Information Technology

Outcome 1:   IT-driven reforms contribute to an integrated, user-friendly, cost-efficient, and transparent administrative system

Indicator	2012-13 Milestones	Results/progress
1.1. Number of regions where IRIS and EDMS are widely available. 2010-15 Target Main IRIS functionalities have been deployed to all regions. EDMS is used Office-wide.	IRIS has been rolled out to the Regional Offices in Addis Ababa and Lima.	The rollout of IRIS to the Regional Office of Latin America and the Caribbean was completed in 2012. The rollout of IRIS HR and payroll functionality to the Regional Office of Africa has been completed; remaining functionality will be completed in 2014. Accelerated rollout of IRIS HR/Payroll functionality to remaining ILO field locations is planned for 2014-15.
	EDMS deployment to headquarters and the regions is completed.	This milestone was delayed for the following reasons: • The DG's Reform Agenda. The responsibility for managing the implementation of an Office-wide electronic document management is now with INFOTEC. This was not the previous case within ITCOM. INFOTEC is currently working with external partners to develop an information strategy and roadmap for delivery of systems in support of records, documents and other digital content. A pilot project is currently underway with a targeted completion date of the first half of 2014. • Connectivity in ILO Regions was insufficient to support EDMS deployment. Connectivity upgrades have recently been completed in all targeted ILO field locations. These upgrades will support the deployment of EDMS in the Regions going forward.
1.2. ILO participation in cross-organizational or "One UN" IT reform initiatives.	No specific milestone defined for 2012-13.	INFOTEC is an active member in a number of joint UN committees including:

2010-15 Target ILO will implement at least two shared "One UN" IT initiatives, or other cross-organizational projects		• United Nations Information, Technology and Communications Network (ICT Network) • United Nations Chief Advisory Board for International Organizations (CABIO) • United Nations International Computing Centre Management Committee (UNICC/MC) • United Nations Group on the Information Society (UNGIS) • UN Special Interest Group on Information Security (UNISSIG) The ILO has provided input or co-authored papers concerning a number of joint IT initiatives including the following: • UN-wide framework on Cyber security & Cybercrime • Cyber security Incident Response Team (CIRT) • Information Security Awareness Programme • Use of Cloud Computing in the UN System INFOTEC also worked closely with two UN agencies over the reporting period to share and leverage IT work already done in order to accelerate implementation of value-added IT projects within the Office. These include: FAO – Data warehouse to support HR reporting at the ILO. UNOG – Replacement of the ILO's Health Insurance Systems (HIIS). These joint-initiatives are scheduled for completion in the 2014-15 biennium.

Outcome 2: **A collaborative Office-wide approach to the use of IT resources and capabilities is embedded, resulting in improved IT governance and efficiencies**

Indicator	2012-13 Milestones	Results/progress
2.1. Measuring IT expenditures throughout the Office. 2010-15 Target All categories of IT expenditures can be fully and accurately reported throughout the Office	All IT resources in external offices can be fully and accurately reported.	A new account coding structure was implemented in January 2012 within INFOTEC to better track IT expenditures and to streamline and improve the timeliness and accuracy of reporting on IT expenditures at headquarters. As IRIS is implemented in additional field locations, the accuracy of timeliness of reporting total IT expenditure will continue to improve.
2.2. A central coordinating function for overseeing costly Office-wide IT initiatives. 2010-15 Target Centralized function is in place for managing the prioritization and guiding the execution of costly IT initiatives.	Centralized function is operational to assess, evaluate, and prioritize costly Office-wide IT initiatives.	The ILO Information Technology Governance Committee (ITGC) has been formally established through an Office Directive (IGDS 333). Within the framework of the IT Strategy adopted by the Governing Body and the approved Programme and Budget, the ITGC governs Office-wide IT principles, priorities, projects and investments of strategic benefit to the Office. The INFOTEC Project Management Office (PMO) is an advisory body to the ITGC and provides a centralized coordination function to facilitate selection, approval and prioritization of proposed IT initiatives. The PMO will be fully operational by end of 2013. The methodology, templates, tools and processes by which the IT portfolio of projects and IT-related investments are costed, prioritized, managed, governed and measured have been implemented.

Outcome 3:   A culture of service excellence in consolidated IT operations is embedded, resulting in a more effective use of resources

Indicator	2012-13 Milestones	Results/progress
3.1. Percentage of hardware deployed in a consolidated configuration. <u>2010-15 Target</u> 50% of hardware will be deployed in a consolidated configuration.	Infrastructure elements are reviewed for possible consolidation.	The Office has completed the review of all infrastructure elements at HQ and was able to consolidate 94% of the server hardware in the ILO's Data Centre. This was enabled through the deployment of new server racks, storage arrays and blade centres in a fully virtualized server configuration.
3.2. Number of SLAs defined for the services that have been identified as high value to the Organization.* <u>2010-15 Target</u> SLAs for ten high-value services are defined and monitored through the monthly publication of statistics on the Intranet.	SLAs are defined for five high-value services.	The revised INFOTEC service catalogue was created and published on the INFOTEC intranet site in March 2013. SLAs have been defined for two high-value services. Some delays have occurred with the addition of several new functions and services now under the responsibility of INFOTEC as a result of Reform. The remaining eight SLAs will be completed in the 2014-15 biennium.
3.3. Reduction in energy and cooling consumption (carbon footprint). <u>2010-15 Target</u> 20% reduction in energy and cooling consumption in the ILO Data Centre.	No specific milestone identified for 2012-13.	Deployment of powerful servers in a state of the art virtualised environment has resulted in an estimated 40% reduction in energy and cooling consumption in the ILO Data Centre to date.

* A high-value service is defined as one with a large number of users (such as email) and a yearly operational cost that exceeds US$50,000.