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Proposed programme budget for 2023

Programme planning

Proposed programme budget for 2023

Part VIII
Common support services

Section 29C
Office of Information and Communications Technology

Programme 25
Management and support services

Contents

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* A/77/50.
** In keeping with paragraph 11 of resolution 72/266 A, the part consisting of the programme plan and programme performance information is submitted through the Committee for Programme and Coordination for the consideration of the General Assembly.
*** In keeping with paragraph 11 of resolution 72/266 A, the part consisting of the post and non-post resource requirements is submitted through the Advisory Committee on Administrative and Budgetary Questions for the consideration of the General Assembly.

Please recycle

Foreword

Over the past two years, the way in which the United Nations operates has changed significantly, with a growing reliance on information and communications technology (ICT) solutions. The global workforce has needed to adapt swiftly to the changes brought about by the coronavirus disease (COVID-19) pandemic. Such changes have in many cases continued to be made in 2022 and to have an effect as we look forward to 2023.

Following management reforms, the Office of Information and Communications Technology has benefited from integrated organization and has been working to refine processes and internal operating modalities in order to continue the process of improvement catalysed and enabled by the reforms.

In 2023, to reap the benefits of wider reform efforts, the Office will continue to implement programmes to strengthen adherence to the Data Strategy of the Secretary-General for Action by Everyone, Everywhere, including by advancing digital transformation and enhancing interoperability, with the aim to allow for the effective flow of information throughout the Organization. The Office will also work to achieve a balance in the use of ICT, fostering agility while increasing coherence, and will continue its efforts to align ICT solutions and services with the Organization's needs and to support mandate implementation.

More efforts will be made in the area of cybersecurity in 2023, with the advancement of key Secretariat-wide projects to address shortcomings and mitigate risks in an environment in which cybersecurity threats continue to evolve and grow. Work will continue on network segmentation, which is critical to safeguarding data and key ICT solutions and services. In addition, the overall cybersecurity stance of the United Nations will be strengthened through the transition to an enterprise approach to cybersecurity that is tightly integrated into the ICT solutions in use, thereby increasing functionality and protection while decreasing complexity.

Effective, resilient, secure and efficient ICT solutions and services are built on effective governance, policy and accountability frameworks and informed by the business needs of entities and field operations globally. In 2023, the work to strengthen these foundational areas will continue, with an emphasis on monitoring and compliance, to increase coherence in the use of ICT through support for the Secretariat's compliance with policies, standards and reference architectures.

As the Organization continues its efforts to fully leverage the potential of information and communications technology, it is essential that we continue to engage constructively and collaborate efficiently to achieve the means to sustain and advance ICT in a manner that is commensurate with its growth and evolution globally.

(*Signed*) Bernardo **Mariano**, **Junior**
Assistant Secretary-General
Office of Information and Communications Technology

A. Proposed programme plan for 2023 and programme performance in 2021

Overall orientation

Mandates and background

29C.1   The Office of Information and Communications Technology is responsible for the delivery of information and communications technology (ICT) in the United Nations. The mandate derives from the priorities established in relevant General Assembly resolutions and decisions, including resolutions 63/262 and 72/266 B. The impact of the coronavirus disease (COVID-19) pandemic has demonstrated the importance of ICT in supporting business continuity and mandate delivery across the Secretariat and in intergovernmental bodies.

Strategy and external factors for 2023

29C.2   In 2023, the Office will continue to implement programmes that support the strategic goals of ensuring an environment where interoperability allows information to flow effectively throughout the Organization, facilitating coherent and integrated mandate implementation, where ICT is leveraged as a critical operational and strategic enabler for the work of the United Nations and where the Organization is protected from rapidly escalating cybersecurity threats.

29C.3   Almost every aspect of the work undertaken in the United Nations relies on technology. The Office continues to provide resilient and secure global network and ICT systems, platforms and applications that enable collaboration and communication across the Secretariat and throughout the wider United Nations common system. As a principle of management reform, an effective balance between centrally provided enterprise services and solutions and those provided closest to the point of delivery is critical. In 2023, the Office will ensure that ICT operational capabilities are preserved, secured and resilient. The Office will also support mandate delivery by Secretariat entities through the development and deployment of innovative technologies and data services and solutions that facilitate their programmatic delivery.

29C.4   As demonstrated during the move to extended remote working arrangements during the COVID-19 pandemic, the adoption of enterprise platforms that are cloud-based, where United Nations personnel can collaborate and connect regardless of their location, proved critical for the Organization as it adapted to new internal ways of working. The shift to enterprise platforms from legacy applications will continue, leading to a more cohesive, coherent, and resilient ICT ecosystem, as will the shift to cloud-based services. As these services evolve and become ubiquitous, they will be combined with innovative and frontier technologies to provide a more effective user experience and increased interoperability. It should be noted, however, that the increased use of technology exposes the United Nations to additional risks and threats. The Office will therefore continue to adopt a balanced approach, taking into account policy, people, cybersecurity and operational delivery.

29C.5   In the specific context of cybersecurity, which forms one of the core areas of the Office's work, challenges continue to grow in scale, pervasiveness and complexity. In response, the Office has adopted a more effective and efficient approach to intruder detection and has initiated plans to implement proactive threat-hunting capabilities that will replace the reactive intrusion detection systems that were used previously. This transition is designed to reduce reliance on outsourced services and strengthen internal capacity, while a clear focus is kept on United Nations operations. Other key programmes of work requiring significant effort, including network segmentation, which is instrumental in containing threats and limiting the impact of successful attacks, are also under way.

29C.6   The Office will support efforts to transform the Organization into one that more effectively uses data and information to support decision-making and inform strategic direction. This work will be aligned with the Data Strategy of the Secretary-General for Action by Everyone, Everywhere as one

component of the Secretary-General's "quintet of change". The effective use of data across the Secretariat requires cross-cutting efforts, with the Office leading any such efforts relating to technology and the establishment of services and capacities that support the use of data in advancing the programmes of the Organization. While contributing to many of the related work streams, the Office will take the lead in the creation of technology enablers that support the exchange, reconciliation, storage and governance of data. Analytics and data solutions will also continue to be implemented, and associated standards and architecture will be formulated to achieve a consistent approach to data. Efforts will be made to improve the use of data at both the strategic and tactical level of the United Nations, with enterprise reporting as a complement to self-service reporting at the point of delivery. The Office will also support areas such as policy formulation and the governance of information management. The continued shift to cloud-based services will also be instrumental to the implementation of the Data Strategy, because such services reduce barriers to combining and sharing data, and enable multiple entities within the Secretariat, as well as Member States and partners, to contribute to and improve data sets in all areas of United Nations work.

29C.7   Innovation is one of the Office's core areas of work, and the Office will continue to provide access to technologies that can support a wide range of needs across the United Nations. Frontier technologies, such as artificial intelligence, blockchain and computer vision, will support the work of the Organization and mandate delivery globally, such as through the use of machine-learning computer systems to reduce manual work. Conversational artificial intelligence has already been applied to ensure more intuitive and efficient access to information. These solutions are designed to be foundational, to ensure that they can be integrated into the various systems in use across the Organization.

29C.8   The Office will advance its work in digital transformation, strengthening project and programme management to ensure that all ICT- and data-related projects are implemented in accordance with prevailing industry project and programme management methodologies. The Office will also systematize the management of relationships with partners both within the Secretariat and externally.

29C.9   Reflecting the importance of continuous improvement and responding to the needs and requests of Member States, the proposed programme plan for 2023 continues to incorporate lessons learned and best practices related to the adjustments to and adaptation of the programme owing to the COVID-19 pandemic. At the same time, it is assumed that those operational conditions have improved and allow for mandate implementation through formerly established approaches. Any modifications to planned deliverables would be in pursuance of the objectives, strategies and mandates and would be reported as part of the programme performance information.

29C.10   With regard to inter-agency coordination and liaison, the Office will continue to collaborate with agencies, funds and programmes, in accordance with General Assembly resolution 69/262. This will be done through the United Nations System Chief Executives Board for Coordination Digital and Technology Network, which is co-chaired by the Assistant Secretary-General/Chief Information Technology Officer and serves as a structured mechanism to collaborate, harmonize and explore possibilities for shared ICT services. The Office will also continue to ensure access to Secretariat platforms for personnel from United Nations agencies, funds and programmes, in order to facilitate collaboration across the larger United Nations common system and support coherence in mandate delivery.

29C.11   With regard to the external factors, the overall plan for 2023 is based on the planning assumption that adequate and sustainable funding is required for the Office to support mandate delivery by the global Secretariat.

29C.12   The Office integrates a gender perspective in its operational activities, deliverables and results, as appropriate. The Office will continue to work with the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women) and the Office of Human Resources on efforts to improve outreach to increase the participation of women in ICT throughout the Secretariat.

29C.13   In line with the United Nations Disability Inclusion Strategy, the Office will continue to improve the accessibility of enterprise applications and public information websites for persons with disabilities,

including by adding functionality to, remediating or configuring existing websites and applications in accordance with the established Accessibility Guidelines for United Nations Websites.

Programme performance in 2021

Impact of the pandemic

29C.14   The continuation of the COVID-19 pandemic into 2021 had an impact on the implementation of mandates, in particular owing to travel restrictions, which led to delays in the conduct of cybersecurity assessments in field missions, for which strengthened cybersecurity protection may be needed, and in the support for the development of the peacekeeping technology strategy under subprogramme 1. It also affected the deployment of fuel and rations management scanners to field missions under subprogramme 3 and the deployment of the Unite Aware platform to two additional peace operations under subprogramme 2. Furthermore, the data symposium was cancelled, which resulted in subprogramme 1 stepping up its efforts to coordinate data awareness and outreach activities across the Secretariat.

29C.15   In order to support Member States on issues related to the COVID-19 pandemic, within the overall scope of the objectives, the Office also addressed a number of complex issues related to interoperability, information security and information management, which proved instrumental in ensuring that the work of the Organization and its support to Member States could continue uninterrupted.

Legislative mandates

29C.16   The list below provides all mandates entrusted to the programme.

General Assembly resolutions

63/262	Information and communications technology, enterprise resource planning, and security, disaster recovery and business continuity	71/272 B, sect. III	Special subjects relating to the programme budget for the biennium 2016–2017: status of implementation of the information and communications technology strategy for the United Nations
69/262, sect. II	Questions relating to the programme budget for the biennium 2014–2015: information and communications technology in the United Nations	72/262 C, sect. I	Special subjects relating to the programme budget for the biennium 2018–2019: status of implementation of the information and communications technology strategy for the United Nations
70/248 A, sect. V	Special subjects relating to the proposed programme budget for the biennium 2016–2017: information and communications technology in the United Nations		

Deliverables

29C.17   Table 29C.1 lists all cross-cutting deliverable of the programme.

Table 29C.1

Cross-cutting deliverables for the period 2021–2023, by category and subcategory

Category and subcategory	*2021 planned*	*2021 actual*	*2022 planned*	*2023 planned*
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	–	–	–	–
1. Report of the Secretary-General on the status of implementation of the information and communications technology strategy for the United Nations	–	–	–	1
Substantive services for meetings (number of three-hour meetings):	**3**	**3**	**3**	**3**
Meetings of				
2. The Fifth Committee	1	1	1	1
3. The Committee for Programme and Coordination	1	1	1	1
4. The Advisory Committee on Administrative and Budgetary Questions	1	1	1	1

Evaluation activities

29C.18   The evaluations of the accountability system of the United Nations Secretariat with regard to its enterprise information systems and the review of the management of data classification and data privacy in the Secretariat, completed by the Office of Internal Oversight Services (OIOS) in 2021, have guided the proposed programme plan for 2023.

29C.19   The results and lessons of the evaluations referenced above have been taken into account for the proposed programme plan for 2023.

29C.20   As part of the review of the management of data classification and data privacy in the Secretariat, recommendations were made for a number of actions to strengthen data classification and privacy arrangements for the Secretariat. In the area of data classification, a technical procedure has been established for classifying data managed in ICT applications throughout the different stages of an application's life cycle. A technical procedure was also established to identify the roles and responsibilities in the process. The procedure refers to and provides support for the planned results under subprogramme 1 in the area of seamless data access for all personnel and the management of master data. With regard to privacy, the Office is working closely with United Nations entities in an effort led by the Office of Legal Affairs to develop a data protection and privacy policy for the Organization that would serve as a basis for guiding the implementation of the recommendations listed in the OIOS report.

29C.21   An evaluation of compliance with established standards and procedures for ICT efficiency, interoperability and cybersecurity is planned for 2023.

Programme of work

Subprogramme 1
Strategy and technology innovation

Objective

29C.22   The objective, to which this subprogramme contributes, is to enhance an innovative, secure, unified digital space for the United Nations.

Strategy

29C.23   To contribute to the objective, the subprogramme will continue to focus on the establishment of strategies, policies and governance, including the development of a new information and communications technology strategic framework, the establishment of technical procedures and guidelines, and a review of standards and architecture. Specifically, the subprogramme will:

(a)   Provide advisory services covering information technology, innovation and information management, including cybersecurity management services;

(b)   Develop technology road maps to envisage and define how United Nations technologies should be implemented, taking into account organizational needs, as well as strategic direction and innovation;

(c)   Work closely with United Nations clients to identify their key data, information and technology requirements or challenges and, in close collaboration with internal and external partners, provide innovative, integrated and secure technology solutions, such as artificial intelligence, machine learning and distributed ledger technology, and an enabling environment to meet clients' needs;

(d)   Support United Nations entities in reducing the level of risk to the image, resources, data, operations and safety of the personnel and assets of the United Nations and ensure that information security risks do not hamper efforts to implement United Nations mandates or adversely affect support to Member States, through the provision of specific security guidance, the performance of system security reviews and the conduct of information security awareness training;

(e)   Promote information security campaigns and the use of advanced security features, support and implement security measures, and strengthen proactive threat management capabilities;

(f)   Establish the open source programme, which is primarily aimed at advancing the adoption and use of open source technology, establishing effective and efficient processes for leveraging incoming and outgoing community contributions and connecting with the ever-growing networks of the open source community operating in the public and private sectors;

(g)   Promote the effective use of data, facilitate access to data across the Organization by leveraging modern technology, strengthen data literacy by co-leading the implementation of the Data Strategy of the Secretary-General and govern information and data management.

29C.24   The above-mentioned work is expected to result in:

(a)   Better awareness of innovation techniques and new technologies, and increased capacity for Secretariat entities to deliver on mandates;

(b)   The strengthened resilience of the Organization, better awareness of threats by end users and the reduced vulnerability of the digital data and infrastructure of the United Nations;

(c)   Integrated, secure and innovative use of information and data by departments and offices;

(d)   A coherent ICT landscape in the Secretariat through compliance with policies, procedures and guidelines as well as common standards, strategies and architecture.

Programme performance in 2021

Enhanced data sharing and reduced risk of security breaches

29C.25   In 2020 and 2021, the subprogramme worked on data policies and technical procedures to support consistent data practices and data sharing, and started development on a unified data architecture for the Organization. This work was undertaken under the technology environment pillar of the Data Strategy of the Secretary-General, with a view to achieving the Secretary-General's vision of a whole-of-United Nations ecosystem for the better discovery, use and protection of the Organization's data assets. In the area of information security, to reduce the level of risk of security breaches, the subprogramme developed a global incident response capability and performed information security

assessments. This has created opportunities for using new technologies to support innovation and data sharing, while also ensuring that the appropriate level of security is applied to reduce the risk to data and assets across the Organization.

29C.26   Progress towards the objective is presented in the performance measure below (see table 29C.2).

Table 29C.2
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)
Reduction of the Organization's exposure to security risks through the establishment of the global incident response capability and the conduct of information security assessments	• Adoption by departments of new data policies and procedures, such as the data classification technical procedure, which streamlines the data-sharing process to improve decision-making • Improved access to and sharing of information across the Organization through the information management framework	Reduction of the Organization's exposure to security risks through the conduct of information security assessments

Planned results for 2023

Result 1: mainstream the use of artificial intelligence

Programme performance in 2021 and target for 2023

29C.27   The subprogramme's work contributed to United Nations offices and departments having access to seven additional artificial intelligence capabilities and to conversational artificial intelligence capabilities allowing them to obtain information from multiple sources more easily, more precisely and with better context, which met the planned target.

29C.28   Progress towards the objective and the target for 2023 are presented in the performance measure below (see table 29C.3).

Table 29C.3
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
• Building of United Nations context-aware language understanding capabilities • Development of artificial intelligence-based chatbot prototype, Alba	• Users have access to conversational artificial intelligence to find information • Availability of 9 artificial intelligence capabilities for offices and departments	• Availability of 7 additional artificial intelligence capabilities (COVID-19 acronyms in the United Nations Terminology Database, the Knowledge Gateway platform, information sensitivity,	Availability of conversational artificial intelligence in 3 official languages of the United Nations	Adoption and use by client departments of new conversational artificial intelligence interfaces, including short message service (SMS) texting and Amazon Alexa, in their operations

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
		personal preparedness, document search in Microsoft Teams and events at United Nations duty stations) for offices and departments • Inclusion of conversational artificial intelligence capabilities in applications (e.g. the website of the United Nations Information System on the Question of Palestine)		

Result 2: seamless access to United Nations data for all personnel

Programme performance in 2021 and target for 2023

29C.29   The subprogramme's work contributed to providing entities, including the Office for Disarmament Affairs, the Economic and Social Commission for Asia and the Pacific (ESCAP) and the Travel Section of the Department of Operational Support, with access to authoritative data sets supporting decision-making processes, which met the planned target.

29C.30   Progress towards the objective and the target for 2023 are presented in the performance measure below (see table 29C.4).

Table 29C.4
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
–	–	Users in 3 entities (the Office for Disarmament Affairs, ESCAP and the Travel Section of the Department of Operational Support) have access to authoritative data sets supporting decision-making processes	An additional 6 entities have access to authoritative data sets which help users in a wide array of decision-making processes	Data catalogue becomes an integral component of the enterprise data architecture and is accessible to 10 entities for decision-making

Result 3: enhanced management of the Organization's master data

Proposed programme plan for 2023

29C.31   In the Data Strategy of the Secretary-General, emphasis is placed on the important role of master data in achieving higher quality data and better interoperability. Master data is the core data used in multiple applications and processes across the Organization. The management of master data involves the application of best practices and methods to define and establish a single, trusted view of data throughout the Organization. The subprogramme conducted an analysis of the current state of master data management in the Organization, identified key stakeholders and completed a proposal for a master data management framework.

Lessons learned and planned change

29C.32   The lesson for the subprogramme was that the lack of centralized management of master data resources reduced the ability to utilize and repurpose the full scope of data assets in the Organization. In applying the lesson, the subprogramme will strengthen the data ecosystem by providing a master data management platform that is both aligned with the Data Strategy of the Secretary-General and integrated with the data exchange platform, in order to reinforce the data collection and consolidation, data stewardship and data quality processes. A central platform for managing master data will improve data consistency and accuracy, minimize the duplication of master data sets and, most importantly, promote a common understanding on the use of the data.

29C.33   Expected progress towards the objective is presented in the performance measure below (see table 29C.5).

Table 29C.5
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
–	–	Assessment of the current status of master data in the Organization to identify departments' master data sets	Initial master data registry available for users to access	Departments and offices have access to improved master data that have been assessed to ensure consistency and accuracy, minimizing duplication and enabling a common understanding of the use of data

Deliverables

29C.34   Table 29C.6 lists all deliverables of the subprogramme.

Table 29C.6
Subprogramme 1: deliverables for the period 2021–2023, by category and subcategory

Category and subcategory

E. Enabling deliverables

> **Information and communications technology**: ICT and information management policies and standards; enterprise architecture framework and compliance oversight mechanism; analytics and innovation guidelines for oversight and accountability; analytics and frontier technology solutions accessible to Secretariat entities; repeatable technology solutions and conversational artificial intelligence solutions; expert advice to Secretariat entities on information management; policies and procedures for data privacy and mechanisms for oversight of adherence to data privacy principles; disaster recovery plan for critical systems; and information security framework across Secretariat entities, comprising a framework document on information security and security assessment of systems and entities.

Subprogramme 2
Operations support

Objective

29C.35   The objective, to which this subprogramme contributes, is to achieve an optimized ICT infrastructure and technology environment for all United Nations entities, within which the Organization's global technology solutions, systems and applications are used securely and in an intuitive manner.

Strategy

29C.36   To contribute to the objective, the subprogramme will continue to implement and upgrade enterprise systems and infrastructure to enable the Secretariat and Member States to effectively deliver on the Organization's work. Specifically, the subprogramme will:

(a)   Enable broader collaboration and the sharing of information by implementing global enterprise solutions that give users a single place to meet, communicate, share files and collaborate within the larger United Nations common system;

(b)   Enable enterprise systems and infrastructure to operationalize the Data Strategy of the Secretary-General by implementing self-service analytics and other advanced analytics tools;

(c)   Implement and support other data-driven initiatives, such as the Unite Aware situational awareness technology platform, which will continue to be rolled out globally and will support data-driven decision-making by senior management in peace operations;

(d)   Continue to implement hybrid cloud hosting, which is transforming how the Organization hosts its data and applications, and consolidate the Organization's data, primarily in a United Nations-managed cloud environment;

(e)   Create a cross-cutting client service desk approach to carry out the Secretariat's customer relationship management activities and to provide around-the-clock support for enterprise applications such as Umoja, Inspira and Unite Mail;

(f)   As requested by Member States, support intergovernmental meetings through a hybrid model that caters to both in-person and remote participants.

29C.37   The above-mentioned work is expected to result in:

(a)   The facilitation of mandate delivery by Secretariat entities by a modern, resilient and secure global ICT infrastructure;

(b)   Greater collaboration across the United Nations common system that supports the Secretariat in the execution of its mandates with greater agility;

(c)   A modern and secure technology environment that provides simplified access to the Organization's data and serves as the foundation for the Data Strategy of the Secretary-General;

(d)   An expanded and highly capable cadre and user base that is familiar with the systems and processes to create data-driven insights and present data-driven information for decision makers in an optimal way;

(e)   Timely resolution of incidents and service requests, with end users expressing increased satisfaction with ICT enterprise services, which serves to increase engagement and communication with clients;

(f)   Improvements in the access to complex intergovernmental meetings, such as in respect of remote participation, the access of secretariat services to verbatim report-writing and translation, and the access of other audiences to interpretation, broadcasting and webcasting capabilities.

Programme performance in 2021

Technology towards a connected United Nations

29C.38   The rapid move to remote working in many duty stations due to the COVID-19 pandemic highlighted the criticality of ICT to support the business continuity and mandate delivery of the United Nations. The subprogramme delivered fit-for-purpose ICT infrastructure and platforms that allowed the Organization to connect, collaborate and communicate, utilizing a suite of collaboration and communication tools such as Unite Mail and Unite Workspace. Specifically, the subprogramme enhanced its client service desk approach, including by providing around-the-clock support for enterprise applications such as Umoja, Inspira and Unite Mail, enabling the Secretariat to thrive as a digital workforce, while contributing to an increase in customer satisfaction with Unite Service Desk services.

29C.39   Progress towards the objective is presented in the performance measure below (see figure 29C.I).

Figure 29C.I
Performance measure: percentage of customers satisfied with services delivered (annual)
(Percentage)
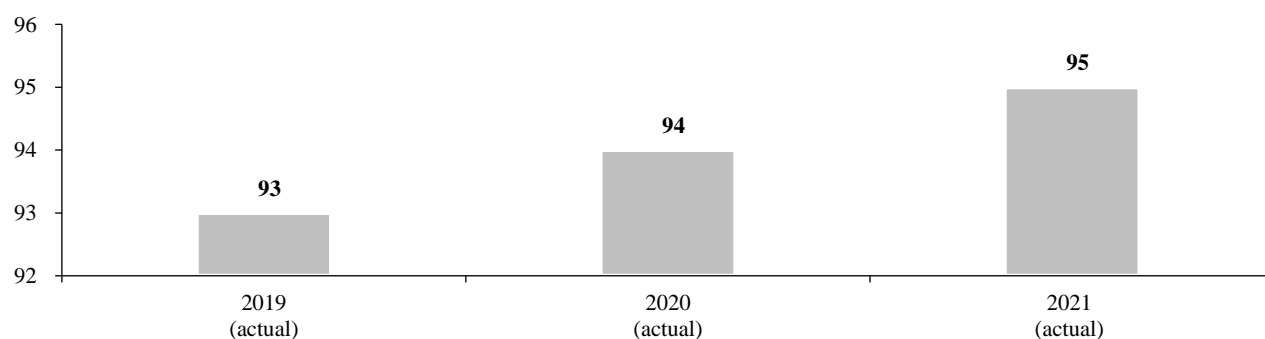
Planned results for 2023

Result 1: improved collaboration

Programme performance in 2021 and target for 2023

29C.40   The subprogramme's work contributed to the enhanced ability of clients to communicate, collaborate and perform self-service analytics in a timely manner through the deployment of Microsoft Teams, SharePoint, cloud services and related technologies, which met the planned target.

29C.41   Progress towards the objective and the target for 2023 are presented in the performance measure below (see table 29C.7).

Table 29C.7
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
Unite Service Desk consolidated further tier 1 service desks; resolution time decreased by more than 50 per cent; and Unite Service Desk achieved an all-time high average customer satisfaction rate of 93 per cent	Clients have access to real time solutions, including the new collaborative tools, to resolve issues quickly	Enhanced ability of clients to communicate, collaborate and perform self-service analytics	Clients have improved access to real-time solutions and collaboration tools, including use of artificial intelligence and machine-learning methods	Clients repurpose artificial intelligence and machine-learning tools to serve bespoke use cases and needs, to enable data-driven decision-making

Result 2: enhanced situational awareness for decision makers

Programme performance in 2021 and target for 2023

29C.42   The subprogramme's work contributed to continued situational awareness in the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA) by providing a secure and centralized solution to capture critical information related to incidents, events and activities in field missions, which decision makers could use to manage crisis situations, which did not meet the planned target regarding the availability of the Unite Aware platform to two additional peace operations. The target was not met because of continuing challenges pertaining to COVID-19, such as the inability to travel to locations to support implementation and missions' realignment of resources to address more urgent needs.

29C.43   Progress towards the objective and the target for 2023 are presented in the performance measure below (see table 29C.8).

Table 29C.8
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
MINUSCA pilot of Unite Aware platform	Availability of Unite Aware platform in MINUSCA	Continued situational awareness in MINUSCA, including new modules for medical situational awareness and further online training modules made available on the platform	Availability of Unite Aware platform to 4 additional peace operations	Availability of Unite Aware platform to 3 additional peace operations

Result 3: modernization of voice communications

Proposed programme plan for 2023

29C.44 The United Nations has a voice communications network consisting of many Private Automatic Branch Exchange and IP telephony systems that provide desktop extensions and voice services to United Nations staff. These telephony systems are costly and became underutilized during the COVID-19 pandemic as staff moved to digital platforms and worked remotely.

Lessons learned and planned change

29C.45 The lesson for the subprogramme was that ICT services need to be moved online, in order to provide users with a similar and intuitive digital experience that supports mobility and a hybrid working environment and enable the greater inclusion of people with disabilities. In applying the lesson, the subprogramme will migrate the existing legacy telephony system from United Nations Headquarters in New York to the online Microsoft Teams Phone System. This system will be cost-effective and will be integrated into the Microsoft Teams platform currently used by staff for collaboration and meetings, and will provide all the features required to replace the legacy telephony system, including with regard to placing local and international calls.

29C.46 Expected progress towards the objective is presented in the performance measure below (see figure 29C.II).

Figure 29C.II
Performance measure: number of users with access to desktop telephone services using Microsoft Teams
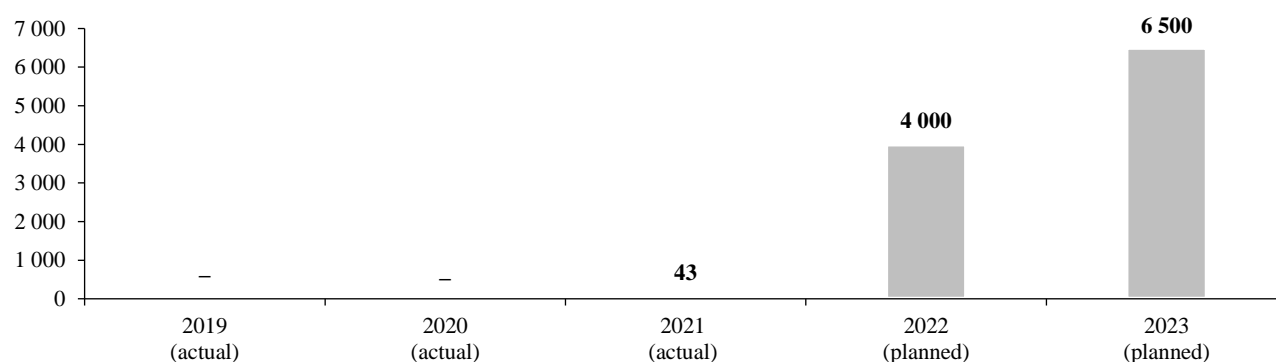
Deliverables

29C.47 Table 29C.9 lists all deliverables of the subprogramme.

Table 29C.9
Subprogramme 2: deliverables for the period 2021–2023, by category and subcategory

Category and subcategory	2021 planned	2021 actual	2022 planned	2023 planned
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	**33 434**	**33 230**	**33 251**	**33 500**
Meetings of intergovernmental and expert bodies globally	33 434	33 230	33 251	33 500
E. Enabling deliverables				
Information and communications technology: hardware and infrastructure, and software and applications.				

Subprogramme 3
Enterprise solutions

Objective

29C.48   The objective, to which this subprogramme contributes, is to ensure effective and efficient implementation of the mandates of Secretariat entities.

Strategy

29C.49   To contribute to the objective, the subprogramme will:

(a)   Continue to develop bespoke applications and software solutions that support mandate delivery and the Sustainable Development Goals by partnering with Secretariat entities, including online platforms designed for the Sendai Framework for Disaster Risk Reduction 2015–2030 and used by the United Nations Office for Disaster Risk Reduction, and solutions used by the United Nations Environment Programme (UNEP) to combat plastic pollution in rivers;

(b)   Enhance identity management by leveraging cloud technology, implement application integration through electronic data exchanges, upgrade service management solutions, enhance talent management, manage the United Nations safety and security information systems, and support enterprise web content management and knowledge management solutions;

(c)   Continue to work with Umoja on uniformed capabilities management and fundraising solutions.

29C.50   The above-mentioned work is expected to result in:

(a)   Users enabled to operate applications and equipment with one single identity;

(b)   Further automation of administrative support processes;

(c)   Faster recruitment and onboarding of personnel;

(d)   Increased availability of information for professional security officers to perform their duties of protecting United Nations personnel across the United Nations system;

(e)   More timely reimbursements to troop- and police-contributing countries;

(f)   Facilitation of contributions to the Sustainable Development Goals through technology solutions, as articulated by programmatic mandates;

(g)   Improved information-sharing between and among the Organization's stakeholders, including enhanced coordination and cooperation within and across the Secretariat and the broader United Nations system.

Programme performance in 2021

Database of acts of violence against United Nations personnel serving in peacekeeping operations

29C.51   In response to serious concerns and challenges with regard to bringing perpetrators of violence against United Nations personnel to justice, the Security Council, in its resolution 2589 (2021), called for the establishment of a comprehensive online database of cases related to the killing of and all acts of violence against United Nations personnel serving in peacekeeping operations. In the same year that the resolution was adopted, the subprogramme partnered with the Department of Peace Operations and completed information-gathering and analysis of requirements, conducted scoping, determined feasibility and assessed ways to ensure the protection of sensitive information. This enabled the identification of an appropriate information management solution to implement resolution 2589 (2021) effectively.

29C.52   Progress towards the objective is presented in the performance measure below (see table 29C.10).

Table 29C.10
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)
–	–	Information management solution identified to establish an online database of cases related to the killing of and all acts of violence against United Nations personnel serving in peacekeeping operations

Planned results for 2023

Result 1: United Nations external partners to collaborate with the Organization on any device from any location

Programme performance in 2021 and target for 2023

29C.53   The subprogramme's work facilitated access for 10,250 external accounts of United Nations partners, which exceeded the planned target of a total of 5,676 accounts.

29C.54   Progress towards the objective and target for 2023 is presented in the performance measure below (see figure 29C.III).

Figure 29C.III
Performance measure: number of external accounts of authorized United Nations partners (cumulative)
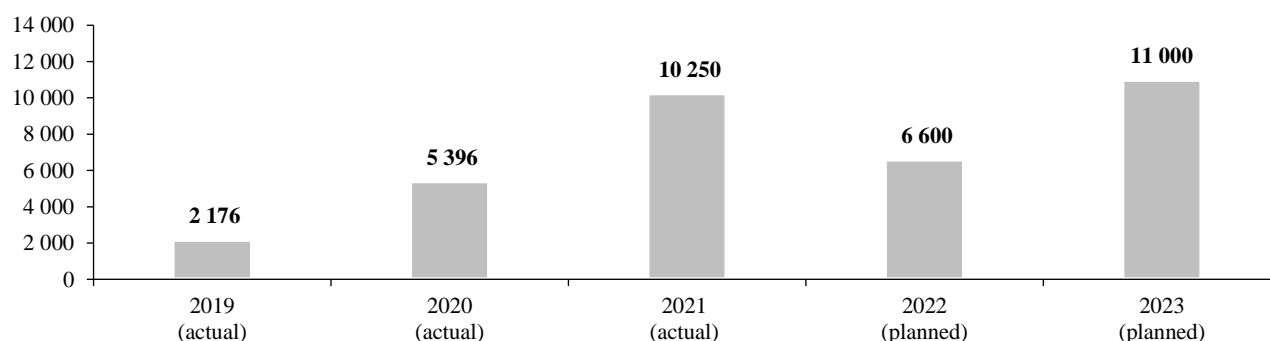
Result 2: timely custom information technology solutions for mandate delivery

Programme performance in 2021 and target for 2023

29C.55   The subprogramme's work contributed to providing three additional ICT solutions to support the mandate delivery of the United Nations Office for Disaster Risk Reduction, UNEP and the United Nations Office on Drugs and Crime (UNODC), which met the planned target.

29C.56   Progress towards the objective and the target for 2023 are presented in the performance measure below (see table 29C.11).

Table 29C.11
Performance measure

2019 (actual)	2020 (actual)	2021 (actual)	2022 (planned)	2023 (planned)
–	• Technology Facilitation Mechanism in use by the Department of Economic and Social Affairs • FeedUP@UN in use by the Economic Commission for Europe • Fourth edition of Sendai Framework monitoring solution in use by the United Nations Office for Disaster Risk Reduction	• Making Cities Resilient campaign in use by the United Nations Office for Disaster Risk Reduction • Global Partnership on Marine Litter in use by UNEP • Data collection and analysis platform in use by UNODC	Three additional information technology solutions available to support mandate delivery by Secretariat entities	Three additional information technology solutions available to support mandate delivery by Secretariat entities

Result 3: enhanced standards, security, multilingualism and accessibility of United Nations public information websites

Proposed programme plan for 2023

29C.57   ICT standards and compliance requirements for public websites constantly evolve to meet the needs of the Organization, the public website authors and diverse audiences. The enterprise web content management platform provides public website authoring entities in the Organization with the ability to more easily deploy new websites that are compliant in the areas of information security, usability, United Nations branding, multilingualism and accessibility for persons with disabilities. Use of the platform allows authoring entities to manage the content of their public websites without the need for specialized technical skills, while leveraging economies of scale for platform support and operations. The subprogramme has onboarded seven public websites on the Enterprise Content Management platform in 2021 for: the Security Council Committee established pursuant to resolution 1373 (2001) concerning counter-terrorism; the Office of the United Nations Ombudsman and Mediation Services; the Office of the Special Adviser on Africa; the Department of Economic and Social Affairs, on forest financing; the Office for Disarmament Affairs, on the United Nations Platform for Nuclear-Weapon-Free Zones; the Office for Outer Space Affairs, on space sustainability; and the Office of Legal Affairs, on ocean affairs and the law of the sea.

Lessons learned and planned change

29C.58   The lesson for the subprogramme was to identify opportunities for improving the user experience of the enterprise platform for managing public websites and to shift the paradigm of delivering enhancements to a more iterative and agile approach in which continuous improvements are made to security, branding, accessibility and multilingualism compliance. In applying the lesson, the subprogramme will migrate public websites from legacy platforms to the enterprise platform, which is continually evolving to address new standards, compliance requirements and projects, to onboard seven additional websites per year.

29C.59   Expected progress towards the objective is presented in the performance measure below (see figure 29C.IV).

Figure 29C.IV
Performance measure: number of websites hosted on the Enterprise Content Management platform
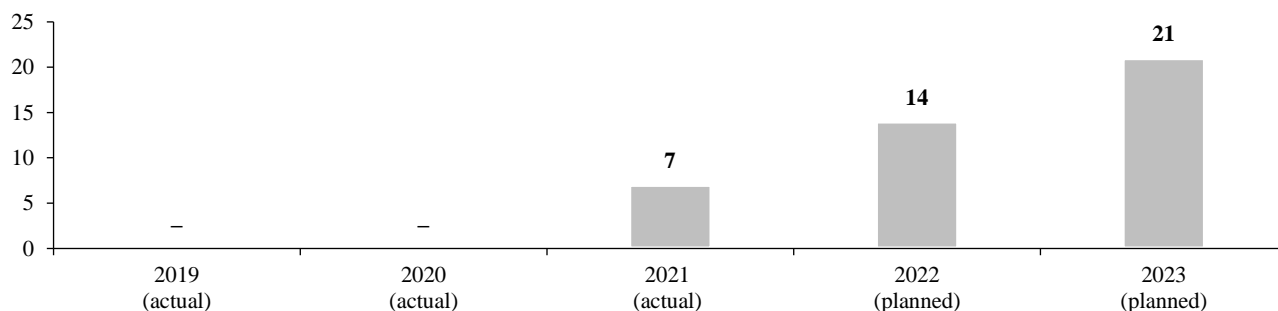
Deliverables

29C.60   Table 29C.12 lists all deliverables of the subprogramme.

Table 29C.12
Subprogramme 3: deliverables for the period 2021–2023, by category and subcategory

Category and subcategory

E. Enabling deliverables

Information and communications technology: content management, communications and collaboration solutions to all Secretariat personnel and external partners; ongoing development and support for the enterprise web management platform, including security, standards and multilingualism compliance, used by Secretariat entities, field missions and permanent missions; enterprise talent and performance management solutions for around 55,000 users; Umoja support, including uniformed capabiliti es management and fundraising functionality; support of service management solutions for approximately 25,500 users; safety and security solutions for 60,000 users; solutions to implement Security Council resolution 2589 (2021) in tracking crimes committed against United Nations peacekeepers; solution for the recruitment of local police by the United Nations police in peacekeepin g operations; integration of the misconduct case tracking system with the Inspira recruitment system to strengthen the Organization's efforts in combating all types of misconduct; business intelligence capabilities to enable field missions to enhance their op erational efficiency and strategic planning; solutions to support the mandate delivery of progr ammatic entities such as the United Nations Office for Disaster Risk Reduction, UNEP and UNODC; application integration mechanism used by 52 applications.

B.   Proposed post and non-post resource requirements for 2023

Overview

29C.61   The proposed regular budget resources for 2023, including the breakdown of resource changes, as applicable, are reflected in tables 29C.13 to 29C.15.

Table 29C.13
Overall: evolution of financial resources by object of expenditure
(Thousands of United States dollars)

| Object of expenditure | 2021 expenditure | 2022 appropriation | Changes | | | | | 2023 estimate (before recosting) |
			Technical adjustments	New/ expanded mandates	Other	Total	Percentage	
Post	26 628.0	25 303.7	41.5	–	13.7	55.2	0.2	25 358.9
Other staff costs	1 133.4	1 808.7	–	–	–	–	–	1 808.7
Consultants	102.8	96.9	–	–	–	–	–	96.9
Travel of staff	12.1	136.3	–	–	(1.0)	(1.0)	(0.7)	135.3
Contractual services	11 799.1	12 526.2	(3.1)	–	(1.0)	(4.1)	–	12 522.1
General operating expenses	7 409.7	11 061.2	–	–	–	–	–	11 061.2
Supplies and materials	16.6	72.4	–	–	–	–	–	72.4
Furniture and equipment	5 850.3	1 685.1	–	–	(11.7)	(11.7)	(0.7)	1 673.4
Total	**52 952.1**	**52 690.5**	**38.4**	**–**	**–**	**38.4**	**0.1**	**52 728.9**

Table 29C.14
Overall: proposed posts and post changes for 2023
(Number of posts)

	Number	Details
Approved for 2022	182	1 ASG, 1 D-2, 6 D-1, 16 P-5, 23 P-4, 35 P-3, 11 P-2/1, 16 GS (PL), 71 GS (OL), 2 LL
Redeployment (geographical)	–	1 P-5 from Vienna to Valencia, Spain, in subprogramme 1 1 P-2 from Bangkok to Valencia in subprogramme 3
Proposed for 2023	182	1 ASG, 1 D-2, 6 D-1, 16 P-5, 23 P-4, 35 P-3, 11 P-2/1, 16 GS (PL), 71 GS (OL), 2 LL

Note: The following abbreviations are used in tables and figures: ASG, Assistant Secretary-General, GS (OL), General Service (Other level); GS (PL), General Service (Principal level); LL, Local level.

Table 29C.15
Overall: proposed posts by category and grade
(Number of posts)

Category and grade	2022 approved[a]	Changes					2023 proposed
		Technical adjustments	New/expanded mandates	Other	Total	
Professional and higher						
ASG	1	–	–	–	–	1
D-2	1	–	–	–	–	1
D-1	6	–	–	–	–	6
P-5	16	–	–	–	–	16
P-4	23	–	–	–	–	23
P-3	35	–	–	–	–	35
P-2/1	11	–	–	–	–	11
Subtotal	**93**	**–**	**–**	**–**	**–**	**93**
General Service and related						
GS (PL)	16	–	–	–	–	16
GS (OL)	71	–	–	–	–	71
LL	2	–	–	–	–	2
Subtotal	**89**	**–**	**–**	**–**	**–**	**89**
Total	**182**	**–**	**–**	**–**	**–**	**182**

[a] Includes two temporary posts (1 P-4 and 1 P-2).

29C.62   Additional details on the distribution of the proposed resources for 2023 are reflected in tables 29C.16 to 29C.18 and figure 29C.V.

29C.63   As reflected in tables 29C.16 (1) and 29C.17 (1), the overall resources proposed for 2023 amount to $52,728,900 before recosting, reflecting a net increase of $38,400 (or 0.1 per cent) compared with the appropriation for 2022. Resource changes result from two factors, namely: (a) technical adjustments; and (b) other changes. The proposed level of resources provides for the full, efficient and effective implementation of mandates.

Table 29C.16

Overall: evolution of financial resources by source of funding, component and subprogramme

(Thousands of United States dollars)

(1) *Regular budget*

Component/subprogramme	2021 expenditure	2022 appropriation	Changes					2023 estimate (before recosting)
			Technical adjustments	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	
A. Executive direction and management	2 521.5	3 165.5	41.5	–	–	41.5	1.3	3 207.0
B. Programme of work								
1. Strategy and technology innovation	12 369.3	10 304.1	–	–	–	–	–	10 304.1
2. Operations support	23 936.5	23 882.4	(3.1)	–	–	(3.1)	–	23 879.3
3. Enterprise solutions	14 124.9	15 338.5	–	–	–	–	–	15 338.5
Subtotal, B	**50 430.7**	**49 525.0**	**(3.1)**	**–**	**–**	**–**	**–**	**49 521.9**
Subtotal, 1	**52 952.1**	**52 690.5**	**38.4**	**–**	**–**	**38.4**	**0.1**	**52 728.9**

(2) *Other assessed*

Component/subprogramme	2021 expenditure	2022 estimate				*Change*	*Percentage*	2023 estimate
A. Executive direction and management	15 323.5	15 491.2				307.5	2.0	15 798.7
B. Programme of work								
1. Strategy and technology innovation	1 469.2	1 686.7				108.2	3.5	1 794.8
2. Operations support	9 767.1	8 439.5				694.1	2.6	9 133.6
3. Enterprise solutions	9 000.6	8 880.8				219.0	1.0	9 099.8
Subtotal, B	**20 236.9**	**19 007.0**				**1 021.3**	**1.9**	**20 028.3**
Subtotal, 2	**35 560.4**	**34 498.2**				**1 328.8**	**2.0**	**35 827.0**

(3) *Extrabudgetary*

Component/subprogramme	2021 expenditure	2022 estimate				*Change*	*Percentage*	2023 estimate
A. Executive direction and management	165.6	1 018.1				–	–	1 018.1
B. Programme of work								
1. Strategy and technology innovation	2 057.8	3 855.5				–	–	3 855.5
2. Operations support	62 711.8	43 831.4				(307.4)	(0.7)	43 524.1
3. Enterprise solutions	16 275.3	17 046.3				–	–	17 046.3
Subtotal, B	**81 044.9**	**64 733.2**				**(307.4)**	**(0.5)**	**64 425.8**
Subtotal, 3	**81 210.6**	**65 751.3**				**(307.4)**	**(0.5)**	**65 443.9**
Total	**169 723.1**	**152 940.0**				**1 059.8**	**0.7**	**153 999.8**

Table 29C.17
Overall: proposed posts for 2023 by source of funding, component and subprogramme
(Number of posts)

(1) *Regular budget*

| Component/subprogramme | 2022 approved | Changes | | | | 2023 proposed |
		Technical adjustments	*New/expanded mandates*	*Other*	*Total*	
A. Executive direction and management	19	–	–	–	–	19
B. Programme of work						
1. Strategy and technology innovation	36	–	–	–	–	36
2. Operations support	73	–	–	–	–	73
3. Enterprise solutions	54	–	–	–	–	54
Subtotal, B	**163**	**–**	**–**	**–**	**–**	**163**
Subtotal, 1	**182**	**–**	**–**	**–**	**–**	**182**

(2) *Other assessed*

Component/subprogramme	2022 estimate			Change	2023 estimate
B. Programme of work					
1. Strategy and technology innovation	4			–	4
2. Operations support	27			–	27
3. Enterprise solutions	21			–	21
Subtotal, B	**52**			**–**	**52**
Subtotal, 2	**52**			**–**	**52**

(3) *Extrabudgetary*

Component/subprogramme	2022 estimate			Change	2023 estimate
B. Programme of work					
1. Strategy and technology innovation	–			–	–
2. Operations support	12			–	12
3. Enterprise solutions	–			–	–
Subtotal, B	**12**			**–**	**12**
Subtotal, 3	**12**			**–**	**12**
Total (1, 2 and 3)	**246**			**–**	**246**

Table 29C.18
Overall: evolution of financial and post resources
(Thousands of United States dollars/number of posts)

				Changes				
	2021 expenditure	*2022 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*2023 estimate (before recosting)*
Financial resources by main category of expenditure								
Post	26 628.0	25 303.7	41.5	–	13.7	55.2	0.2	25 358.9
Non-post	26 324.1	27 386.8	(3.1)	–	(13.7)	(16.8)	(0.1)	27 370.0
Total	**52 952.1**	**52 690.5**	**38.4**	**–**	**–**	**38.4**	**0.1**	**52 728.9**
Post resources by category								
Professional and higher	93	–	–	–	–	–	–	93
General Service and related	89	–	–	–	–	–	–	89
Total	**182**	**–**	**–**	**–**	**–**	**–**	**–**	**182**

Figure 29C.V
Distribution of proposed resources for 2023 (before recosting)
(Number of posts/thousands of United States dollars)

Distribution of posts 182 posts	Distribution of financial resources $52 728.9	Distribution of non-post financial resources $27 370.0
ASG 1		
D-2 1		1 808.7 Other staff costs
D-1 6		96.9 Consultants
P-5 16		135.3 Travel of staff
P-4 23	Post 25 358.9 / Non-post 27 370.0	12 522.1 Contractual services
P-3 35		11 061.2 General operating expenses
P-2 11		72.4 Supplies and materials
GS (PL) 16		1 673.4 Furniture and equipment
GS (OL) 71		
LL 2		
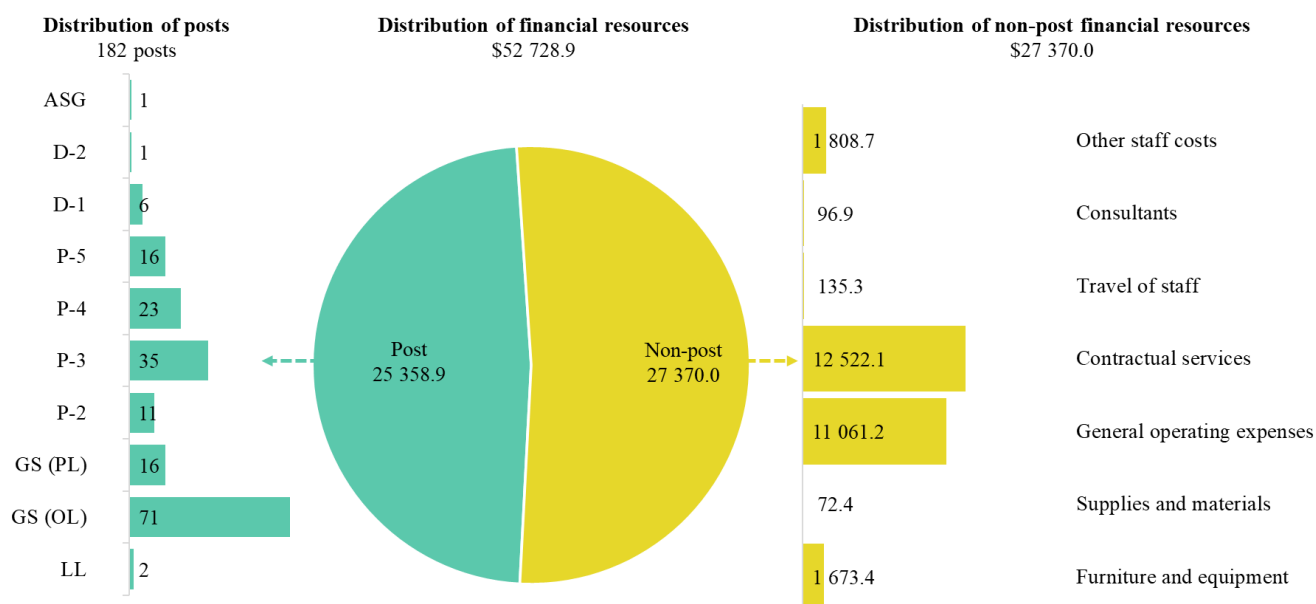
Explanation of variances by factor, component and subprogramme

Overall resource changes

Technical adjustments

29C.64   As reflected in table 29C.16 (1), resource changes reflect a net increase of $38,400, as follows:

(a)   **Executive direction and management**: an increase of $41,500 related to the higher provision for one post of Procurement Assistant (General Service (Other level), reassigned in 2022

pursuant to General Assembly resolution 76/245, which was subject to a 50 per cent vacancy rate in accordance with the established practice for the costing of reassigned posts;

(b) **Subprogramme 2, Operations support**: a decrease of $3,100 under contractual services related to the removal of non-recurrent requirements for the intergovernmental conference on an international legally binding instrument under the United Nations Convention on the Law of the Sea on the conservation and sustainable use of marine biological diversity of areas beyond national jurisdiction, pursuant to General Assembly decision 75/570.

Other changes

29C.65   As reflected in table 29C.18 (1), the net effect of the proposed resource changes is cost-neutral. The breakdown of changes is as follows:

(a) Subprogramme 1, Strategy and technology innovation:

    (i) Under post resources, an increase of $11,700, due to the proposed redeployment of one post of Chief of Section (P-5) from Vienna to Valencia, Spain (see annex III);

    (ii) Under non-post resources, a net decrease of $11,700, resulting from reduced requirements under furniture and equipment ($11,700) and travel of staff ($1,100), partly offset by an increase under contractual services ($1,100);

(b) Subprogramme 3, Enterprise solutions:

    (i) Under post resources, an increase of $2,000, due to the proposed redeployment of one post of Associate Information Systems Officer (P-2) from Bangkok to Valencia (see annex III);

    (ii) Under non-post resources, a net decrease of $2,000, resulting from reduced requirements under contractual services ($2,100), partly offset by an increase under travel of staff ($100).

Other assessed resources

29C.66   As reflected in tables 29C.16 (2) and 29C.17 (2), the Office of Information and Communications Technology is supported by other assessed resources, estimated at $35,827,000, including 52 posts, as well as non-post resources. The projected level of ongoing ICT support services reflects the streamlining of services provided to peacekeeping operations, combining services where global solutions are available. Other assessed resources represent 23.3 per cent of the total resources for the Office.

Extrabudgetary resources

29C.67   As reflected in tables 29C.16 (3) and 29C.17 (3), the Office of Information and Communications Technology expects to receive extrabudgetary contributions, estimated at $65,443,900, including through cost recovery from United Nations Headquarters client entities, peacekeeping operations and special political missions, to provide for 12 posts, as well as non-post resources. The resources, which include central costs recovered from departments and offices, would provide for ICT services offering users a personal computing core package that includes email, collaboration and communication tools, network access, a telephone system, service desk support for computers and desktop and enterprise applications. This would include the development and deployment of tailored technology solutions to support mandate delivery by substantive departments and offices, such as solutions that help to ensure the safety and security of United Nations system personnel, the training of uniformed personnel, rapid deployment, public broadcasting and data analysis capabilities. Extrabudgetary resources represent 42.5 per cent of the total resources for the Office.

29C.68   The extrabudgetary resources under this section are subject to the oversight of the Office of Information and Communications Technology, which has delegated authority from the Secretary-General.

Executive direction and management

29C.69   The executive direction and management component comprises the Office of the Assistant Secretary-General for Information and Communications Technology and the Enterprise Programme Management section. Under General Assembly resolutions 69/262, 70/248 and 71/272 B, the central authority of the Chief Information Technology Officer was reaffirmed and strengthened with regard to information security and the overall direction and performance of ICT activities within the Organization.

29C.70   The overall responsibilities of the executive direction and management component include the following functions:

(a)   To provide overall strategic direction and central leadership for the establishment and implementation of Organization-wide ICT;

(b)   To plan and coordinate ICT activities Secretariat-wide, including infrastructure and enterprise systems, with a view to achieving coherence and coordination in the area of ICT within the work of the United Nations and between the Secretariat and funds, programmes and specialized agencies of the Organization;

(c)   To provide overall strategic planning and management and coordinate the work of the internal organizational units.

29C.71   In accordance with the 2030 Agenda for Sustainable Development, in particular target 12.6 of the Sustainable Development Goals, in which organizations are encouraged to integrate sustainability information into their reporting cycles, and in compliance with the cross-cutting mandate set out in paragraph 19 of General Assembly resolution 72/219, the Office of Information and Communications Technology is integrating environmental management practices into its operations. For 2023, the Office will continue to provide departments and offices with solutions to support the achievement of the Goals and will continue to reduce its infrastructure footprint in data centres by moving to the cloud, thus reducing its environmental impact.

29C.72   Information on compliance with the timely submission of documentation and advance booking for air travel is reflected in table 29C.19. In 2021, despite significant improvement, the travel compliance rate was influenced by travel restrictions related to the COVID-19 pandemic, resulting in short-notice changes in travel.

Table 29C.19
Compliance rate
(Percentage)

	Actual 2019	*Actual 2020*	*Actual 2021*	*Planned 2022*	*Planned 2023*
Timely submission of documentation	100	n/a	n/a	n/a	100
Air tickets purchased at least 2 weeks before the commencement of travel	44	33	63	100	100

Abbreviation: n/a, not applicable.

29C.73   The proposed regular budget resources for 2023 amount to $3,207,000 and reflect an increase of $41,500 compared with the appropriation for 2022. The proposed increase is explained in paragraph 29C.63 (a) above. Additional details on the distribution of the proposed resources for 2023 are reflected in table 29C.20 and figure 29C.VI.

Table 29C.20
Executive direction and management: evolution of financial and post resources
(Thousands of United States dollars/number of posts)

			Changes					
	2021 expenditure	*2022 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*2023 estimate (before recosting)*
Financial resources by main category of expenditure								
Post	2 134.4	2 414.5	41.5	–	–	41.5	1.7	2 456.0
Non-post	387.0	751.0	–	–	–	–	–	751.0
Total	**2 521.5**	**3 165.5**	**41.5**	**–**	**–**	**41.5**	**1.3**	**3 207.0**
Post resources by category								
Professional and higher		5	–	–	–	–	–	5
General Service and related		14	–	–	–	–	–	14
Total		**19**	**–**	**–**	**–**	**–**	**–**	**19**

Figure 29C.VI
Executive direction and management: distribution of proposed resources for 2023 (before recosting)
(Number of posts/thousands of United States dollars)
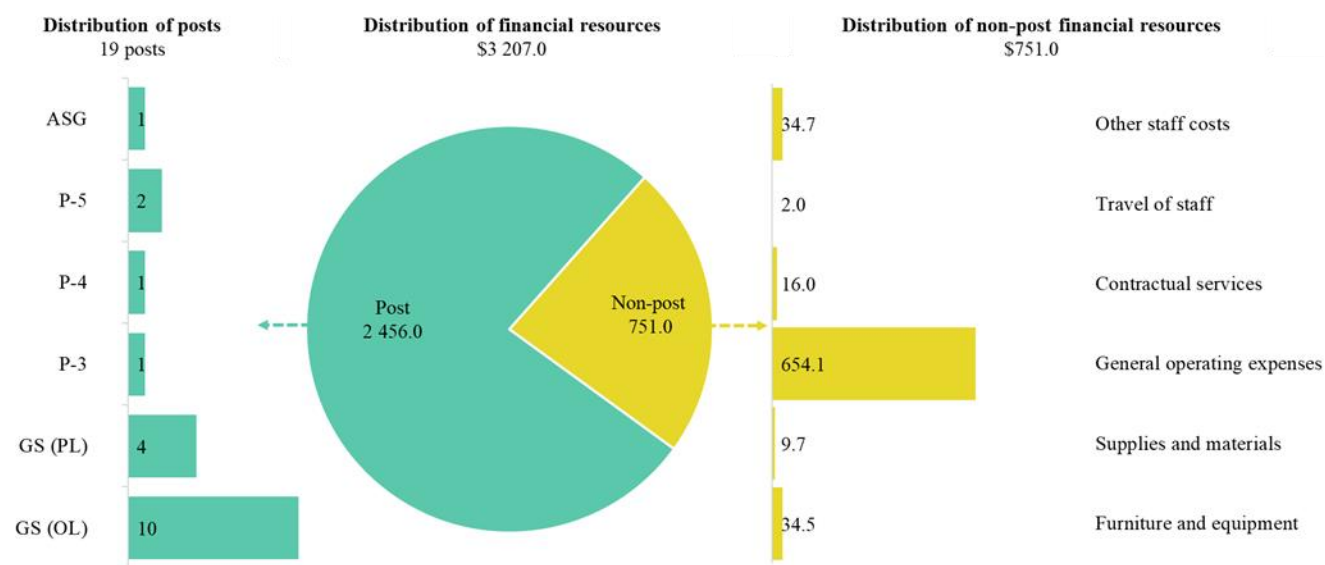
Other assessed resources

29C.74   Other assessed resources for executive direction and management are estimated at $15,798,700 and would provide for the Umoja maintenance and support provided under the support account for peacekeeping operations. The budget level proposed for the 2022/23 period reflects an increase of $307,500, due mainly to the growth of equipment requirements and hosting services to store additional data and services.

Extrabudgetary resources

29C.75   Extrabudgetary resources for 2023 are estimated at $1,018,100 and would provide for general temporary assistance and other non-post costs to support the Enterprise Programme Management Section in the overall management of the programme.

Programme of work

Subprogramme 1
Strategy and technology innovation

29C.76   The proposed regular budget resources for 2023 amount to $10,304,100 and reflect no change to the overall resource level compared with the appropriation for 2022. Additional details on the distribution of the proposed resources for 2023 are reflected in table 29C.21 and figure 29C.VII.

Table 29C.21
Subprogramme 1: evolution of financial and post resources
(Thousands of United States dollars/number of posts)

			Changes					
	2021 expenditure	*2022 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*2023 estimate (before recosting)*
Financial resources by main category of expenditure								
Post	5 995.9	5 791.7	–	–	11.7	11.7	0.2	5 803.4
Non-post	6 373.4	4 512.4	–	–	(11.7)	(11.7)	(0.3)	4 500.7
Total	**12 369.3**	**10 304.1**	**–**	**–**	**–**	**–**	**–**	**10 304.1**
Post resources by category								
Professional and higher		25	–	–	–	–	–	25
General Service and related		11	–	–	–	–	–	11
Total		**36**	**–**	**–**	**–**	**–**	**–**	**36**

Figure 29C.VII
Subprogramme 1: distribution of proposed resources for 2023 (before recosting)
(Number of posts/thousands of United States dollars)
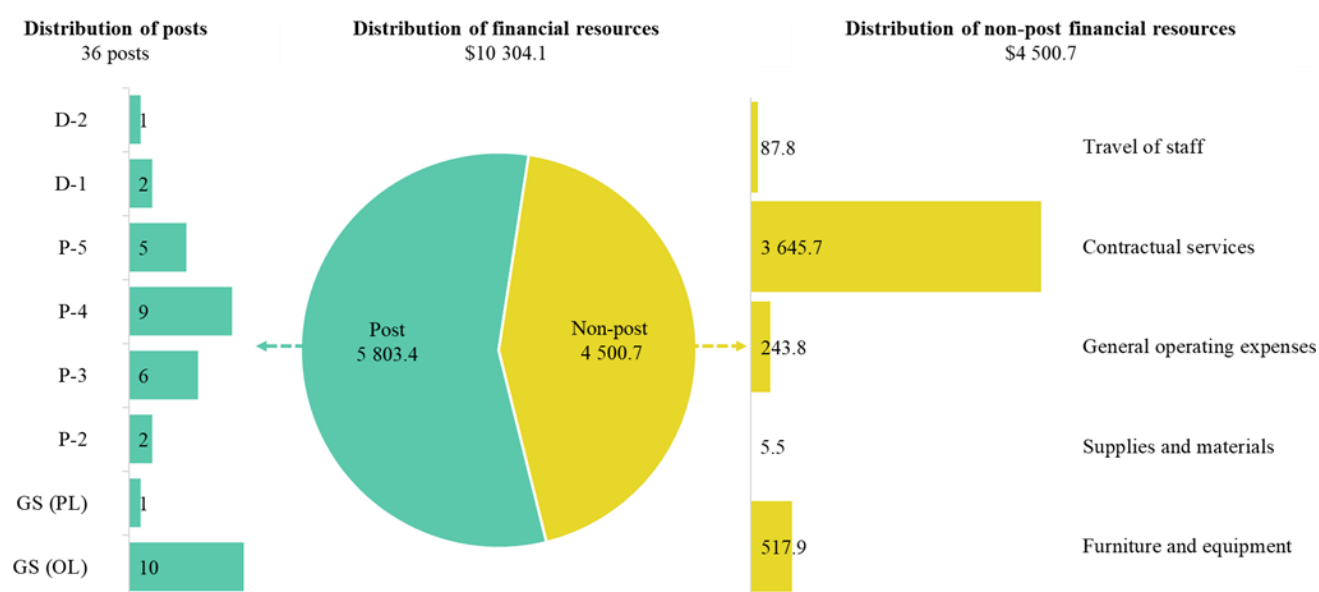
Other assessed resources

29C.77   Other assessed resources for the subprogramme, under the support account for peacekeeping operations, are estimated at $1,794,800 and would provide for four posts (1 P-4, 2 P-3 and 1 P-2), as well as non-post resources. The resources would support the protection of ICT assets from cyberthreats through the strengthening of ICT security.

Extrabudgetary resources

29C.78   Extrabudgetary resources for the subprogramme are estimated at $3,855,500. The non-post resources would enable the provision of integrated services to allow data to be transferred effectively and securely between systems in alignment with data governance processes that are being instituted as part of the Secretary-General's data strategy. In addition, the existing technology implementation will be expanded to support the core work of the Secretariat by integrating emerging technology solutions with systems that make the greatest use of structured and unstructured data and information. Cybersecurity, policy and innovation technology are foundational to the broader work being undertaken by the Office of Information and Communications Technology to implement systems and solutions through extrabudgetary resources and, as part of subprogramme 1, resources would be used to ensure compliance with standards, architecture and cybersecurity. The United Nations conversational artificial intelligence platform is being implemented, and its integration with a wide variety of systems and data sources, as well as its expansion to address requirements related to multilingualism and accessibility, will be addressed. The resources would enable the Office to meet the growing demand for conversational artificial intelligence and related innovation technology (Alba chatbot). They would also be used to support peacekeeping-specific systems with: (a) monitoring and compliance; and (b) disaster recovery planning activities. Furthermore, the resources would be used to develop an integrated data architecture framework that supports the activities of field missions through technology and data.

Subprogramme 2
Operations support

29C.79   The proposed regular budget resources for 2023 amount to $23,879,300 and reflect a decrease of $3,100 compared with the appropriation for 2022. The proposed decrease is explained in paragraph 29C.63 (b) above. Additional details on the distribution of the proposed resources for 2023 are reflected in table 29C.22 and figure 29C.VIII.

Table 29C.22
**Subprogramme 2: evolution of financial and post resources**

(Thousands of United States dollars/number of posts)

			Changes					2023 estimate
	2021 expenditure	*2022 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*(before recosting)*
Financial resources by main category of expenditure								
Post	10 119.3	8 949.7	–	–	–	–	–	8 949.7
Non-post	13 817.2	14 932.7	(3.1)	–	–	(3.1)	–	14 929.6
Total	**23 936.5**	**23 882.4**	**(3.1)**	**–**	**–**	**(3.1)**	**–**	**23 879.3**
Post resources by category								
Professional and higher		23	–	–	–	–	–	23
General Service and related		**50**	–	–	–	–	–	**50**
Total		**73**	**–**	**–**	**–**	**–**	**–**	**73**

Figure 29C.VIII
Subprogramme 2: distribution of proposed resources for 2023 (before recosting)
(Number of posts/thousands of United States dollars)
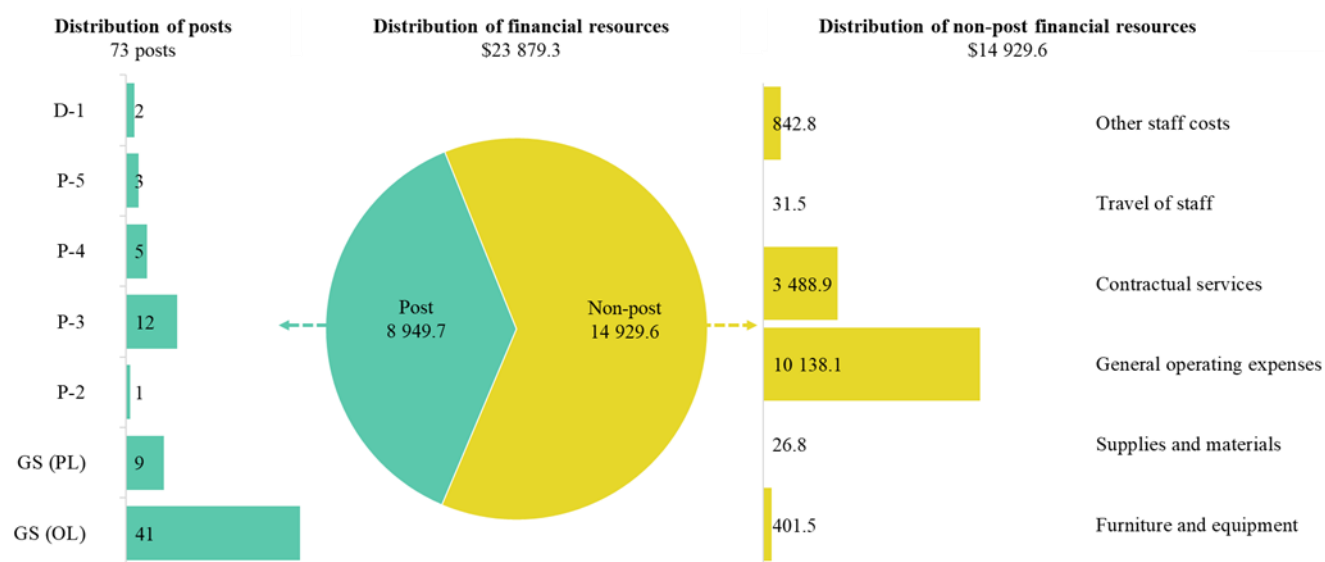
Other assessed resources

29C.80 Other assessed resources for the subprogramme are estimated at $9,133,600 and would provide for 27 posts (1 D-2, 1 D-1, 2 P-5, 7 P-4, 6 P-3, 4 General Service (Principal level) and 6 General Service (Other level)), as well as non-post resources. The resources would be used to continue to facilitate and coordinate the provision of infrastructure and operations services for peacekeeping operations and the Department of Peace Operations, provide support for videoconferencing and virtual meetings by leveraging cloud-based technologies and provide support to peacekeeping operations applications.

Extrabudgetary resources

29C.81 Extrabudgetary resources for the subprogramme are estimated at $43,524,100 and would provide for 12 posts (1 P-4, 2 General Service (Principal level) and 9 General Service (Other level)), as well as non-post resources. Central costs recovered from departments and offices would provide for ICT services offering users a personal computing core package that includes email, collaboration and communication tools, network access, a telephone system, service desk support for computers and desktop and enterprise applications. These funds also include hosting charges for departmental systems hosted at the United Nations Headquarters data centre in New York. The extrabudgetary resources would also: (a) support the rapid deployment of communications during crises; (b) support the substantive data analysis of open public broadcasting by a peace operation; (c) assist in the creation of a United Nations-owned secure data network; and (d) serve to optimize the core ICT infrastructure hosting critical systems in Brindisi, Italy, in Valencia and in New York, in order to provide efficient support to field operations. The rapid deployment capability will be focused mainly on the design of a highly mobile communications system for field operations support to be integrated into a vehicle by the Global Service Centre. The data analysis creates a platform to store and analyse public broadcasting sources used for the transcription and analysis of segments of interest to a mission. The secure data network implementation in the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo of a highly secure data network for use by substantive components is ongoing. Following the results of this implementation, the capability will be mainstreamed into all peacekeeping operations, as needed. The decrease of $307,400 is attributable mainly to a projected reduction in the use of tele-health services in 2023.

Subprogramme 3
Enterprise solutions

29C.82   The proposed regular budget resources for 2023 amount to $15,338,500 and reflect no change in the overall level of resources compared with the appropriation for 2022. Additional details on the distribution of the proposed resources for 2023 are reflected in table 29C.23 and figure 29C.IX.

Table 29C.23
**Subprogramme 3: evolution of financial and post resources**
(Thousands of United States dollars/number of posts)

| | | | Changes | | | | | |
	2021 expenditure	2022 appropriation	Technical adjustments	New/ expanded mandates	Other	Total	Percentage	2023 estimate (before recosting)
Financial resources by main category of expenditure								
Post	8 378.4	8 147.8	–	–	2.0	2.0	–	8 149.8
Non-post	5 746.5	7 190.7	–	–	(2.0)	(2.0)	–	7 188.7
Total	**14,124.9**	**15 338.5**	**–**	**–**	**–**	**–**	**–**	**15 338.5**
Post resources by category								
Professional and higher		40	–	–	–	–	–	40
General Service and related		14	–	–	–	–	–	14
Total		**54**	**–**	**–**	**–**	**–**	**–**	**54**

Figure 29C.IX
Subprogramme 3: distribution of proposed resources for 2023 (before recosting)
(Number of posts/thousands of United States dollars)
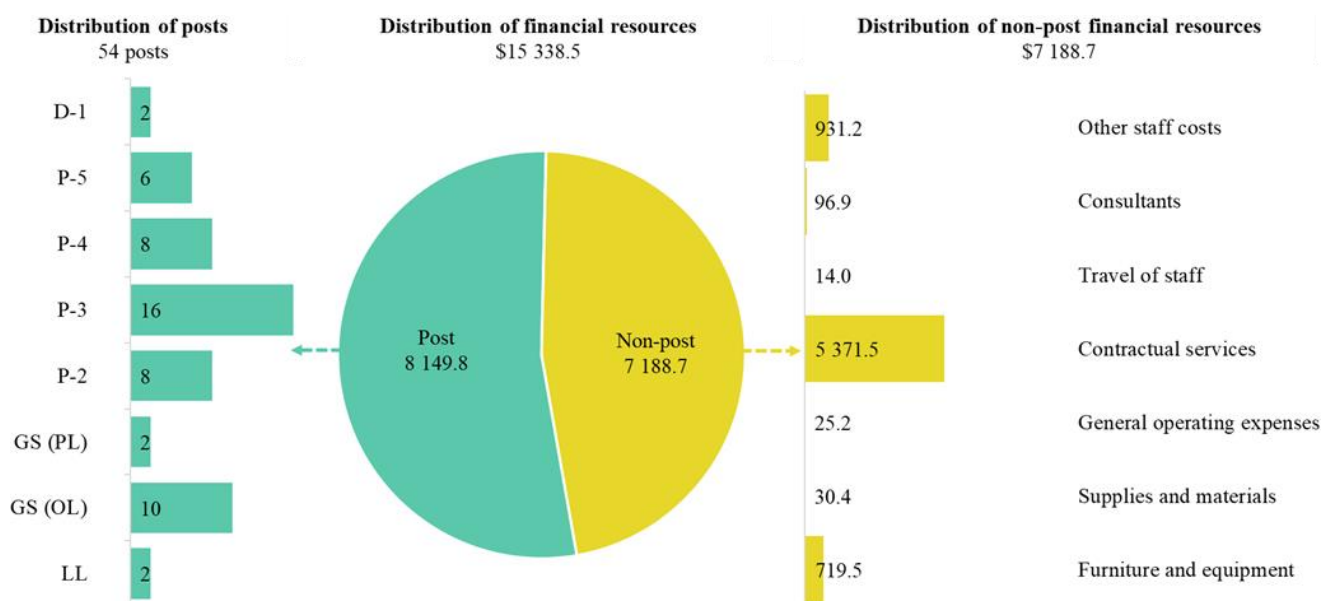
Other assessed resources

29C.83   Other assessed resources for the subprogramme are estimated at $9,099,800 and would provide for 21 posts (5 P-4, 3 P-3, 2 P-2/1, 1 General Service (Principal level) and 10 General Service (Other level)), as well as non-post resources. The resources would enable the development and support of information technology applications to support peacekeeping operations from Headquarters.

Extrabudgetary resources

29C.84   Extrabudgetary resources for the subprogramme are estimated at $17,046,300. The non-post resources would enable the development and support of information technology solutions for peacekeeping in the field, for the safety and security of United Nations system personnel and for the substantive departments in the delivery of their mandates.

Annex I

Organizational structure and post distribution for 2023

Office of Information and Communications Technology

Assistant Secretary-General for Information and Communications Technology*
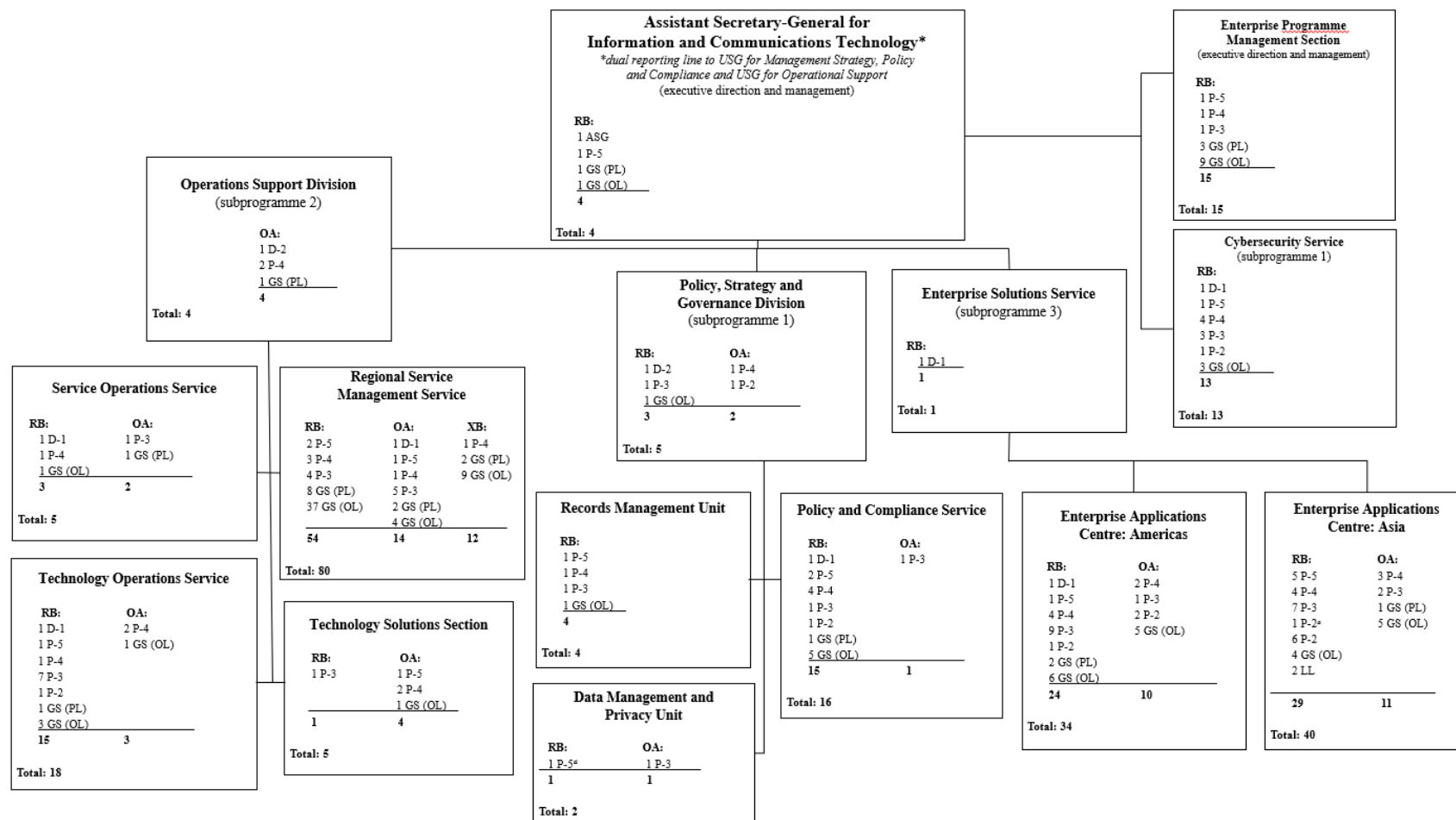*dual reporting line to USG for Management Strategy, Policy and Compliance and USG for Operational Support*
(executive direction and management)

RB:
1 ASG
1 P-5
1 GS (PL)
1 GS (OL)
4

Total: 4

Enterprise Programme Management Section
(executive direction and management)

RB:
1 P-5
1 P-4
1 P-3
3 GS (PL)
9 GS (OL)
15

Total: 15

Operations Support Division
(subprogramme 2)

OA:
1 D-2
2 P-4
1 GS (PL)
4

Total: 4

Cybersecurity Service
(subprogramme 1)

RB:
1 D-1
1 P-5
4 P-4
3 P-3
1 P-2
3 GS (OL)
13

Total: 13

Policy, Strategy and Governance Division
(subprogramme 1)

RB:	OA:
1 D-2	1 P-4
1 P-3	1 P-2
1 GS (OL)	
3	2

Total: 5

Enterprise Solutions Service
(subprogramme 3)

RB:
1 D-1
1

Total: 1

Service Operations Service

RB:	OA:
1 D-1	1 P-3
1 P-4	1 GS (PL)
1 GS (OL)	
3	2

Total: 5

Regional Service Management Service

RB:	OA:	XB:
2 P-5	1 D-1	1 P-4
3 P-4	1 P-5	2 GS (PL)
4 P-3	1 P-4	9 GS (OL)
8 GS (PL)	5 P-3	
37 GS (OL)	2 GS (PL)	
	4 GS (OL)	
54	14	12

Total: 80

Records Management Unit

RB:
1 P-5
1 P-4
1 P-3
1 GS (OL)
4

Total: 4

Policy and Compliance Service

RB:	OA:
1 D-1	1 P-3
2 P-5	
4 P-4	
1 P-3	
1 P-2	
1 GS (PL)	
5 GS (OL)	
15	1

Total: 16

Enterprise Applications Centre: Americas

RB:	OA:
1 D-1	2 P-4
1 P-5	1 P-3
4 P-4	2 P-2
9 P-3	5 GS (OL)
1 P-2	
2 GS (PL)	
6 GS (OL)	
24	10

Total: 34

Enterprise Applications Centre: Asia

RB:	OA:
5 P-5	3 P-4
4 P-4	2 P-3
7 P-3	1 GS (PL)
1 P-2[a]	5 GS (OL)
6 P-2	
4 GS (OL)	
2 LL	
29	11

Total: 40

Technology Operations Service

RB:	OA:
1 D-1	2 P-4
1 P-5	1 GS (OL)
1 P-4	
7 P-3	
1 P-2	
1 GS (PL)	
3 GS (OL)	
15	3

Total: 18

Technology Solutions Section

RB:	OA:
1 P-3	1 P-5
	2 P-4
	1 GS (OL)
1	4

Total: 5

Data Management and Privacy Unit

RB:	OA:
1 P-5[a]	1 P-3
1	1

Total: 2

Abbreviations: ASG, Assistant Secretary-General; GS (OL), General Service (Other level); GS (PL), General Service (Principal level); LL, Local level; OA, other assessed; RB, regular budget; USG, Under-Secretary-General; XB, extrabudgetary.

[a] Geographical redeployment.

Annex II

Summary of follow-up action taken to implement relevant recommendations of advisory and oversight bodies

Brief description of the recommendation	*Action taken to implement the recommendation*
Board of Auditors **A/76/5 (Vol. I)**	
The Board reiterates its recommendation that the Administration enhance cross-department coordination to ensure strict compliance with the requirement of General Assembly resolution 69/262 and Secretary-General's bulletin ST/SGB/2016/11 relating to the information and communications technology (ICT) budget submission, and hold entities accountable for the submission of budgets and projects from all funding sources for all ICT initiatives and operations to the Office of Information and Communications Technology (para. 737).	The budget guidance issued by the United Nations Controller for the preparation of the 2022 proposed programme budget included instructions indicating that the Office of Information and Communication Technology was responsible for reviewing ICT budget proposals and for advising programme managers on the appropriateness of their ICT budget proposals with respect to the ICT strategy, priorities, project policies, procedures and established governance, which include technical clearance from that Office prior to the submission of their budget proposals to the Office of Programme Planning, Finance and Budget. In accordance with the governance frameworks, the Project Review Committee considers new ICT projects of a total cost above $500,000 and below the threshold of the ICT Steering Committee, to ensure that ICT projects are aligned with the organizational and ICT priorities, that duplication is avoided and that policy, standards and enterprise architecture are uniformly applied at the onset of new initiatives by recommending whether such initiatives should proceed.

Annex III

Summary of proposed post changes, by component and subprogramme

Component/subprogramme	Posts	Grade	Description	Reason for change
Subprogramme 1 Strategy and technology innovation	1	P-5	**Redeployment** (geographical) of 1 post of Chief of Section, Information Management, from Vienna to Valencia, Spain.	The P-5 post would be moved to Valencia, in the context of the internal consolidation of the presence of the Office of Information and Communication Technology in Europe and, in particular, through centralized ICT services undertaken at the Global Service Centre in Valencia. The role would continue to involve engaging with internal and external partners in Europe, Asia and field missions in the areas of innovation and frontier technology, with a view to supporting the Secretariat in advancing the implementation of mandates through the use of technology and data. The proposed geographical redeployment is within the Data Management and Privacy Unit (see annex I) and does not entail a change in the location of the post within the organizational structure.
Subprogramme 3 Enterprise solutions	1	P-2	**Redeployment** (geographical) of 1 post of Associate Information Systems Officer from Bangkok to Valencia	The P-2 post would be relocated to a European time zone for more effective coordination between the business owner team in New York and the technical project team in Bangkok. By locating the post in a time zone between the United States of America and Asia, the Officer can collaborate online on business requirements with the business stakeholders in the United States and translate those requirements into technical solutions with the technical teams in the later time zone in Bangkok. The proposed geographical redeployment is within the Enterprise Applications Centre: Asia organizational unit (see annex I) and does not entail a change in the location of the post within the organizational structure.