



AUDIT

OF

MANAGEMENT OF ICT SERVICES OUTSOURCED TO INTERNATIONAL COMPUTING

CENTRE

IN

UNDP

Report No. 2047
Issue Date: 29 August 2019

Report on the Audit of Management of Information and Communication Technology Services Outsourced to International Computing Centre Executive Summary

The UNDP Office of Audit and Investigations (OAI) conducted an audit of UNDP's management of information and communication technology (ICT) services outsourced to the International Computing Centre (ICC) from 22 July to 2 August 2019. The audit aimed to assess the adequacy and effectiveness of the governance, risk management and control processes relating to the following areas and sub-areas:

- (a) Execution by UNDP of its responsibilities regarding:
 - Master Service Delivery Agreement (Master SDA) between UNDP and ICC
 - Monitoring of services provided by ICC
- (b) Execution by ICC of its responsibilities regarding:
 - Provision of third party audits
 - Business continuity management
 - Security management (physical security and incident response)

The audit covered the activities regarding the management of ICT services outsourced to ICC from 1 January 2018 to 30 June 2019. This was the first audit of the management of ICT services outsourced to ICC.

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 "The assessed governance arrangements, risk management practices and controls were adequately established and functioning well. Issues identified by the audit, if any, are unlikely to affect the achievement of the objectives of the audited entity/area."

Key recommendation: Total = 1, high priority = 0

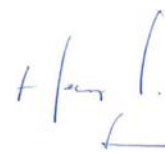
The audit did not result in any high (critical) priority recommendations. There is one medium (important) priority recommendation, which means "Action is required to ensure that UNDP is not exposed to risks. Failure to take action could result in negative consequences for UNDP." This recommendation includes actions to address the issue that the required two-year review of the Master SDA had not been conducted since 2012.

The recommendation aims to ensure compliance with legislative mandates, regulations and rules, policies and procedures.

Management comments and action plan

The Officer-in-Charge of the Office of Information Management and Technology accepted the recommendation and is in the process of implementing it. Comments and/or additional information provided have been incorporated in the report, where appropriate.

Low risk issues (not included in this report) have been discussed directly with management and actions have been initiated to address them.

A handwritten signature in blue ink, appearing to read 'H. Osttveiten', is located to the left of the printed name.

Helge
Osttveiten
2019.08.29
09:35:32 -04'00'

Helge S. Osttveiten
Director
Office of Audit and Investigations