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Digital & Technology Network (DTN) Session Report Hybrid Session, 20-21 April 2022 UN Secretariat, New York / Zoom

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Digital & Technology Network - Spring Session, 2022

The DTN held its 2022 spring session at UN Secretariat HQ in New York between 20 and 21 April, with remote participation. This hybrid meeting represented the first in-person gathering since DTN was hosted by the International Criminal Court (ICC-CPI) in October 2019.

This session was Co-Chaired by Mr. Bernardo Mariano Junior (UN) and Ms. Ana Paula Nishio de Sousa (UNIDO). Mr. Atul Khare (Under-Secretary General for Operational Support UN Department of Operational Support, UN Secretariat) opened the meeting and in his address underlined the pivotal role of the DTN in the success of organizations' digital transformation journeys.

Twenty-four members attended in-person, while 55 (including external presenters) participated remotely via Zoom. New members were welcomed from ICAO, IMF, UNFPA, UN Women, WFP and UNICEF. The agenda was adopted without changes.

Executive Summary

The network addressed the need to uniformly measure progress on the path to digital transformation, potential changes to the cybersecurity minimum baseline (introduced at previous session); keeping abreast of next generation ERP; emerging technology service centers; data availability and the consideration of proven ICT projects for system-wide adoption and up-scaling.

External presenters included representatives of the Gartner Group, Microsoft and the Digital Alliance. The network also benefited from the intervention of UN Statistics, the HLCP Inter-agency Working Group on AI (IAWG-AI) and the HLCM Secretary. Member presentations were made by UN Secretariat, IAEA, WHO, WFP, UNDP, UNJSPF, FAO, UNOPS, UNRWA, UNICC, UNHCR and OPCW.

An update on outcomes of the recent HLCM session included discussion on three core principles emerging from break-out discussions. Namely, the ability to opt-in to digital transformation (respecting organizations' maturity); establishing solution-oriented delivery network structures (as opposed to sectoral /physical) and moreover, inter-operability and inclusion across all solutions. Plenary discussions at DTN focused on translating these priorities and principles into joint actions and concrete outcomes.

The network also added new working groups to its portfolio to address the need for coordinated action in ERP, CRM, Cloud adoption and Digital Transformation. Several recommendations emerged from plenary discussions. It was noted that DTN working groups cannot exist effectively in isolation but should instead be cross-functional and seek the engagement of related networks as well as Project Management.

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Digital Transformation

The discussion on digital transformation benefited from the keynote interventions, which addressed the need to define and adopt common strategic principles and an accompanying framework for the measurement of progress towards common aims.

- Ms. Claudine Lim, from the Digital Alliance presented on the Principles for Digital Development.
- Ms. Donna Scott from the Gartner Group put forward a framework for Digital Transformation.

Recommendations

- When aligned with organizations' mandates and operating models, the DTN recommends members to consider adopting and endorsing the Digital Principles for Development.
- DTN to establish a Digital Transformation working group, tasked with performing a comprehensive review of organizations' operating models in the context of emerging trends and new opportunities. Conclusions of this exercise will then be applied to more strategic discussions on the positioning and function of ICT in organizations' digital transformation journey.
- DTN to initiate a comprehensive assessment of minimum standards for IT operating models in UN Agencies.
- DTN recommends organizations define success (criteria) in their respective operations, and to accommodate different operating models when prescribing a common approach to digital transformation.

Outcomes

In order to pursue the aforementioned recommendations, two new working groups were established with an initial membership:

Working Group on Cloud Adoption (UN Secretariat^{*1}, WIPO)

This group seeks to provide platform-independent guidance on the criteria, frameworks and steps required for a successful cloud migration strategy, which addresses information security requirements. Guidance on cloud adoption will also benefit from close coordination with UNISSIG, which currently tasked with providing cloud information security guidance on cloud migrations.

Working Group on Digital Transformation (UNJSPF*)

This group seeks to advance Digital Transformation within the UN system, taking into account different mandates and operating models and to propose success criteria and a common approach going forward.

Working Group on Customer Relationship Management (CRM) Platforms (UNJSPF*)

DTN agreed on the creation of a working group dedicated to the identification of common requirements, solutions, and best practices for the acquisition and implementation of CRM solutions.

UN System Service Centres

A discussion on service centres within the UN System was informed by three presentations, each providing an overview of service catalogs and referencing the value adding propositions of each.

• <u>UNRWA IT Service Centre</u> - Kaan Cetinturk (UNRWA).

¹ * Asterisks denote Lead Agency

The network welcomed the IT service centre established by UNRWA in Gaza, a service-oriented organizational unit, established as a result of IMTD strategy, dedicated to provide smart, functional and efficient information technology solutions to all of the UNRWA departments and programs in all fields and other UN Organizations

- <u>UN Global Service Centre (UNGSC)</u>
 Michel Bergeron (UN) rom the Department of Operational Support presented the scope and range of services and performance metrics made available to partners of the UNGSC.
- UN International Computer Centre (UNICC)
- As explained by Milena Grecuccio (UNICC), the UNICC was created by the UN General Assembly and has been the shared IT Service Centre for the UN System for over 51 years. UNICC was expressly designed for supporting the entire UN system – which remains its only business. It was underlined that most (if not all) of the DTN members are also on the UNICC Management Committee.

Discussion on this topic focused on the added value provided by each service centre and the role of the DTN in managing the introduction of new services (such as BI, analytics etc). It was also noted that some shared services are provided by agencies.

This discussion concluded with the recognized need to establish common benchmarks for the measurement of service centres, including portfolio scope, service quality and value for money. Due to a lack of time, further discussion on how to best manage this expanding portfolio of shared services was deferred until the next session.

Data Availability

Discussion on data availability and data sharing concluded with several recommendations centered on the development of enterprise APIs. These discussions were supported by the following presentations:

- Mr. Mark Hereward (UN Statistics) on the identified need to facilitate the sharing of public data, including micro and macro statistics.
- Mr. Djamel Kacel (WHO) presented WHO's API management platform, focusing on the business drivers, technology landscape, governance and lessons learnt.
- Mr. Jay Mahanand (WFP) presented WFP's API-First approach, which translates to APIs being present everywhere as the standard means for inter-applications communications, with dozens of systems expose APIs in a standard catalog, hundreds of systems consume them, being internal or external.
- Mr. Sylvain St. Pierre (UNDP) shared with the DTN UNDP's integration decision principles and middleware choice 'Incorta', responsible for bringing all data to the UNDP platform.

Recommendations

- DTN to identify shared business needs that may be advanced by the development of standard Enterprise Application Programming Interfaces (APIs).
- DTN recommends all members to identify opportunities for increasing the accessibility of both programmatic and operational data and the adoption of open standards, such as IATI, for the sharing of open data.
- DTN recommends IATI data exchange standard to be leveraged for sharing of open data.

Cybersecurity

Discussion on cybersecurity addressed the need to continuously review the cybersecurity minimum baseline and to evaluate the impact of adding Zero Trust. This discussion was informed by the following interventions:

- Mr. Steve Faehl & Mr. Steven Gemmel (Microsoft) presented their review of the DTN cybersecurity baseline based on cyber security work being done within the United States government and direct parallels with the DTN's cybersecurity baseline.
- Mr. Hans de JONG (IAEA) presented the approach of IAEA to the security of personal devices, Zero Trust and identity theft. This presentation was informed by the results of a recent DTN survey.
- Mr. Tushar Arvind Dighe (UNOPS) presented on the approach undertaken by UNOPS to Bring Your Own Device (BYOD) and managed devices.
- Mr. Thomas Braun (UN) provided an update on related UNISSIG discussions and put forward a working definition of Zero Trust.

Recommendations

DTN tasked the UN Special Interest Group on Information Security (UNISSIG) to:

- Convene UNISSIG and establish working groups that help refine and delegate the above objectives;
- Undertake a review of the minimum cybersecurity baseline to identify areas for improvement, for discussion at DTN's next session;
- Evaluate the impact of a Zero Trust policy and propose a unified position.
- Arrive at a common position on BYOD policy.

Projects to Scale

One item on the agenda was dedicated to identifying fledgling ICT-led projects that have proven to meet key business needs, that may e of potential interest to other organizations. Projects presented covered diverse needs, including digital transformation, Blockchain, Maps and geospatial data and internet connectivity:

- Mr. Dino Cataldo Dell'Accio (UNJSPF) presented UNJSPF's Electronic Signature Verification System
- Mr. Jay Mahanand (WFP) presented WFP's Building Blocks (Blockchain) platform
- Mr. Kyoung-Soo Eom (UN) presented on IMINT and Cartography for UNOCC
- Mr. Dejan Jakovljevic, (FAO) presented on digitalization capability produced as a public good
- Mr. Eduardo Artiguas (UN) presented on efforts being made to establish a StarLink contract

Recommendations

- Pursuant to the principle to re-use and improve, the DTN recommends members to further investigate opportunities within their own organization for leveraging the Digital Signature Verification (and API), when business needs align.
- DTN nominated UN Secretariat to negotiate with StarLink UN wide global contract for low Orbit satellite and procure GIS as a service.
- DTN members were encouraged to consider the development of digitalization capability as a public good.

Enterprise Resource Planning

The DTN received an update from the ERPSIG Co-Chairs, based on outcomes of their (September, 2021) meeting and an overview of ERP survey results:

- Mr. Massimiliano Merelli, WFP (SAPSIG Chair)
- Mr. Marthinus Johannes Greyling, UNHCR (CABIO Chair)

The network learnt that ERPSIG workstreams focus on the alignment and optimization of business processes across the UN and streamlining the use of ERP platform resulting in cost effective and sustainable solutions to keep pace with ICT innovation.

During the discussion, it was recognized that roadmaps to next generation ERP present a timely opportunity to collaborate, particularly in the areas of cloud planning and future transition and that any new working groups would also look into Workday and Salesforce.

Building on its knowledge-sharing role, the network agreed to direct ERPSIG's focus towards the emergence of new ERP implementations across the system and supporting organizations in their platform selection.

Outcome

Working Group on Enterprise Resource Planning (IOM*, WFP, UNHCR)

A new working group was established to review, adjust and adapt ERPSIG (CABIO and ERPSIG) with the aim of addressing emerging opportunities for collaboration (including the need to establish communities for Workday and Salesforce). This initiative aims to leverage value from existing ERP communities and create new ones where necessary. DTN members of Co-Charing organizations are invited to provide regular updates on developments specific to their specific (ERPSIG/CABIO) community.

Collaboration Technologies

Mr. Dennis Cleary (OPCW), Chair, provided DTN with an update on recent meeting of the Collaboration Technologies Working Group, which included keynote presentations from ITU and OPCW. It was emphasized that participation in this group is open to all functions and a wide participation is encouraged. The Chair invited contributions to the working group's next session, which aims to focus on automation tools in the collaboration space.

Microsoft Unified Support

The network learnt that Microsoft is replacing its long-standing "Premier Support" model with a new support offering termed Unified Support. Organizations raised concerns with Microsoft on cost implications that Unified Support represents. Issue to be escalated internally given the short time available. DTN nominated IAEA/ILO to compile and present a unified DTN position at upcoming Procurement Session in response to upcoming changes in Microsoft's support model.

Future Sessions

In terms of meeting planning (format and frequency), members expressed the preference for future DTN sessions to be performed in-person, with the possibility to participate remotely. Interest was also voiced in the possibility of organizing a retreat in 2022, to delve deeper into the strategic issues that emerged from this meeting. WHO volunteered to host the next DTN (autumn) session, location to be decided.

Attendance List

In-Person Participants

- Alvaro Jose Flores Diaz, ICJ-CIJ
- Ana Paula Nishio de Sousa, UNIDO
- Bernardo Mariano Junior, OICT
- Christian Larsson, UNICEF
- Dejan Jakovljevic, FAO
- Dennis Cleary, OPCW
- Dino Cataldo Dell'Accio, UNJSPF
- Douglas Earl Greene, UNHCR
- Elisa Noetinger, FAO
- Jeffrey Glen (Jeff) Modell, IAEA
- Kaan Cetinturk, UNRWA
- Lati Matata, UPU
- Marietta Muwanga-Ssevume, IOM
- Michele Kelly Mannix, ICC-CPI
- Nebi Bekiri, GCF
- Remo Lalli, CEB
- Richard Maciver, CEB
- Robert Kondilas, IMF
- Saiful Basri Ridwan, UNEP
- Shirin Hamid, IMF
- Soren Thomassen, UNFPA
- Sylvain St-Pierre, UNDP
- Vedjai (Jay) Mahanand, WFP
- Vincent Job, IMO

Remote Participants (Zoom)

- Adama Seck, Gartner Group
- Anders Norsker, ITU
- Angela Me, DPA
- Annette Dunn, Gartner
- Biswamber GURUBACHARYA, WHO
- Christophe Lanuit, UNAIDS
- Clare Stark, UNESCO
- Danielle Dornell, Gartner Group
- Didem Michenet, UNESCO
- Djamel Kacel, WHO
- Eduardo Artiguas, OICT
- Elena Tomuta, UNCTAD
- Fabrice Pierre Boudou, WTO
- Francesca Duri, WIPO

- Francesca Tacconi, Gartner Group
- Gaël Lams, ITC-ILO
- Gianpaolo Zaccaria, UNSSC
- Guillaume Le Sourd, OICT
- Hans de JONG, IAEA
- Ivan Sequeira, ITC
- John Kromodimedjo, UNAIDS
- Kamal Naim, UNHABITAT
- Karlis Kalejs, WIPO
- Kristina Egund, UNOPS
- LIUZZI Marco, UNICC
- Marina Shabin, Gartner Group
- Marine Pignon, Gartner Group
- Michael Vonuechtritz, Gartner Group
- Michel Bergeron, UNGSC
- Milena Grecuccio, UNICC
- Mounir Sada, Gartner Group
- Muhammad Ismail Sabir, UN Women
- Nayanesh Bhandutia, UNFPA
- Ng S.T. Chong, UNU
- Oluwasesan Sanya Dehinde, ICAO
- Patrick Hinderdael, PAHO
- Peiliang Shi, WMO
- Petra Marshall, ILO
- Preetam Maloor, ITU
- Sabine Warschburger, DSA
- Sandra Donatelli, Gartner Group
- Sandro Dessi, UNOG
- Stephen Macfeelys, WHO
- Steve Faehl, Microsoft
- Steven Gemmel, Microsoft
- Sunil Gupta, CTBTO
- Susana Garcia Rubio, UNWTO
- Thomas Bousios, IFAD
- Thomas Braun, OICT
- Thomas Chanussot, UNESCO
- Thomas Hofer, Gartner Group
- Tushar Arvind Dighe, UNOPS
- Marthinus Johannes Greyling, UNHCR
- Massimiliano MERELLI, WFP
- Kate KRUKIEL, ICC