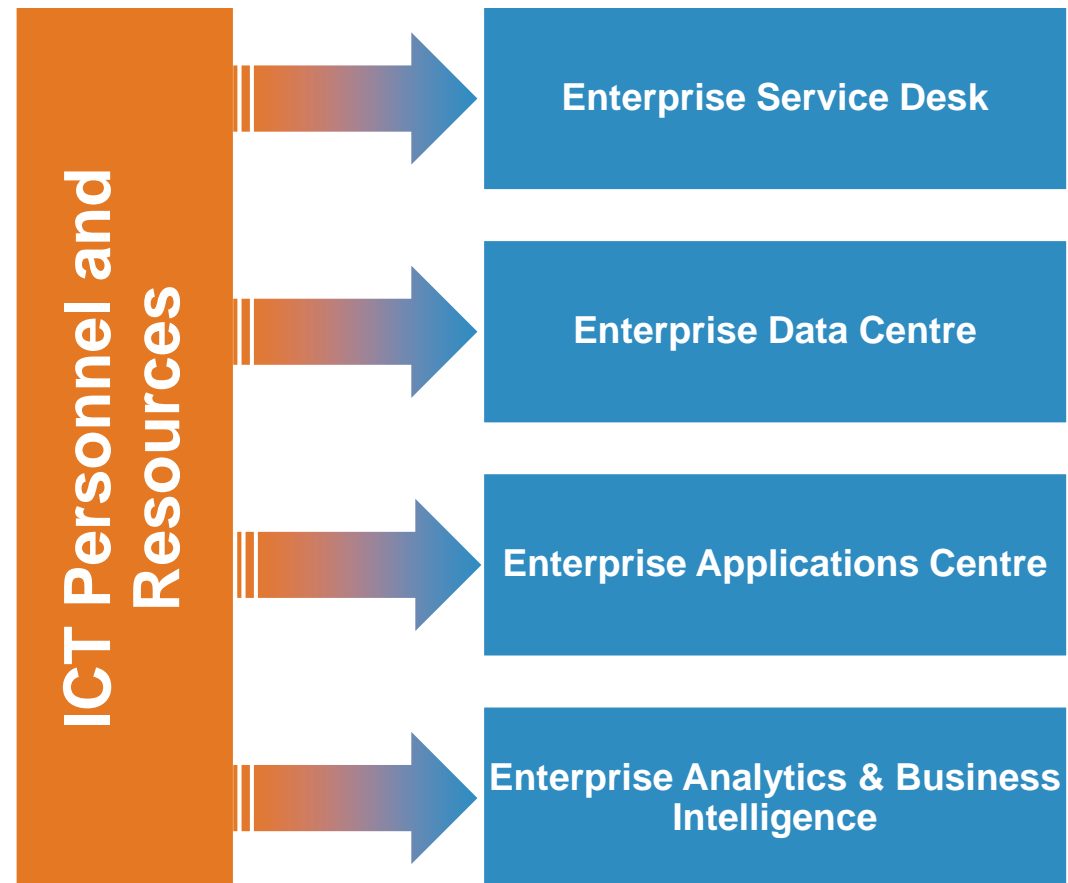
- Expect change and to be part of the process
- Join us in Connections and in-person events to engage and follow the progress

Potential benefits:

- Training
- Upgrading skills
- New opportunities
- New roles within a global ICT community
- (Re)connect with the core work of the UN

What does this mean for us?

- ICT will be consolidated into an **enterprise delivery framework**



Next Steps



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Immediate priorities

- Information gathering through inquiry, access to systems and automated discovery in support of Secretary General's progress report on ICT Strategy implementation that will be presented at the 70th Session
- Defragmentation activities as well as implementation of Service Delivery Framework related to Umoja deployment support.
- Harmonization and standardization related to information security

Thank you

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