

United Nations  Nations Unies

BOARD OF AUDITORS

Phone: (212) 963-5623

Opening statement to the Fifth Committee

**Introduction to the United Nations Board of Auditors Third Annual Progress report
on the United Nations Enterprise Resource Planning system (Umoja)
A/69/158**

6 November 2014

Mr. Chairman,

Distinguished representatives,

Thank you for the opportunity to discuss the third annual report of the Board of Auditors on the enterprise resource planning (ERP) system (Umoja).

Preparations for (but not the results of) the Pilot of Umoja Extension 1 in MINUSTAH

Key findings

Our key findings illustrate that the challenges identified in the second progress report emerged as very real issues.

The roll-out of Umoja Foundation in Peacekeeping

Implementing Umoja in peacekeeping operations and Special Political Missions is a significant milestone and represents a major technical achievement. However, the Administration encountered unexpectedly severe problems introducing the new ways of working in peacekeeping operations.

For example, staff did not all adopt the new business processes and were using workarounds, in particular in key financial processes. The level of training and skills,

Achieving successful delivery of the project to time, cost and scope

There remains no agreed future service delivery model for the United Nations. We recognise this is challenging but it is important to have some sense of destination model to