

JIU Recommendations on ICC Cloud Services

Managing Cloud Computing Services in the United Nations System

Report of the Joint Inspection Unit (JIU/REO/2019/5)

The use of cloud computing has grown dramatically in the past decade and almost all UN organizations are using a variety of cloud computing services, such as email, hosting of public websites, recruitment and talent management applications and collaboration tools. In 2019, the United Nations Joint Inspection Unit (JIU), an independent external oversight body that conducts evaluations, inspections and investigations in the UN, reviewed the use of cloud computing technologies across the UN, with distinct recommendations for UN Agencies to consider ICC for its cloud solutions.



ICC could and should be one of the pillars supporting the digital transition, including the use of cloud computing.



ICC can provide managed or private cloud services for the sensitive portion of data and help Partner Organizations towards the implementation of cost-efficient hybrid solutions.



ICC holds unrealized potential as the strategic UN hub for third-party public cloud services. Joint access to public cloud services could provide further cost savings and leverage negotiation capacity.



ICC could offer additional opportunities in its potential role as a cybersecurity hub for Partner Organizations to make their use of cloud services safer and their emergency response more effective.

Recommendations in the JIU report advising UN organizations to leverage ICC

Managing Cloud Computing Services in the United Nations System - A Summary

The JIU 2019 report on Managing Cloud Computing Services ([JIU/REO/2019/5](#)) recommends that the UN system leverage the shared solutions offered by ICC to deliver greater efficiencies and effectiveness in digital business delivery. Emphasising cloud computing (including ERP systems), it builds a very strong case why ICC should be the go-to, one-stop shop for digital business solutions in the cloud.

The Joint Inspection Unit (JIU) is the independent external oversight body of the UN system mandated to conduct evaluations, inspections and investigations system-wide.

Its mandate is to look at cross-cutting issues and to act as an agent for change across the United Nations system. JIU works to secure management and administrative efficiency and to promote greater coordination between UN Agencies and with other internal and external oversight bodies.

For the past 50 years, the JIU has been dedicated to assisting the legislative bodies of numerous United Nations organizations in meeting their governance responsibilities. JIU provides support in the context of these Agencies' oversight functions regarding human, financial and other resources.

Key Excerpts

26. United Nations entities use cloud computing not just as clients; sometimes they play a provider role. In particular, UNICC, given its mandate and the nature of its activities, can be considered a cloud service provider for other United Nations organizations. This specific role is discussed in further detail in chapter V, on UNICC and system-wide cooperation.

226. The Inspectors believe that UNICC could and should be one of the pillars supporting the digital transition, including the use of cloud computing. In fact, the characteristics inherent to cloud computing are conducive to the implementation of the UNICC mandate as the ICT shared services provider of the United Nations system.

227. UNICC holds unrealized potential as the strategic United Nations hub for supplying third-party public cloud services to partner organizations. Joint access to public cloud services could provide further cost savings, from a system-wide perspective, and leverage negotiation capacity.

228. UNICC could offer additional opportunities in its potential role as a cybersecurity hub for partner organizations to make their use of cloud services safer and their emergency response more effective. While security services are already offered by UNICC and its fastest growing services, there is still potential for bigger gains in this area, for the system as a whole, if more organizations join the hub.

ICC Cloud Computing and Software Services

ICC offers private, hybrid and public cloud solutions and services including cloud management and support, business apps, data analytics and dashboards and underlying platforms and infrastructure. Benefits include resiliency, end-to-end setup and support, lower total cost of ownership, scalability and a seamless solution. ICC is meeting the challenges and drivers for organizations to move to new private, hybrid and public cloud offerings. ICC offers assessment, migration and implementation as well as fully managed operational support for a number of cloud topologies.

A number of security services become more effective when there are more participants sharing information and collaborating on data and application security.

229. In addition, UNICC offers significant potential for sharing and reusing market, service and technical intelligence with partner organizations, avoiding duplication of effort and making it easier for them to navigate the complicated and fast-changing range of services offered by commercial providers.

230. UNICC is in a position to provide managed or private cloud services for the sensitive portion of data and help partner organizations towards the implementation of cost-efficient hybrid solutions.

231. The Inspectors are of the opinion that there are at least three prerequisites in order to maximize the potential of UNICC as a systemwide service provider:

- a. An operational mechanism that rewards internal efficiency and savings;
- b. A funding mechanism for research and development that could be linked to the achievement of internal efficiency and savings;
- c. Strong leadership and ability to persuade partner organizations' leadership to work together towards a joint vision of the digital future of the United Nations system.

- > Microsoft O365 Management services
- > Microsoft Azure Management services
- > Microsoft Dynamics 365
- > Amazon Web Services Management
- > Service Now Management services
- > Cloud Web Hosting
- > Threat Intelligence Network
- > Security Operations Centre
- > Security Information and Event Management