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To: The Director- General

cc: DDG
ADG/ADM
DIR/DIT
DIR/BFC
Comptroller

From: DIR/IOS

15 June 2009

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Subject: **Information Technology Connectivity in UNESCO Field Offices**

Connectivity in different UNESCO field units remains a problem with serious implications to the operations and controls of these units. In working towards a solution and following a request of the Committee of Information Systems and Security (CISS), IOS and the Division of Information Technology (DIT) have undertaken a comprehensive diagnostic of connectivity of field units. This memo presents for your information the results of this exercise.

In order to have a first insight to the complex connectivity problems and facilitate establishment of IT service standards across Headquarter and Field Units, a survey was conducted across 72 field units with the participation of 172 personnel.

These assessments showed that:

- Interruption of connectivity service seriously disrupts business processes, with 14 percent of offices requiring more than two days to reestablish service.
- While 54 percent of the respondents perceived the overall field connectivity to be slow, a number of offices experience critical connectivity problems i.e. Amman, Harare, Libreville, IICBA, Brazzaville, Dar-es-Salaam, Addis Ababa and Kabul.
- While connectivity impairs use of the full range of corporate applications (i.e. SISTER, STEPS, FABS, Intranet, PROSPER and FOX) the applications most impacted by poor field connectivity are SISTER and Intranet.

The results of this exercise were presented at the CISS meeting of 26 May, 2009 (presentation attached).The Chair (ADG/ADM) asked for DIT to report to the CISS on its progress in resolving these issues. DIT is further evaluating the situation of the "problematic" offices and will propose an action plan to address the critical cases.

Bert E. Keuppens