



**AUDIT**

**OF**

**INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT**

**IN**

**UNDP AFGHANISTAN**

**Report No. 1407**  
**Issue Date: 13 November 2014**

## Report on the audit of Information and Communications Technology Management in Afghanistan Executive Summary

The UNDP Office of Audit and Investigations (OAI) conducted an audit of UNDP Afghanistan (the Office) from 17 August to 4 September 2014. The audit aimed to assess the adequacy and effectiveness of the governance, risk management and control processes relating to the management of information and communications technology (ICT). Specifically, the audit assessed the extent to which the Office effectively manages its ICT resources and complies with ICT-related UNDP regulations, rules, policies and procedures, particularly relating to the Disaster Recovery Plan, systems security, and software licenses.

The audit covered the activities of the Office from 1 January 2013 to 30 June 2014. The Office recorded programme and management expenditures totalling \$740 million in 2013 and \$387 million in the first half of 2014.

The audit was conducted in conformance with the *International Standards for the Professional Practice of Internal Auditing*.

### Overall audit rating

OAI assessed the Office as **satisfactory**, which means, "Internal controls, governance and risk management processes were adequately established and functioning well. No issues were identified that would significantly affect the achievement of the objectives of the audited entity."

### Good practice

The Office had a dedicated system in place for managing its helpdesk, allowing for real-time tracking of the status of requests, production of management information regarding common issues and solutions, and detailed cost recovery regarding work done for projects (Refer to page 1 for details).

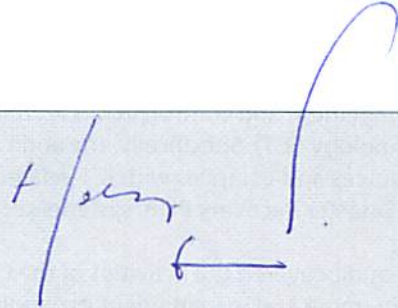
### Key recommendations: Total = 4, high priority = 0

The audit did not result in any high (critical) priority recommendations. There are four medium (important) priority recommendations, which means, "Action is required to ensure that UNDP is not exposed to risks that are considered moderate. Failure to take action could contribute to negative consequences for UNDP." These recommendations include actions to address the delay in implementing the defined ICT governance structure, inadequate oversight and coordination over ICT infrastructure of development projects, lack of documentation regarding testing of the Disaster Recovery Plan and back-up of data, and the development/purchase of computer applications without sufficient justification.

### Management comments and action plan

The Resident Representative accepted all of the recommendations and is in the process of implementing them. Comments and/or additional information provided had been incorporated in the report, where appropriate.

Issues with less significance (not included in this report) have been discussed directly with management and actions have been initiated to address them.



Helge S. Osttveiten  
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