



**Chief Executives Board
for Coordination**CEB/2010/HLCM/ICT/10
29 March 2010

14th Meeting of the CEB ICT Network

International Monetary Fund

Washington, DC, 23 - 24 March 2010

Discussion summary and conclusions**1. Opening of the meeting and adoption of the agenda**

1. The ICT Network held its fourteenth session at the headquarters of the International Monetary Fund, in Washington, DC. The Network Chair (Ms. Angela Kane, Under-Secretary-General for Management, United Nations Secretariat) welcomed the participants and thanked the IMF for hosting the meeting.
2. During the meeting, Ms. Meg Lundsager, IMF Executive Director for the United States, also welcomed the Network to the Fund, and expressed the importance that ICT plays in the operation of the Institution, especially in her role as a Director working to establish monetary policy.
3. The Chair welcomed new participants to the Network (ICAO, UNEP, and UNFPA) and noted the participation on the videoconference link from Geneva (OPCW, IOM, ICJ, UNRWA and UPU). She noted that this could become a more normal practice that would allow members to participate without the need for long-distance travelling.
4. The Network adopted the agenda with the addition of one item under Any Other Business; the ICT component of the Sustainable UN programme.

2. System-Wide ICT Strategic Directions

5. Opening the agenda item on system-wide ICT Strategic directions, the Chair noted the two-fold objective of this item; (a) as a way to promote information and knowledge sharing within the Network and (b) to identify opportunities for collaboration on common initiatives. She noted that the Network already had many concurrent activities, and therefore should carefully consider the impact on its workload by adding additional tasks, but that sharing strategic directions of several agencies might uncover opportunities that individual agencies could pursue on a bilateral basis.

6. The Network heard presentations from six agencies (WFP, UNOPS, ILO, UN, OHCHR, UNHCR), each describing their current priorities. One presentation, conducted jointly by UPU and OPCW, described some of the unique issues faced by smaller agencies and called upon the Network to consider ways to facilitate the integration of small and mid-sized organizations (SMO) into activities of the Network.
7. During the discussion, many organizations expressed support for the situation of SMOs and suggested mechanisms that all organizations can utilize, possibly including services at ICC more tailored to the needs to the SMOs. In addition, agencies agreed that more standardization of ICT services would benefit all agencies. Further, agencies noted the benefits that could be achieved by ICT departments better leveraging the knowledge and experience of ICT staff by focusing less on infrastructure, which could be outsourced, and more on effectively integrating ICT improving business processes.
8. The Chair concluded the discussion by noting that many agencies cited resources and governance issues as constraints to achieving their short-term strategic goals, but urged Network members to continue to work to overcome these, especially by providing clear business cases for their proposals. The Chair also thanked all the agencies who prepared presentations and called for a continued sharing of these at future meetings.

3. Data Communications Study Implementation

9. The ICT Network Chair opened the discussion on the data communications study by noting that the study results were presented to the HLCM at its last meeting, and was well received by the Committee. She stressed that the Network will need to move quickly and decisively to take advantage of the momentum achieved.
10. The CEB ICT Senior Advisor provided a briefing on the conclusions of the data communications study, as well as the recommendations of InterAgency Telecommunications Advisory Group (ITAG), which had recently met to review the study results. The presentation noted that the study revealed that the system could achieve significant savings and increased efficiencies over time by implementing 9 specific initiatives. These included:
 - a. Implement a location based shared network
 - b. Expand advanced traffic management
 - c. Optimize network selection process
 - d. Optimize high capacity routes
 - e. Optimize satellite bandwidth
 - f. Optimize applications (defer, outside scope)
 - g. Local UN PoP interconnect (include with Initiative 1)
 - h. Establish interoperability standards
 - i. Investigate UN core gateway

11. Furthermore, the report called for implementing these initiatives through a mechanism of resource-sharing and joint procurement. The implementation plan recommended creating a steering committee to oversee the overall implementation of the initiatives and the creation of smaller tasking teams to address each initiative.
12. During its deliberation of the report conclusions, the ITAG:
 - a. Agreed that it should function as the steering group for the implementation.
 - b. Proposed 4 implementation working groups to function as the recommended tasking teams
 - c. Recommended the creation of a Temporary (12 – 18 month) Project Manager Position for implementation
 - d. Suggested a shared-cost model for funding both the project manager and the implementation
 - e. Recommended that the ICT Network Accept the Report Recommendations
13. During his presentation of the study results, the CEB ICT advisor also noted that the consultants had collected significant data regarding agency communications systems, and that the UN system would benefit from maintaining this data. Therefore, a mechanism should be developed to allow agencies to keep this data up-to-date.
14. During the discussion, agencies expressed strong support for the study results and suggested that a close linkage to the procurement network should be established, given the importance joint procurement of services will play in realizing the study benefits.
15. The Network:
 - a. Agreed to implement the recommendations contained in the data communications study;
 - b. Expressed support for the implementation approach presented by the ITAG.
 - c. Requested the CEB Senior Advisor on Information Management Policy Coordination to facilitate the creation of, and provide support to, a working group composed of representatives of UNHCR, WFP, UNICEF, FAO, WHO, UNRWA, UN Secretariat to develop by 30 April 2010 for presentation to the ICT Network an implementation plan that includes:
 - i. Specific details of the timeframe and resources required for implementation of the data communications study recommendations;
 - ii. Identification of the source of resources, including, as appropriate, a initiative for inclusion within the HLCCM Plan of Action for the Harmonization of Business Practices;

- iii. Consideration of and linkages to the activities taking place within the UNDG ICT Tasking Team proposal to support the scale-up of country-level “delivering-as-one” activities.
- d. Decided that since procurement issues remain a key element for the project, requested the CEB ICT Senior Advisor to:
 - i. Interact with the procurement network regarding the data communications project and;
 - ii. Compile by April 15 a list of existing data communications contracts from agencies in order to inform any joint procurement activities.
- e. Requested the ITAG, working with the CEB ICT Senior Advisor, to examine mechanisms to maintain the data collected by the consultants and prepare a plan for presentation to the ICT Network.

4. Plan of Action for Harmonization of Business Practices and Current Activities

16. The Chair began her introduction of the discussion on the Plan of Action for the Harmonization of Business Practices with an update on the results of the Steering Committee meeting, which had recently approved initiatives from the Plan from the Human Resources, Procurement, Finance & Budget and ICT Networks. She noted that the objective of the discussion was to review of the status of the ICT project proposals and plan the way forward. In addition, the Network will consider input into the finance and budget network initiative on the financial statistics. The Chair informed the Network that member states had provided the trust fund with approximately \$8.8 million and that the funded initiatives will consume approximately \$3.2 million. Therefore, the Steering Committee agreed that future initiatives could be sent to the CEB Secretariat once the appropriate Network has reached agreement on the on the substance of a project, its accountability framework and the lead agency.
17. The CEB Secretariat Senior Advisor informed the Network that the Steering Committee had approved the ICT Costing initiative, and that UNODC had agreed to act as lead agency. He further noted that the implementation of the initiative would require the participation of several agencies and that a steering committee would form shortly to assist the CEB and UNODC in creating the detailed work plan required prior to any transfer of funds to commence the project. The presentation also noted that the steering committee requested the ICT Network to further refine the Portal initiative prior to approving any funding.
18. The CEB Finance and Budget advisor briefed the Network on the Financial Statistics initiative contained within the Plan of Action and which was approved by the Steering Committee. The presentation covered the benefits and background behind the statistics database, the implementation plan and the ICT requirements. During the discussion, the Network explored the various models for data collection

and the value of linking to existing data sources. Both the Network and CEB Advisor on Finance and Budget found the exchange helpful and indicated a need to maintain a clear communication channel.

19. The Chair concluded the discussion by referring to the process for new proposals agreed-upon by the Steering Committee, which focused on the need to have all proposals cleared by the respective network, including the identification of a project lead, prior to submitting to the CEB for future consideration by the Steering Committee.
20. The Network:
 - a. Endorsed UNODC as the project lead for the Costing project and
 - i. Looked forward to receiving for consideration within a short time the detailed project implementation plan and budget;
 - ii. Agreed that the focus on the proposal should be on the costing element of the project, as organizations already have well-developed business case planning tools.
 - b. Agreed that the UN Secretariat should proceed with leading a review of the Portal project to further refine it prior to submission to the Network for approval.
 - c. Thanked the CEB Advisor on Finance and Budget and invited future exchanges once the project manager had arrived.
 - d. Agreed that a new initiative should be developed jointly by the ITAG and the UNDG ICT Tasking Team to support the implementation of the data communications study and the support to the scale-up of country-level ICT coherence activities.

5. Country-Level ICT Guidance

21. The Chair of the UNDG ICT Tasking Team (UNICEF) briefed the Network on its current activities, including the finalization of the country-level ICT guidance and scale-up documents, as well as the work plan for the next year, which included support to an approximately additional 19 countries that would be assessing common service functions.

6. ICT Special Interest Group Updates

22. The Chair of the SAP-SIG (WFP) noted that although the annual meeting is not scheduled until April 2010, two interim meetings (December 2009 and February 2010) explored common UN requirements that could be included into the standard modules of SAP, including employee self-service, E-recruitment and payroll processing. In addition, the members discussed the recent negotiations between SAP

and the UN Secretariat, especially any impact on maintenance pricing agreements that may apply across to other UN organizations.

23. The Chair of the CABIO (UNDP) provided an update on the recent meeting in February, which included review of the areas of talent management, business analytics and results-based management tools. One of the key action plans for both the vendor and the group were to explore establishing contractual arrangements through ICC instead of each agency negotiating individually. The chair noted that the next meeting is to be hosted by UNOPS in Copenhagen, and that the CABIO would seek a joint meeting with the SAP-SIG.
24. The Chair of the InfoSec-SIG (ITU) reviewed the recent activities of the working groups, as presented in the previously-distributed document, noting that progress had been made in the areas of awareness and incident response, but that the standards and policies working group still needed a leader. He indicated that the awareness working group was exploring a computer-based training (CBT) function that all staff could use, and expected to have a proposal shortly. All working groups were developing one and three year plans. During the discussion, many agencies recalled recent security incidents, and the importance of tracking them.
25. The InfoSec-SIG chair also noted that ITU Secretary-General has proposed raising the issue information security at the CEB, due to the threat this posed for member states.
26. The Chair of the ITAG (UN Secretariat) briefed the committee on the results of the recent meeting (February 2010), indicating that the Group focused on three main issues; the data communications study results, the procedure for determining the telecommunications standards for inclusion into the minimum operating security standards (MOSS) and the implementation of the IP version 6 (IPv6) for the UN system.
27. The ITAG chair reviewed the background and objectives of the data communications study, provided an overview of the study recommendations and noted that this topic would be covered in more detail in a separate section of the meeting.
28. The ITAG report then briefed the Network on the issues surrounding the telecommunications standards for MOSS, which had become de-linked from the normal processes between the Department of Safety and Security and the telecommunications advisory bodies, the ITAG and the Working Group on Emergency Telecommunications (WGET) of the InterAgency Standing Committee (IASC). In the past, all telecoms standards should be reviewed by the WGET and the ITAG, prior to adoption by the ICT Network. However, a recent security standard produced by DSS did not reference this process, which was discussed in the ITAG, which included DSS as a member. The ITAG requested the ICT Network to:

- a. Reaffirm that WGET and ITAG Remain the Reference Body for Telecoms Standards within the MOSS.
 - b. Recommend that WGET submit draft UN Emergency Telecommunications standards and guidelines to ITAG for endorsement and further adoption.
 - c. Recommend that WGET study the technical implications of the new MOSS document developed by DSS and provide inputs to ITAG
29. Moving to the IPv6 implementation, the ITAG chair informed the Network of the benefits of implementing IPv6, including in the area of information security, and suggested that a system-wide approach would prove beneficial, particularly when considering a global UN-system network. While noting that a migration to IPv6 would take several years, the process should begin soon. The ITAG, therefore, recommended that the ICT Network:
- a. Agree for the UN Secretariat to continue to take the lead;
 - b. Request that a working group led by the UN Secretariat and composed of UNDP, UNICEF and UNFPA, would collectively prepare a statement of work for implementation by mid-May, 2010;
 - c. Request that the working group prepare an implementation roadmap by the End of 2010.
30. The ITAG chair concluded his presentation by noting that the ITAG also heard a presentation by the chair of the WGET (OCHA), which included a summary of the recent WGET meeting. At that meeting, the WGET discussed further private-sector participation in the WGET at the technical level.
31. The ICT Network:
- a. Thanked the chair of the SAP-SIG and looked forward to future reports.
 - b. Thanked the chair of the CABIO and looked forward to future reports.
 - c. Thanked the chair of the InfoSec-SIG, called on all agencies to participate in its activities and looked forward to future reports.
 - d. Thanked the chair of the ITAG and:
 - i. Endorsed the Group's recommendations regarding the MOSS telecommunications standards;
 - ii. Endorsed the Group's recommendations regarding IPv6.

7. Other Business

32. **Maximizing Business Value of ICT:** The Network Chair noted that agencies and ICC had invested in the preparation of the report on the business value of ICT, and this investment should be preserved by agreeing to finalize its content. During the discussion, the CEB ICT Advisor summarized the content of the report and noted that although the report could stand on its own, its value would further improve by including case studies of individual agencies. During the discussion, agencies agreed that the report provided valuable advice and would consider participating as case studies.
33. The ICT Network thanked IAEA and the ICC for leading this study and agreed that agencies should utilize its guidance as appropriate.
34. **Common Directory :** The Chair (UNDP) of the Common Directory Governance Committee (CDGC) provided an update to the Network on its recent meeting, which considered the status of the implementation, any new directions and the membership of the Committee, referring to the circulated draft report. The CDGC Chair noted that approximately six agencies had already joined, and that several more, including the UN Secretariat, were in the process of performing the final technical steps necessary for establishing a connection. Furthermore, several agencies had reported the difficulty of creating a single, authoritative directory of e-mail addresses within their agencies as a constraint. In addition, the Committee learned that this project remained of high visibility within the UN system, and that all agencies were strongly encouraged to join as soon as possible.
35. The Committee requested the ICT Network to:
 - a. Call upon all agencies who have not already done so to expedite their connection to the common directory and that these agencies should;
 - i. Connect even if they can only provide access to a subset of their total contact dataset
 - ii. Provide the details of their connection status plans, including a timeframe for connecting, the constraints they face and resource requirements necessary to complete the connection.
 - b. Call on ICC, working with the CEB Secretariat, to take the lead in recommending a process for providing the information on the number of contacts contained within the common directory structure on a regular and timely basis.
36. During the discussion, several agencies indicated their continued interest in joining, and the Chair reported that the Committee recommended to the ICT Network that as many agencies join as possible, even if they could not provide a full dataset immediately; i.e. agencies should join with the data they have and make additional data available over time. The chair also noted that the Committee report was using

the CEB Personnel statistics as a guide, even though, for many agencies, the number of e-mail accounts far exceeds the number of official staff members.

37. The CDGC chair further reported that the committee did not have time to consider any new directions for the directory, for example as a mechanism for secure access to inter-agency applications, and that the priority would be on establishing access to all agencies. Finally, the Committee considered the need for rotation of members, and requested members of the ICT Network to consider serving on the Committee. During the discussion, both UNODC and UNHCR agreed to serve on the Committee
38. The ICT Network:
 - a. Thanked the Chair and Members of the Common Directory Governance Committee for the update.
 - b. Endorsed the conclusions of the Committee as noted above;
 - c. Welcomed UNODC and UNHCR to serve on the Committee according to its Terms of Reference.
39. **Planning for the next meeting**: The Network discussed the challenges of scheduling a meeting in September, especially due to the opening of the General Assembly debate and the schedule of the HLCM.
40. The ICT Network decided:
 - a. To propose to the ICC Management Committee to convene the meetings from August 31 to September 3, with the ICT Network meeting on August 31 and September 1;
 - b. To accept the invitation of the World Food Programme to host the meeting in Rome.
41. **Any other business**: The representative from the United Nations Environment Programme reported that their Sustainable UN (SUN) project had completed, after some delay, its survey on e-communications, and requested feedback on its contents prior to release. He noted that the purpose of the survey was to ascertain the capability of agencies to utilize communication technology to reduce travel, which remains the main component of the greenhouse gas emissions from UN agencies.
42. During the discussion, several agencies noted that the current ICT Network meeting, by including several agencies from Europe on a videoconference, provided an example of how these technologies could indeed result in reducing travel costs. Agencies also noted that implementing “green” data centres could also have an effect, and were more directly related to actual ICT activities, while reducing travel by utilizing communication technologies like videoconferencing depended more on agency administrative policy than technological capability.

43. The ICT Network:

- a. Thanked the representatives from UNEP for their presentation;
- b. Requested agencies to provide feedback to UNEP by April 9, 2010, so the survey could be released shortly after that.

List of Participants

Organization	Name	Title
UN	Ms. Angela Kane	Under Secretary-General, Department of Management and Chair, ICT Network
	Ms. Nicola Koch	Senior Programme and Management Analyst, Office of the Under-Secretary-General, Management
	Mr. Soon-Hong Choi	Assistant Secretary-General and Chief Information Technology Officer
	Mr. John Campbell	Chief, Infrastructure Management Services, OICT
	Mr. Rudy Sanchez	Director, Information Technology, DFS
	Mr. Chandramouli Ramanathan	Office of Information and Communication Technology, OICT
	Mr. Rolf Sjoberg	Field Operations Manager, DFS
ILO	Mr. Nadim Habra	Chief, Information Technology and Communications Bureau (ITCOM)
FAO	Mr. David Benfield	Director, Information Systems and Technology Division
UNESCO	Mr. Paulo Serra	Director, ADM/DIT
ICAO	Mr. James Wan	Chief, Information and Communication Technology
WHO	Mr. Hani Dodin	Senior Network Engineer
World Bank	Mr. Omar Baig	Manager, Information Solutions Group
	Mr. Scott Ligon	Manager, Information Solutions Group
IMF	Mr. Jonathan Palmer	Chief Information Officer
UPU	Mr. Pascal Kerboas [*]	Manager, Information Technology
ITU	Mr. Anders Norsker	Chief, Information Services Department
WMO	Mr. Nhan Tran Nguyen [*]	Chief, Information Technology Division
IMO	Mr. Vincent Job	Deputy Director / Head, Information Technology and Information Systems, Administrative Division
WIPO	Mr. Wei Lei	CIO, Information Communications and Technology Department
IFAD	Mr. Jose Stigliano	Director, ICT Division

^{*} Via Videoconference

Organization	Name	Title
UNIDO	Mr. Ferenc Demjen	Chief, Information Technology and Knowledge Management Section
IAEA	Mr. Charlie Havekost	CIO and Director, Division of Information Technology
WTO	Mr. Ghassan Karam	Director, Informatics Division
UNDP	Ms. Shirin Hamid	Chief Technology Officer, Bureau of Management
	Mr. Naoto Yamamoto	Chief, Enterprise Systems Section/Office of Information Systems & Technology
UNEP	Mr. John Kamea	ICT Advisor
	Mr. Shoa Ehsani	Division of Technology, Industry and Economics
UNHCR	Ms. Naginder Dhanoa	Director and CIO, DIST
UNRWA	Mr. Khaled Khader *	OiC, Information Systems Division
UNICEF	Mr. Stefan Zutt	Director, Information Technology Solutions and Services Division
UNFPA	Ms. Judy Ilag	Chief, Management Information Systems Branch
WFP	Mr. Ernesto Baca	CIO and Director, Information and Communications Technology Division
UNDCP/ UNODC	Mr. Phillip Kruss	Chief, Information Technology Section
CTBTO	Mr. Mensah Solomons	Chief, Network and Systems Support Section
ICC	Mr. Andreas Christoforides	Director
ICC-CPI	Mr. Ian Blacker	Chief, ICT Section, Information and Communication Technologies
ICJ	Mr. Guillaume Auber *	Head of IT Division
IOM	Ms. Dipti Pardeshi *	CIO, Information Technology and Communications
ITC	Mr. Gerry Lynch	Chief, ITSS
OHCHR	Mr. Christopher O'Connor	Chief, Information Management and Technology
OPCW	Mr. Marc Weidmann *	Head, Information Services Branch
PAHO	Mr. Lorne Murdoch	Area Manager, ITS
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Organization	Name	Title
UNFCCC	Mr. Ibrahim Al-Haifi	Chief of ICT, Information Services
UNJSPF	Mr. Paul Dooley	Chief, Information Management Systems Section
UNOPS	Mr. Kartsen Bloch	Director, Corporate Support Group & CIO
UNDG	Mr. Hani Shannak	Chair, UNDG ICT Tasking Team
CEB	Mr. Ken Herman	Senior Advisor on Information Management Policy Coordination