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Digital & Technology Network (DTN)

29 – 30 October 2025, Meeting Report - DRAFT

Executive Summary

This two-day virtual DTN session addressed the UN system's most pressing digital challenges — notably the fragmentation of technology services, the need for a unified digital identity, and the growing convergence of physical and cyber security, particularly in complex operational environments such as Yemen. Communities of Practice showcased tangible progress in areas including digital dexterity, endpoint management, cybersecurity, and cloud adoption, while underscoring the importance of deeper collaboration and shared innovation to strengthen the UN's collective digital resilience. Day One addressed system-wide digital transformation and operational efficiency under the UN 80 modernization and UN 2.0 agendas. Day Two looked ahead to how the UN system can deepen collaboration and coordination in the rapidly evolving field of AI.

Day one discussions emphasized aligning agency initiatives, eliminating duplication, and achieving measurable cost savings through shared digital services. Presentations on HLCM far reaching efficiency measures highlighted progress in areas such as the UN Digital ID, AI-powered language services, integrated ICT procurement, and ERP as a Service, all aimed at strengthening interoperability and consolidating infrastructure. Participants also reviewed the outcomes of major commercial agreements—including the AWS private pricing and T-Mobile global contracts—and discussed how these joint initiatives and the emerging FinOps and Cloud CoP frameworks can serve as models for transparent governance, shared investment, and sustained efficiency gains across the UN system.

Discussions during day two recognized the need to move from isolated AI initiatives towards a coordinated, system-wide approach to Agentic AI—one that ensures safety, transparency, and shared value across all entities. To achieve this, members recommended developing a UN System–Wide Strategy on Agentic AI, establishing a common framework for the responsible use of autonomous systems aligned with the UN 2.0 and UN80 agendas. A coalition of early adopters will pilot shared use cases—such as digital identity, document automation, and language services—testing interoperability through common architectures and governance models. The strategy will extend existing responsible-AI principles to address autonomy management, human oversight, and inter-agent coordination, underpinned by strong data governance, interoperability, and shared cloud infrastructure. The DTN also called for building AI literacy, cross-functional collaboration, and sandbox environments to support safe innovation, with a draft UN Agentic AI Strategy to be developed by mid-2026 for submission to the HLCM and CEB.

Introduction

Bernardo Mariano (CITO, UN) opened the meeting, drawing attention to updates on HLCM efficiency measures, IT initiatives, and the importance of aligning agency-driven and Secretary-General-driven efficiency actions. He highlighted the focus on digital transformation, cybersecurity, lessons from the Yemen incident, and the UN's evolving approach to AI governance, including new global mechanisms and a proposed global AI fund. He stressed the need for system-wide collaboration, clear recommendations, and readiness for future challenges, setting a comprehensive and strategic context for the meeting.

Chairmanship

This session marked a change in the network's chairmanship. Bernardo thanked out-going Co-Chair Shirin Hamid, IMF for her leadership and dedication, with participants expressing their gratitude and best wishes for her future endeavors. Dejan Jakovljevic (CIO, FAO) was warmly welcomed as the incoming co-chair and co-chaired the session.

HLCM Task Force Report on ICC

The network received an update from the Bernardo Mariano on the HLCM task force review of UNICC. Over the course of a year, the HLCM Task Force on ICC Review engaged in broad consultations and analyzed several business models, ultimately developing nine cross-cutting recommendations aimed at strengthening ICC's accountability, efficiency, and innovation capacity. The review emphasized the need to balance ICC's core function as a shared IT service provider with its evolving role as an innovation hub. There was consensus on maintaining core shared services while enabling innovation, provided that funding for new initiatives is transparent and does not undermine essential operations. Members emphasized that cost recovery funds should be used for future innovation through cross-subsidy, ensuring recovered funds benefit the relevant country.

HLCM endorsed the recommendations of the HLCM Task Force, concluding the Task Force's work and formally discontinuing it. The ICC Management Committee was tasked with implementing the Task Force's recommendations, which include clarifying the organization's name, legal distinctions, governance, and the authority and reporting framework for executive leadership. ICC is expected to balance its core function as a shared IT service provider with a growing role as an innovation hub. HLCM expressed broad support for maintaining the ICC's core shared services, but also for enabling innovation; if funding for new initiatives is transparent and does not undermine essential operations. The Committee emphasized that digital transformation is central to the UN system's future, and the ICC should act as an enabler of such transformation and digital change.

UN80 Update

Kersten Jauer (EOSG) presented the UN80 initiative update, focusing on Workstream 3, which addresses paradigm shifts necessary for the UN system's modernization. Kersten highlighted the importance of aligning different streams of work, such as those from the High-Level Committee on Management (HLCM) and the Digital Technology Network (DTN), to ensure that efforts are not duplicated and that agencies can leverage each other's progress.

A key point was the encouragement to agree on and implement "easy – quick wins" first, allowing agencies to demonstrate progress and build trust for more complex collaborative projects. Kersten shared resources, including a UN80 Workstream 3: Paradigm Shifts document and the mandates.un.org portal, to provide context and support for agencies looking to align with these reforms.

The presentation also touched on the need for agencies to review their mandates and activities in light of the UN80 objectives, fostering a culture of collaboration and shared responsibility. Kersten's message reinforced that successful transformation depends on collective action, strategic alignment, and a willingness to adapt to new ways of working.

- Decision: Align all agency initiatives with the unified services roadmap.
- Outcome: Secretary-General mandates pooling core ICT functions under realigned providers.
- Next Steps: Kersten to share roadmap and presentation; agencies to review and align ongoing projects.

Towards a UN System Agentic AI

Principles for Safe, Interoperable Agentic AI

Henrietta Ridley, UNICEF presented on the principles for safe, interoperable agentic AI, emphasizing the transition from traditional AI—which focuses on prediction and fixed workflows—to agentic AI systems capable of autonomous action, goal-setting, tool use, learning, and coordination with other agents. She explained that this evolution introduces new complexities and risks, requiring a robust framework to ensure safety and interoperability.

Henrietta outlined five key principles driving AI initiatives at UNICEF. First, agent objectives must be observable: goals should be transparent, clearly coded, and adjustable by stakeholders to maintain accountability and adaptability. Second, adversarial robustness is essential; systems must defend against both prompt injection and adaptive attacks, using input validation and anomaly detection to flag unusual agent behavior. Third, as agentic AI begins making autonomous decisions, it is critical to set clear boundaries on what actions agents can take and to implement dynamic approval thresholds that trigger human oversight when necessary. Fourth, when multiple agents interact—especially across organizations—there must be mechanisms for identity verification and public declaration of agent capabilities to prevent unintended outcomes such as collusion or emergent behaviors. Fifth, privacy protections must be composable and scalable, ensuring that as agents are combined, data sharing does not compromise overall privacy budgets.

Henrietta stressed that traditional AI principles like fairness, privacy, accountability, and human oversight remain essential, but agentic AI requires additional layers of governance and risk management. She concluded by highlighting the importance of honest tool assessment, capacity building, and a system-wide approach to responsible agentic AI, including the development of a common AI value framework.

Advanced AI Governance

Shirin Hamid and Ina Darsadze from IMF presented advanced AI governance, detailing the fund's comprehensive approach to managing the risks and opportunities of generative and agentic AI.

Shirin began by explaining that, given the IMF's mandate for macroeconomic and financial stability, the introduction of generative AI required a robust governance framework to ensure trust, quality, and even-handedness for member countries. She highlighted the importance of engaging executives and the board in defining the fund's AI ambition and pivoting towards agentic AI.

Ina then described the IMF's strategy, which balances member-focused AI for policy support with institutional AI for productivity and tailored solutions. The fund runs parallel workstreams covering technology, data readiness, training, and governance. As demand for AI use cases grew, the IMF developed a radar to track and prioritize over 160 use cases, clustering them by business value and feasibility, and ensuring representation across key functions like surveillance, lending, and capacity development.

A central element of their governance is the Responsible AI Framework, developed collaboratively with representatives from 12 departments and external consultants. This framework builds on the fund's enterprise risk taxonomy, adding new nodes for AI and generative AI risks, and establishing a transparent use case intake and risk assessment process. The process includes automated triaging, detailed risk reviews by functional groups, and integration with enterprise risk management.

Ina also shared the results of a maturity assessment, which found the IMF ahead of other public sector organizations and provided recommendations for expanding strategy, training, and operationalizing responsible AI. The fund's AI ambition is now shaped by top-down interviews with department heads and executives, focusing on strategic investment, transformative impact, and the integration of AI as a digital worker.

The presentation concluded with practical advice: build cross-functional teams with creative and innovative staff, automate risk assessment, reorganize for AI governance, and adopt a hub-and-spoke model to enable citizen development with strong guardrails. The IMF's experience demonstrates that advanced AI governance is essential for scaling agentic AI responsibly in complex, high-stakes environments.

From piloting to the scaling up of agentic AI

Nicole Henderson, UNHCR focused her presentation on the journey from piloting to sustained adoption, implementation, and scaling up agentic AI. She described how UNHCR initially began with experimentation, launching sandboxes and encouraging staff to test generative AI tools, which led to a proliferation of use cases and pilots. However, only a handful of these pilots progressed to production, highlighting the challenge of moving from experimentation to real business value.

Nicole explained that UNHCR's approach evolved to focus on strategic alignment, data governance, and iterative development. The organization prioritized use cases with the highest impact, such as digital gateways for refugees, intelligent invoice automation, and resource planning assistants. They built a scalable architecture—primarily on Microsoft technologies—that allows for the orchestration of multiple agents and composable components, enabling the integration of new use cases as needs evolve. She emphasized the importance of robust data foundations, responsible AI guidelines, and development standards, especially as many AI capabilities are now embedded within enterprise platforms like Oracle and Microsoft Dynamics. Nicole also highlighted the need for cross-divisional collaboration, noting that a working group was established to inform strategy and governance, and that development guidelines were shared to support experimentation in field operations.

Key lessons included the necessity of both top-down strategy and bottom-up experimentation, the value of clear prioritization, and the importance of governance and responsible AI as enablers for scaling. Nicole concluded that while resource constraints remain, building capacity, aligning ways of working, and iterating data and governance frameworks are critical for moving from pilots to sustained, scalable agentic AI adoption.

Getting Data Right

The IMF's "Getting Data Right" presentation, led by Shirin Hamid, Andreas Hake, and Helen Li, focused on the critical role of high-quality, well-governed data for effective AI and agentic systems. Shirin explained that the IMF benefits from a dedicated data team with data scientists, modelers, and macroeconomists, but still faces challenges with fragmented statistical data, inconsistent metadata, and complex manuals that hinder accessibility and accuracy.

Andreas described the development of Stat GPT, an AI-powered tool that leverages large language models to facilitate intuitive discovery, analysis, and interpretation of official macroeconomic statistics. The tool uses a natural language interface to translate user queries into API calls, relying on comprehensive metadata and semantic layers to ensure users access the correct, up-to-date data from authoritative sources. Stat GPT also provides users with the ability to verify and reuse queries, supporting transparency and repeatability.

Helen presented Stats Chat, a chatbot designed to help users navigate and interpret complex statistical manuals, such as the Balance of Payments and System of National Accounts, which often exceed 1,000 pages. Stats Chat uses retrieval-augmented generation, optimized prompt flows, and chunking strategies to deliver validated, referenced responses, minimizing hallucinations, and supporting both general and highly technical queries.

The team emphasized that both tools are designed to improve usability, trust, and speed in data-driven decision-making, and that collaboration with other organizations (e.g., UN Secretariat Statistics, OECD, BIS) is ongoing to determine whether to scale these custom tools or encourage vendors to adopt similar solutions. The presentation highlighted the necessity of complete metadata, robust semantic structures, and user-friendly AI interfaces for "getting data right" in support of advanced analytics and agentic AI.

Agentic AI in Action

The session's AI-focused segment featured three standout demonstrations that illustrated how UN entities are already applying agentic AI to transform information access, operational efficiency, and programmatic delivery.

UN Secretariat Official Document AI Bot

Erzen Ilijazi from the UN Secretariat demonstrated the UN Official Document AI bot, developed collaboratively by DGACM and OICT using Microsoft Azure OpenAI services. The bot provides chat-based access to official UN documents, meeting records, and voting records in six official UN languages plus German, supporting research, summarization, analysis, and citation of UN topics and member state statements. It updates daily with new documents from the Official Document System (ODS) and includes accessibility features like voice and read-aloud. The development process was efficient, requiring a small team and about two months for the core application, with additional time for testing and certification. Special attention was given to minimizing hallucinations and ensuring accurate responses, including mechanisms for the bot to admit when information is unavailable. The bot is intended for DGACM staff and may be expanded for member state use, with a vision for broader enterprise adoption and cost-sharing across the UN system.

IOM Donor Intelligence and Concept Note Generator

Michael Che Bugembe, presented IOM's agentic platform, which features three core AI agents: Donor Intelligence, Environment360, and Concept Note Generator. The Donor Intelligence agent consolidates internal and external data to produce comprehensive donor profiles, funding trends, and actionable recommendations, while Environment360 aggregates climate and mobility data from various sources to generate relevant insights. The Concept Note Generator automates the drafting of proposals, ensuring alignment with donor standards and improving efficiency. Michael also introduced a new orchestration agent built on Crew AI, which coordinates these agents to automate the end-to-end process—gathering donor intelligence, researching environmental data, and generating tailored concept notes by chaining agent outputs. The platform integrates data from Microsoft Fabric, SharePoint, Salesforce, ERP, and external sources like OECD, donor trackers, news, and social media, reducing research time from hours or days to minutes and enhancing proposal relevance and success rates. Key features include executive summaries,

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funding mechanisms, decision-making insights, recommendations, and citation/verification tools to ensure accuracy and user confidence. The system is designed for collaborative use, with interest from other agencies in adapting or sharing the solution.

UNHCR's Strategic Operations AI Companion

Nicole Henderson's demo showcased UNHCR's Strategic Operations AI Companion, which integrates multiple agentic AI assistants to support program analysis, situation reporting, and project blueprint creation. The platform allows users to select relevant documents from SharePoint libraries, chat with AI to generate presentations or reports, and use predefined prompt chains (workflows) to automate complex tasks like situation analysis. The system supports real-time ingestion of new documents, harmonizes multiple bots into a single interface, and enables sharing and reusing prompt chains. Users can draft, edit, and translate outputs, with inline AI assistance for tasks like summarization or translation. The demo highlighted how automating these workflows reduces manual effort, standardizes outputs, and accelerates reporting for field operations.

UN System-wide Strategy on Agentic AI

Sabina Robayo, UN Advisory Alliance (UNAA) presented the results of a survey and interviews undertaken with DTN members to map the current AI landscape, identify operational challenges, and assess readiness and appetite for a system-wide agentic AI tool.

Key Findings

Most entities have fewer than five AI tools in place but many more in development or planned, with a focus on natural language processing, process automation, and internal business functions.

- Fragmented Landscape: AI tools are mostly focused on internal operations, with limited cross-agency integration and some duplication of efforts.
- Collaboration Potential: There is strong agreement that sharing models and learning across agencies would save time and resources, and that replicating successful initiatives could accelerate deployment and improve quality.
- Agentic AI Maturity: Interest in agentic AI is broad but maturity varies; some agencies are advanced, others are just starting.
- Appetite for System-wide Tool: About 70% of respondents rated the need for a system-wide agentic AI tool as moderate, low, or none, with only 22% rating it as high and none as critical. However, a live poll during the meeting showed increased support for a common tool, especially for programmatic and shared services use cases.
- Barriers: Main roadblocks include governance and ownership issues, budget constraints, technical complexity, data alignment, and change management. Lack of cross-agency alignment and unclear scope are seen as the biggest challenges.
- Enablers: Success depends on establishing governance and guardrails, integrating human oversight, and creating cross-functional coordination mechanisms.

It was noted that there is growing support among DTN members for a UN system-wide agentic AI tool, with particular interest in shared services, donor intelligence, and programmatic use cases, as demonstrated by the live poll and word cloud exercise. The main prerequisites identified for moving forward include alignment on data and knowledge sharing, process commonalities, and the establishment of robust governance and guardrails.

It was agreed that next steps should focus on building a coalition of early adopters, mapping duplicated projects, identifying cross-entity synergies, and establishing a cross-agency coordination team to validate the need and define the scope for a common agentic AI platform. There was consensus that technical development should only proceed once foundational issues—especially governance, data standards, and process alignment—are addressed. Several agencies expressed their willingness to contribute technical expertise, pilot testing, data sharing, and staff time to support a collaborative initiative.

DTN Recommendations on Agentic AI

The UN system should transition from fragmented, organization-specific AI efforts toward a coordinated, system-wide approach on Agentic AI—one that ensures safety, transparency, and shared value across all agencies.

The following milestones were considered necessary in pursuit of this aim:

- **Develop UN system-wide strategy on Agentic AI.** This strategy would provide a common framework for the safe and responsible use of AI systems capable of autonomous action. It would align with broader digital transformation initiatives such as the UN 2.0 agenda and the UN80 modernization framework, while remaining anchored in the principles of responsible innovation, ethics, and collective governance.
- Start by forming a **coalition of early adopters** among UN entities to pilot shared Agentic AI use cases. These pilots would focus on practical, cross-agency applications—such as digital identity verification, document automation, and AI-powered language services—while testing shared architectures, APIs, and governance models. By encouraging interoperability and reuse, the coalition would demonstrate how Agentic AI can serve the entire UN system rather than individual institutional silos.
- Create a **common framework** that extends existing responsible-AI principles to include autonomy management, human oversight, and inter-agent coordination. This framework would define consistent data standards, safety validation processes, and ethical review mechanisms applicable across agencies.
- **Get data right.** Reliable, well-governed, and interoperable data were identified as prerequisites for trustworthy AI. Agencies were encouraged to improve metadata quality, establish common data governance practices, and explore shared cloud and computational environments to support AI training and orchestration.
- **Advocate for system-wide AI literacy**, the formation of cross-functional teams, and the use of sandbox environments that allow agencies to innovate safely.
- Develop a draft "**UN Agentic AI Strategy**" through a dedicated task team by mid-2026, aligning early pilots and governance models under this framework and reporting progress to the HLCM and CEB.

Updates from HLCM Efficiency Measure Initiatives

UN Digital ID

Massimiliano Merelli, UNDID explained the UN Digital ID project as foundational for interoperability and secure access across the UN system. He demonstrated digital badge use and outlined plans for broader adoption, emphasizing business ownership and a phase two go-live in 2026. Strong leadership support and system-wide collaboration were highlighted, with the goal of enabling seamless and secure access to shared services, premises, and IT systems.

- Decision: Continue scaling Digital ID across agencies; business owners must drive adoption.
- Outcome: Phase 2 go-live set for Q1 2026; demonstration showed strong potential but integration concerns remain.
- Next Steps: Massimiliano to coordinate onboarding, address integration/business value, and consider organizing a dedicated session on the project.

This project also benefits from strong governance, as all new requirements are channeled to the UN Digital ID Joint Working Group (JWG), for endorsement by the Executive Steering Committee (ESC), or are to be funded separately. Conclusions reached on emerging requirements, for potential consideration by the JWG for the UNDID, will be considered in the prioritization of future phases.

AI-Powered Language Services

Cherith Norman Chalet, UN presented the update from the AI-Powered Language Services initiative, set to harnesses artificial intelligence to enhance multilingual communication, making UN operations more inclusive, efficient, and cost-effective. The mechanism, with over 28 participating entities, is structured around policy and technical workstreams, focusing on inventorying AI tools, establishing joint guidance, and piloting innovative

solutions. The aim is to ensure language services keep pace with technological advances while maintaining quality and consistency.

- Decision: Establish a common mechanism for AI in language services.
- Outcome: 28 organizations participating; initial outputs to be delivered using existing resources.
- Next Steps: Cherith Ann to lead policy guidance, inventory AI tools, and share deliverables.

Integrated ICT Procurement

Elisabeth Ekerstrom, UNDP provided an update from the Integrated ICT Procurement (P3) initiative, which aims to leverage the collective purchasing power of 24+ agencies to negotiate better rates and service levels for ICT products and services. By coordinating procurement, the UN can achieve significant cost savings, reduce administrative overhead, and foster a more unified digital ecosystem. The current focus is on renegotiating top software contracts identified through a system-wide survey, with the goal of achieving cost efficiencies and improving service levels.

- Decision: Jointly renegotiate top software contracts for better rates.
- Outcome: 24 agencies participating in survey; catalog to be launched after negotiations.
- Next Steps: Elisabeth to analyze survey, finalize contract selection, and lead negotiations.

ERP as a Service

Naoto Yamamoto, UNDP provided an update on the initiative ERP as a Service. This efficiency initiative delivers shared ERP solutions (Quantum, Umoja) to multiple agencies, reducing system proliferation and enabling organizations to focus IT resources on strategic priorities. This approach supports harmonization of business processes, improves data quality, and lowers total cost of ownership. Collaboration between UNDP and the Secretariat is central to this initiative, with ongoing rollouts and efforts to formalize service offerings.

- Decision: Expand Quantum ERP and formalize Umoja as a service.
- Outcome: 11 agencies joining Quantum; initiative endorsed by Business Innovation Group.
- Next Steps: Naoto and Secretariat to continue rollout and expand service offerings.

One UN IT

Senida Panjeta, UN Secretariat delivered an update on the consolidation of data centers and digital service hubs to reduce duplication, modernize infrastructure, and improve operational efficiency (One UN IT (S3 – part of the HLCM Far-Reaching Efficiency Measures). The pilot phase targets cost reduction and sustainability, with the goal of scaling successful models across the system.

The initiative is structured in two parts: consolidating data centers into performance facilities and establishing digital service hubs, with a focus on centralizing ICT infrastructure and reducing duplication. While the current pilot is focused on the UN Secretariat entities, it is envisaged that the outcome of the UN Secretariat consolidation will inform the wider UN System consolidation strategy as phase 2 of this initiative, under the aegis of the DTN.

- Decision: Consolidate data centers and establish digital service hubs.
- Outcome: Pilot underway with three entities; completion targeted within three months.
- Next Steps: Senida to complete pilot, develop reference model, and report progress.

T-Mobile Global Agreement

The T-Mobile Global Agreement was highlighted as a major step toward unified, cost-effective mobile services for the UN system. The agreement offers aggressive global and domestic plans with unlimited voice, data, and messaging, tailored to different user profiles and available to all UN agencies, not just those based in the US. Dedicated support teams and high-touch implementation services are included to ensure smooth onboarding and ongoing service quality.

The agreement also covers advanced IoT solutions, secure connectivity, and enhanced cybersecurity, with T-Mobile leveraging its experience from large-scale events like the LA Olympics. The model is designed to foster competition among vendors, drive further cost reductions, and ensure that UN agencies benefit from the best available pricing and service levels.

- Decision: Agencies to join new global/local telecom plans.
- Outcome: Dedicated support and implementation teams available.
- Next Steps: Agencies to contact Peter Di Pietrantonio for onboarding.

ICT Budget Benchmarking

Jamie K. Guevara, Gartner Group, presented an analysis of IT spending and staffing across 16 UN agencies, comparing them to international and national government benchmarks. Key findings included:

- UN agencies spend a lower percentage of their operating budgets on IT compared to peers, with a higher allocation toward personnel and external services, especially in IT security, operations, and end-user services.
- The benchmarking exercise emphasized the importance of financial transparency, multiple views of IT spend (strategic, asset, technology), and aligning IT investments with business outcomes.
- UN agencies are investing more in "grow" and "transform" initiatives than the benchmark group, but the focus should shift from just reducing IT costs to optimizing the entire operating budget and measuring IT's impact on business productivity and outcomes.

The presentation encouraged agencies to use the benchmark results to identify and prioritize cost optimization opportunities, both on the IT supply side and in enabling greater efficiency and effectiveness for non-IT staff. The exercise was described as the beginning of a continuous improvement process, with recommendations to institutionalize benchmarking and performance management practices.

UN Security Management System (UNSMS)

The discussion on the UN Security Management System (UNSMS) focused on two major initiatives aimed at enhancing personnel safety and operational efficiency across the UN system.

Personal Security Profile

The first initiative is the development of a standardized Personal Security Profile and Personnel List, recently approved and designed to provide a unified, real-time view of all UN personnel worldwide. This system integrates personal data, security clearance, and duty station information, enabling rapid accounting for staff and dependents during emergencies—whether security-related or due to natural disasters. Its relevance is underscored by recent crises, such as those in Yemen and Sudan, where a consolidated personnel registry would have significantly improved response and recovery efforts.

Fragmentation of Security Communication Systems

The second key topic was the fragmentation of security communication systems within UNSMS. Currently, three separate systems—ETA, SCAAN, and Everbridge—are used for emergency communications, each requiring parallel maintenance and investment. Only ETA is UN-owned and developed internally. The group discussed the risks and inefficiencies caused by this fragmentation, especially during time-sensitive incidents. The proposal was made to modernize and consolidate around the ETA system, making it the single, scalable, and cost-efficient platform for unified alerts, tracking, and emergency communications.

Outcomes of the discussion included a strong endorsement of the new Personal Security Profile system and a call for all UNSMS entities to begin technical preparations for integration with their ERP and HR systems. The group also supported the proposal to consolidate security communications onto the ETA platform, recognizing the need to reduce costs and complexity. Next steps involve agencies initiating technical onboarding for the Personal Security

Profile system and preparing for integration to ensure rapid deployment where most needed. Additionally, UNSMS entities are encouraged to channel resources toward the modernization and adoption of the ETA system, moving away from fragmented solutions and supporting a unified approach to security communications.

- Outcome: DTN encourages all UNSMS entities to integrate relevant data from their ERP and HR systems with the Personal Security Profile (PSP) - as approved by the HLCM in April -, to ensure data accuracy and automation without delay
- Next Steps: Reorient the UNSMS Security Communications System towards eTA consolidation and phase-out planning for redundant tools.

Digital & Physical Security

Anthony O'Mullane,UN presented the Yemen incident as a case study of the convergence between cyber and physical threats. The task force, established by the Secretary General and coordinated by DSS, aims to deliver a coherent UN-wide response to the detention of staff and seizure of UN assets in Yemen. Anthony described the creation of a Cyber and Information Security Workstream, composed of impacted entities, to assess the nature and extent of cyber incidents, ongoing vulnerabilities, and to provide short-term advice for mitigation.

The workstream is gathering data on compromised accounts, seized devices, and implemented mitigation measures, with the goal of analyzing this information and making recommendations for future incidents. The group emphasized the importance of timely reporting and coordination between physical and cyber security teams, noting that delays in notification can significantly increase risks to staff and data. There was also discussion about balancing IT asset protection (such as remote wiping of devices) with the safety of personnel, recognizing that protective actions may have unintended consequences in high-risk environments.

The CCOP and DSS agreed to collaborate on developing guidelines and minimum standards, including rapid notification mechanisms and remote device management, to better prepare for similar incidents in the future. The Yemen case was seen as a catalyst for system-wide improvements in the intersection of physical and digital security.

- Decision: Coordinate UN-wide response and extract lessons learned.
- Outcome: Workstream established; focus on rapid notification and device wipe protocols.
- Next Steps: Anthony and Zoran from UN Secretariat to analyze incident data, deliver recommendations, and coordinate with Community of Practice.

Community of Practice Updates

Cybersecurity

Richard Lane, WIPO and Sebastian Bana, UNICEF provided a comprehensive update on the activities of the Cybersecurity Community of Practice (CCOP). They reported that the recent symposium in Copenhagen was highly engaging, with strong participation from 18 agencies in person and additional attendees online. The event adopted a topic-focused format, which was well received by members. A significant outcome was the election of a new co-chair, Aurelian from Unido, and the announcement that the next symposium will be hosted by IAEA in Vienna.

Several initiatives were undertaken by CCoP in response to DTN requests:

- CCOP conducted a survey to identify cybersecurity services that could be provided as shared services across the UN system. The survey revealed strong demand for services such as vendor security reviews, security posture management, and ISO audit preparation, while federated authentication was identified as the least popular option for shared service provision.
- CCOP presented a working paper on AI safety and security, developed in collaboration with WIPO and IMF, and engaged major cloud providers for their input. The group intends to continue work on model fine-tuning and training scenarios to address emerging safety and security concerns.

- A working paper on mobile security and the targeting of high-profile individuals was also shared, with recommendations for common positions and additional protective measures.
- The CCOP plans to finalize mobile security guidelines and explore partnerships with organizations such as the Shadow Server Foundation and MasterCard to enhance threat intelligence and advisory services.

In addition, CCOP requested the approval of updated Terms of Reference, acknowledge the appointment of the new co-chair, and provide feedback on the working papers and proposed partnerships.

Outcomes
- DTN approved the appointment of Aurelian Buzdugan, UNIDO as CCoP Co-Chair, replacing Richard Lane WIPO and working alongside Sebastian Bana, UNICEF. The transition aligns with the updated terms of reference, which now specify alternating year tenures for co-chairs.
- DTN approved Terms of Reference for the CCoP.

Next Steps
Complete the Mobile Security Guidelines incorporating input from agencies and DTN, continue the work with the ShadowServer foundation to improve visibility and integration of their feeds and create a first proposal for the TI and Cyber Advisory Capacity partnership framework

- DTN to provide feedback on:
  - Guidance for Securing Mobile Devices, UN Guidance
  - Safety in GenAI-Centric Digital Product Development, White Paper
- CCoP to develop harmonized guidelines and practical solutions for crisis environments.
- Continue the work with the ShadowServer foundation to improve visibility and integration of their feeds and create a first proposal for the TI and Cyber Advisory Capacity partnership framework.

Open-Source United

Mostafa Elkordy, UNICC reporting on behalf of the Open-Source United Community of Practice, outlined efforts to build a collaborative, sustainable platform for software development and sharing across agencies. The relevance of this initiative lies in its potential to foster innovation, reduce costs, and enable global participation in mission-critical projects. The meeting highlighted the successful migration of major projects, such as the E-Tier global customs transit system, to the UN-managed public repository, which now operates in full production and supports thousands of entities worldwide.

Participants discussed the technical achievements and challenges of onboarding projects to the open-source platform. The migration process was refined through multiple successful replications, demonstrating the platform's robustness and scalability. The UN open-source principles, endorsed by over 150 organizations in 33 countries, were presented as the guiding framework for software development, emphasizing transparency, interoperability, and community-driven progress. Despite these successes, sustainability emerged as a key concern. The platform requires financial support from at least ten organizations to remain viable, but only two have finalized agreements so far. The meeting called on additional agencies to contribute, stressing that the platform's continued operation is essential for projects relied upon by global communities.

Next steps include outreach to agencies for funding commitments, promoting the adoption of open-source principles among development teams, and offering bilateral sessions to address specific concerns such as business case, security, licensing, and intellectual property. The group aims to expand participation, streamline onboarding, and ensure the platform's long-term sustainability, positioning open-source as a cornerstone of the UN's digital transformation strategy.

Decisions

- Expand membership and hosted projects, while continuing to streamline solutions for scale and interoperability.
- Operationalize the platform's building blocks and toolsets, now running in full production mode.
- Collaborate with ITU and UNDP to strengthen open-source AI initiatives and governance.
- Launch a new Open-Source AI track to coordinate and align "open" AI projects across the UN system.
- Transition the chairmanship from UNFPA to UNICC, reinstating Mostafa Elkordy as co-chair alongside Omar Mohsine.

Outcome
- Highlighted the development of tools, case studies, best practices, and migration cookbooks to support future project migrations and facilitate broader adoption of open-source solutions.

Next Steps
- Engage additional agencies for funding and participation, continue refining migration processes, promote the use of open-source frameworks across technical teams, and provide targeted bilateral sessions addressing security, licensing, and implementation concerns.
- Secure a minimum funding commitment of USD 100,000, distributed across ten agencies through equivalent membership contributions of USD 10,000 each as agreed in the previous DTN session.

Cloud

Senida Panjeta, UN Secretariat presented the update from the Cloud Community of Practice (Cloud CoP).

First, Senida highlighted the presentation of the UN Secretariat's FinOps Framework to the Cloud Community, a model for financial operations management in the cloud that enables entities to monitor, forecast, and optimize cloud spending. Senida reported that the UN Secretariat had achieved estimated cost savings of 25 to 35 percent across the UN Secretariat entities through the application of FinOps principles and joint vendor negotiation strategies.

Second, she briefed participants on the ongoing exploration of a UN Private Cloud, designed to provide a secure, shared hosting environment for agencies requiring higher control, compliance, or data-sovereignty assurances. UNICC presented their Private Cloud implementation to the Cloud Community, and UNGSC will do the same in the coming weeks.

Senida emphasized that the Cloud CoP's work directly supports the UN80 efficiency and modernization agenda by promoting shared services, transparency, and cost discipline.

Senida provided an update on the AWS Private Pricing Agreement that was presented as a significant achievement for the UN system, led by WIPO and OICT, and benefiting multiple agencies. Since its signing in May, the agreement has resulted in a collective cost reduction of $1.3 million on AWS services, with projections to reach $2 million in savings by the end of 2025. The agreement enables consolidated purchasing, which increases discounts as more agencies join and usage grows. Additional benefits include access to enterprise support services, which have improved cloud utilization and technical support, and $750,000 in AWS training credits available to participating agencies. Current participants include WIPO, WFP, UN Secretariat, UNJSPF, and UNICC, with more agencies expected to join (UNU, UNOPS, ICC, WBG). The agreement is seen as a model for leveraging collective bargaining power to optimize costs and enhance service quality across the UN system.

Senida noted that the UN Secretariat secured a $15 per user/month M365 Copilot price and established a favorable, global T-Mobile agreement for the entire UN System.

Decision
Continue leveraging the AWS private pricing agreement, which has already resulted in significant cost savings (projected to reach $2 million by year-end).

Outcome

Multiple agencies (WIPO, WFP, UN Secretariat, Pension Fund, UNICC) are enrolled, with more expected to join, increasing collective savings and access to enterprise support and training credits.

Next Steps

Encourage additional agencies to join, utilize available training credits, and further consolidate cloud usage for greater discounts.

Digital Dexterity

Hlekiwe Kachali, UNICEF and Diana Klein,WFP underscored its critical role in building organizational resilience and enabling the UN system to navigate ongoing uncertainty and resource constraints. They described digital dexterity as a foundational infrastructure, emphasizing that it is not just about technology, but also about investing in people, processes, and effective change management. This holistic approach is seen as essential for maximizing the impact of digital tools and ensuring that skilled staff are empowered to deliver on mandates, even in challenging environments.

The community of practice has structured its work around three thematic areas: ecosystem benchmarking, the development of digital skills and competency frameworks, and the facilitation of knowledge sharing across agencies. In 2025, the group focused on convening its members, ratifying terms of reference, and launching practical initiatives such as identifying common learning assets—including Microsoft Copilot training—and collaborating with UNDCO to develop digital transformation training for senior leaders and resident coordinators.

Looking ahead, the community's priorities include establishing a comprehensive digital dexterity competency framework that covers AI, data, and other digital domains. They also plan to inventory available training products, strengthen cross-community linkages—particularly with AI and digital transformation initiatives—and ensure alignment with broader UN80 and UNDCO strategies. These efforts are intended to create a more agile, skilled, and collaborative workforce, capable of leveraging digital opportunities to advance the UN's mission.

Endpoint Management

Naoto Yamamoto, UNDP presented on behalf of the Endpoint Management Working Group. His presentation included survey findings from 19 UN entities, revealing a managed device landscape of over 90,000 units, predominantly laptops running Windows. Procurement practices vary, with a mix of central and local purchasing, and device replacement cycles typically range from three to five years. This diversity in procurement and lifecycle management highlights both the scale and complexity of harmonizing endpoint strategies across agencies.

Vendors such as Dell and Lenovo have shown interest in providing not only hardware but also downstream managed services, which opens the door for volume discounts and shared contracts. The working group will coordinate with the P3 procurement initiative to maximize synergies and leverage collective bargaining power. On the managed services front, the group is exploring unified endpoint management, application deployment, identity and access integration, security, asset management, and end-user support. While agencies are keen on cost savings and operational efficiency, there is limited enthusiasm for strict standardization—especially regarding security and identity integration—due to varying agency needs and risk profiles.

The group identified Microsoft solutions as a common ground for potential shared services and plans to pilot these approaches, taking into account the capabilities and requirements of participating agencies. This work is expected to lay the foundation for broader shared back-office services and support the Common Back Office (CBO) initiative.

- Decision: Continue vendor engagement and align with P3 procurement.
- Outcome: Survey validated need for standardization in procurement, flexibility in device/security management.
- Next Steps: Naoto and Francesca to shape service model, connect with P3, and organize further optimization discussions.

- System towards eTA consolidation and phase-out planning for redundant tools.

Conclusion

The session advanced the UN system's digital transformation by emphasizing the need for unified digital identity, interoperability, and the consolidation of technology services to reduce fragmentation and drive efficiency. Key efficiency measures included progress on the UN Digital ID, AI-powered language services, integrated ICT procurement, and shared ERP solutions, all aimed at strengthening collaboration and cost savings.

The session also marked a pivotal shift towards a coordinated, system-wide approach to Agentic AI, with recommendations to develop a UN-wide strategy, pilot shared use cases, and establish robust governance frameworks for safe and responsible AI adoption. Notably, the session highlighted the importance of high-quality, interoperable data, cross-functional collaboration, and building AI literacy across agencies.

Additional outputs included updates on major commercial agreements (such as AWS and T-Mobile), benchmarking of IT spending, and initiatives to modernize security management, cloud adoption, open-source solutions, and digital dexterity. Collectively, these outputs reflect a strong commitment to shared innovation, operational efficiency, and the responsible scaling of advanced digital and AI capabilities across the UN system.

Follow-up Sessions

- Decision: Poll members to identify priority topics for a dedicated session.
- Next Steps: DTN Secretariat to organize follow-up sessions for unresolved topics.
- DTN 2026 spring session will be hosted by OICT in Valencia (Week of 11 May).

Annex – Attendees

Name	Organization
Ali Seyhun Saral	CEB
Amey, Chris	ITU
Ammar, Ahmed	IMF
Amy Jean Doherty	WORLDBANKGROUP
Anna MIROSHNICHENKO	WFP
Annabelle Viajar	IMO
Anthony O'Mullane	UN
BUGEMBE Michael Che	IOM
BUZDUGAN, Aurelian	UNIDO
Beatriz CASOTTI	UNADVISORYALLIANCE
Bernardo Mariano Junior	UN
Bjorn Mansson	UN
Boudou, Fabrice	WTO
Bousios, Thomas	IFAD
CHAUHAN Sameer	UNICC
Carolynn Oleniuk	UNHCR
Charles Hornsby	UNHCR
Charlotte Tarp Toelle	UNOPS
Cherith A Norman Chalet	UN
Christelle TADROS	UNADVISORYALLIANCE
Christina Goodness	UN
Cindy JIMENEZ BAHENA	WFP
Clark, Christopher	ITU
Cristina Segal	GARTNER
Daniel Buzatu	UNHCR
Danielle Dornell	GARTNER
Darsadze, Ina	IMF

David Jordon	UNDP
David Ramirez Gomez	OPCW
Dejan Jakovljevic	FAO
Dekpo Yologaza	CEB
Dennis Clearly	OPCW
Diana KLEIN	WFP
ELKORDY Mostafa	UNICC
Elena Lukashik	CEB
Elena Tomuta	UNCTAD
Elisabeth Eckerstrom	UNDP
Erzen Ilijazi	UN
Eswar Veluri	EQUINOX
Federico Calciolari	CEB
Fernandez, Montserrat	ITU
Fischer, George	T-MOBILE
Flores, Alvaro	ICJ-CIJ
Frot, Bertrand	ICAO
GHNEIM KHREIS, Rola	IAEA
GUPTA Sunil	CTBTO
GURUBACHARYA, Biswamber	WHO
Gayatri Nemali	UNFCCC
Gaël Lams	ITCILO
Georg Zeiner	UN
Gilles Michaud	UN
Glenn Mallette	UN
Guirola, Dr. Maria Elena	PAHO
Hake, Andreas	IMF
Hamid, Shirin	IMF
Henrietta Ridley	UNICEF

Hlekiwe Kachali	UNICEF
Hughes, David	IFAD
Ioanna Kopasaki	CEB
Ismail Sabir	UNWOMEN
Ivan Sequeira	ITC
Jakovljevic, Dejan	FAO
Jamie K. Guevara	GARTNER
Jerry Dumont	GARTNER
Juan Julián Navarro	GARTNER
Julia Goehsing-Mellinghoff	UN
Justyna Pietralik	UN
KALEJS Karl	WIPO
Kamal Naim	UN
Kersten Jauer	UN
Krainer, Jackson	PAHO
LANE Richard	WIPO
Laura Gallacher	CEB
Li, Qiaoluan Helen	IMF
MALDONY, Michael	UNAIDS
MERELLI Massimiliano	UNICC
MUWANGA-SSEVUME Marietta	IOM
Marc Schittek	UNHCR
Marshall, Petra	ILO
Massimiliano MERELLI	WFP
Michael Von Uechtritz Und Steinkirch	GARTNER
Michael Walton	UNHCR
Mumtaz Tamim	UNRWA
Murathaty, Dennis Francis	IMF
NIETO BARRANTES Prado	UNICC

NISHIO DE SOUSA, Ana Paula	UNIDO
Nabeel Al-Gharawy	UNWOMEN
Naoto Yamamoto	UNDP
Nayanesh Bhandutia	UNFPA
Nicole Henderson	UNHCR
Novikov, Sergei	UNESCO
O'neill, Eilish	IFAD
Odeh, Khuloud	ITU
Olivier Simah	UNDP
Omar Mohsine	UN
Paulina ZAWORSKA	WFP
Pierre Cornier	CEB
Prakash Vaidyanathan	UNICEF
ROSSI paola	UPU
Rajesh Vartak	UNWOMEN
Rania Abou Chakra	WMO
Remo Lalli	CEB
Richard Maciver	CEB
SUDAKOV Alexander	CTBTO
Sabina ROBAYO	UNADVISORYALLIANCE
Sebastian Bania	UNICEF
Senida Panjeta	UN
Silvan Scheiwiller	CEB
Soren Thomassen	UNFPA
Steve Buckridge	GARTNER
Susana Garcia Rubio	UNTOURISM
TAMIM, Mumtaz	UNRWA
Taara Chaudhuri	CEB
Takesh, Negar	ITU

Tsigereda Tekle Sebhatu	IMO
VARYUTA, Alexandra	UNIDO
Vivian Leung	UN
Yannick Roos	CEB
Zoran Abraham	UN
Zuzanna Lukaszczyk	UN

Annex - Post-DTN Poll Results

Practical Use Cases (23%)

Data Governance, Privacy & External Reporting — "Getting Data Right" (16%)

Security & Abuse Prevention (11%)

From Pilots to Scale (11%)

Evaluation of Agentic Behavior (11%)

Governance & Policy (6%)

Ethics & Human Rights (6%)

Transparency, Interpretability & Auditability (4%)

Risk Management & Red Teaming (4%)

Safety & Controllability (2%)

Other: Please elaborate in comments (0%)
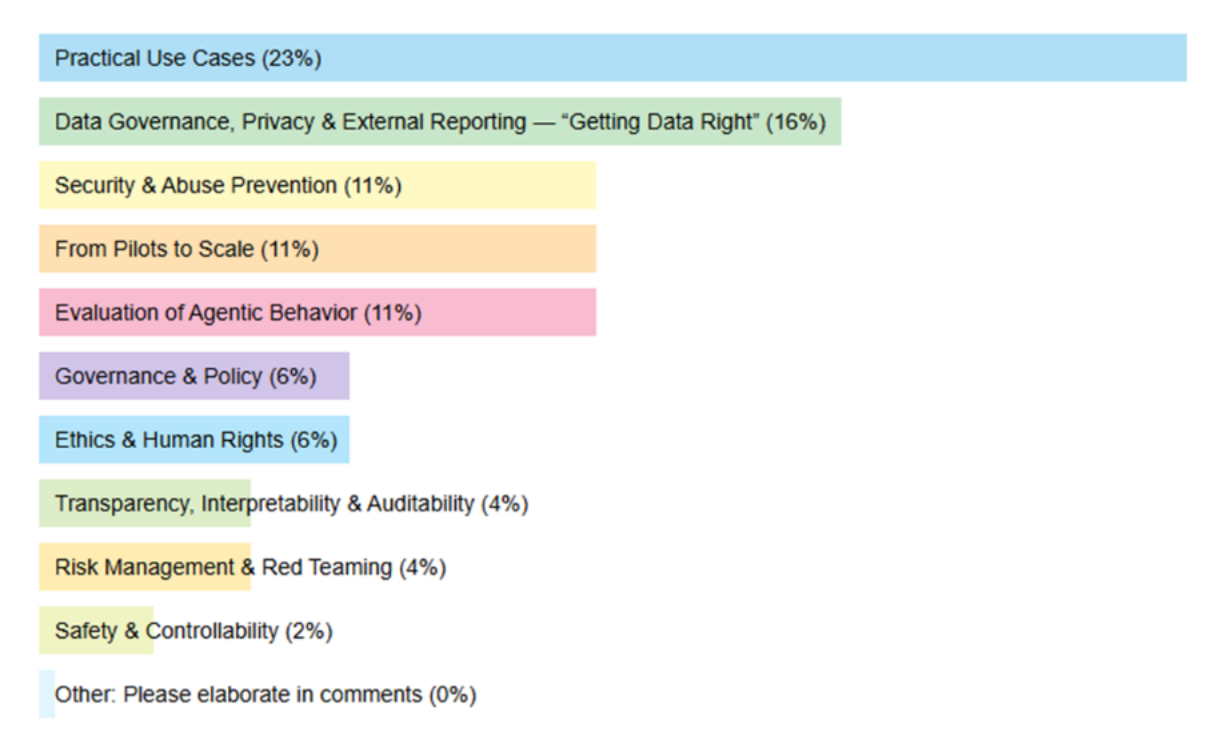
Post-DTN Poll Results: Topics of Interest for a dedicated follow-up session

UN Digital ID: value, use cases, co-ownership (20%)

Digital ID: global address book integration (14%)

AI-powered language services: policy & tech (8%)

HLCM efficiency measures & shared services (6%)

Shared ERP (6%)

One IT: ICT consolidation & service hubs (6%)

Cybersecurity shared services & partnerships (6%)

Digital Dexterity: skills, frameworks, learning (6%)

Integrated ICT procurement (4%)

IT budget benchmarking & cost optimization (4%)

AI governance: UNGA, fund, panel (4%)

UN80: shared services roadmap, tech (4%)

Digital & physical security (2%)

Endpoint management: procurement & services (2%)

Cloud: AWS agreement, open source, sovereignty (2%)

T-Mobile global contract & user experience (2%)

Open source: business case, security, IP (2%)

IT security in conflict areas (2%)

Other: Please elaborate in comments (0%)