General Assembly

Seventy-eighth session
Items 139 and 140 of the preliminary list*

Proposed programme budget for 2024

Programme planning

Proposed programme budget for 2024

**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/78/50.

** In keeping with paragraph 10 of General Assembly resolution 77/267, the part consisting of the programme plan and programme performance information (part II) is submitted through the Committee for Programme and Coordination for the consideration of the Assembly.

*** In keeping with paragraph 10 of General Assembly resolution 77/267, the part consisting of the post and non-post resource requirements (part III) is submitted through the Advisory Committee on Administrative and Budgetary Questions for the consideration of the Assembly.

Please recycle

Foreword

As the organization navigates digital transformation in a rapidly changing digital landscape, the Office of Information and Communications Technology has aligned its proposed programme budget for 2024 to meet those demands. Digital transformation is a necessity for survival and for mandate delivery. The coronavirus disease (COVID-19) pandemic accelerated the pace of change and heightened the importance of technology in enabling remote work, digital collaboration and overall adoption of technology.

The Office supported the needs of the General Assembly for hybrid meetings, the delivery of cloud computing support and the establishment of a data architecture blueprint to meet the Data Strategy of the Secretary-General for Action by Everyone, Everywhere. Support continued to field operations to enhance situational awareness and to fulfil an emergent vision of the digital transformation of peacekeeping. These activities have laid the foundation for the Office to nimbly respond to emerging and future needs.

Through wide consultation, the Office has formulated the proposed information and communications technology strategy, which outlines a five-year vision to harness the power of technology and data for more effective mandate implementation.

To respond to the anticipated changes, the Office will continue its efforts, over the course of 2024, towards strategically driven digital transformation, focusing on efficiency gains through improved infrastructure, strengthened security of information and communications technology, targeted innovation and alignment with mandate delivery through enhanced uses of data.

Governance mechanisms will continue to be strengthened so that they are responsive to the range of requirements across the United Nations, and an accountability framework will be developed and implemented.

New technologies are needed to enable users across the Organization to better capture, nurture, protect, share, discover and analyse data, by leveraging a mature interoperability framework.

The Office will continue to engage constructively with Member States and all Secretariat entities in recognition that collaboration is key to enabling technology to accelerate mandate delivery.

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

A.   Proposed programme plan for 2024 and programme performance in 2022

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 2024

29C.2   In 2024, 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 threats to ICT security.

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, a balance between centrally provided enterprise services and solutions and those provided closest to the point of delivery is critical. In 2024, 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 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 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, ICT security and operational delivery.

29C.5   In the specific context of ICT security, 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 initiated the deployment of proactive threat-hunting capabilities to replace the reactive intrusion detection systems that were used previously. This transition was designed to reduce reliance on outsourced services and strengthen internal capacity, while a clear focus is kept on United Nations operations. Other key initiatives requiring significant effort are also under way, including network segmentation, which is instrumental in containing threats and limiting the impact of successful attacks, the upgrade of various security solutions to protect end user devices, digital identities and cloud-based services, and increased interactive awareness campaigns.

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 the tactical levels, 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, through, for example, 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   With regard to inter-agency coordination and liaison, the Office will continue to collaborate with agencies, funds and programmes. 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 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.10   With regard to external factors, the Office considered applicable risks identified in its risk register, and, accordingly, the overall plan for 2024 is based on the planning assumption that there will be adequate voluntary contributions to complement regular budget resources to carry out the activities of the Office.

29C.11   The Office integrates a gender perspective in its operational activities, deliverables and results, as appropriate. The Office will continue to coordinate and host events, both virtual and in-person, to promote women in technology within the Secretariat and to highlight the contributions of women to mandate delivery across all programmes.

29C.12   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.

Impact of the pandemic and lessons learned

29C.13   The continuation of the COVID-19 pandemic into 2022 had a limited impact on the implementation of the mandates of the Office. The continued use of remote and hybrid working arrangements and the adoption of cloud-based enterprise platforms allowed United Nations personnel to collaborate and connect regardless of their location, which proved critical to the Organization as it adapted to new ways of working.

29C.14   The Office continues to mainstream lessons learned and best practices related to the adjustments to and adaptation of the programme owing to the COVID-19 pandemic. In particular, many of the systems, services and technologies required for a remote, hybrid and changing workforce were not previously envisaged at the scale necessitated by the pandemic, which led to the need for revisions to the enterprise platforms and other productivity solutions designed for remote working and adjustments to the replacement cycle of ICT equipment and the technical specifications. The pandemic also exposed additional risks linked to information and communications technology security, such as the increased use of a wide variety of devices from diverse locations, including personal, and therefore unmanaged, devices. In addressing these risks, the Office is working to establish and update policies and standards and implement technological measures to manage security in the use of technologies that arise from an ICT landscape that is less standardized. Similarly, the scale of remote and hybrid meetings organized and supported by the Secretariat for intergovernmental bodies dramatically increased from pre-pandemic levels, requiring changes to technology and practices that will continue to be assessed and adjusted in response to the needs and requests of Member States. Another lesson was the increased need for collaboration and partnership with ICT organizational units across the Secretariat in order to sustain and advance ICT and leverage its benefits in a manner that is commensurate with its growth and the changes in the technological landscape, including, for example, data-driven analysis, automation and cloud-based technologies.

Legislative mandates

29C.15   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.16   Table 29C.1 lists all cross-cutting deliverables of the programme.

Table 29C.1
Cross-cutting deliverables for the period 2022–2024, by category and subcategory

Category and subcategory	2022 planned	2022 actual	2023 planned	2024 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	–	**1**	**1**	**1**
1. Report of the Secretary-General on the status of implementation of the information and communications technology strategy for the United Nations	–	1	1	1
Substantive services for meetings (number of three-hour meetings)	**3**	**8**	**3**	**3**
Meetings of:				
2. The Fifth Committee	1	2	2	2
3. The Committee for Programme and Coordination	1	3	1	1
4. The Advisory Committee on Administrative and Budgetary Questions	1	3	2	2

Evaluation activities

29C.17 An evaluation completed by the Office in 2022 on the compliance of ICT systems and services with the established enterprise architecture has guided the proposed programme plan for 2024.

29C.18 The results and lessons of the evaluation referenced above have been taken into account in the proposed programme plan for 2024. For example, it was reported that public websites were 100 per cent compliant. It was reported that other systems were 84 per cent compliant in terms of using ICT standards and 77 per cent compliant in terms of overall enterprise architecture. Taking into account lessons learned, the Office and its business relationship management team will conduct annual exercises to increase compliance across the Secretariat.

29C.19 An evaluation by the Department of Management Strategy, Policy and Compliance, the Department of Operational Support and the Office of Information and Communications Technology on self-assessment of ICT security is planned for 2024.

Programme of work

Subprogramme 1
Strategy and technology innovation

Objective

29C.20 The objective, to which this subprogramme contributes, is to enhance an innovative, secure, unified digital space for the United Nations.

Strategy

29C.21 To contribute to the objective, the subprogramme will continue to focus on the establishment of strategies, policies and governance, including the development of technology strategies aligned with the Organization's priorities, 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 data and information management;

(b)   Develop technology road maps to envisage and define how United Nations technologies should be implemented in support of the core mandates of the United Nations (see General Assembly resolution 69/292, sect. II, preambular paragraph 3), 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)   Expand and strengthen oversight and coordination for ICT security in additional locations;

(g)   Establish the open source programme, which is primarily aimed at advancing the adoption and use of open source technology, establishing 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;

(h)   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.22   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)   Strengthened resilience of the Organization, better end user awareness of threats and reduced vulnerability of the digital data and infrastructure of the United Nations;

(c)   Expanded oversight and coordination of ICT security in Secretariat locations, including Addis Ababa, Beirut, Santiago and Vienna, and strengthened core capacity for proactive vulnerability management and threat and incident management;

(d)   Integrated, secure and innovative use of information and data by United Nations entities;

(e)   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 2022

Clients leverage digital transformation, technology innovation and information management

29C.23   Technology innovation is a cross-cutting enabler that is foundational to the work of the Organization. It involves the building of innovative solutions that support entities in delivering on their mandates. Strategic and policy aspects of information management and information technology are key areas in the promotion of effective and responsible use of information and data by departments and offices. The subprogramme focused on the provision of advisory services covering data services, technology innovation and information management by working closely with United Nations client entities to identify their key data, information and technology priorities or challenges, facilitate the adoption

of solutions to meet their needs and meet organizational policy requirements. The subprogramme provided advisory services to 69 entities on information management and 7 entities on technology innovation. The subprogramme also conducted a comprehensive information management assessment for the Office of Counter-Terrorism, and conducted an assessment of the state of ICT security, ICT service management and information management and provided related recommendations for the Economic Commission for Europe.

29C.24 Progress towards the objective is presented in the performance measure below (see table 29C.2).

Table 29C.2
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)
59 entities strengthened information management and 17 entities strengthened technology innovation	46 clients leveraged digital transformation and technology innovation	69 entities strengthened information management and 7 entities strengthened technology innovation
The United Nations Investigative Team to Promote Accountability for Crimes Committed by Da'esh/ Islamic State in Iraq and the Levant strengthened information management based on an assessment and recommendations by the Office of Information and Communications Technology	The Office of the Special Representative of the Secretary-General on Violence against Children and the Global Compact Office strengthened information management based on assessments and recommendations by the Office of Information and Communications Technology	The Economic Commission for Europe strengthened the ICT service management and information management processes and mechanisms based on an assessment and recommendations by the Office of Information and Communications Technology
		The Office of Counter-Terrorism strengthened information management based on an assessment by the Office of Information and Communications Technology

Planned results for 2024

Result 1: seamless access to United Nations data for all personnel

Programme performance in 2022 and target for 2024

29C.25 The subprogramme's work contributed to strengthening data-driven decision-making for the Department for General Assembly and Conference Management, the Department of Economic and Social Affairs, the Department of Operational Support, the Economic Commission for Latin America and the Caribbean, the United Nations Office on Drugs and Crime (UNODC) and the United Nations Environment Programme (UNEP), which met the planned target of six additional entities having access to authoritative data sets.

29C.26 Progress towards the objective and the target for 2024 are presented in the performance measure below (see table 29C.3).

Table 29C.3
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)	2023 (planned)	2024 (planned)
–	Users in 3 entities (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) 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	Improved access to a growing inventory of data resources with a more systematic classification of data sources

Result 2: enhanced management of the Organization's master data

Programme performance in 2022 and target for 2024

29C.27   The subprogramme's work contributed to a common understanding of the management and use of master data by bringing together master data focal points from different entities and commencing the development of a pilot master data registry, which did not meet the planned target of having an initial master data management platform available for users to access. The target was not met because additional time was required by the master data working group to identify and evaluate options and common priorities. The pilot master data registry will be rolled out in 2023.

29C.28   Progress towards the objective and the target for 2024 are presented in the performance measure below (see table 29C.4).

Table 29C.4
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)	2023 (planned)	2024 (planned)
–	Assessment of the current status of master data in the Organization to identify departments' master data sets	A common understanding of the management and use of master data by bringing together master data focal points from different entities Commencement of the development of a pilot master data registry	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	Strengthened technical capabilities for master data management are embedded in the enterprise data architecture Pilot environment available to strengthens clients' master data management capabilities

Result 3: Advance mandate implementation through partnerships on innovative technology

Proposed programme plan for 2024

29C.29   The rapid evolution of ICT requires structured relationships with key stakeholders that leverage technology and data to advance the Organization's mandates. The subprogramme has been focusing on the use of strategic partnerships to strengthen interaction with the public domain. Specifically, the subprogramme defined five workstreams to exchange good practices and share knowledge with the European Commission Directorate-General for Informatics and initiated collaboration with the World Health Organization, calling on young innovators around the world to build technological solutions to improve health and well-being in line with Sustainable Development Goal 3. Based on these initial efforts, the subprogramme broadened collaboration through open innovation competitions in partnership with the European Commission for open source data solutions and expanded inter-agency coordination with United Nations entities to develop a platform for financial data.

Lessons learned and planned change

29C.30   The lesson for the subprogramme was that open source solutions, particularly applications that can be adapted for different use cases, could be scaled to support the achievement of the Sustainable Development Goals. In applying the lesson, the subprogramme will strengthen partnerships and work with innovators, particularly young innovators, to further establish the use case and provide opportunities to scale the applications.

29C.31   Expected progress towards the objective is presented in the performance measure below (see table 29C.5)

Table 29C.5
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)	2023 (planned)	2024 (planned)
–	–	Member States have access to financial intelligence through the strengthening by United Nations entities of their ability to collect, analyse and share intelligence Innovators from the general public submitted concepts on open source software solutions for Sustainable Development Goals 4 and 11 through open innovation competitions in partnership with the European Commission	The Joint United Nations Programme on HIV/AIDS makes use of new technology to raise awareness of HIV/AIDS by establishing solutions that engage young innovators Strengthened engagement across the United Nations system on digital transformation and innovation issues through partnerships with the International Telecommunications Union	Strengthened response and reduction in technological gaps for the just transitions in vulnerable places project in support of Sustainable Development Goal 11 through joint private/public partnerships and United Nations inter-agency mechanisms

Deliverables

29C.32   Table 29C.6 lists all deliverables of the subprogramme.

Table 29C.6
Subprogramme 1: deliverables for the period 2022–2024, 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.33   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.34   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)   Provide technology support for intergovernmental meetings.

29C.35   The above-mentioned work is expected to result in:

(a)   The facilitation of mandate delivery by Secretariat entities by means of 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 intergovernmental meetings, including 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 2022

Increased client satisfaction

29C.36   The Unite Service Desk continues to provide around-the-clock support for enterprise applications such as Umoja, Inspira, Unite Mail, SharePoint and Microsoft Teams. The subprogramme continues to strive to maintain the highest standard in client service delivery, with ongoing analysis of client feedback during the period and the implementation of corrective actions to address issues that show repetitive trends. The subprogramme undertook a holistic review of escalation routes and support channels and established standard operating procedures to inform updated ways of working across the Office to ensure that client satisfaction continues at the target levels.

29C.37   Progress towards the objective is presented in the performance measure below (see figure 29C.I).

Figure 29C.I
Performance measure: customer satisfaction with services delivered
(Percentage)
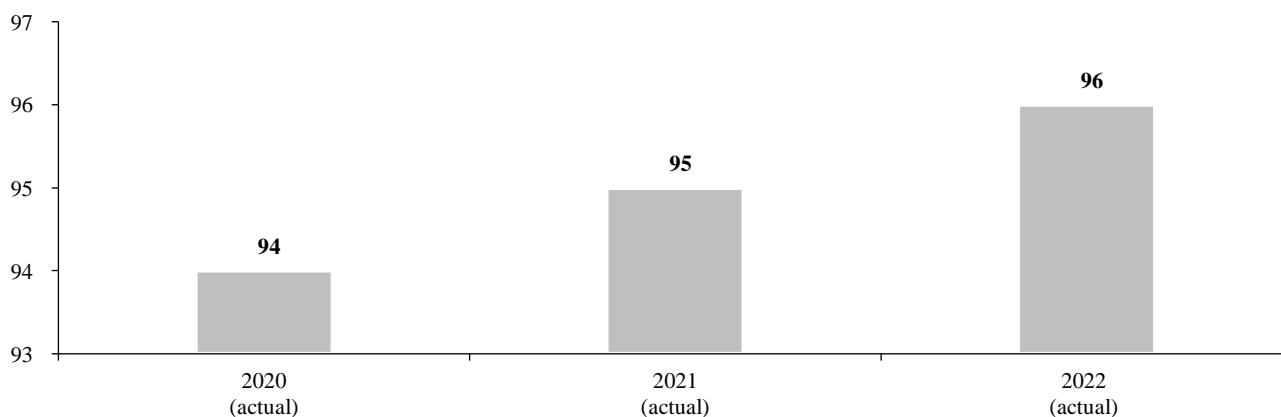
Planned results for 2024

Result 1: enhanced situational awareness for decision makers

Programme performance in 2022 and target for 2024

29C.38   The subprogramme's work contributed to situational awareness by leveraging the Unite Aware platform in the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA) and the United Nations Peacekeeping Force in Cyprus (UNFICYP), as well as to improved medical situational awareness capabilities in the United Nations Multidimensional Integrated Stabilization Mission in Mali (MINUSMA) and the United Nations Mission in South Sudan (UNMISS), which did not meet the planned target of the Unite Aware platform being available to four additional peace operations. The target was not met owing to a governance change that placed the situational awareness programme under the Department of Peace Operations Strategy for the Digital Transformation of United Nations Peacekeeping. This change triggered a revision of deployment plans and a new approach to enhancing situational awareness in peace operations.

29C.39   Progress towards the objective and the target for 2024 are presented in the performance measure below (see table 29C.7).

Table 29C.7
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)	2023 (planned)	2024 (planned)
Availability of the 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	Improved situational awareness in UNFICYP Improved medical situational awareness capabilities in MINUSMA and UNMISS	Availability of the Unite Aware platform to 3 additional peace operations	Availability of the Unite Aware platform based on additional mission roll-outs in accordance with Department of Peace Operations governance arrangements and priorities

Result 2: modernization of voice communications

Programme performance in 2022 and target for 2024

29C.40   The subprogramme's work contributed to a pilot project of 43 users with access to desktop telephone services using Microsoft Teams, which did not meet the planned target of 4,000 users. The target was not met owing to the additional time required to build the business case for a United Nations Secretariat-wide programme of work, which will include the migration of United Nations Headquarters and its endorsement by the Information and Communications Technology Steering Committee prior to implementation.

29C.41   Progress towards the objective and the target for 2024 are 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
(Cumulative)
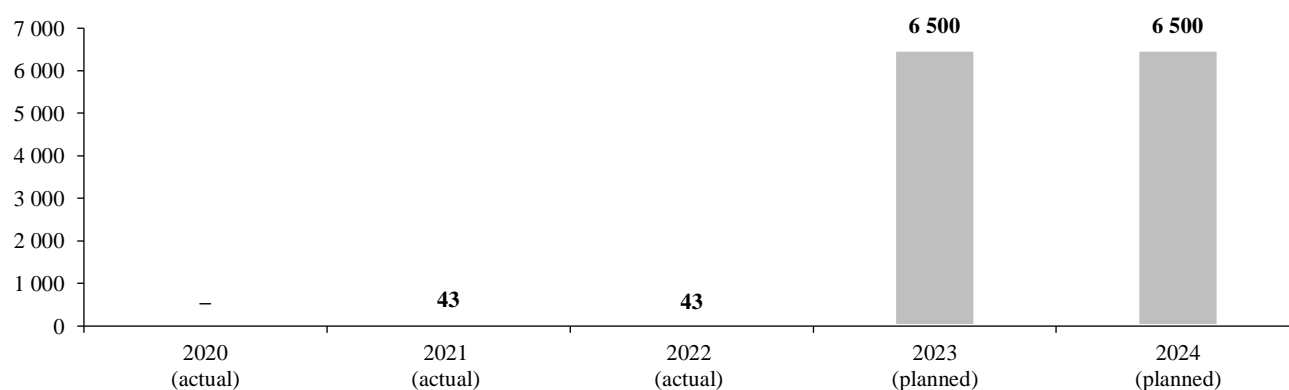
Result 3: improved wireless infrastructure coverage for delegates and staff at United Nations Headquarters

Proposed programme plan for 2024

29C.42 At United Nations Headquarters, the subprogramme manages the provision of Wi-Fi services for delegates and staff. The subprogramme maintains and supports the underlying Wi-Fi infrastructure, ensuring that devices and technologies are optimally configured to meet the requirements of the users on the United Nations campus. In addition, the subprogramme resolves incidents or disruptions reported by users specific to the Wi-Fi service.

Lessons learned and planned change

29C.43 The lesson for the subprogramme, based on a recent assessment of all technical and non-technical requirements, risks, issues and constraints for replacing the existing Wi-fi infrastructure, was that most of the current Wi-Fi infrastructure is well beyond its useful life and is no longer supported by the vendor. In applying the lesson, the subprogramme will update the underlying infrastructure of the Wi-Fi service to meet the requirements of delegates and the wider user community in the Secretariat. It is envisaged that the update will provide a reliable, secure and resilient wireless infrastructure that will enhance the user experience and will be able to accommodate future technologies. The upgrade will also include the provision of data services with better performance capable of supporting video streaming and high-speed data download and upload. The upgrade will focus on maximizing seamless, resilient and stable Wi-Fi coverage at Headquarters for all office spaces, conference rooms and designated areas. The subprogramme will also implement contingency plans to minimize service disruptions during the planned upgrade.

29C.44 Expected progress towards the objective is presented in the performance measure below (see figure 29C.III)

Figure 29C.III

Performance measure: increased number of Wi-Fi access points results in a decrease in the number of Wi-Fi incidents

| | Number of Wi-Fi access points | —— Number of Wi-Fi incidents |
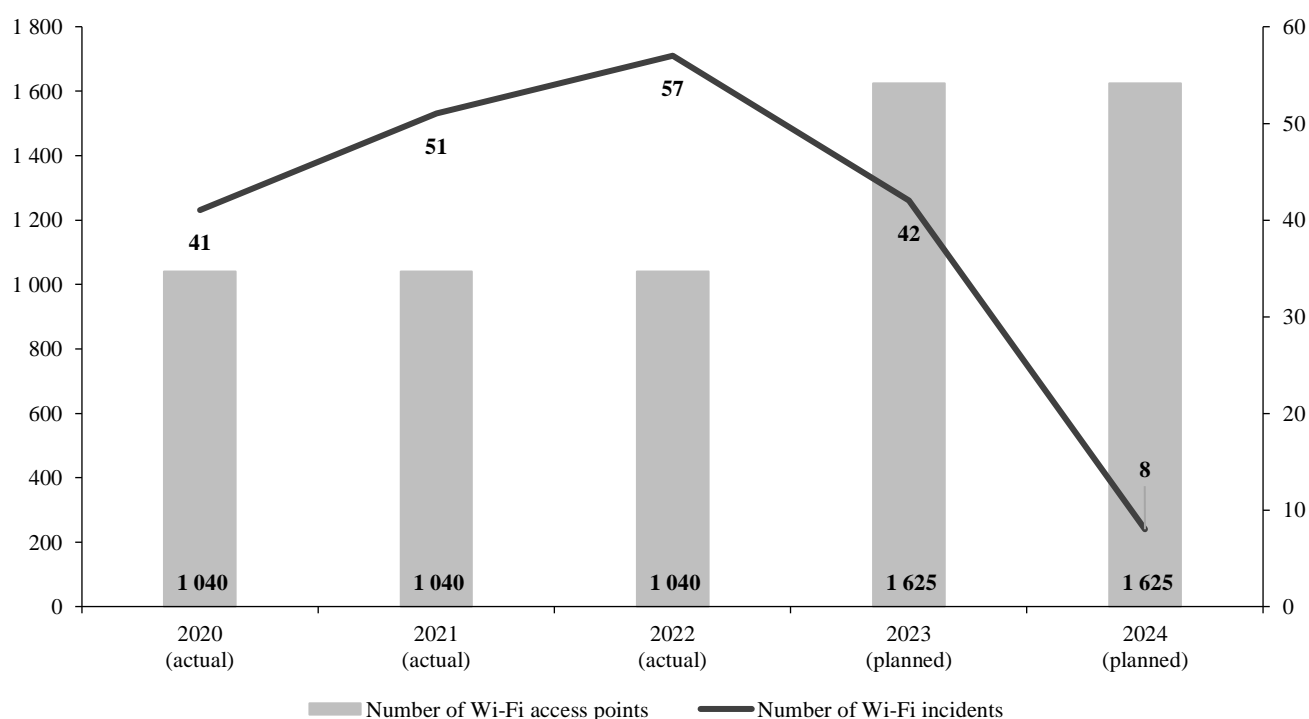
Deliverables

29C.45   Table 29C.8 lists all deliverables of the subprogramme.

Table 29C.8

Subprogramme 2: deliverables for the period 2022–2024, by category and subcategory

Category and subcategory	2022 planned	2022 actual	2023 planned	2024 planned
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)[a]	**12 700**	**6 930**	**12 700**	**12 700**
Meetings of intergovernmental and expert bodies	12 700	6 930	12 700	12 700
E. Enabling deliverables				
Information and communications technology: hardware and infrastructure, and software and applications.				

[a] The Broadcast and Conference Support Section of the Office of Information and Communications Technology facilitates meeting services for intergovernmental meetings in New York only.

Subprogramme 3
Enterprise solutions

Objective

29C.46 The objective, to which this subprogramme contributes, is to ensure effective and efficient implementation of the mandates of Secretariat entities.

Strategy

29C.47 To contribute to the objective, the subprogramme will:

(a) Continue to develop bespoke software solutions that support mandate delivery and the Sustainable Development Goals by partnering with Secretariat entities and leveraging emerging technologies to meet evolving challenges and mandates;

(b) Actively support the digital transformation of the Secretariat by designing process automation and knowledge management solutions for departments and offices;

(c) Implement the Data Strategy of the Secretary-General by delivering technical solutions for data exchange between systems through enterprise software;

(d) Enhance identity management by leveraging cloud technology, upgrade service management solutions, enhance talent management, manage the United Nations safety and security information systems, and design and operate the enterprise web content management platform.

29C.48 The above-mentioned work is expected to result in:

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

(b) Enhanced uniformed capabilities management through the implementation of recommendations of the Working Group on Contingent-Owned Equipment;

(c) Further automation of administrative support processes;

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

(e) Faster recruitment process for the Secretariat;

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

Programme performance in 2022

Finance knowledge gateway: easy-to-access and up-to-date financial documentation to support adherence to the financial rules, regulations, policies and procedures

29C.49 The Office of Programme Planning, Finance and Budget provides financial services to the operations of the United Nations Secretariat that follow strict financial rules, regulations, policies and procedures. The subprogramme, in collaboration with the Department of Operational Support and the Office of Programme Planning, Finance and Budget developed the finance knowledge gateway to digitally store and manage official documents for the Office of Programme Planning, Finance and Budget, with advanced search capability to help the users find relevant information.

29C.50 Progress towards the objective is presented in the performance measure below (see table 29C.9).

Table 29C.9
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)
–	–	Accessible financial documentation to support all Secretariat clients with adherence to the financial rules, regulations, policies and procedures

Planned results for 2024

Result 1: timely custom information technology solutions for mandate delivery

Programme performance in 2022 and target for 2024

29C.51   The subprogramme's work contributed to three custom ICT solutions to support mandate delivery, including the disaster risk resilience scorecard, the Security Council resolution 2589 (2021) knowledge base and the plastic pollution CounterMEASURE II, which met the planned target.

29C.52   Progress towards the objective and the target for 2024 are presented in the performance measure below (see table 29C.10).

Table 29C.10
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)	2023 (planned)	2024 (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 the Sendai Framework for Disaster Risk Reduction 2015–2030 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	• Disaster risk resilience scorecard in use by the United Nations Office for Disaster Risk Reduction • Security Council resolution 2589 (2021) knowledge base in use by the Department of Peace Operations • Plastic pollution CounterMEASURE II, in use by UNEP	Three additional custom information technology solutions available to support mandate delivery by Secretariat entities	Three additional custom information technology solutions available to support mandate delivery by Secretariat entities

Result 2: enhanced standards, security, multilingualism and accessibility of United Nations public information websites

Programme performance in 2022 and target for 2024

29C.53   The subprogramme's work contributed to onboarding seven additional websites to the Enterprise Content Management platform, including for the system of administration of justice, the Regional Commissions New York Office, the calendar of conferences and meetings, the emergency portal and the United Nations Centre for Regional Development, which met the planned target.

29C.54   Progress towards the objective and the target for 2024 are 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 (cumulative)
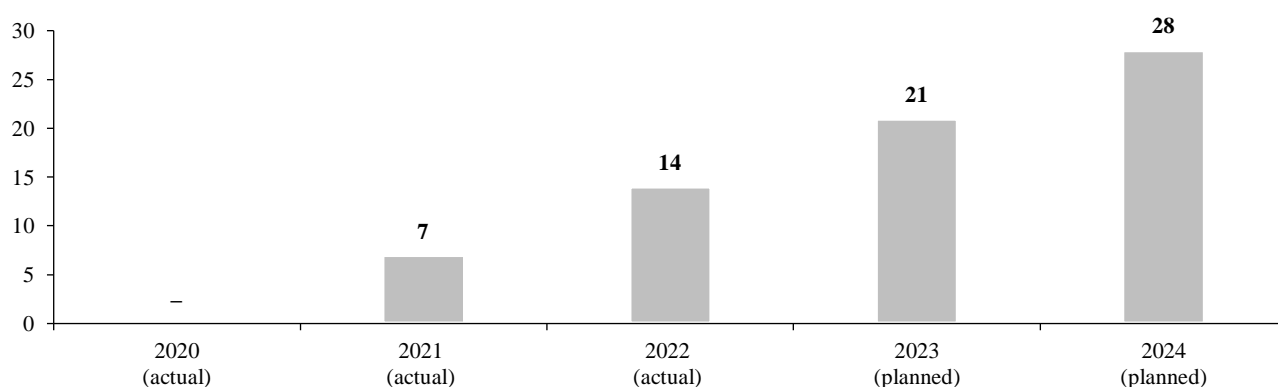
Result 3: process automation and knowledge management solutions to support the digital transformation of the Secretariat

Proposed programme plan for 2024

29C.55   In order to support the digital transformation of the Secretariat and the Data Strategy of the Secretary-General, the subprogramme has delivered multiple process automation solutions to reduce manual data entry and paper forms, resulting in fewer errors. Some examples of process automation implemented recently include a workstation reservation system in support of the flexible workspace project to enable personnel to book a desk when coming into the office and an official gifts register to track official gifts received by the United Nations Secretariat.

Lessons learned and planned change

29C.56   The lesson for the subprogramme was that there was a potential to reduce duplication in the development of ICT solutions for entities. In applying the lesson, the subprogramme will enhance its communication with departmental ICT focal points when assessing business requirements for new ICT initiatives to create opportunities to leverage existing applications and automate business processes across the Secretariat and thereby limit potential duplication of functionalities. The Office will encourage and provide technical support to enable the repurposing of existing solutions. This is expected to include utilizing existing solutions and scaling them to the enterprise level, so that more than one office can use the technology to support their mandate implementation. When business requirements indicate that there is no suitable existing solution and there is an enterprise-level need, the Office will provide technical leadership and expertise to support the development of enterprise solutions. The subprogramme will continue this work and expects to deliver three automations per year.

29C.57 Expected progress towards the objective is presented in the performance measure below (see table 29C.11)

Table 29C.11
Performance measure

2020 (actual)	2021 (actual)	2022 (actual)	2023 (planned)	2024 (planned)
–	–	–	–	3 process automation or knowledge management solutions in place, in which Departments make use of process automation tools to reduce processing time and paperwork and to simplify workflows

Deliverables

29C.58 Table 29C.12 lists all deliverables of the subprogramme.

Table 29C.12
Subprogramme 3: deliverables for the period 2022–2024, by category and subcategory

Category and subcategory

E. Enabling deliverables

Information and communications technology: content management solutions for the Secretariat; 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 approximately 55,000 users, including additional features related to national recruitment, the senior management compacts for Assistant Secretaries-General, integration with the United Nations mutual recognition of rosters interface tool; Umoja support, including uniformed capabilities management and fundraising functionalities; support of service management solutions for approximately 25,500 users; safety and security solutions for 78,000 users; deployment of a solution to support the implementation of Security Council resolution 2589 (2021) in the tracking of crimes committed against United Nations peacekeepers; solution for the recruitment of local police by the United Nations police in peacekeeping operations; additional functionalities for the Misconduct Tracking System to enhance the vetting process for non-United Nations civilian and uniformed personnel; business intelligence capabilities to enable field missions to enhance their operational efficiency and strategic planning; solutions to support the mandate delivery of programmatic entities such as the Economic Commission for Europe, UNEP and the Office of the United Nations High Commissioner for Human Rights; application integration mechanism used by 52 applications.

B. Proposed post and non-post resource requirements for 2024

Overview

29C.59 The proposed regular budget resources for 2024, 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)

			Changes					2024 estimate (before recosting)
Object of expenditure	2022 expenditure	2023 appropriation	Technical adjustments	New/ expanded mandates	Other	Total	Percentage	
Posts	25 374.4	24 824.7	–	–	–	–	–	24 824.7
Other staff costs	1 061.8	1 794.3	–	–	935.0	935.0	52.1	2 729.3
Consultants	272.3	105.1	–	–	–	–	–	105.1
Travel of staff	122.1	153.3	–	–	–	–	–	153.3
Contractual services	17 338.9	13 264.7	(85.7)	49.8	561.4	525.5	4.0	13 790.2
General operating expenses	6 128.2	11 401.4	–	–	(697.9)	(697.9)	(6.1)	10 703.5
Supplies and materials	54.2	66.8	–	–	–	–	–	66.8
Furniture and equipment	1 369.2	1 815.6	–	–	(207.6)	(207.6)	(11.4)	1 608.0
Other	2.8	–	—	–	–	–	–	–
Total	**51 724.0**	**53 425.9**	**(85.7)**	**49.8**	**590.9**	**555.0**	**1.0**	**53 980.9**

Table 29C.14
Overall: proposed posts and post changes for 2024
(Number of posts)

	Number	Details
Approved 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
Post changes	–	
Proposed for 2024	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; n/a, not applicable.

Table 29C.15
Overall: proposed posts by category and grade

(Number of posts)

| Category and grade | 2023 approved | Changes | | | | 2024 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**

29C.60 Additional details on the distribution of the proposed resources for 2024 are reflected in tables 29C.16 to 29C.18 and figure 29C.V.

29C.61 As reflected in tables 29C.16 (1) and 29C.17 (1), the overall resources proposed for 2024 amount to $53,980,900 before recosting, reflecting a net increase of $555,000 (or 1 per cent) compared with the appropriation for 2023. Resource changes result from technical adjustments, new and expanded mandates and 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	2022 expenditure	2023 appropriation	Changes						2024 estimate (before recosting)
			Technical adjustments	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	
A. Executive direction and management	2 854.3	3 092.6	–	–	16.9	16.9	0.5	3 109.5
B. Programme of work								
1. Strategy and technology innovation	9 891.2	10 607.4	–	–	861.1	861.1	8.1	11 468.5
2. Operations support	24 014.4	24 164.4	(85.7)	49.8	(180.0)	(215.9)	(0.9)	23 948.5
3. Enterprise solutions	14 964.0	15 561.5	–	–	(107.1)	(107.1)	(0.7)	15 454.4
Subtotal, B	**48 869.6**	**50 333.3**	**(85.7)**	**49.8**	**574.0**	**538.1**	**1.1**	**50 871.4**
Subtotal, 1	**51 723.9**	**53 425.9**	**(85.7)**	**49.8**	**590.9**	**555.0**	**1.0**	**53 980.9**

(2)   *Other assessed*

Component/subprogramme	2022 expenditure	2023 estimate			*Change*	*Percentage*	2024 estimate
A. Executive direction and management	–	–			47.3	–	47.3
B. Programme of work							
1. Strategy and technology innovation	2 181.2	2 416.5			(64.0)	(2.6)	2 352.5
2. Operations support	18 098.2	18 631.4			995.7	5.3	19 627.1
3. Enterprise solutions	13 744.5	14 750.7			445.6	3.0	15 196.3
Subtotal, B	**34 023.9**	**35 798.6**			**1 377.3**	**3.8**	**37 175.9**
Subtotal, 2	**34 023.9**	**35 798.6**			**1 424.6**	**4.0**	**37 223.2**

(3)   *Extrabudgetary*

Component/subprogramme	2022 expenditure	2023 estimate			*Change*	*Percentage*	2024 estimate
A. Executive direction and management	219.2	2 383.8			–	–	2 383.8
B. Programme of work							
1. Strategy and technology innovation	3 331.2	3 394.9			(552.7)	(16.3)	2 842.2
2. Operations support	44 066.8	45 329.1			(1 973.5)	(4.4)	43 355.6
3. Enterprise solutions	18 960.9	15 745.2			–	–	15 745.2
Subtotal, B	**66 358.9**	**64 469.2**			**(2 526.2)**	**(3.9)**	**61 943.0**
Subtotal, 3	**66 578.1**	**66 853.0**			**(2 526.2)**	**(3.8)**	**64 326.8**
Total	**152 325.9**	**156 077.5**			**(546.6)**	**(0.4)**	**155 530.9**

Table 29C.17
Overall: proposed posts for 2024 by source of funding, component and subprogramme
(Number of posts)

(1) *Regular budget*

Component/subprogramme	2023 approved	Technical adjustments	New/expanded mandates	Other	Total	2024 proposed
		Changes				
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	2023 estimate	Change	2024 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	2023 estimate	Change	2024 estimate
B. Programme of work			
1. Strategy and technology innovation	–	–	–
2. Operations support	14	(2)	12
3. Enterprise solutions	–	–	–
Subtotal, B	**14**	**(2)**	**12**
Subtotal, 3	**14**	**(2)**	**12**
Total	**248**	**(2)**	**246**

Table 29C.18
Overall: evolution of financial and post resources

(Thousands of United States dollars/number of posts)

				Changes				
	2022 expenditure	*2023 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*2024 estimate (before recosting)*
Financial resources by main category of expenditure								
Post	25 374.4	24 824.7	–	–	–	–	–	24 824.7
Non-post	26 349.6	28 601.2	(85.7)	49.8	590.9	555.0	1.9	29 156.2
Total	**51 724.0**	**53 425.9**	**(85.7)**	**49.8**	**590.9**	**555.0**	**1.0**	**53 980.9**
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 2024 (before recosting)

(Number of posts/thousands of United States dollars)
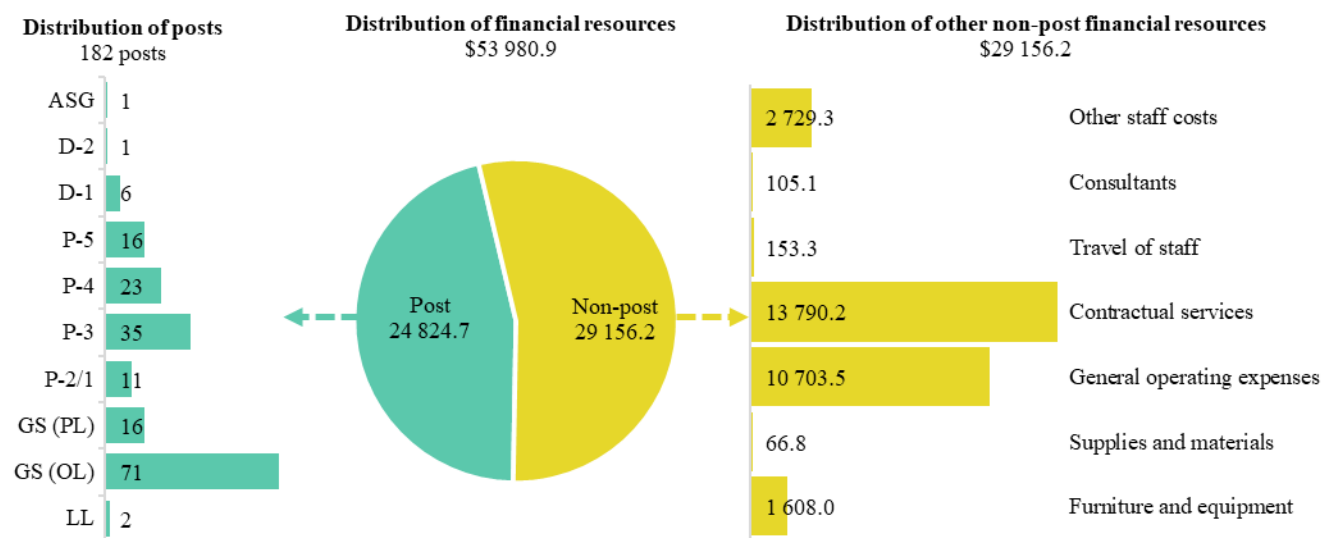
Explanation of variances by factor, component and subprogramme

Overall resource changes

Technical adjustments

29C.62   As reflected in table 29C.16 (1), resource changes reflect a decrease of $85,700, as follows:

> **Subprogramme 2, Operations support**. The decrease under contractual services relates to the removal of non-recurrent provisions for 2023 in support of new and expanded mandates pursuant to General Assembly resolution 77/248.

New and expanded mandates

29C.63   As reflected in table 29C.16 (1), resource changes reflect an increase of $49,800, as follows:

> **Subprogramme 2, Operations support**. The increase relates to additional requirements under contractual services in support of new and expanded mandates from the General Assembly for 2024 on: further practical measures for the prevention of an arms race in outer space ($4,700; resolution 77/250); crimes against humanity ($9,400; resolution 77/249); the Summit of the Future ($27,800; resolution 76/307); and transparency in armaments ($7,900; resolution 77/69).

Other changes

29C.64   As reflected in table 29C.16 (1), the net effect of the proposed changes is an increase of $590,900. The breakdown of changes is as follows:

(a)   **Executive direction and management**. The increase of $16,900 reflects the net effect of:

   (i)   A reduction in the provision for other staff costs ($10,900) owing to measures taken to reduce overtime and night differential by containing meetings within official working hours;

   (ii)   An increase in the provision for travel ($27,800) owing to increased travel requirements related to the assessment of the ICT services model and capacities at offices away from Headquarters and regional commissions;

(b)   **Subprogramme 1, Strategy and technology innovation**. The increase of $861,100 reflects the net effect of:

   (i)   An increase in the provision for other staff costs ($945,900) for six general temporary assistance positions to strengthen information and communications technology security, as explained in the report of the Secretary-General on capital investment planning (A/77/519);

   (ii)   A reduction in the provision for travel ($18,300) through greater use of videoconferencing when possible;

   (iii)   A reduction related to the optimization of contractual services ($66,500);

(c)   **Subprogramme 2, Operations support**. The decrease of $180,000 reflects the net effect of:

   (i)   A reduction in the provision for travel ($6,600) through greater use of videoconferencing when possible;

   (ii)   A reduction in the provision for general operating expenses ($218,400) owing to anticipated lower expenditure resulting from the implementation of operational efficiencies, offset in part by an increase under contractual services for conference services that are anticipated to be proposed in the context of future statements of programme budget implications, based on recent historical trends ($45,000);

(d)   **Subprogramme 3, Enterprise solutions**. The decrease of $107,100 reflects:

   (i)   A reduction in the provision for travel ($2,900) through greater use of videoconferencing when possible;

   (ii)   A reduction related to the optimization of contractual services ($104,200).

Other assessed resources

29C.65   As reflected in tables 29C.16 (2) and 29C.17 (2), other assessed resources amount to $37,223,200. The resources would complement regular budget resources and would be used mainly to provide for ICT support services to peacekeeping operations. With these resources, the Office continues to carry

out important initiatives that have a direct impact on the effectiveness and efficiency of peacekeeping operations.

29C.66   The expected increase of $1,424,600 is attributable mainly to the planned purchase of software licences related primarily to the move of the Umoja database from a virtualized to a non-virtualized environment, the reduction of data loss risk and the cloud-based SAP solution for supply chain activities, offset in part by a decrease under posts due mainly to higher vacancy rates.

Extrabudgetary resources

29C.67   As reflected in tables 29C.16 (3) and 29C.17 (3), extrabudgetary resources amount to $64,326,800. The resources, which include funds from United Nations Headquarters client entities, peacekeeping operations and special political missions, together with voluntary contributions, would complement regular budget resources and would be used mainly to provide for ICT services such as 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. Services provided 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, and public broadcasting and data analysis capabilities.

29C.68   The expected decrease of $2,526,200 is attributable mainly to the expiration of three grants which support telemedicine, data mining and radio analysis projects, the completion of the mission start-up project funded by a grant ending at the end of 2023 and the finalization of the peace and security data exchange project ending in July 2023 and projects with the United Nations Children's Fund (UNICEF) and the United Nations Industrial Development Organization (UNIDO) ending in June 2024.

29C.69   The extrabudgetary resources 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.70   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. In 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.71   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.72   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 2024, 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.73   Information on the timely submission of documentation and advance booking for air travel is reflected in table 29C.19. The Office continues to make efforts to fully comply with the advance purchase policy directive and has taken a number of steps to ensure that air travel is booked as early as possible. Travel requests that do not meet the two-week timeline are directed to the Head of Office for validation of mitigating circumstances before final review and approval. Owing, in part to the implementation of such measures, the rate of compliance has more than doubled since 2020.

Table 29C.19
Compliance rate

(Percentage)

	Actual 2020	Actual 2021	Actual 2022	Planned 2023	Planned 2024
Timely submission of documentation	n/a	n/a	n/a	100	100
Air tickets purchased at least 2 weeks before the commencement of travel	33	63	72	100	100

29C.74   The proposed regular budget resources for 2024 amount to $3,109,500 and reflect an increase of $16,900 compared with the appropriation for 2023. The proposed increase is explained in paragraph 29C.64. Additional details on the distribution of the proposed resources for 2024 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)

	2022 expenditure	2023 appropriation	Changes					2024 estimate (before recosting)
			Technical adjustments	New/ expanded mandates	Other	Total	Percentage	
Financial resources by main category of expenditure								
Post	2 139.6	2 315.3	–	–	–	–	–	2 315.3
Non-post	714.7	777.3	–	–	16.9	16.9	2.2	794.2
Total	**2 854.3**	**3 092.6**			**16.9**	**16.9**	**0.5**	**3 109.5**
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 2024 (before recosting)

(Number of posts/thousands of United States dollars)

Distribution of posts
19 posts

ASG	1
P-5	2
P-4	1
P-3	1
GS (PL)	4
GS (OL)	10

Distribution of financial resources
$3 109.5

Post 2 315.3
Non-post 794.2

Distribution of other non-post financial resources
$794.2

26.7	Other staff costs
30.1	Travel of staff
16.9	Contractual services
674.2	General operating expenses
8.9	Supplies and materials
37.4	Furniture and equipment

Other assessed resources

29C.75   Other assessed resources for this component amount to $47,300. The resources would complement regular budget resources and would be used mainly to provide for travel related to peacekeeping missions and activities.

Extrabudgetary resources

29C.76   Extrabudgetary resources for this component amount to $2,383,800. The resources would complement regular budget resources and would be used mainly to support the Project Management Office as well as activities that may be reprioritized by the Office of the Chief Information Technology Officer.

Programme of work

Subprogramme 1
Strategy and technology innovation

29C.77   The proposed regular budget resources for 2024 amount to $11,468,500 and reflect a net increase of $861,100 compared with the appropriation for 2023. The proposed increase is explained in paragraph 29C.64. Additional details on the distribution of the proposed resources for 2024 are reflected in table 29C.21 and figure 29C.VII.
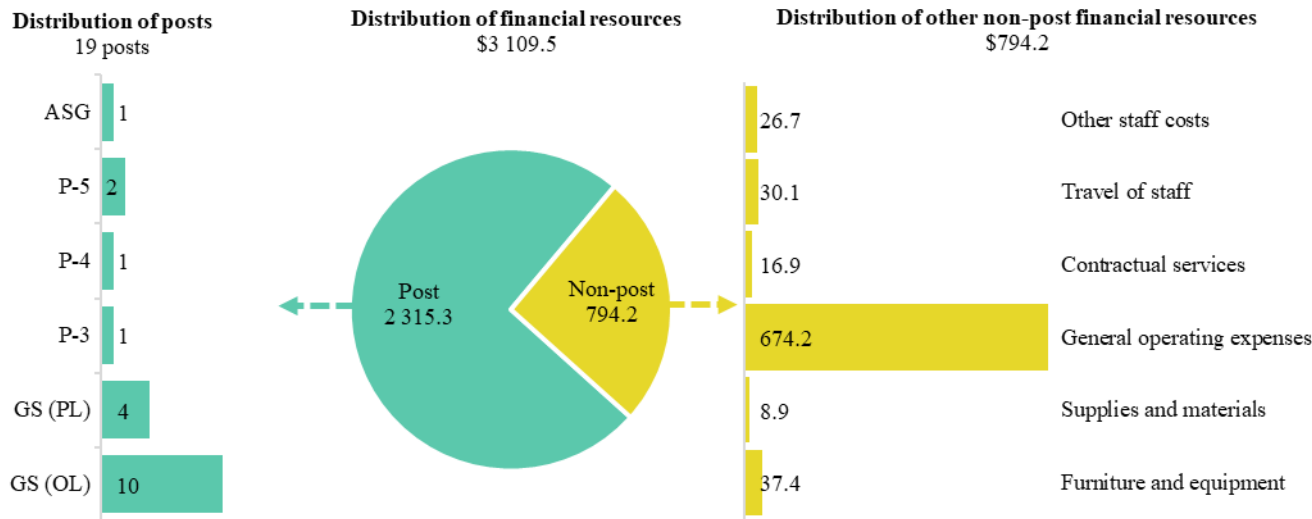
Table 29C.21
Subprogramme 1: evolution of financial and post resources

(Thousands of United States dollars/number of posts)

				Changes				
	2022 expenditure	*2023 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*2024 estimate (before recosting)*
Financial resources by main category of expenditure								
Post	5 637.6	5 853.4	–	–	–	–	–	5 853.4
Non-post	4 253.6	4 754.0	–	–	861.1	861.1	18.1	5 615.1
Total	**9 891.2**	**10 607.4**	**–**	**–**	**861.1**	**861.1**	**8.1**	**11 468.5**
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 2024 (before recosting)

(Number of posts/thousands of United States dollars)
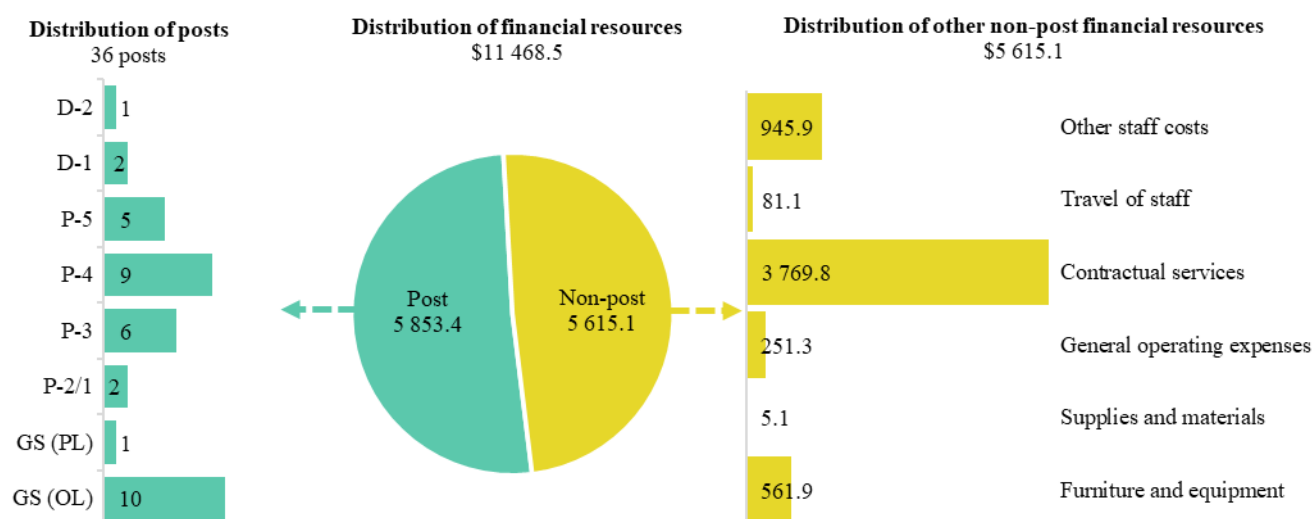
Other assessed resources

29C.78   Other assessed resources for this subprogramme amount to $2,352,500. The resources would complement regular budget resources and would be used mainly to support the protection of ICT assets from cyberthreats through the strengthening of ICT security, as well as to continue to support the development of an integrated data architecture framework that supports field missions' activities through technology and data. The expected decrease of $64,000 is due mainly to higher vacancy rates.

Extrabudgetary resources

29C.79   Extrabudgetary resources for this subprogramme amount to $2,842,200. The resources would complement regular budget resources and would be used mainly to 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 Data Strategy of the Secretary-General. In addition, funding will be used to expand existing technology implementation to support the core work of the Secretariat through the integration of the emerging technology solutions with systems that make the greatest use of structured and unstructured data and information, and to ensure compliance with ICT standards, architecture and security. The United Nations conversational artificial intelligence platform is in the process of 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).

29C.80   The expected decrease of $552,700 is attributable mainly to the finalization of the peace and security data exchange project, ending in July 2023, and projects with UNICEF and UNIDO ending in June 2024.

Subprogramme 2
Operations support

29C.81   The proposed regular budget resources for 2024 amount to $23,948,500 and reflect a decrease of $215,900 compared with the appropriation for 2023. The proposed decrease is explained in paragraphs 29C.62 to 29C.64. Additional details on the distribution of the proposed resources for 2024 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					
	2022 expenditure	*2023 appropriation*	*Technical adjustments*	*New/ expanded mandates*	*Other*	*Total*	*Percentage*	*2024 estimate (before recosting)*
Financial resources by main category of expenditure								
Post	9 219.6	8 546.1	—	—	—	—	—	8 546.1
Non-post	14 794.8	15 618.3	(85.7)	49.8	(180.0)	(215.9)	(1.4)	15 402.4
Total	**24 014.4**	**24 164.4**	**(85.7)**	**49.8**	**(180.0)**	**(215.9)**	**(0.9)**	**23 948.5**
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 2024 (before recosting)

(Number of posts/thousands of United States dollars)

Distribution of posts
73 posts

Level	Posts
D-1	2
P-5	3
P-4	5
P-3	12
P-2/1	1
GS (PL)	9
GS (OL)	41

Distribution of financial resources
$23 948.5

Post 8 546.1
Non-post 15 402.4

Distribution of other non-post financial resources
$15 402.4

Amount	Category
914.4	Other staff costs
29.1	Travel of staff
4 454.1	Contractual services
9 752.0	General operating expenses
24.8	Supplies and materials
228.0	Furniture and equipment

Other assessed resources

29C.82   Other assessed resources for this subprogramme amount to $19,627,100. The resources would complement regular budget resources and would be used mainly 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 hybrid cloud-based technologies and provide support to peacekeeping operations applications. The expected increase of $995,700 is attributable mainly to an increase in Umoja maintenance resources, offset in part by a reduction under posts, as described in paragraph 29C.66 above.

Extrabudgetary resources

29C.83   Extrabudgetary resources for this subprogramme amount to $43,355,600. The resources would complement regular budget resources and would be used mainly to provide ICT services, such as a personal computing core package that includes collaboration tools and applications, connectivity, network access and service desk support for enterprise applications. These funds also include hosting costs for departmental systems hosted at the United Nations Headquarters data centre in New York. The extrabudgetary resources would: (a) support the rapid deployment of communications during crises; (b) provide end user support for peacekeeping missions specific to email and collaboration tools and applications; (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, Spain, and in New York, in order to provide efficient support to field operations.

29C.84   The expected decrease of $1,973,500 is attributable mainly to the expiration of three grants which support telemedicine, data mining and radio analysis projects and the completion of the mission start-up project funded by a grant ending at the end of 2023.

Subprogramme 3
Enterprise solutions

29C.85   The proposed regular budget resources for 2024 amount to $15,454,400 and reflect a decrease of $107,100 compared with the appropriation for 2023. The proposed decrease is explained in paragraph 29C.64. Additional details on the distribution of the proposed resources for 2024 are reflected in table 29C.23 and figure 29C.IX.

Table 29C.23
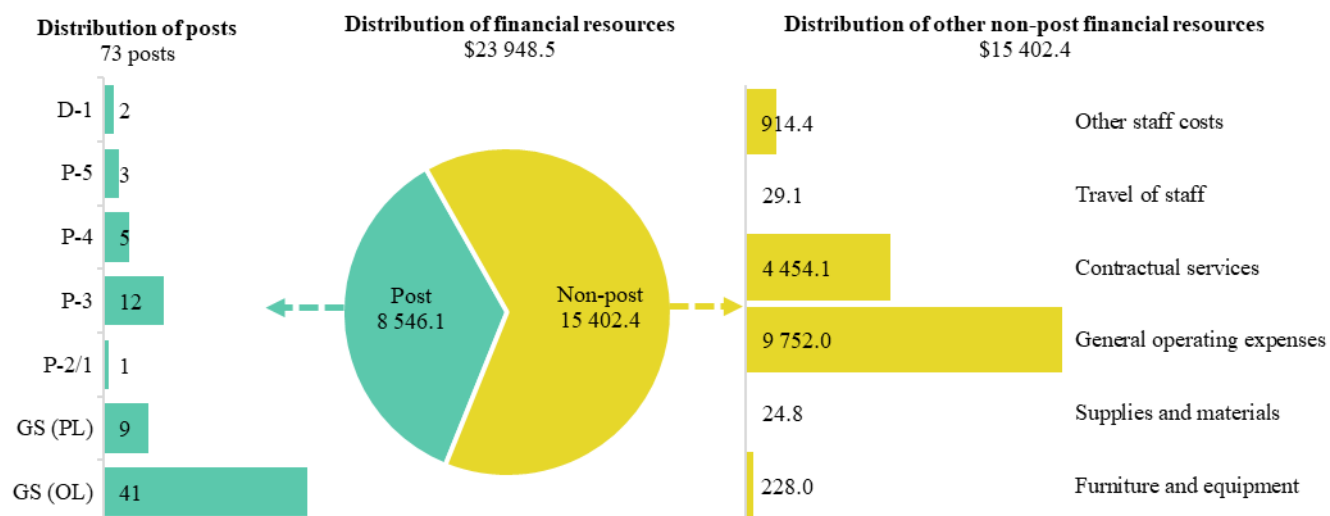**Subprogramme 3: evolution of financial and post resources**

(Thousands of United States dollars/number of posts)

			Changes					2024 estimate (before recosting)
	2022 expenditure	2023 appropriation	Technical adjustments	New/ expanded mandates	Other	Total	Percentage	
Financial resources by main category of expenditure								
Post	8 377.6	8 109.9	–	–	–	–	–	8 109.9
Non-post	6 586.5	7 451.6	–	–	(107.1)	(107.1)	(1.4)	7 344.5
Total	**14 964.0**	**15 561.5**	**–**	**–**	**(107.1)**	**(107.1)**	**(0.7)**	**15 454.4**
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 2024 (before recosting)

(Number of posts/thousands of United States dollars)
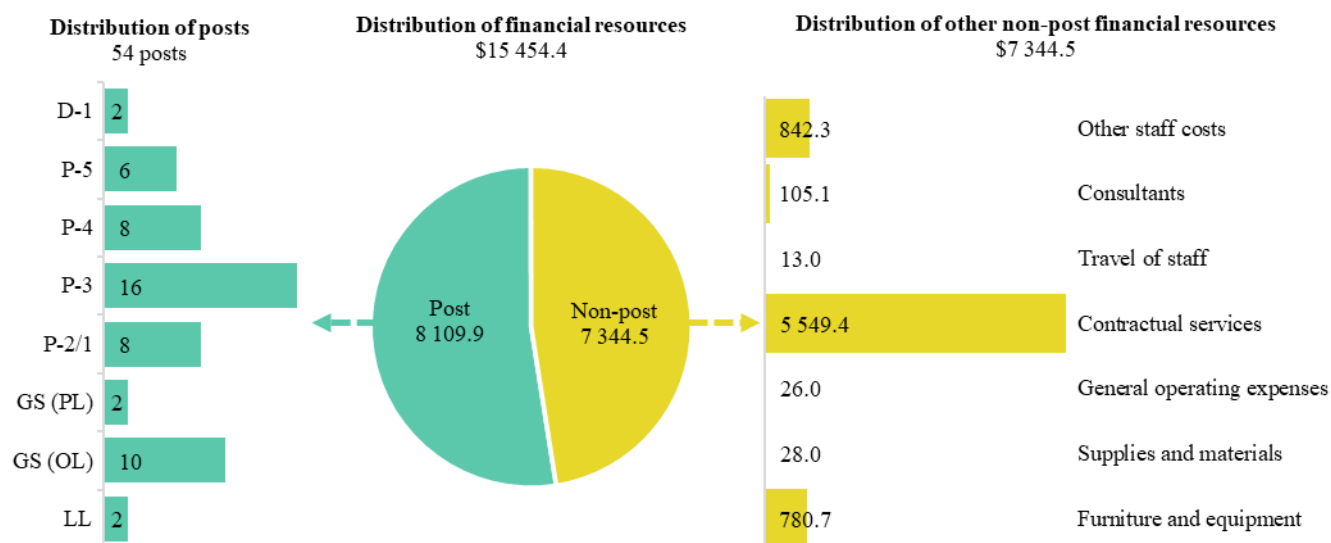
Other assessed resources

29C.86   Other assessed resources for this subprogramme amount to $15,196,300. The resources would complement regular budget resources and would be used mainly to enable the development and support of information technology applications to support peacekeeping operations from Headquarters. The expected increase of $445,600 is due mainly to planned purchases of software licences related primarily to the move of the Umoja database from a virtualized to a non-virtualized environment, the mitigation of data loss and the cloud-based SAP solution for supply chain activities.

Extrabudgetary resources

29C.87   Extrabudgetary resources for this subprogramme amount to $15,745,200. The resources would complement regular budget resources and would be used mainly to 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 2024

Office of Information and Communications Technology
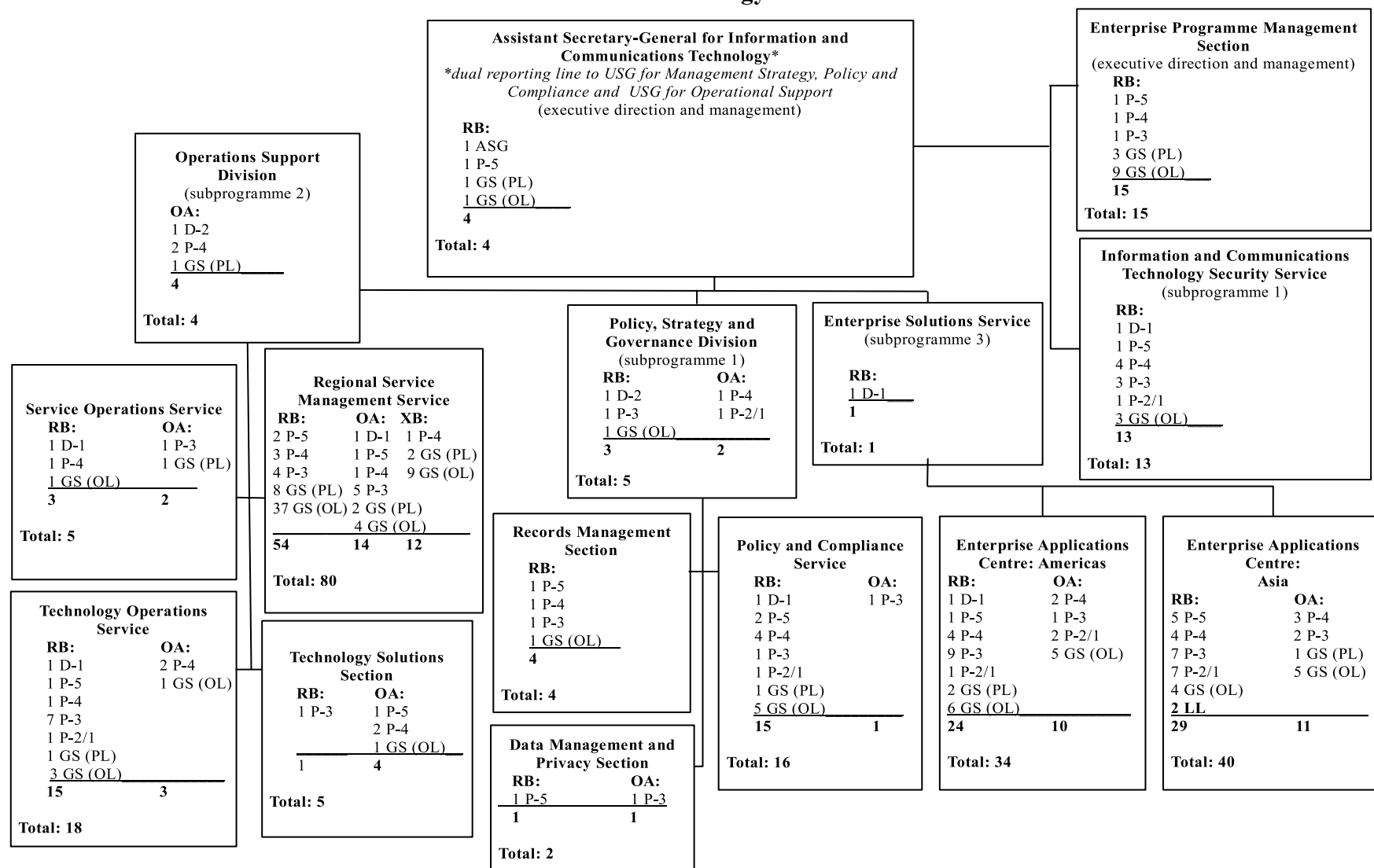
Assistant Secretary-General for Information and Communications Technology*
*dual reporting line to USG for Management Strategy, Policy and Compliance and USG for Operational Support
(executive direction and management)
RB:
1 ASG
1 P-5
1 GS (PL)
1 GS (OL)
4

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

Information and Communications Technology Security Service
(subprogramme 1)
RB:
1 D-1
1 P-5
4 P-4
3 P-3
1 P-2/1
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
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 Section
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	
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-2/1
9 P-3	5 GS (OL)
1 P-2/1	
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)
7 P-2/1	5 GS (OL)
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	
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 Section

RB:	OA:
1 P-5	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.

Annex II

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

Brief description of the recommendation	*Action taken to implement the recommendation*

Advisory Committee on Administrative and Budgetary Questions
A/77/7

The Advisory Committee reiterates that the Secretary-General should continue his efforts to rationalize websites, with a view to reducing costs and minimizing exposure to security risks, and trusts that detailed information on the impact of such efforts will be provided in the context of the next budget submission (see also A/76/7 and A/76/7/Corr.1, para. VIII.65). The Committee also trusts that the forthcoming ICT strategy will include comprehensive information on future plans for website rationalization and institutional social media accounts, in particular with regard to compliance with requirements in the areas of budgeting, security, accessibility and multilingualism (para. VIII.75).

The Office of Information and Communications Technology continues to support web rationalization efforts by making available the enterprise web content management platform, which covers all of the five areas of: accessibility for persons with disabilities, multilingualism, technology standards, security and United Nations branding.

The main websites of www.un.org will be migrated on the platform from disparate legacy technologies. In addition, the platform is available to all authoring entities in the Secretariat, simplifying the building and maintenance of future websites without the need for local/departmental technical web development skills.

The Advisory Committee is of the view that the information regarding extrabudgetary resources lacks clarity and sufficient detail and recommends that the General Assembly request the Secretary-General to systematically include in future budget proposals a more detailed breakdown of extrabudgetary resources and clear data on cost recovery, including with regard to the ICT services provided to client entities along with the respective amounts (para. VIII.79).

Details are provided in the financial performance report for 2022.