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INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

OFFICE OF INTERNAL OVERSIGHT SERVICES · BUREAU DES SERVICES DE CONTRÔLE INTERNE  
INTERNAL AUDIT DIVISION · DIVISION DE L'AUDIT INTERNE

TO: Ms. Angela Kane, Under-Secretary-General,  
A: Department of Management

DATE: 28 October 2011

Mr. Kiyotaka Akasaka, Under-Secretary-General,  
Department of Public Information

REFERENCE: IAD: 11- 00654

Ms. Patricia O'Brien, Under-Secretary-General and  
the Legal Counsel,  
Office of Legal Affairs

Mr. Choi Soon-hong, Assistant Secretary-General and  
Chief Information Technology Officer, OICT

FROM: Fatoumata Ndiaye, Director  
DE: Internal Audit Division, OIOS



SUBJECT: **Assignment no. AT2010/521/01 – Audit of Internet publishing and use of social media at the**  
OBJET: **United Nations Secretariat**

**Overall results relating to management of Internet publishing and social media were unsatisfactory, but Management has initiated measures to address weaknesses**

1. Attached please find the final report on the above-mentioned audit.
2. Annex I shows the status of recommendations. Please note that OIOS will report on the progress made to implement its recommendations in its annual report to the General Assembly and to the Secretary-General annually for critical recommendation, No. 2 and important recommendations, Nos. 1, 3, 4 and 5.
3. The audit also identified a number of opportunities for improvement (see Annex-II). While OIOS will not report on the implementation of these opportunities, we encourage you to implement them to improve the efficiency and effectiveness of your operations. OIOS will review their implementation as part of future audits.
4. Please note that under General Assembly resolution 59/272, a Member State may request that the final report be made available. Also note that pursuant to General Assembly resolution 64/263, OIOS has included the complete management response as an appendix to the present report.
5. We wish to express our appreciation to the Management and staff of United Nations Secretariat for the assistance and cooperation extended to the auditors during this assignment.

cc: Mr. Vijay K. Nambiar, Chef de Cabinet, Executive Office of the Secretary-General  
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# FINAL AUDIT REPORT

## Audit of Internet publishing and use of social media at the United Nations Secretariat

### BACKGROUND

Internet publishing at the United Nations Secretariat (the Secretariat) is regulated by the provisions of ST/AI/2001/5 and ST/SGB/2005/15 that established the governing bodies, including the Publications Board, framework, criteria and procedures for the creation of Internet sites. These normative instruments defined Internet publishing as the provision of any textual, tabular, graphic or audio-visual material to the public through the Internet by or on behalf of the United Nations. Other related elements of the United Nations Internet publishing framework include: (a) ST/SGB/2004/15 on the use of information and communications technology resources and data; (b) ST/SGB/2007/6, governing the classification and handling of sensitive information within the United Nations; and (c) ST/AI/189/Add.9/Rev.2 on the United Nations Copyright policy.

Within the Secretariat, the use of intranet, extranet and the Internet support the dissemination and sharing of information, aspects of which are carried out, in part, by the Department of Public Information (DPI), the Office of Information and Communications Technology (OICT) and the Departments of Peacekeeping Operations/Field Support (DPKO/DFS), within their respective mandates. The Office of Legal Affairs (OLA) provides legal advice on intellectual property issues (data privacy, copyright and terms of use) as well as contractual agreements with third parties. There were over 143 different websites and/or web presence (not including social media) in the Secretariat, with some sites hosted by OICT, DPI and the United Nations Logistics Base, while others were hosted externally with third party providers. There has also been an increase in the use of social media, which are utilized by about 12 departments and offices, and include Facebook, Flickr, You Tube, Wikipedia and Twitter.

### OBJECTIVE AND SCOPE

This audit was conducted to assess whether the Secretariat effectively implemented adequate risk management, control and governance processes in providing reasonable assurance regarding the effective management of Internet publishing and use of social media. The key controls tested for the audit included those related to: (a) risk management and strategic planning; (b) oversight mechanisms; (c) delegation of authority; and (d) regulatory framework. The audit was conducted from October 2010 to May 2011, and included the review of the Internet web sites active in the Secretariat at the time of the audit.

### AUDIT RESULTS

In the opinion of OIOS, risk management, control and governance processes examined were **unsatisfactory** in providing reasonable assurance regarding the effective management of Internet publishing and use of social media throughout the Secretariat.

The ineffective functioning and reduced authority of the Publications Board and unclear roles and responsibilities of related committees and working groups led to a weak governance and accountability framework for Internet publishing and use of social media throughout the Secretariat. Limited implementation of operational procedures to support the governance framework exposes the Organization to reputation, legal and operational risks.

## **Legal risks associated with the acquisition of Internet and social media services were not adequately mitigated**

Several departments and offices make use of social media sites in the context of their operations. However, there were no procedures for identifying, assessing and mitigating potential risks associated with these activities, including entering into agreements with social media providers. Furthermore, the Office of Legal Affairs had not been actively involved in reviewing the provisions for copyright, privacy and terms of use established in these agreements.

**(1) The Under-Secretary-General of the Department of Public Information, in collaboration with the Office of Information and Communications Technology, should develop procedures for requiring user departments and offices to consult with the Office of Legal Affairs before entering into contractual agreements with external providers of social media services.**

*DPI did not accept recommendation 1 stating that it considers this unrealistic and that the requirement to consult OLA defeats the purpose of being able to launch Internet-based information materials rapidly. OIOS reiterates Recommendation 1 in view of the legal risks associated with the use of social media services, which are currently unaddressed, and notes that OICT and OLA have expressed commitment to collaborate with DPI on implementing the recommendation. Recommendation 1 remains open pending evidence of satisfactory action by DPI.*

## **Ineffective oversight mechanisms and unclear roles and responsibilities for Internet publishing and use of social media**

The Publications Board did not function as envisaged by ST/AI/2001/5 and ST/SGB/2005/15. Yet reference to its secretariat (established in 2005 by ST/SGB/2005/15) and contact information was being provided on the United Nations websites and sites linked to it for inquiries and/or permission regarding privacy, copyright and terms of use policies.

ST/SGB/2005/15 transferred the responsibility for overseeing the publication programme of author departments the executive committees on: a) Economic and Social Affairs; b) Humanitarian Affairs; c) Peace and Security; and d) Development and Cooperation. However, the constituents of these committees were overlapping and their roles unclear regarding which publications programmes each committee should have reviewed. There was no evidence that publications programmes had been reviewed since 2005, except for that by the Economic and Social Affairs Committee chaired by the Department of Economic and Social Affairs (DESA), which had approved DESA listing of forthcoming titles. Further, the Publications Board did not have a coordination role and did not assess the financial implications of the publications of the United Nations.

In 2009, a new inter-departmental high-level body (IGG) was proposed. This new group, chaired by the Chief Information Technology Officer (CITO), was established with the objective of developing a web governance strategy for approval by the Internet Steering Committee (ISC). However, the terms of reference of the IGG had not been formalized or documented and its mandate was still unclear.

**(2) The Under-Secretary-General of the Department of Public Information, in collaboration with the Chief Information Technology Officer, should initiate a review of ST/SGB/2005/15 on the mandate of the Publications Board.**

*DPI accepted recommendation 2 and stated that as Chair of the Publications Board, the Director of DPI Outreach Division will oversee a review of ST/SGB/2005/15 by 31 December 2011, in collaboration with other Secretariat entities. DPI commented that the Publication Board should be involved in web*

*matters only in so far as they relate specifically to publications, and as such neither general web content nor social media would fall under the mandate of the Publications Board. OIOS notes that OLA indicated that a working Group to review ST/SGB/2005/15 on the Publications Board has recently been established. Recommendation 2 remains open pending the revision of ST/SGB/2005/15.*

### **Need to address data privacy risks relating to Internet publishing and use of social media**

The responsibility for addressing data privacy risks associated with Internet publishing activities was not defined. However, following the OIOS horizontal audit of data privacy in the United Nations Secretariat and peacekeeping operations (AT2008/510/01) conducted in 2008-2009, the Executive Office of the Secretary-General (EOSG) had taken steps towards implementing OIOS' recommendations to review public facing websites and ensuring that a privacy notice was posted on each site. In particular, the EOSG assigned to OICT the responsibility to manage a data privacy programme for the Secretariat. OICT, however, indicated that the responsibility for developing and managing a comprehensive data privacy programme for the Secretariat was a significant, long-term effort that will require the allocation of additional resources by the General Assembly, but that the Office of Programme Planning, Budget and Accounts (OPPBA) had not supported a budget request for developing and managing a comprehensive data privacy programme that was submitted for the biennium 2012-2013. In the absence of a comprehensive data privacy programme, there was no mechanism for addressing and/or mitigating data privacy risks associated with Internet publishing and use of social media.

**(3) The Office of Information and Communications Technology, in coordination with the Department of Management and the Department of Public Information, should adequately address data privacy risks in the context of the Internet publishing and use of social media.**

*OICT accepted recommendation 3 and stated that as part of the enterprise web content management (WCM) project these concerns will be addressed for the United Nations based/hosted web site, and that web sites will be configured to avoid exposing any internal information to the public. Implementation will depend on the additional policies that need to be created under the recommendations relating to the contractual agreements with external providers, and the review of ST/SGB/2005/15 and ST/AI/2001/15. Recommendation 3 remains open pending the full implementation of the web content management project and documentation from OICT evidencing that data privacy risks have been addressed.*

### **Inadequate control over copyright disclosure regarding Internet publishing**

There were inconsistencies in presenting and disclosing the provisions for copyright, privacy and terms of use in the United Nations websites. It was unclear which United Nations publications were under United Nations copyright and which were or should have been in the public domain. For example, it was unclear whether lectures delivered by non-United Nations speakers should be under United Nations copyright. There was also a need to clarify the role and authority of OICT vis-à-vis those of DPI, DPKO, DFS and OLA for addressing technical, operational and legal issues. The personnel capacity of these offices needed to be assessed to ensure sufficiency and timeliness of advisory and support services.

**(4) The Department of Public Information should, in consultation with the Office of Legal Affairs, develop guidelines for determining when a United Nations publication and website content should be subject to traditional copyright protection, and when alternative forms of attribution and licenses are permissible.**

*DPI accepted recommendation 4 regarding the review of copyright provisions for publication, and requested that this recommendation be divided into two parts, stating that: (a) After completing its*

*mandate review, the Publications Board, in collaboration with other Secretariat entities, will update the existing policy on copyright for publications, irrespective of their format, medium and delivery method by 30 June 2012; and (b) Web site content, including standard copyright language for website footers, should be addressed by OLA, in consultation with major content-producing departments. OIOS reiterates recommendation 4 as formulated. OLA has advised that it remains ready to provide advice/assistance in implementing the recommendation. Recommendation 4 remains open pending receipt of the completed policy guidelines on copyright protection for web content and evidence of its deployment on web sites.*

### **Lack of minimum security requirements for website development and third-party service providers**

Minimum security requirements for the development of websites were not defined, and risk assessment, security and encryption procedures were not implemented. Although OICT is the dedicated office with the mandate for systems security within the United Nations Secretariat, several websites have been developed by external consultants without proper coordination with OICT. Service level agreements were not always in place for those sites hosted internally by OICT, DFS, and DPI.

Websites hosted outside the Secretariat's domain were not subject to consistent review from an information security perspective. An office of the Secretariat utilized cloud computing services for managing and storing official documents of the Organization, but there was no evidence that the potential related security risks had been adequately addressed, which could expose the Organization to the risks of breach of confidentiality and loss of data.

Guidelines for web statistics and logging were being drafted and a specific service (Google analytics) was used for logging statistics. However, there were no terms of reference defining the use of this tool, especially in light of some privacy concerns publicly raised about it.

**(5) The Office of Information and Communications Technology, in collaboration with departments and offices, should: (a) define minimum security requirements to be included in the contractual arrangements with third party providers of website hosting, and operation level agreements with departments and offices within the United Nations that provide hosting services; and (b) establish criteria for collecting, analyzing and reporting website statistics.**

*OICT accepted recommendation 3 and stated that it has already defined minimum security requirements for applications and web sites as part of the ICT Project Management Framework. OICT also provides guidelines for information security risk assessments using the OCTAVE (Operationally Critical Threat, Asset, and Vulnerability Evaluation) methodology, which is an approved United Nations standard. OICT provides support for project consulting and risk assessment to departments and offices that wish to implement the methodology. Regarding the criteria for collecting, analyzing and reporting websites statistics, OICT believes that they should be defined by each Business Owner in light of the specific requirements for their website. OLA is currently providing advice to OCSS and to OICT for various proposed agreements of this kind. OIOS takes note of the actions already taken by OICT. Recommendation 5 remains open pending receipt of documentation evidencing mechanisms put in place for requiring business owners to incorporate the security requirements in third party contracts, and to provide them with guidance for developing criteria for reporting on websites statistics.*

### **ACKNOWLEDGEMENT**

OIOS wishes to express its appreciation to the Management and staff of United Nations Secretariat for the assistance and cooperation extended to the auditors during this assignment.

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## I. INTRODUCTION

1. The Office of Internal Oversight Services (OIOS) conducted an audit of Internet publishing and use of social media at the United Nations Secretariat (the Secretariat). Comments made by OICT, DPKO/DFS, DPI and OLA are shown in *italics*.

## II. AUDIT OBJECTIVE

2. The audit was conducted to assess whether the Secretariat effectively implemented adequate risk management, control and governance processes in providing reasonable assurance regarding the effective management of Internet publishing and use of social media. The key controls tested for the audit included those related to: (a) risk management and strategic planning; (b) oversight; (c) delegation of authority; and (d) regulatory framework.

3. For the purposes of this audit, OIOS defined these key controls as follows:

(a) Risk management and strategic planning – those controls that are designed to provide reasonable assurance that risks and opportunities relating to Internet publishing and use of social media are identified and assessed, and that action is taken to mitigate risks.

(b) Oversight mechanisms – those controls that provide for supervision and evaluation of Internet publishing and use of social media to ensure that threats and opportunities are identified and appropriate response or action plans are drawn to take advantage of opportunities. This control includes oversight provided by governance bodies.

(c) Mandates and delegation of authority – those controls that are designed to provide reasonable assurance on the clarity of the authority, roles and responsibilities of the entities involved in Internet publishing activities and use of social media.

(d) Regulatory framework – those controls designed to provide reasonable assurance that policies and procedures exist to guide Internet publishing activities and the use of social media.

## III. AUDIT SCOPE AND METHODOLOGY

4. OIOS conducted this audit from October 2010 to May 2011. The audit covered the period 2001-2010 for Internet websites created by departments and offices of the Secretariat in New York and the United Nations Environment Programme (UNEP) “Greening the Blue” website.

5. To gain a general understanding of the processes established by the Secretariat for managing Internet publishing and use of social media, particularly relating to risk management and strategic planning, oversight mechanisms, mandate and delegation of authority system and regulatory framework, OIOS reviewed relevant documentation on the procedures followed by offices/departments in creating a presence on the Internet. Interviews were also conducted with key managers and process owners within the Secretariat departments and offices in New York, and the secretariat of the Publications Board. The audit team conducted an activity-level risk assessment to identify and assess specific risk exposures, and to confirm the relevance of the selected four key controls in mitigating the associated risks.

6. Through interviews, analytical reviews and tests of controls, OIOS assessed the existence and adequacy of written policies and procedures, and also whether they were implemented consistently.



## IV. OVERALL ASSESSMENT

7. In OIOS' opinion, risk management, control and governance processes examined were **unsatisfactory** in providing reasonable assurance regarding the management of Internet publishing and use of social media throughout the Secretariat. The ineffective functioning and reduced authority of the Publications Board and unclear roles and responsibilities of related committees and working groups led to a weak governance and accountability framework for Internet publishing and use of social media. Limited implementation of operational procedures to support the governance framework exposes the Organization to reputation, legal and operational risks.

## V. AUDIT RESULTS

### A. Risk management and strategic planning

#### **Absence of Organization-wide Internet publishing and social media strategies**

8. In a previous audit (AN2008/580/01) on the role of the Department of Public Information (DPI) in information dissemination, OIOS recommended to develop a comprehensive and coherent web communications strategy and establish web governance architecture for the United Nations Secretariat. DPI stated that the governance structure for Internet publishing within the Secretariat is still being defined. DPI and the Office of Information and Communications Technology (OICT) are working on this issue with a target date for implementation by 31 December 2012. Furthermore, OIOS was informed that an inter-departmental high-level body (Internet Governance Group, IGG) is developing a web communication strategy to provide guidelines on how the Secretariat should be portrayed over the web, but had not yet developed an Organization-wide Internet publishing and social media strategy. Since this issue is being addressed by the Secretariat, no recommendation is made at this time.

#### **Legal risks associated with the acquisition of Internet and social media services were not adequately mitigated**

9. Several departments and offices make use of social media sites in the context of their operations. However, there were no procedures for identifying, assessing and mitigating potential risks associated with these activities, including entering into agreements with social media providers. Furthermore, the Office of Legal Affairs (OLA) had not been actively involved in reviewing the provisions for copyright, privacy and terms of use established in these agreements. OIOS reviewed some of these agreements and noted instances of provisions inconsistent with the legal status of the Secretariat. There was also no documented evidence that OLA had been consulted for addressing the risks associated with evolving issues such as: staff use of social media; privacy issues related to the use of Google analytics and e-discovery; and use of cloud computing services within the Organization.

#### **Recommendation 1**

**(1) The Under-Secretary-General of the Department of Public Information, in collaboration with the Office of Information and Communications Technology, should develop procedures for requiring user departments and offices to consult with the Office of Legal Affairs before entering into contractual agreements with external providers of social media services.**

10. *DPI did not accept recommendation 1 stating that it considers this unrealistic. To support an event and/or a campaign, we often need to quickly deploy a presence on the Internet (web sites, social*

media accounts). The requirement to consult OLA defeats the purpose of being able to launch Internet-based information materials rapidly.

11. OICT stated that it will collaborate with DPI on this recommendation.

12. OLA commented that it is always ready to assist with the review of any proposed contractual agreements with external providers of social media services. OLA noted, however, that it has not been consulted with respect to the many contractual arrangements with external providers of social media services that the draft report identified the Organization as having concluded. Consequently, inasmuch as such existing agreements with external providers of social media services might contain terms/conditions unfavourable to the Organization or even inconsistent with the status and privileges and immunities of the United Nations, this could potentially undermine the United Nations' negotiating position with respect to future agreements.

13. OIOS reiterates Recommendation 1 as formulated, in view of the legal risks associated with the use of social media services that are currently unaddressed, and notes that OICT and OLA have expressed commitment to collaborate with DPI on implementing the recommendation. Recommendation 1 remains open pending evidence of satisfactory action by DPI.

## **B. Oversight mechanisms**

### **Ineffective oversight mechanisms and unclear roles and responsibilities for Internet publishing and use of social media**

14. Specific requirements for Internet publishing are defined in the following provisions of ST/AI/2001/5: (a) the responsibility of the Working Group on Internet Matters (WGIM) to review and advise the Publications Board on security issues, the confidentiality of United Nations materials and the privacy of staff members; (b) posting rights limiting the number of content providers directly inputting materials on the Secretariat's website; and (c) the mandate to host all files for publications on the web servers of the Secretariat. The instruction stipulates that departments and offices, including those away from Headquarters, missions and information centres are encouraged to establish Internet sites relating to their specific programmes, bearing in mind the provisions set out in the guidelines. Although these provisions address Internet publishing activities, they do not cover the use of social media because they were not widely used at the time of their issuance.

15. The Publications Board comprised representatives from: OLA, the then Information Technology Services Division (ITSD)<sup>1</sup>, the Department of Management (DM), DPI, Geneva and Vienna Working Groups of the Publication Board and Regional Commissions. The Publications Board had overall oversight responsibility for the supervision of the Internet publishing programme. The responsibility of the Publications Board included a coordinating role and the development of related administrative instructions and guidelines to ensure that the information provided on the Secretariat's websites was standardized and of high quality. The Publications Board was responsible for providing overall policy guidance on the public dissemination of and access to Secretariat's materials, except public information materials, for all offices away from Headquarters (OAHs). Departments and offices were responsible for implementing those policies so as to meet their objectives in a fully accountable and cost-effective manner in accordance with Section 2.6 of ST/AI/2001/5 on responsibilities of author departments.

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<sup>1</sup> Functions now subsumed into OICT

## AUDIT RESULTS

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16. The Publications Board did not function as envisaged by ST/AI/2001/5 and ST/SGB/2005/15. Yet reference to its secretariat (established in 2005 by ST/SGB/2005/15) and contact information was being provided on the United Nations websites and sites linked to it for inquiries and/or permission regarding privacy, copyright and terms of use policies. Specifically, the following were noted with regard to the Publications Board, its function and responsibilities:

(a) A note to the Secretary-General from the Under-Secretary-General of DPI dated 21 December 2001 stated that the Publications Board had dissolved itself and the Working Committee of the Publications Board chaired by the Director of the Outreach Division, DPI, was replaced with reduced responsibilities. The note also highlighted the dissension between the decentralized approach to publications advocated by the author departments and the major Secretariat's bodies requesting a stronger central authority. Given that the new bodies (Internet Governance Group, IGG, and Internet Steering Committee, ISC) that should have provided oversight of this function are not functioning yet, Internet publishing activities in the Secretariat are not adequately monitored and coordinated.

(b) The minutes of the in-person meetings held by the Publications Board in 2006 and 2007, virtual meetings from 2007 to 2010 and related memoranda prepared by its secretariat indicated that, for the most part, the Publications Board dealt with contracts related to external publishers and review of special logos, emblems and granting of institutional licenses. The Publications Board had not met regularly or prepared and submitted annual reports of its activities to the Steering Committee on Reform and Management per ST/SGB/2005/15. Therefore, the Board has not performed an adequate review of the publications policy and did not provide common standards and policies for Internet publishing.

(c) In 2005, ST/SGB/2005/15 reduced the role and authority of the Publications Board to "reviewing publications policy and provide common standards and policies for all traditional, electronic and Internet publication activities in line with the objectives of the Secretariat and the central policy direction provided by the Steering Committee on Reform and Management, to improve access to United Nations collections, including online publication". The redefined role of the Publications Board did not include the authority to enforce compliance by departments and offices with related policies and procedures for ensuring accountability. The absence of this function is one of the main causes of the inconsistent approach followed by the various departments and offices of the Secretariat in their Internet publishing activities.

(d) ST/SGB/2005/15 transferred the responsibility for overseeing the publication programme of author departments to four Executive Committees on: a) Economic and Social Affairs (ECESA); b) Humanitarian Affairs; c) Peace and Security; and d) Development and Cooperation. However, the constituents of these committees were overlapping and their roles unclear regarding which publications programmes each executive committee should have reviewed. Publications programmes had apparently not been reviewed since 2005, except for that by ECESA chaired by the Department of Economic and Social Affairs (DESA), which had approved DESA listing of forthcoming titles. Further, the Publications Board did not have a coordination role and did not assess the financial implications of United Nations' publications. This condition has prevented the Secretariat from having a complete understanding of the challenges and costs associated with the Internet publishing activities.

(e) In 2009, a new inter-departmental high-level body (IGG) was proposed. This new group, chaired by the Chief Information Technology Officer (CITO), was established with the objective of developing a web governance strategy for approval by the Internet Steering Committee (ISC). However, the terms of reference of the IGG had not been formalized or documented and its

mandate was still unclear. Pending the establishment of these governing bodies, offices and departments may start Internet publishing initiatives without adequate coordination, using non-standard technologies that could further expose the Secretariat to security risks.

### **Recommendation 2**

**(2) The Under-Secretary-General of the Department of Public Information, in collaboration with the Chief Information Technology Officer, should initiate a review of ST/SGB/2005/15 on the mandate of the Publications Board.**

17. *DPI accepted recommendation and stated that as Chair of the Publications Board, the Director of DPI's Outreach Division will oversee a review of ST/SGB/2005/15, in collaboration with other Secretariat entities, by 31 December 201. OLA indicated that it is a member of the Publications Board, and that a working Group to review ST/SGB/2005/15 on the Publications Board has recently been established. OICT advised that it will collaborate with DPI on this recommendation. Recommendation 2 will remain open pending the revision of ST/SGB/2005/15.*

### **Non-compliance with ST/AI/2001/5 on Internet publishing**

18. ST/AI/2001/5 on Internet publishing does not recommend the use of links from the United Nations' websites to external websites, and requires review and approval by the Publications Board for any exceptions to establishing such links. Furthermore, the technical guidelines issued by the Publications Board for Internet publishing (last modified July 21, 2003) required that "links should be monitored on a continuous basis. Broken links must be removed from the site or amended. Link verification tools should be used on a regular basis." However, the Publications Board had not reviewed and approved the establishment of links to external websites in accordance with ST/AI/2001/5. In this connection, there were no mechanisms for departments/offices to consult with OLA during the process of creating external links, for preventing and mitigating legal risks and concerns, such as the presence of advertisements and/or "pop-ups" of commercial entities on linked sites. *OLA noted that, pursuant to section 3.6 of ST/AI/2001/5, OLA is to be consulted, as appropriate, on the establishment of proposed links to external websites, and that OLA has been consulted only on certain occasions in this regard, e.g., in the context of proposed collaboration arrangements with the private sector and NGOs.* OIOS expects that the non-compliance instances will be addressed with the clarification of responsibilities as recommended above (Recommendation 2), and the subsequent review of ST/AI/2001/5.

## **C. Mandates and delegation of authority system**

### **Lack of operational capacity to manage Internet publishing activities**

19. ST/SGB/2005/15 stipulates that each department and office, as well as the established Executive Committees overseeing the publication programmes of author departments, is responsible for adherence to the policies prescribed by the Publications Board. However, in the absence of a fully functional Publications Board, effective steering committees and an information management strategy, there was no established procedure for delegating authority to departments and offices in managing their Internet publishing activities.

20. Technical guidelines for Internet publishing were last updated in July 2003. Author departments and content providing offices were responsible for managing their web applications, and entering into contractual agreements with external third party service providers of Internet-related services. However,

there was a general lack of skilled resources Secretariat-wide and no specialized job profiles for addressing information and Internet management across the Organization.

21. **In OIOS' opinion, the Department of Public Information, in collaboration with the Department of Management, could consider the opportunity to: (a) delegate responsibilities to offices and departments in self-regulating/managing their internal Internet publishing activities; and (b) assess the skills and profiles required by the Organization to address the resource needs for information management activities.**

22. *DPI stated that the delegation of responsibilities for self-regulation can only be considered once the revision of ST/AI/2001/5 has been completed. In the view of DPI, the assessment of skills and profiles required by the Organization in information management should be addressed by DM.*

### **Need to address data privacy risks relating to Internet publishing and use of social media**

23. The responsibility for addressing data privacy risks associated with Internet publishing activities was not defined. However, following the OIOS horizontal audit of data privacy in the United Nations Secretariat and peacekeeping operations (AT2008/510/01) conducted in 2008-2009, the Executive Office of the Secretary-General (EOSG) had taken steps towards implementing recommendations to review public facing websites, ensuring that a privacy notice was posted on each site. In particular, the EOSG assigned to OICT the responsibility to manage a data privacy programme for the Secretariat. OICT, however, indicated that the responsibility for developing and managing a comprehensive data privacy programme for the Secretariat was a significant, long-term effort that would require the allocation of additional resources by the General Assembly, and that the Office of Programme Planning, Budget and Accounts (OPPBA) had not supported a budget request for developing and managing a comprehensive data privacy programme that was submitted for the biennium 2012-2013. In the absence of a comprehensive data privacy programme, there was no mechanism for addressing and/or mitigating data privacy risks associated with Internet publishing and use of social media.

### **Recommendation 3**

**(3) The Office of Information and Communications Technology, in coordination with the Department of Management and the Department of Public Information, should adequately address data privacy risks in the context of the Internet publishing and use of social media.**

24. *OICT accepted recommendation 3 and stated that as part of the enterprise web content management (WCM) project these concerns will be addressed for the United Nations based/hosted web sites. The site and page templates will link to the standard publishing modules and use procedures that will address data privacy risks. In addition the WCM system that hosts the web sites will be architected not to expose any internal information to the public. In this way the United Nations will meet these requirements when publishing information on United Nations based web sites. The implementation will depend on the additional policies that need to be created under the recommendations relating to contractual agreements with external providers and the revision of ST/SGB/2005/15 and ST/AI/2001/15.*

25. Recommendation 3 remains open pending full implementation of the WCM project and documentation from OICT evidencing that data privacy risks have been addressed.

## D. Regulatory framework

### Outdated and inadequate policies on Internet publishing and use of social media

26. The Secretariat lacked Organization-wide and up-to-date policies, procedures and technical guidelines on Internet publishing and the use of social media. The following conditions were noted:

(a) It was unclear how departments and offices implemented paragraph 4 of General Assembly resolution 54/248 E, which requested the Secretary-General to ensure that the goal of equal treatment of the six official languages is taken into account in the course of the continuous development, maintenance and enrichment of United Nations web sites. The practical implementation of this goal entails the consideration of issues such as: (a) resource implications; and (b) frequency of changes to web content, which might affect efficiency if translation into the six official languages cannot keep pace with frequent changes in content.

(b) ST/SGB/2007/6 that governs information sensitivity and the classification and handling of information within the United Nations had very limited application and remained at a high level as no administrative instructions and information circulars were issued to guide departments and offices on its practical implementation. ST/SGB/2007/5 was unclear about the responsibility of the Archives and Records Management Section (ARMS) and other departments and offices for managing records and archiving based on classification of sensitive data. However, in February 2010, ARMS and the Information Management Unit of the Department of Peacekeeping Operations (DPKO) issued an information sensitivity toolkit for supporting offices and department of the Secretariat in the implementation of these requirements.

(c) ST/AI/189/Add.9/Rev.2, the United Nations Copyright policy providing regulations for the control and limitation of documentation and guidelines for publishing in an electronic format, and related series, did not take into account those instances where the information published by the Secretariat (i.e. News Media websites) should not be copyrighted. The approach to copyright within the Secretariat was paper-based (hard copy model) and did not adequately regulate the provision of content via Internet, where the design and graphical representation of information could also be copyrighted. Moreover, this ST/AI had over 25 addenda and the related issues were fragmented and difficult to understand by users. Although copyright laws have been subject to many changes due to the wide use of the Internet and social media, the United Nations policy has not been updated to reflect these changes.

(d) ST/SGB/2004/5 on the use of information and communications technology (ICT) resources and data included terms of use disclaimer that was outdated and its applicability for the use of Internet and social media was not documented. The disclaimer needed to consider the unique nature of the United Nations and its particular interests and objectives.

27. Policies and procedures, some in draft form, developed internally by individual departments and offices frequently referred to the above mentioned instructions and bulletins that were outdated and inadequate. There is a need to consolidate within a comprehensive document all related policies on Internet publishing and use of social media.

28. **In OIOS' opinion, the Under-Secretary-General of the Department of Public Information, in coordination with the Department of Management and the Office of Information and Communications Technology, could consider the opportunity to consolidate policies and procedures related to Internet publishing and use of social media.**

29. *DPI stated that the consolidation of policies and procedures related to Internet publishing and use of social media can only be considered once the revision of ST/AI/2001/5 has been completed.*

**Inconsistent format of Internet domain names**

30. ST/AI/2001/5, section 6, regulates the administration, preparation, presentation and maintenance of the United Nations Internet sites, home pages and joint sites, including site approval and responsibility, uniform resource locators (URLs), links, posting rights, server responsibility, day-to-day support and joint Internet sites and home pages with United Nations programmes and agencies, and with non-United Nations entities.

31. However, the format of the Internet domain names was not consistent across the different websites of the Secretariat. A large variety of domain names were created by offices and departments of the Secretariat (including field missions) without any naming consistency. There was no coordination on this issue through the established Publications Committee Internet Working Group or other interdepartmental working group including DPI, OLA and content providing departments/offices.

32. **In OIOS' opinion, the Department of Public Information, in consultation with the Office of Legal Affairs and the Department of Management, could consider the opportunity to develop procedures for regulating and monitoring the registration process of domain names by offices and departments.**

33. *DPI stated that actions on this matter have been initiated.*

34. *OLA stated that it stands ready to provide advice on the development of procedures for the regulation and monitoring of the registration of domain names by offices and departments. However, the actual regulating and monitoring of the registration of such domain names does not fall within OLA's purview.*

35. There was an inconsistent use of naming convention (i.e., many sites contained "UN" or "UNIC" in some part of the domain name) as reported in the inventory of Internet resources maintained by OICT and DPI. Although OLA tried to address this issue with the World Intellectual Property Organization (WIPO) and Internet Corporation for Assigned Names and Numbers (ICANN), there has been no resolution.

36. **In OIOS' opinion, the Office of Legal Affairs could consider the opportunity to further explore with the Internet Corporation for Assigned Names and Numbers (ICANN) the possibility of establishing a specific ".un" domain for entities of the United Nations, and collaborate with the Office of Information and Communications Technology regarding the management of the related technical infrastructure and the procurement of a shorter uniform resource locator for the United Nations system.**

37. *OLA stated that in the past, this issue was brought to the attention of ICANN, as follows: (i) the concerns over the extent of the abusive registrations in the Internet domain-name system involving the names and acronyms of international organizations, and the resulting need for protection of their names and acronyms in the domain-name system; (ii) the need for ICANN to acknowledge that there was a clear basis for the protection of the names and acronyms of international organizations, both under international and domestic law; and (iii) the concerns of the Legal Advisers of the United Nations system that ICANN's Uniform Dispute Resolution Procedures (UDRP), which are used to resolve disputes over abusive domain name systems, did not comport with the privileges and immunities to be accorded to*

*international organizations and that, accordingly, appropriate dispute resolution procedures should be developed so that international organizations could resolve disputes concerning abusive domain-name registrations involving the names and acronyms of international organizations. In response, ICANN acknowledged the problems faced by international organizations with respect to abusive domain-name registrations as well as the basis in international and domestic law for the protection of the names and acronyms of international organizations. However, it did not appear that ICANN would agree to changes in the UDRP that would enable international organizations to participate in such procedures without risking a waiver of their privileges and immunities.*

38. *OLA is aware that ICANN has approved a plan to increase the number of generic top-level domains (e.g., “.com” and “.org”), and starting in January 2012, organizations, corporations and other entities would be able to submit applications for their own web domains to ICANN. In particular, ICANN has reserved the “.int” top-level domain for public international organizations. The United Nations could explore the merits of switching to the “.int” top-level domain. In addition, the United Nations could seek to apply for a “.un” domain. But, thus far, the two-letter domains have been reserved for countries pursuant to an ISO abbreviation designation. Previously, ICANN informed the UN that the “.un” domain was unavailable to the United Nations, as the United Nations was not a sovereign nation. OLA would, nevertheless, be prepared to assist DPI and other substantive offices in re-engaging in discussions with ICANN about an appropriate top-level domain registration.*

#### **Inadequate control over copyright disclosure regarding Internet publishing**

39. *ST/AI/189/Add.9/Rev.2 and its related addenda regulate the United Nations copyright and provide guidelines for publishing in electronic format. There were inconsistencies in presenting and disclosing the provisions for copyright, privacy and terms of use in the United Nations websites and social media pages. It was unclear which United Nations publications were under United Nations copyright and which were or should have been in the public domain (i.e. using alternative forms of attribution and licenses, such as creative commons), how to post copyright and other notices, when to follow the United Nations copyright policy and even whether the copyright is to a web page or to the content on or linked to the page.*

40. *There was also a need to clarify the role and authority of OICT vis-à-vis those of DPI and OLA for addressing technical, operational and legal issues. Additionally, the personnel capacity of these offices needed to be assessed for adequacy to ensure sufficiency and timeliness of advisory and support services.*

#### **Recommendation 4**

**(4) The Department of Public Information, in consultation with the Office of Legal Affairs, should develop guidelines for determining when a United Nations publication and website content should be subject to traditional copyright protection, and when alternative forms of attribution and licenses (i.e., such as creative commons licenses), are permissible.**

41. *DPI accepted recommendation 4 in relation to the review of copyright provisions for publication, and requested that this recommendation be divided into two parts, stating that: (a) After completing its mandate review, the Publications Board, in collaboration with other Secretariat entities, will update the existing policy on copyright for publications, irrespective of their format, medium and delivery method by 30 June 2012; and (b) With regard to web site content, including standard copyright language for website footers, this should be addressed by OLA, in consultation with major content-producing departments.*



42. *OLA commented that whether and to what extent United Nations publications and website content should be subject to traditional copyright protection or be in the public domain constitutes a policy issue to be addressed by DPI. Subject to the foregoing, OLA remains ready to provide advice/assistance regarding the implementation of this recommendation.*

43. OIOS is of the opinion that in developing the guidelines, DPI could request OLA to provide the standard language to be used by content producing departments. OIOS reiterates Recommendation 4 as formulated, which remains open pending receipt of the completed policy guidelines on copyright protection for web content and evidence of its deployment on web sites.

#### **Lack of technical standardization and tools for Internet publishing and use of social media**

44. Technical guidelines for Internet publishing existed but were last updated in July 2003. Additionally, there was no standard technical guidance and training on Internet publishing and awareness for the use of social media within the Secretariat. It was not clear if, how and when the tools used by OICT regarding knowledge and content management would be deployed across the Secretariat. A funding request submitted by OICT to the General Assembly was not approved and will be resubmitted at the 66th Session. OICT used several applications for content and collaboration management (i.e., Joomla, Jahia, Drupal, Xythos, eRoom and Word Press). However, the Organization did not have a standardized content management system that could be deployed across the Secretariat.

45. There was no mechanism for supporting compliance with the disclosure of copyright notices across the various websites of the Secretariat. The web content management system being developed by OICT is expected to have built-in controls for ensuring that, where needed, the web page templates conform to the standards of the Secretariat for copyrights.

46. **In OIOS' opinion, the Office of Information and Communications Technology, in collaboration with departments and offices, could consider the opportunity to establish standard tools for Internet publishing and social media on the basis of templates containing pre-defined fields and disclaimers reflecting the provisions of the United Nations Secretariat for copyright, privacy, terms of use and links.**

47. *OLA commented that given that many United Nations offices and departments are already using social media and social-networking sites, such departments and offices have likely already entered into "clickwrap" or "click-through" agreements which require prospective users of social media sites to agree wholesale to the terms and conditions for using such sites prior to obtaining access to such sites. Those "clickwrap" and "click-through" agreements contain provisions that expose the Organization to serious legal risks, e.g., by subjecting the United Nations to local law and to the jurisdiction of the local courts, thus raising serious concerns with respect to the status and the privileges and immunities of the UN. Moreover, "clickwrap" agreements usually provide websites with a worldwide, non-exclusive, royalty-free license to use, copy, reproduce, process, adapt, modify, transmit and display the user's content in any and all media distribution methods known or later developed by the sites. Such agreements may also include the right for the sites to make the content available to entities which partner with the site in order to allow further syndication, broadcast and distribution of the user's content. In addition, the licenses usually allow the site to collect web site usage information whether with the assistance of "cookies" which track individual usage of the site or with the assistance of third-parties such as "Google, Analytics", which in turn imposes its own terms and conditions on the user. In combination with the above broad licensing rights given by the user to the site, the "clickwrap" agreements often contain provisions which absolve the site from any liability regarding third-party use of individual content and damage to the user resulting from such third party use. Given that many United*

*Nations departments and offices have likely already accepted the terms and conditions of such “clickwrap” agreements, it may be extremely difficult to negotiate different terms/conditions at this stage.*

**Lack of minimum security requirements for website development and third-party service providers**

48. Maintaining the integrity of information and protecting ICT assets requires a standard and documented security management process that defines ICT security roles and responsibilities, and establishes related policies and standards procedures. The audit identified the following conditions:

(a) An absence of minimum security requirements for the development of websites, including a risk assessment and implementation of security and encryption procedures. OICT is the dedicated office with the mandate for systems security within the United Nations Secretariat. However, several websites have been developed by external consultants without proper coordination with OICT.

(b) Several cases of reported/known web security breaches/attacks that highlighted the need for OICT to establish minimum security standard requirements and procedures for reporting incidents. OIOS was informed that the web content management system being developed by OICT will ensure better management of websites, stronger security (websites will be monitored through the central configuration management system), faster recovery of the original content and discovery of any unauthorized updates on the United Nations websites.

(c) A number of Internet sites created by the United Nations Secretariat were hosted outside of the United Nations, including that of OICT. However, there were no Organizational policies, criteria and guidelines for hosting websites externally to ensure compliance with United Nations standards. Service level agreements were not always in place for those sites hosted internally by OICT, DFS, and DPI.

(d) Websites hosted outside the Secretariat’s domain were not subject to consistent review from an information security perspective. An office of the Secretariat utilized cloud computing services for managing and storing official documents of the Organization, but there was no evidence that the potential related security risks had been adequately addressed, which could expose the Organization to the risks of breach of confidentiality and loss of data.

(e) Guidelines for web statistics and logging were being drafted and a specific service (Google analytics) was used for logging statistics. However, there were no terms of reference defining the use of this tool, especially in light of some privacy concerns publicly raised about it.

**Recommendation 5**

**(5) The Office of Information and Communications Technology, in collaboration with departments and offices, should: (a) define minimum security requirements to be included in the contractual arrangements with third party providers of website hosting, and operation level agreements with departments and offices within the United Nations that provide hosting services; and (b) establish criteria for collecting, analyzing and reporting website statistics.**

49. *OICT accepted recommendation 5, and stated that it has already defined minimum security requirements for applications and web sites as part of the ICT project management framework. This information is available on iSeek ([http://iseek.un.org/webpgdept1630\\_22.asp?dept=1630](http://iseek.un.org/webpgdept1630_22.asp?dept=1630)) under the “Technology Policies - Information Security” web page. These requirements which are based on best*

*practices and include specific requirements and security controls for the United Nations can be easily included in contractual arrangements with third party providers of website hosting and operations level agreements with departments and offices within the United Nations that provide hosting services. OICT also provides guidelines for information security risk assessments using the OCTAVE (Operationally Critical Threat, Asset, and Vulnerability Evaluation) methodology which is an approved UN standard (<http://iseek.un.org/LibraryDocuments/1637-201101071604265786671.doc>). The Information Security Section of OICT provides support for project consulting and risk assessment to departments and offices that wish to implement the methodology.*

50. *OICT also stated that with regard to the criteria for collecting, analyzing and reporting websites statistics, they should be defined by each business owner in light of the specific requirements for their website. OLA is currently providing advice to the Office of Central Support Services and to OICT for various proposed agreements of this kind.*

51. OIOS takes note of the actions already taken by OICT. Recommendation 5 remains open pending receipt of documentation evidencing mechanisms that have been put in place for requiring business owners to incorporate security requirements in third party contracts, and to provide them with guidance for developing criteria for reporting on websites statistics.

**Absence of official terms of reference for addressing ethical issues in the use of social networking**

52. Organizations should have, and staff made aware of, policies in place for addressing and monitoring Internet publishing and use of social media by employees. While some departments and offices of the Secretariat documented internal policies for regulating the use of social media, these efforts did not lead to the development and issuance of an Organization-wide policy. For example, OICT was in the process of finalizing standards for internal social media at the Secretariat, but it was not clear if this initiative was being carried out in collaboration with key stakeholders. Other examples were: (a) In OICT, the communication strategy which included procedures for information publishing; (b) In DPI, the document “Using Social Media in the United Nations Context, June 2010”, prepared with some input from DPKO/DFS; and (c) In the Ethics Office, the awareness document “Social Media and Social Networking - some unavoidable ethical questions”, addressing ethical issues on the use of social media.

53. **In OIOS’ opinion, the Department of Public Information, in coordination with the Office of Human Resources Management and the Ethics Office, could consider the opportunity to develop internal policy guidelines and awareness programmes on the use and creation of social media by staff members in an official as well as personal capacity.**

54. *DPI stated that, in June 2011, the process of drafting departmental guidelines for the professional use of social media was completed with the idea that the document would be a resource/model for other departments and offices to use in creating their own strategies or internal guidance documents. Since social media uses are constantly evolving, the document will be regularly reviewed and updated as necessary, and that the DM should further address personal use.*

AUDIT RESULTS

**ANNEX I**  
**STATUS OF RECOMMENDATIONS**  
**Audit of Internet publishing at the United Nations Secretariat**

Recom. no.	Recommendation	Risk category	Risk rating	C/O <sup>1</sup>	Actions needed to close recommendation	Implementation date <sup>2</sup>
1.	The Under-Secretary-General of the Department of Public Information, in collaboration with the Chief Information Technology Officer, should develop procedures for requiring user departments and offices to consult with the Office of Legal Affairs, before entering into contractual agreements with external providers of Internet and social media services.	Governance	Important (Medium)	C	Receipt of documentation outlining the mitigating measures and/or compensation controls DPI has put in place to address associated risks.	Not Provided.
2.	The Under-Secretary-General of the Department of Public Information should, in collaboration with the Chief Information Technology Officer, initiate a review of ST/SGB/2005/15 on the mandate of the Publications Board.	Governance	Critical (High)	O	Receipt of documentation evidencing the conduct of recommended reviews and deployment of the related revised Secretary-General Bulletin and Administrative Instruction.	31 December 2011
3.	The Office of Information and Communications Technology, in coordination with the Department of Management and the Department of Public Information, should adequately address data privacy risks in the context of the Internet publishing.	Governance	Important (Medium)	O	Full implementation of the web content management (WCM) project and documentation evidencing that data privacy risks have been addressed.	Not Provided.
4.	The Department of Public Information should, in consultation with the Office of Legal Affairs, develop guidelines for determining when a United Nations publication and website content are subject to traditional copyright protection, and when alternative forms of attribution and licenses are permissible.	Governance	Important (Medium)	O	Receipt of the completed policy guidelines on copyright protection for web content and evidence of its deployment on web sites.	30 June 2012 (only review of copyright provisions for publications)
5.	The Chief Information Technology Officer should: (a) define minimum security requirements to be included in the contractual arrangements with third party providers of website hosting, and operation level agreements with departments and offices within the United Nations that provide hosting services; and (b) establish criteria for collecting, analyzing and reporting website statistics.	Governance	Important (Medium)	O	Receipt of documentation evidence that mechanisms have been put in place to requiring Business Owners to incorporate the security requirements in the third party contracts, and to provide them with guidance for developing criteria for reporting on websites statistics.	Not Provided.

1. C = Closed, O = Open

2. Date provided by the client

## AUDIT RESULTS

### ANNEX II OPPORTUNITIES FOR IMPROVEMENT Audit of Internet publishing at the United Nations Secretariat

Para. no.	Opportunity for improvement	Client's comments
22	The Department of Public Information, in collaboration with the Department of Management, could consider the opportunity to: (a) delegate responsibilities to offices and departments in self-regulating/managing their internal Internet publishing activities; and (b) assess the skills and profiles required by the Organization to address the resource needs for information management activities.	<i>DPI stated that Item (a) [regarding delegating responsibilities for self-regulation] could only be considered once the revision of ST/AI/2001/5 has been completed, and Item (b) should be addressed by DM.</i>
29	The Under-Secretary-General of the Department of Public Information, in coordination with the Department of Management and the Office of Information and Communications Technology, could consider the opportunity to consolidate policies and procedures related to Internet publishing and use of social media.	<i>DPI stated that this item can only be considered once the revision of ST/AI/2001/5 has been completed. OLA comments: as noted in paragraph 20(c) of the draft Report, the current policy on copyright, set out in Administrative Instruction ST/AI/189/Add.9/Rev.2, on "Copyright in United Nations publications: General principles, practice and procedure", is paper-based, preceding the introduction of the Internet. In developing consolidated policies and procedures related to Internet publishing and use of social media, the Department of Public Information, the Department of Management and the Office of Information and Communications Technology may, as deemed appropriate and feasible, wish to consult with the offices that establish policies and procedures related to Internet publishing and social media for the [United Nations] Funds and Programmes in order to harmonize such policies/procedures throughout the [United Nations].</i>
33	The Department of Public Information, in consultation with the Office of Legal Affairs and the Department of Management, could consider the opportunity to develop procedures for regulating and monitoring the registration process of domain names by offices and departments.	<i>DPI has initiated action on this matter. OLA stands ready to provide advice on the development of procedures for the regulation and monitoring of the registration of domain names by offices and departments. However, the actual regulating and monitoring of the registration of such domain names does not fall within the purview of OLA.</i>
37	The Office of Legal Affairs could consider the opportunity to further explore with the Internet Corporation for Assigned Names and Numbers (ICANN) the possibility of establishing a specific ".un" domain for entities of the United Nations, and collaborate with the Office of Information and Communications Technology regarding the management of the related technical infrastructure and the procurement of a shorter uniform resource locator for the United Nations system.	<i>In the past, OLA brought to the attention of ICANN: (i) the concerns over the extent of the abusive registrations in the Internet domain-name system involving the names and acronyms of international organizations, and the resulting need for protection of their names and acronyms in the domain-name system; (ii) the need for ICANN to acknowledge that there was a clear basis for the protection of the names and acronyms of international organizations, both under international and domestic law;</i>

## AUDIT RESULTS

Para. no.	Opportunity for improvement	Client's comments
		<p><i>and (iii) the concerns of the Legal Advisers of the [United Nations] system that the Uniform Dispute Resolution Procedures (UDRP) of ICANN, which are used to resolve disputes over abusive domain name systems, did not comport with the privileges and immunities to be accorded to international organizations and that, accordingly, appropriate dispute resolution procedures should be developed so that international organizations could resolve disputes concerning abusive domain-name registrations involving the names and acronyms of international organizations. In response, ICANN acknowledged the problems faced by international organizations with respect to abusive domain-name registrations as well as the basis in international and domestic law for the protection of the names and acronyms of international organizations. However, it did not appear that ICANN would agree to changes in the UDRP that would enable international organizations to participate in such procedures without risking a waiver of their privileges and immunities.</i></p> <p><i>OLA is aware that ICANN has approved a plan to increase the number of generic top-level domains (e.g., “.com” and “.org”), and starting in January 2012, organizations, corporations and other entities would be able to submit applications for their own web domains to ICANN. In particular, ICANN has reserved the “.int” top-level domain for public international organizations. The [United Nations] could explore the merits of switching to the “.int” top-level domain. In addition, the [United Nations] could seek to apply for a “.un” domain. But, thus far, the two-letter domains have been reserved for countries pursuant to an ISO abbreviation designation. Previously, ICANN informed the UN that the “.un” domain was unavailable to the [United Nations], as the [United Nations] was not a sovereign nation. OLA would, nevertheless, be prepared to assist DPI and other substantive offices in re-engaging in discussions with ICANN about an appropriate top-level domain registration.</i></p>
47	The Office of Information and Communications Technology, in collaboration with departments and offices, could consider the opportunity to establish standard tools for Internet publishing and social media on the basis of templates containing pre-defined fields and disclaimers reflecting the provisions of the United Nations Secretariat for copyright, privacy, terms of use and links.	OLA commented that given that many [United Nations] Offices and Departments are already using social media and social-networking sites, such departments and offices have likely already entered into “clickwrap” or “click-through” agreements which require prospective users of social media sites to agree wholesale to the terms and conditions for using such sites prior to obtaining access to such sites. Those

## AUDIT RESULTS

Para. no.	Opportunity for improvement	Client's comments
		<p><i>“clickwrap” and “click-through” agreements contain provisions that expose the Organization to serious legal risks, e.g., by subjecting the [United Nations] to local law and to the jurisdiction of the local courts, thus raising serious concerns with respect to the status and the privileges and immunities of the UN. Moreover, “clickwrap” agreements usually provide websites with a worldwide, non-exclusive, royalty-free license to use, copy, reproduce, process, adapt, modify, transmit and display the user’s content in any and all media distribution methods known or later developed by the sites. Such agreements may also include the right for the sites to make the content available to entities which partner with the site in order to allow further syndication, broadcast and distribution of the user’s content. In addition, the licenses usually allow the site to collect Website usage information whether with the assistance of “cookies” which track individual usage of the site or with the assistance of third-parties such as “Google, Analytics”, which in turn imposes its own terms and conditions on the user. In combination with the above broad licensing rights given by the user to the site, the “clickwrap” agreements often contain provisions which absolve the site from any liability regarding third-party use of individual content and damage to the user resulting from such third party use. Given that many [United Nations] Departments and Offices have likely already accepted the terms and conditions of such “clickwrap” agreements, it may be extremely difficult to negotiate different terms/conditions at this stage.</i></p>
54	<p>The Department of Public Information, in coordination with the Office of Human Resources Management and the Ethics Office, could consider the opportunity to develop internal policy guidelines and awareness programmes on the use and creation of social media by staff members in an official as well as personal capacity.</p>	<p><i>DPI stated that In June 2011, DPI completed the process of drafting departmental guidelines for the professional use of social media with the idea that the document would be a resource/model for other departments and offices to use in creating their own strategies or internal guidance documents. Since social media uses are constantly evolving, the document will be regularly reviewed and updated as necessary, and that the Department of Management should further address personal use.</i></p>