



Executive Council

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Report of the Secretary-General on administrative and statutory matters

(f) Information and communication technologies at the Secretariat

I. Introduction

1. The ICT Programme is a key support area within the UNWTO in the application of technology to facilitate the performance of its core work functions and one of the primary communication channels with internal and external stakeholders. This document provides a status report on the implementation of the ICT programme of work and an outlook of the plans ahead.
2. ICT delivers services to more than 150 internal customers as well as Member States. ICT core functions include an infrastructure of 23 servers, more than 250 networked computers, the management of the internal collaborative and information platform (INTRANET/EXTRANET), development and maintenance of the information systems and the integration of standard technological applications as well as personnel support and systems training. ICT also manages the organizational access and maintenance of personal computers, portable equipment including computers and peripherals as well as PDAs and other portable devices.
3. Progress and continual technological changes, increasing data security and system risk, and higher demands for reliability in the delivery of its services make the management of this area extremely challenging, in particular with a very limited staff base.
4. In accordance to CE/DEC/17(XCIV) the Executive Council welcomed the Secretary-General's initiative of keeping that body regularly informed on the ICT Programme of Work strategy and developments. This report is set to fulfil these aims by providing a report for 2012 and an outline of current/future ICT activities.
5. It is to be noted that this report does not address web-related concerns, since these fall within a different programme, reported to the Executive Council separately.

II. Programme of Work completed up to date

6. Since the report provided at the 94th Executive Council, the following specific projects have been completed as of the date of this report, with the main results of the above-mentioned PoW being shown.



AREA	ACTIVITY/PROJECT	RESULTS	DATE COMPLETED
Core Infrastructure	ICT Consolidation & services	<ul style="list-style-type: none"> Improving maintenance procedures, expansion and standardization Virtualization of 23 servers Core server availability average (100%) Performance optimization, operation and management of the virtualization platform Maintained and updated Information Systems 	<ul style="list-style-type: none"> Completed 2013/ Ongoing Completed 2013 Completed 2013 / Ongoing Completed 2013 / Ongoing Completed 2013 / Ongoing
Core Infrastructure	Infrastructure improvements	<ul style="list-style-type: none"> New cabin servers & servers 	<ul style="list-style-type: none"> Completed 2013
Core Communication Infrastructure	Network Cable Project	<ul style="list-style-type: none"> Audited Network infrastructure status and reconfiguration proposal to improve security and performance Implementation of recommendations 	<ul style="list-style-type: none"> Completed 2013 Completed 2013 / Ongoing
Information security and cyber security frameworks	Security protocol on security and disaster recovery	<ul style="list-style-type: none"> Protocol on security and disaster recovery review Expansion of the infrastructure that supports the backup services 	<ul style="list-style-type: none"> Completed 2013 Completed 2013
Business continuity	Business continuity planning	<ul style="list-style-type: none"> Conducted a disaster recovery drill Updated contingency plan based on system recovery drill recommendations 	<ul style="list-style-type: none"> Completed 2013 Completed 2013
Information Systems & Application Infrastructure	Finance project	<ul style="list-style-type: none"> Implementation of competitive bidding, Delaware company awarded Update, expansion and improvement of infrastructure development Implementation of new development tools Support to activities related to the strategic project plan of ITPREIPSAS 	<ul style="list-style-type: none"> Completed 2012 Completed 2012 Completed 2013 Completed 2013 / Ongoing
Business Productivity	Collaborative Platform INTRANET/EXTRAN ET platform	<ul style="list-style-type: none"> Improvement and extension of the structures Provided a system of internal controls to allow for information sharing and author control (work flows) over content Develop a knowledge management platform, self-service and reporting 	<ul style="list-style-type: none"> Completed 2012 / Ongoing Completed 2012 / Ongoing Completed 2013 / Ongoing
Business Productivity	Access Control software	<ul style="list-style-type: none"> Implementation of a new access control software to allow historical data availability and enhanced management reports in security and personnel accountability 	<ul style="list-style-type: none"> Completed 2013
ICT services	Telephony & communications Services	<ul style="list-style-type: none"> Implementation of Skype services Review of current telephony providers & contracts and recommendations Proposal and develop of the project "technological change to VoIP telephony" 	<ul style="list-style-type: none"> Completed 2013 Completed 2013 Completed 2013
ICT priorities	ICT Training	<ul style="list-style-type: none"> Continue to enhance technical competency of ICT staff through external training and certification 	<ul style="list-style-type: none"> Ongoing

III. Programme of Work in progress

7. Since the report provided at the 94th Executive Council, the following specific projects are in the process of being completed as of the date of this report, with the main results of the above-mentioned Programme of Work being shown.

AREA	ACTIVITY/PROJECT	EXPECTED RESULTS	EXPECTED COMPLETION DATE
Information Systems / Business Productivity	Implementation of IPSAS ICT requirements in collaboration with IPSAS team	<ul style="list-style-type: none"> Development of a new finance system information based on IPSAS methodology Adapting of databases & information systems affected by IPSAS regulations 	<ul style="list-style-type: none"> Target completion 2013 / Ongoing Target completion 2014 / Ongoing
Communication Infrastructure	Telephone switchboard project	<ul style="list-style-type: none"> Update the telephone switchboard Use of new IP technologies to unified communications to reduce costs Conduct a competitive bidding 	<ul style="list-style-type: none"> Target completion 2013 / Ongoing Target completion 2013 Target completion 2013 / Ongoing
ICT services	Telephony Services & mobility	<ul style="list-style-type: none"> Network improvements in security, devices management and quality of services Use of best technologies practices Increase mobile devices, update the old ones and standardize devices New platform for provide management remote control of the mobile devices Implementation of security procedures Increase the interoperability between several tools to improve the user environment BYOD implementation to improve the user experience at work Improve de videoconferencing service 	<ul style="list-style-type: none"> Target completion 2013 / Ongoing Ongoing Ongoing Target completion 2013 / Ongoing Target completion 2013 Target completion 2013 Target completion 2014 Target completion 2014
ICT services	Printing services project	<ul style="list-style-type: none"> Consolidate printing services Provide management control, accessibility and control over confidentiality of printed material Reduce printing costs Support greening policies Update printing equipment to ensure compatibility with implemented software Establish an internal workgroup to establish current UNWTO printing policies and procedures Conduct a competitive bidding 	<ul style="list-style-type: none"> Target completion 2014
ICT services / Business Productivity	New Help Desk platform	<ul style="list-style-type: none"> Implementation of a centralized request service to maximize the use of ICT resources to the organization. Improve security, productivity and reduce IT overhead 	<ul style="list-style-type: none"> Target completion 2013 / Ongoing

Core Infrastructure	Desktop virtualization	<ul style="list-style-type: none"> • Cost reduction in future acquisitions • Efficiency increase due to time reduction in maintenance tasks • Standardization 	
Business Productivity	Digital sign	<ul style="list-style-type: none"> • Encourage the use of digital sign to support greening policies • Streamline administrative processes • Reduce costs 	<ul style="list-style-type: none"> • Target completion 2014
IT Governance	Implementation of IT Service Management best practices	<ul style="list-style-type: none"> • Adopt ITIL published guidelines. ITIL provides a cohesive set of best practices, drawn from international public and private sectors and are in compliance with UN agencies standards 	<ul style="list-style-type: none"> • Ongoing. Target completion 2014
IT Governance	Organizational approval of document standards, document procedures to establish policies and guidelines	<ul style="list-style-type: none"> • Approval of existing drafts for document standards, document procedures, and proposed policies and guidelines • Creation of new procedures of internal controls 	<ul style="list-style-type: none"> • Ongoing. Target completion 2014 • Target completion 2013

IV. ICT Strategy for 2014-2015

8. Significant progress has been achieved since the 94th Executive Council as all main findings have been addressed.

9. With changes in the UNWTO's business structure and emerging technologies, ICT continues to adapt its role and structure in order to maximize service delivery and ensure users' satisfaction.

10. One such emerging change is to evolve towards a refined standardized IT state in which the ICT infrastructure is aligned to the organizational business strategy and is working in partnership with other Programmes to develop, deliver and implement new technological solutions for the UNWTO. Eventually this will lead to organizational competency, improved resource management and technology breakthroughs such as digital offices and optimized operating costs.

11. In a rapidly evolving technology environment, a major set of issues which must also be addressed expand around the security framework to preserve the integrity of the UNWTO's information assets and systems while growing to align to United Nations mandates and application of best practices. The movement of core applications to a hosted environment (cloud) has become a major project in 2013.

12. Future projects must address physical and environmental data security, access controls, mobility, information acquisition/development/maintenance and compliance with established policies and procedures. The increased use of social network applications must also be addressed to ensure cyber security standards at the UNWTO.

13. The ICT Programme believes that the main infrastructure plans are close to completion and focus will need to be changed to application development. With a very crucial and time-critical project currently going on in ICT (ICT-PREIPSAS), it is ICT's intention to run a second comprehensive ICT audit in 2014. The outcome of this audit is expected will provide the main lines to prepare a strategic ICT plan till 2017.

14. ICT will have to regularly adjust its Programme of Work to address these issues and provide the appropriate framework for continual change, compliance and planning to result in a revised two-year roadmap that will be presented at the next Executive Council. However challenging these assignments, strict resource control has to be observed, being one of the risks to address for timely completion of the Programme of Work.

V. Actions to be taken by the Executive Council

15. The Executive Council is requested:

- (a) To take note of the reports on the status of ICT activities in this document; and
- (b) To support the orientation given by the Secretariat to the ICT Programme of Work, in particular the projects related to IPSAS implementation and telecommunications infrastructure and services.