



**Chief Executives Board
for Coordination**

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9 November 2020

**Digital & Technology Network (DTN)
Summary of Virtual Session - 15 October 2020**

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1 Digital & Technology Network (DTN) Virtual Session, 15 October 2020

1.1 Introduction

The DTN met virtually on 15 October 2020 (on MS Teams) and the session was chaired by Mr. Patrick Carey (Acting Assistant Secretary General, OICT, UN Secretariat). The agenda included an interim update on the findings of the HLCM Future of Work Task Force, a proposal from Gartner to measure progress towards digitalization, innovation, next generation ERP, an update from the ICT Federation working group, cybersecurity and Multi-Factor Authentication. Due to time constraints, no DTN subgroups presented, postponed instead until next session. All DTN subgroups were requested to prepare to update the DTN at its next session. Members were reminded that the DTN Chairs can task subgroups with focused requests if raised by membership. The agenda was adopted without changes and the first item addressed the election of a DTN Co-Chair.

1.2 Summary of Conclusions

- Mr. Bernardo Mariano, WHO was elected to the role of DTN Co-Chair for a term of 2 years.
- Next Generation ERP to be further explored in a virtual knowledge sharing session (late Nov/early Dec).
- B2B Federation Working Group now concluded and reported on results. B2C Federation phase now starting, which aims to provide access to external users from registered identity providers and local B2C users to specific registered United Nations applications. All UN system organizations remain invited to join both initiatives.
- DTN to remain regularly informed on progress of HLCM's Future of Work Task Force, with a view to ensuring DTN contributes to the discussion and recommendations proposed to HLCM.
- Early adopter organizations identified for the evaluation the proposed Digital Execution Scorecard (DES). Kick-off meeting / individual workshops to be planned in November.
- Innovation will return to the DTN agenda next session as a standing item.
- All DTN subgroups are requested to update the DTN at its next session.
- Next DTN session will again be virtual and occur at the beginning of 2021.

1.3 Election of DTN Co-Chair

The DTN has two Co-Chairs. Due to the recent departure of UNESCO Co-Chair, the DTN proceeded to elect a replacement member to fill role of Co-Chair for a two-term period. Present DTN Co-Chair put forward Mr. Bernardo Mariano (CIO, WHO) for the network's consideration. This proposal was unanimously accepted by the DTN. WHO will then co-chair the DTN together with UN Secretariat for a two-year term. It was noted that no women applied for the position of Co-Chair on this occasion. Given the goal of gender parity, the Chair encouraged women to apply at the next opportunity.

1.4 Next Generation ERP

Mr. Sylvain St. Pierre (CIO, UNDP) presented on the options available to organizations as they evaluate next generation ERP. This briefing session provided insight into why '#NextGenERP'; what's next and what does a Next Generation ERP Project look like? After analysis of options UNDP recommended the adoption of a cloud ERP strategy to replace the PeopleSoft ERP platform. Cloud ERP is seen as a more cost-effective way of enabling business processes, while providing a platform that is aligned to the overall digital transformation objective of the organization. UNDP, in collaboration with the ATLAS partner agencies, is moving to an ERP Cloud to enable digital transformation and enable business benefits. In the discussion that followed, the DTN membership expressed interest in organizing a dedicated session on this topic, as an opportunity for organizations to share their experience. CEB Secretariat will reach out to members in order to identify interest in pursuing this topic further and organize a virtual knowledge sharing session on this topic (late November / early December).

1.5 Role of Information Management and Technology in Enabling the Innovation Culture in WHO

Mr. Bernardo Mariano (CIO, WHO) presented on the role of information management and technology in enabling an innovative culture within WHO. Members heard about the LEAD programme of WHO: an organization-wide innovation challenge, aimed to community source the collective talents from within WHO by providing a safe environment to explore and experiment. LEAD (an acronym for *Leap, Engage, Accelerate, Disrupt*) is premised on placing value on the experience and knowledge of staff on the front line, familiar with the challenges and oftentimes best placed to conceive a solution. Further discussion focused on the need to effectively share innovations. The presentation highlighted the need for closer alignment within the DTN on innovation related activities and the desire for more sharing of best practices and experiences. DTN Chairs are to request DTN's Technology Innovation subgroup Chairs to provide DTN updates on this topic at regular sessions.

1.6 Multi-Factor Authentication

Ms. Enrica Porcari (CIO and Director IT, WFP) presented on success stories and lessons learnt by WFP on multi-factor authentication (MFA). This item centered on the need to strengthen defenses for sensitive datasets, against the increasing threat posed by phishing, seen as a cost-effective weapon and growing exponentially in its potential to harm. WFP explained that many organizations are affected, as can be seen on mailboxes system wide. Issues observed by WFP as they embarked on this exercise included a lack of awareness and new risks that accompany the migration of organizations to the cloud. Lessons of the process of introducing MFA at WFP were highlighted and while the noise generated by other (non-MFA enabled) organizations remains, unauthorized access to organization data assets has been seen to notably decreased since the introduction of MFA. In the plenary discussion that followed, members agreed to continue sharing experiences on MFA with the view to increasing organization-wide adoption within the UN system.

1.7 B2B Federation Working Group Update

Mr. Erzen Ilijazi (Chief Technology Operations, UN Secretariat) presented the conclusions of the Working Group on UN system ICT Federation (Azure Active Directory Business to Business (B2B) / Business to Customer (B2C) Federation). Dedicated Working Group has now concluded and reported on results. Project widely perceived as a DTN success story; as results have been well received by the business. The B2B phase completed (circa 92,000 users from UN system organizations added to UN Secretariat tenant). The B2C phase is now starting and aims to provide access to external users from registered identity providers and local B2C users to specific registered United Nations applications. While the working group has concluded, the work remains ongoing as organizations continue to federate with UN Secretariat. The DTN Chair requests periodic updates be provided on progress of both (B2B & B2C) streams from Mr. Ilijazi. All UN system organizations remain invited to join both (B2B & B2C) work-streams.

1.8 HLCM Future of Work Task Force Update

Co-Chair of Future of Work (Workstream 3), Mr. Sylvain St. Pierre (CIO, UNDP), briefed the network on the recent HLCM discussion, based on the Interim Report of the CEB Task Force on Future of the UN System Workforce, shared with members. Recent lessons learnt from the pandemic highlight the need for access to reliable energy and internet connections; agility; collaboration and continuous learning and digital dexterity and remote support in a cyber-secure environment. HLCM feedback and support is being requested for initiatives that can bring efficiency to HR processes, such as the use of blockchain to create a Digital UN ID, use of artificial intelligence in talent acquisition, and the use of Intelligent Process Automation (IPA) or Robotic Process Automation (RPA). The DTN Chair will coordinate with Chair of Workstream 3, in order to ensure DTN remains regularly informed on progress, with a view to ensuring the DTN is aligned as well as contributes to the discussion and recommendations proposed to HLCM.

1.9 Digital Execution Scorecard (DES)

Mr. Michael Von Uechtritz Und Steinkirch (Senior Executive Partner, Gartner Group) presented on new benchmarking-tool, developed by Gartner, aimed at measuring an organization's progress on the road to digitalization. Several organizations expressed interest in testing and refining the proposed DES to ensure it is well adapted to the UN system context / sector. In follow up, CEB Secretariat will establish the membership of proposed group of early adopters and coordinate with Gartner to organize kick-off meeting. So far, this list includes UN, UNWOMEN, ICC-CPI, FAO, UNIDO, UNDP, UNJSPF, UNHABITAT, UNICEF, IAEA, IOM & WHO.

1.10 JIU Cybersecurity Study

Mr. Jorge Flores Callejas (Inspector, JIU) presented on the scope and focus of new JIU study: A. 451 "Cybersecurity in the United Nations system organizations: a review of policies and practices".

The review aims to provide an overview of the current state and setup of cybersecurity across the UN system organizations; identify common risks, challenges and good practices; provide recommendations towards strengthening governance, accountability and system-wide coordination and cooperation on cybersecurity; and identify priority areas for action towards improving the overall cyber resilience of the UN system organizations, leveraging existing capacities. Two questions were posed to DTN members:

- *Is cybersecurity an IT issue or something more? Between "cyber" (IT) and "(physical) security", where is the most appropriate "home" for cyber-/information security, functionally speaking?*
- *What makes a strong "cybersecurity culture" in a UN context? To what extent are the required ingredients for it present across UN system organizations today?*

Due to a lack of time, these questions were not discussed in detail during the meeting. The Chair encouraged members reach out and provide their responses to JIU individually.

1.11 Any Other Business

For the first time, annual DTN membership fees are being collected from non-CEB member organizations. Consequently, a DTN spending plan will be prepared by DTN Co-Chairs at next session. Members are invited to propose items for the agenda (including topics, speakers and outcomes) by contacting CEB Secretariat before 13 November. The next DTN session will again be virtual and be planned for Q1 2021.

2.0 List of Participants

- Aicha Afifi [JIU]
- Alvaro FLORES [ICJ-CIJ]
- Ana Paula NISHIO DE SOUSA [UNIDO]
- Anders Norsker [ITU]
- CETINTURK, Kaan [UNRWA]
- CHAUHAN Sameer [UNICC]
- Daniel Couture [UNICEF]
- Dennis Cleary [OPCW]
- Dino Cataldo Dell’Accio [UNJSPF]
- Doug Greene [UNHCR]
- Enrica PORCARI [WFP]
- Erzen Ilijazi [UN Secretariat]
- FERREIRA Lucas [CTBTO]
- Gaël Lams [ITC-ILO]
- Gina Pattugalan [WFP]
- Herve Baudat [JIU]
- Jakovljevic, Dejan (CIO) [FAO]
- Jeff MODELL [IAEA]
- John Kromodimedjo [UNAIDS]
- Jorge Flores Callejas [JIU]
- Kamal Naim [UN-HABITAT]
- Karl Kalejs [WIPO]
- Kelly Mannix [ICC-CPI]
- Kristina EGUND [UNOPS]
- Iati MATATA [UPU]
- Luca Baldini [UNFPA]
- MARIANO, Bernardo [WHO]
- Marshall, Petra [ILO]
- NIETO BARRANTES Prado [UN Secretariat]
- Nikolay Lozinskiy [JIU]
- Patrick Carey [UN Secretariat]
- Peiliang Shi [WMO]
- Remo Lalli [CEB Secretariat]
- Robert Maidorn [UNFPA]
- Soren Thomassen [UNWOMEN]
- Susana Garcia [UNWTO]
- Sylvain St-Pierre [UNDP]
- Szilvia Petkov [JIU]
- Vincent Hermie [JIU]
- Von Uechtritz Und Steinkirch, Michael [Gartner]