

RECOMMENDATIONS

6/02 - Audit of the arrangements for business continuity and disaster recovery for non-PeopleSoft appl UNHCR

Para. no.	Recommendation	Accepted? (Yes/No)	Critical/ Important	Responsible individual	Implementation date	Client comments
10	The UNHCR Division of Information Systems and Telecommunications should lead an initiative for designing and implementing a global ICT risk assessment in all field offices.	Yes	Important	Chris Saxer	2012	UNHCR values, respects and complies with the audit observations and plans to takes steps to address the observed gaps.
11	The UNHCR Division of Information Systems and Telecommunications, in coordination with the field offices, should develop a central inventory of the locally developed applications supporting field operations.	Yes	Important	Befekadu Berhanu	2012	An initial inventory of field-developped applications was made in August/September 2011. Efforts are also underway to upgrade the infrastructure that enables an
19	The UNHCR Division of Information Systems and Telecommunications, in coordination with the field offices, should ensure that an adequate disaster recovery plan is in place for the result-based budgeting application (Focus) and those applications considered critical to the activities of the field offices.	Yes	Important	proGres, Livelink & Intranet: Tania Al-Jaff Focus: Ian Bennett	In place	ProGres: A set of procedures and processes are prepared for the field office to safeguard the proGres data, which will be revised bearing in mind the Division new structure. Livelink & Intranet: Backup servers are located in a separate location at HQs and would be activated automatically in case of outage. Databackup is done every evening. FOCUS: At the field office level, the simplest mechanism to recover a serious outage is to download the client application and associated data again - so no DR or BC is required at the Field Office level. At the central server level, the
22	The UNHCR Division of Information Systems and Telecommunications should establish alternative connectivity links and procedures for ensuring the availability of reliable satellite connection between field offices and Geneva	Yes	Important	Chris Saxer	In place	Independent backup links to all offices have been established, using local ISP whenever available and Mobile Satellite Services (MSS) if terrestrial services are not available.

26	The UNHCR Division of Information Systems and Telecommunications should store the business continuity plan in centralized and backup repository location and, in coordination with relevant divisions, ensure that its content is	Yes	Important	CIO & Director of DIST	2012	UNHCR complies with the audit observations and plans to takes steps to address the observed gaps.
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