

**ECONOMIC COMMISSION FOR EUROPE**

**EXECUTIVE COMMITTEE**

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Item 11

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**ECE collaboration with UNOG on Information and Communication Technologies**

## Note by the Secretariat

1. In its 88<sup>th</sup> meeting, held on 16 December 2016, as part of its discussions of item 3, “ECE proposed programme budget 2018-2019”, EXCOM requested “that the Executive Secretary provide further written information on the proposed arrangements between UNECE and UNOG on ICT services for consideration during its next meeting before a decision on this matter is taken” (EXCOM/CONCLU/88). The below information is provided in response to this request.

### **Context**

2. The information and communications technology (ICT) strategy developed for the global UN Secretariat is part of the transformative management reform initiatives undertaken by the Secretary-General. Its purpose is to “strengthen, and provide a common vision for, the delivery of information and communications technology in the United Nations through modernization, transformation and innovation and by providing a framework for improved governance, strong leadership and optimal use of information and communications technology resources.” The strategy identifies three objectives, namely (a) The direction of ICT in support of organizational priorities, such as Umoja; (b) Harmonization of existing infrastructure and processes; (c) Greater emphasis on innovation to support the substantive work of the United Nations. ([A/69/517](#))

3. In its resolution A/RES/69/262, the General Assembly in 2014 endorsed the Report of the Secretary-General on information and communications technology in the United Nations ([A/69/517](#)) and adopted the ICT strategy. Inter alia, it “requests the Secretary-General to continue his efforts to reduce the level of fragmentation of the current information and communications technology environment across the Secretariat and at all duty stations and field missions”.

4. As part of the strategy, the Office of Information and Communications Technology decided to leverage existing capacities at Headquarters and at key offices away from Headquarters and assign regional technology centre status to the existing regional centres at the United Nations Office at Nairobi for Africa, in New York for the Americas, at the Economic and Social Commission for Asia and the Pacific (ESCAP) for Asia and at the United Nations Office at Geneva for Europe. As per ST/SGB/2016/11, Regional Technology Centers (RTCs) are mandated to “Provide basic local ICT services within their particular campus and support entities in their region in the provision of local ICT services.”

5. Further to this strategy, the Geneva ICT Committee, under the leadership of the Director-General of UNOG, has set out to further consolidate ICT Teams and services in Geneva with a view to ensuring further efficiencies and increase ICT security.

### **Scope of the agreement**

6. Currently ISU is providing certain ICT infrastructure services, namely:
- a) desktop management, including and not limited to, managing computer devices (laptop/desktops), installation of anti-virus,
  - b) hardware/software support

- c) roll-out of hardware/software
- d) preparation of devices (cleaning, loaning)
- e) providing/changing peripherals
- f) Virtual Machine server administration
- g) Active Directory administration
- h) software, services and license management
- i) security audits and breach management

7. Additionally, UNOG provides UNECE with Basic ICT Services, including remote access, email and collaboration tools, virtual and physical server hosting, NAS storage, WiFi, Communications (Unified Comms, Mobile and Desktop Telephony Services, back-up and restore, data storage, disaster recovery and business continuity).

8. The agreement will include the provision of the above services by UNOG (shift in workload from UNECE to UNOG) and will additionally cover personal computing services, including: UNOG Standard software package, including MS Windows operating system, MS Office, Internet Explorer, anti-virus, standard Adobe software, some other software, remote access to computers (through Direct Access), print server management, and operating system upgrades and patches. Under this service also comes network connection (active directory account and access), security services (secure connection to the local area network) and internet access, network attached storage (2 GB for shared drives) and directory management services and user support (service desk).

9. However, the agreement does not cover UNECE-specific business systems, applications, websites and databases as well as the UNECE website. These specialized ICT products are currently provided by UNECE. These services will continue to be provided by UNECE as they are specifically required for the delivery of the mandated programme of work and require knowledge of the business to support them, an expertise which has been built in UNECE over the years. (A listing of the ICT tools that will continue to be serviced by UNECE is provided in the annex).

10. This approach for ICT service delivery is in line with other shared services arrangements already in place, under which UNOG provides UNECE with a range of administrative support services, for example in the area of human resources and facilities management.

### **Budgetary implications**

11. At the time of the drafting of this paper, discussions between UNECE and UNOG are ongoing. The total envelope of ICT services, existing and additional, to be provided by UNOG under the agreement, is calculated to incur an additional cost of US\$ 562,429 for 2017. Going forward, UNOG will apply their “rate card” of services, the prices of which will be determined by UNOG based on their operational cost.

12. UNECE has different options to cover these expenditures. As agreed among the parties, as payment of services rendered, it can either provide funds or offset the cost by an in-kind contribution of staff resources. Either way, it should be noted that the UNECE ICT

budget execution shall remain fully with UNECE.

### **Safeguards to ensure delivery of required service levels**

13. A number of safeguards are included in the agreement to provide UNECE leverage and the necessary assurances that agreed services will be delivered as per specified service levels. These safeguards include:

- Detailed scope of services. The agreement spells out the nature and quality of the services to be provided, specifies respective duties and responsibilities, and identifies key performance indicators as benchmarks for continuous performance monitoring of the services rendered.
- Annual joint reviews of the services provided by UNOG will be undertaken and UNECE will be furnished with all information and transactional data necessary for UNECE to evaluate service levels.
- Modification/termination clause: The agreement includes provisions to modify or terminate services with three months lead time. Should UNECE wish to terminate the agreement for cause, UNOG will bear the full cost of transition, e.g., migration of desktops, and will ensure an efficient, rapid and smooth transition.

### **Proposed decision**

Further to the discussion at the 88<sup>th</sup> EXCOM meeting held on the 16<sup>th</sup> of December 2016, EXCOM is invited to take note of the information provided by the secretariat regarding the collaboration of UNECE with UNOG on Information and Communication Technologies.

## **Annex**

Below is a list of applications, systems, websites, databases, etc. that will continue to be serviced by UNECE. Some of the ICT products are multi-tiered, therefore have their own platforms, as such, they are listed under their substantive area rather than separately:

### **Environment**

1. Aarhus - National Implementation Report
  - Good practices
  - Clearinghouse
2. IAN - Industrial Accident Notification System
3. The PEP (Transport, Health and Environment Pan-European Programme)
4. Convention on the Protection and Use of Transboundary Watercourses and International Lakes

### **Transport**

5. AGN - Inland Waterways Data (Blue Book Database), AGC/AGTC Inventory of Standards  
(Transportation Standards)
6. TIR (9 different services, including databases, electronic exchange platform, web service, information exchange, etc.)
7. Road sign maintenance system, eCoRSS website
8. SafeFits (Safe Future Inland Transport Systems)
9. EATL webmap (GIS)
10. WP24 - National Policy Measures
11. Wp29 Regulations
12. ForFITS (For Future Inland Transport Systems) - to foster sustainable transport policies
13. Dangerous goods

### **Statistics**

14. TSSI - Statistical data
15. Statistical Database

### **Energy**

16. UNFC classification web application
17. Portal on Best Practices and Policies on Renewable Energy (RE)

### **Trade**

18. UN / CEFACT
19. UNLOCODE
20. WP6 - WP on Regulatory Cooperation and Standardisation Policies - forum for regulatory and policy dialogue

### **ECE-wide**

21. Confluence environments for the different subprogrammes
22. UNECE Contacts Database (CRM and BI)
23. UNECE Website

### **Other services remaining with UNECE**

24. Business Analysis

- 25.** Project management
- 26.** Virtual server configuration
- 27.** Support to UNECE meetings
- 28.** Benchmark of products and solutions
- 29.** Contract and services management