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INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

TO: Ms. Fatoumata Ndiaye, Director  
A: Internal Audit Division, OIOS

DATE: 08 June 2011

REFERENCE: CITO-1100158

FROM: Soon-Hong Choi, Assistant Secretary-General  
DE: and Chief Information Technology Officer 

SUBJECT: **Draft OIOS report on the Audit of strategic planning for**  
OBJET: **ICT requirements in ICTD/DFS - Assignment AP2010/615/01**

1. Reference is made to the memorandum dated on 11 April 2011 from Mr. Gurpur Kumar, Deputy Director, Internal Audit Division, OIOS and to the corresponding DFS' response dated on 16 May 2011.
2. Please find attached our comments to the draft report.
3. Thank you for the opportunity to comment on the draft report.

cc: Mr. Gurpur Kumar  
Mr. Dino C. Dell'Accio  
Mr. Emile Tongunga  
Mr. Howard Hendler  
Mr. Antony Banbury

**OICT Comments to the draft OIOS report on the Audit of strategic planning for ICT requirements in ICTD/DFS – Assignment AP2010/615/01**

17. In 2009 ICTD issued a strategic plan titled “Strategic Guidance 2010/2011, ICT Roadmap – Strategic Objectives & Budgetary Guidance”. This strategy focused on continuing the process of standardization and centralization, becoming a strategic enabler for field mission mandates, and achieving greater levels of effectiveness and efficiency in providing information technology solutions. The scope of the strategy included the following areas:

- (a) DFS Field Support Strategy;
- (b) Communications;
- (c) Information technology;
- (d) Asset management;
- (e) Contractual services;
- (f) Green operations; and
- (g) Staff development.

**Comment:**

Please note that OICT was not involved in the preparation of the ICTD/DFS “Strategic guidance 2010/2011, ICT Roadmap – Strategic Objectives and Budgetary Guidance” that was sent to the missions. In principle, ICTD/DFS should forward such plan to OICT for review to ensure that the DFS’s ICT Roadmap is aligned with the overall ICT strategy for the Secretariat (A/62/793 and Add.1).

21. The Information Management Committee (IMC) of DPKO/DFS, of which ICTD is a member, developed an information management strategy that was last reviewed in July 2010. This strategy documented: i) background and context; ii) definition of information management; iii) mandate; iv) analysis; v) core goals; vi) principles; vii) programme of actions; high-level schedule of implementation; ix) responsibilities & compliance; and x) expanded background on enterprise systems.

**Comment:**

According to the ICT strategy for the Secretariat (A/62/793 and Add.1), knowledge management initiatives should be reviewed through the Organization-wide Working Group on Knowledge Management (WGKM) to ensure alignment and avoid any duplication with other major knowledge management initiatives.

**20. Recommendation: DFS/ICTD in consultation with OICT should establish coordination mechanisms for ensuring clear alignment of their respective ICT strategic plans in support of the knowledge management programme. This process should include an analysis and agreement on ICT priorities, goals, dependencies, roles and accountabilities between the respective offices.**

**To be rephrased as follows:**

DFS/ICTD, in coordination with OICT, should establish mechanisms for ensuring clear alignment of the DFS ICT strategic plan with the ICT strategy for the Secretariat (A/62/793 and Add.1) in support of the knowledge management programme. This process should include an analysis and agreement of ICT priorities, goals, dependencies, roles and accountabilities between the respective offices.

**26. Recommendation: DFS/ICTD, in coordination with OICT and the ERP/UMOJA Project, should review the current and future initiatives on threat assessment, strategic management and asset management, to ensure alignment and avoid duplications with the ERP/UMOJA system.**

**To be rephrased as follows:**

DFS/ICTD, in coordination with OICT, should review its current and future initiatives on threat assessment, strategic management and asset management to ensure their alignment with the ICT strategy for the Secretariat (A/62/793 and Add.1) and the ERP/Umoja Project and avoid duplications.

**30. Recommendation: DFS/ICTD, in coordination with OICT, should develop a comprehensive information architecture model ensuring that the information requirements of peacekeeping operations are adequately addressed. The model should define the flow of information and the basic structure, content, and relationships of the applications and systems employed to process the data needed in support of DFS operations.**

**To be rephrased as follows:**

DFS/ICTD, in coordination with OICT, should develop a comprehensive architecture model ensuring that the information requirements of peacekeeping operations are

adequately addressed in the context of the Secretariat-wide knowledge management programme. The model should define the flow of information and the basic structure, content and relationship of the applications and systems employed to process the data needed in support of DFS operations.