



OIOS

Office of Internal Oversight Services

INTERNAL AUDIT DIVISION

AUDIT REPORT

Telecommunications billing at the United Nations Office at Geneva

20 June 2008

Assignment No. AE2006/313/02

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

INTERNAL AUDIT DIVISION - DIVISION DE L'AUDIT INTERNE

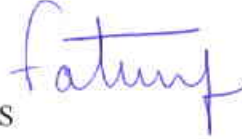
OFFICE OF INTERNAL OVERSIGHT SERVICES - BUREAU DES SERVICES DE CONTRÔLE INTERNE

TO: Mr Sergei Ordzhonikidze, Director-General
A: United Nations Office at Geneva

DATE: 20 June 2008

REFERENCE: IAD: 08-01441

FROM:  Dagfinn Knutsen, Director
DE: Internal Audit Division, OIOS



SUBJECT: **Assignment No. AE2006/313/02 – Audit of Telecommunications Billing at the United Nations**
OBJET: **Office at Geneva**

1. I am pleased to present the report on the above-mentioned audit.
2. Based on your comments, we are pleased to inform you that we will close recommendation 12 in the OIOS recommendations database as indicated in Annex 1. In order for us to close the remaining recommendations, we request that you provide us with the additional information as discussed in the text of the report and also summarized in Annex 1.
3. Your response indicated that you did not accept recommendation 8. In OIOS' opinion however, this recommendation seeks to address a significant risk area. We are therefore reiterating it and request that you reconsider your initial response based on the additional information provided in the report.
4. Please note that OIOS will report on the progress made to implement its recommendations, particularly those designated as critical (i.e., recommendations 1 and 7), in its annual report to the General Assembly and semi-annual report to the Secretary-General.

cc: Ms. Aminata Djermakoye Director, Division of Administration, UNOG
Mr. Jason Bellone, Chief, ICTS, UNOG
Ms. Kumiko Matsuura-Mueller, Chief, FRMS, UNOG
Mr. Swatantra Goolsarran, Executive Secretary, UN Board of Auditors
Ms. Maria Gomez Troncoso, Officer-in-Charge, Joint Inspection Unit Secretariat
Mr. Jonathan Childerley, Chief, Oversight Support Unit, Department of Management
Mr. Byung-Kun Min, Programme Officer, OIOS
Mr. Anders Hjertstrand, Chief, Geneva Audit Service, OIOS

INTERNAL AUDIT DIVISION

FUNCTION

“The Office shall, in accordance with the relevant provisions of the Financial Regulations and Rules of the United Nations examine, review and appraise the use of financial resources of the United Nations in order to guarantee the implementation of programmes and legislative mandates, ascertain compliance of programme managers with the financial and administrative regulations and rules, as well as with the approved recommendations of external oversight bodies, undertake management audits, reviews and surveys to improve the structure of the Organization and its responsiveness to the requirements of programmes and legislative mandates, and monitor the effectiveness of the systems of internal control of the Organization” (General Assembly Resolution 48/218 B).

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EXECUTIVE SUMMARY

Telecommunications billing at the United Nations Office at Geneva

OIOS conducted an audit of the telecommunications billing system at the United Nations Office at Geneva (UNOG). The overall objective of the audit was to assess the adequacy of UNOG's arrangements for the efficient and effective management of its telecommunications billing system. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

The telecommunications billing system had adequate arrangements to record calls and produce call statements for the use of the UNOG telecommunications facilities. However, UNOG needs to officially promulgate and implement policies and procedures for proper enforcement of accountability in the use of telecommunications resources.

The main audit recommendations included measures to address inherent internal control weaknesses in the billing process from origination of bills, verification, certification, and cost recovery.

The main audit findings were:

- The restructuring and revision of processes at the Telecommunications Unit of the Information and Communications Technology Service (ICTS) have not been formalized, thus posing the risk of unclear roles and responsibilities and inadequate segregation of duties.
- Private calls to certain local and business numbers irrespective of cost and duration, could be made free of charge by individual users.
- Users were not fully aware of the cost of telecommunication services which they could use as a basis to make better informed decisions on the use of telecommunication facilities.
- Since individual users certify their own call statements without going through certifying officers, there was no assurance of correctness of charges.
- Unverified telephone calls were considered official and charged to the serviced entities.
- There were no official policies on the issuance, use, billing and cost recovery for the use of telecommunication network, fixed telephone lines, mobile, satellite, and Blackberry telephones, resulting in unauthorized use of these resources and incorrect charges of costs to serviced entities.
- The monitoring mechanism of the use of ICT resources is in place and resulted in proper management actions, but procedures need to be more formalized to enable serviced entities to review their own usage.

TABLE OF CONTENTS

Chapter	Paragraphs
I. INTRODUCTION	1-5
II. AUDIT OBJECTIVES	6
III. AUDIT SCOPE AND METHODOLOGY	7
IV. AUDIT FINDINGS AND RECOMMENDATIONS	
A. Organization and planning	8-17
B. Telephone billing system	18-37
C. Telecommunication network service providers	38-42
D. Policies and procedures	43-44
E. Monitoring and reporting	45-47
V. ACKNOWLEDGEMENT	48
ANNEX 1 – Status of Audit Recommendations	

I. INTRODUCTION

1. The Office of Internal Oversight Services (OIOS) conducted an audit of telecommunication billing system at the United Nations Office at Geneva (UNOG). The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

2. The UNOG Information and Communication Technology Service (ICTS) provides telecommunication services to a range of offices and entities located at the Palais des Nations and other annex buildings in Geneva. These offices and entities are broadly under the following categories:

- United Nations Secretariat entities based in Geneva
- United Nations Secretariat in Headquarters with offices in Geneva
- United Nations funds and programmes
- United Nations system specialized agencies
- United Nations system joint activities
- Vendors and service providers
- Staff activities
- Accredited Press Offices leasing office space at the Palais des Nations
- Others

3. At the time of the audit, UNOG had around 9,422 telephones and fax lines at various premises which are managed by ICTS. The cost of calls paid to service providers from 1 January 2004 to 30 November 2007 was approximately \$3 million. In addition, there were approximately 550 units of mobile and satellite telephones and 122 Blackberrys. From January 2004 to 30 November 2007, the cost incurred on mobile, satellite and Blackberrys telecommunications equipment was approximately \$3.7 million with subscription cost of approximately \$152,000 per year.

4. OIOS' Investigations Division issued a report (ID/0067/06) in 2006 in connection with a fraud which occurred in the Telecommunications Unit. The fraud occurred through manipulation of the PABX system which resulted in a loss of approximately 202,256 Swiss Francs (\$158,000) between December 2004 and January 2006. Lack of segregation of duties was identified as the main cause of the fraud and this was followed-up during the audit.

5. Comments made by UNOG are shown in *italics*.

II. AUDIT OBJECTIVES

6. The main objective of the audit was to assess the adequacy of UNOG's arrangements for management of its telecommunications billing system. This included:

- (a) Assessing whether the billing system and its functions have been properly organized, planned and communicated;
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(b) Determining whether established processes for the development, acquisition, implementation and maintenance of the billing system meet user requirements effectively and efficiently;

(c) Determining whether all components of the billing system are properly configured and operations are well managed, ensuring that data remain complete, accurate and valid during its input, update and storage; and

(d) Ascertaining whether processes and controls are in place to allow management to regularly monitor operations and promptly assess inherent risks.

III. AUDIT SCOPE AND METHODOLOGY

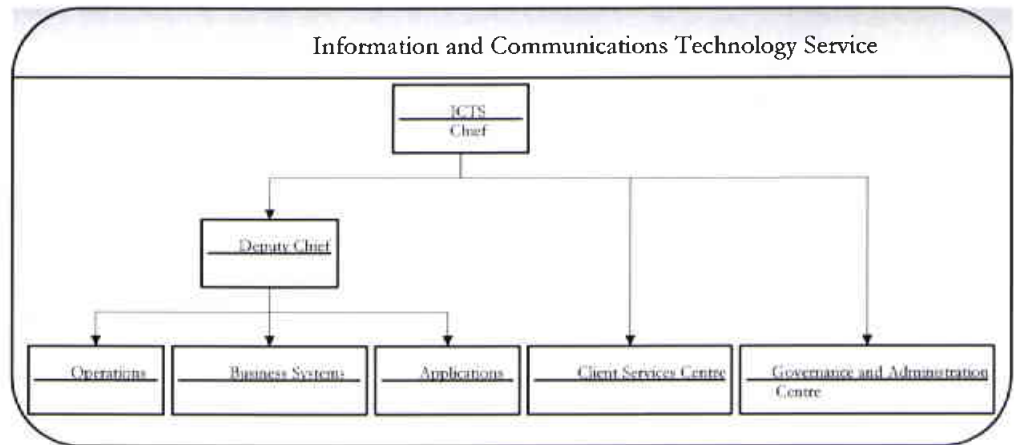
7. The audit focused on activities from 1 January 2005 to 29 February 2008, and involved interviewing staff, reviewing available documentation, and analyzing financial and operational data.

IV. AUDIT FINDINGS AND RECOMMENDATIONS

A. Organization and planning

Organizational structure

8. In the 1990's, the Telecommunications Unit (TCU) was part of the General Services /Buildings Management Section. TCU and Electronic Services System (ESS) merged around 1997 and were then integrated into FRMS. A Chief at the P-4 level headed TCU and reported to the Chief, ESS. It had a staff complement of 27 as of August 2005. ICTS was created in 2002 by merging ESS and the Integrated Management Information System (IMIS) Team and was reorganized in 2005-2006. During this reorganization, TCU was split into the new functional units: Operations, Business Systems, Applications, Client Services, and the Governance and Administration Centre. In August 2007, a new Chief of ICTS was appointed. Given below is the latest organization chart of ICTS.



9. At the time of the audit or almost two years after the reorganization, the functions and terms of reference for the respective functional units of ICTS had not been finalized, which could lead to unclear roles and responsibilities of each of the units and their staff members.

Recommendation 1

(1) The UNOG Information and Communication Technology Service should urgently finalize the organizational structure and the corresponding terms of reference for each functional unit and have these approved by the Director of the Division of Administration, UNOG.

10. *The UNOG Administration accepted recommendation 1. Recommendation 1 remains open pending receipt of an approved organizational structure and the corresponding terms of reference of the various functional units of ICTS.*

Roles and responsibilities

11. The former Chief of TCU was responsible for the purchase, acquisition and billing of telecommunications equipment and services at UNOG. He was also responsible for certifying all transactions relating to telecommunications service. TCU also carried out in-house development of the telephone billing application. There was therefore a complete lack of segregation of duties, as the Chief of Section controlled the whole procurement cycle, the application development and enhancements, and the billing cycle from receipt of invoices from suppliers and the approval of payments on the supplier invoices.

12. The issue of segregation of duties has been addressed to a certain extent by disbanding the TCU and moving the certification function to the Governance and Administration Centre. However, generally acceptable ICT structures require full segregation of duties between the following pairs: systems development and operations; operations and users; and operations and information security. At the time of the audit, the terms of reference of the new organizational structure and the job descriptions of the staff involved had not

been finalized. Therefore, OIOS could not confirm that full checks and balances have been established in the telecommunications functions within ICTS.

Recommendation 2

(2) The UNOG Information and Communication Technology Service should urgently finalize the new job descriptions of staff affected by the new organizational set-up and ensure segregation of duties between systems development, operations, information security and certification functions.

13. *The UNOG Administration accepted recommendation 2 and stated that because ICTS intends to use generic job descriptions, these should be reviewed in tandem with the actual day to day work of staff reflected in the ePAS system. Recommendation 2 remains open pending receipt of finalized job descriptions reflecting full segregation of duties.*

Staff resources

14. In 2004, five staff members dealt directly with the telecommunications billing process within the TCU, of whom two were in FRMS and responsible for the processing and payments of bills. The OIOS Investigations Division's report had suggested that UNOG consider deployment of additional staff resources to check and examine all external invoices and accompanying CD-ROM data received from Swisscom or any other telephone providers. OIOS is of the opinion that ICTS together with FRMS, should prepare a workload analysis to determine the optimal staff requirements for telephone billing functions.

Recommendation 3

(3) The UNOG Information and Communication Technology Service, in conjunction with the Financial Resources Management Service, should prepare workload statistics to be used as a basis for determining the optimal staff levels for telecommunications functions.

15. *The UNOG Administration accepted recommendation 3 and stated that the analysis would be carried out by ICTS in the context of the preparation of the 2010-2011 budget proposal. Recommendation 3 remains open pending receipt of workload statistics.*

Training

16. As the training plan provided, ICTS staff, including those directly involved with the Telecommunications system, received adequate training. However, the security risk assessment conducted in 2006 concluded that the level of security awareness of ICTS staff was generally low, which increased the security risk. This needed to be addressed quickly with new initiatives and additional measures through a security awareness programme. A security

awareness training session for all staff was carried out in 2006, but such sessions need to be conducted periodically and their effectiveness assessed.

Recommendation 4

(4) The UNOG Information and Communication Technology Service should include a periodic security awareness training programme in the annual training plan and assess its effectiveness.

17. *The UNOG Administration accepted recommendation 4 and stated that periodic security awareness training is one of the elements for obtaining and maintaining the ISO 27001 IT Security certification. ICTS obtained this certificate in January 2008 and intends to be re-certified in the first quarter of 2009. Recommendation 4 remains open pending receipt of a periodic security awareness training programme.*

B. Telephone billing system

E-Billing system

18. UNOG ICTS has its own in-house telephone billing system which consists of six Private Automatic Branch Exchanges (PABX), an OMNIVISTA server, and a Telecom Microsoft SQL database. All outgoing and incoming calls are logged in the PABX. The information on outgoing calls is downloaded to the OMNIVISTA for permanent storage, and thereafter, downloaded to the Telecom Microsoft SQL server for analysis, sorting and storage of data.

19. Call statements are generated by the telephone management system on the SQL server and calls are identified by source, duration and cost. This information is dispatched to users through a Web-based system for verification and confirmation of official and private calls. When a call is dialled from any extension connected to UNOG telephone exchange system, it is currently either routed through Swisscom or Colt S.A. The decision on which routing to use is programmed based on destination of the calls, the costs and reliability of the telecommunication system at the destination.

20. In the case of mobile, satellite and Blackberry telephones, service companies provide the call details to ICTS. UNOG staff are provided with call details for verification of official and private calls. The cost of private calls is then provided to Payroll Section for deduction from the salary. The rest of the charges are paid by UNOG.

21. OIOS observed that UNOG ICTS has not issued an information circular to members of staff on the rates charged for the telecommunications services made over the UNOG private network on a similar basis as ST/IC/2001/70 (Revised rates for telephone and facsimile service using the United Nations global network).

Recommendation 5

(5) The UNOG Information and Communication Technology Service should publicise the rates of the telecommunication services made over the UNOG private network to ensure transparency and raise awareness of communication costs among users.

22. *The UNOG Administration accepted recommendation 5 and stated that rates of the two providers of fixed telephone services would be published on the ICTS Intranet.* Recommendation 5 remains open pending evidence of publication of telephone rates on the intranet.

Recovery of private call costs

23. ST/SGB/2004/15 (Use of information and communication technology resources and data) Section 4, permits conditional limited use of ICT resources for personal purposes. Consequently, all staff members are supposed to pay for private international calls and private national calls. In practice, however, all calls with numbers 022, 0800 and 0107, though recorded, are not charged to the staff member, but are charged to the corresponding offices that are assigned the telephone lines used to make these calls. The cost of calls to 022 (Geneva City code), 0800 and 0107 which are not billed to staff members regardless of cost and/or whether the call was private or not, between January 2005 and September 2007 was CHF 352,356 (\$303,000). There is no policy document on this matter, but the practice has been going on for several years. At the UN Nairobi duty station for example, the policy allows a threshold of Ksh 300 (\$5) worth of private local telephone calls that can be made free of charge per month and is incorporated in the e-billing system.

Recommendation 6

(6) The UNOG Information and Communication Technology Service should prepare a written policy regarding recovery of private telephone calls including local private calls, which should be comparable to practices in other duty stations.

24. *The UNOG Administration accepted recommendation 6 and stated that the policy would be published following an analysis of overall costs related to calls made to local (Geneva-area) calls.* Recommendation 6 remains open pending receipt of a written policy regarding recovery of private calls.

Verification and certification of personal bills

25. Section 4.2 of ST/SGB/2004/15 further states that, “when making personal use of ICT resources, authorized users shall ensure that any such use clearly indicates that it is personal and not official in nature.” The UNOG telephone billing system sends call statements for all authorized users to staff members for verification of use and for determination of personal and official

calls so that personal calls could be charged and recovered from the user. The verified call statements are sent back to ICTS from where they are forwarded to FRMS for the recovery of private calls. The cost of private calls is instantaneously credited to the charge back accounts of various organizations and units, reducing their overall monthly charge. However, the call statements are not verified by the respective chiefs of sections or the certifying officer, before being sent back to ICTS for recovery. Hence, errors intentional or otherwise, are not corrected at the initial stage, where reliance for accuracy is placed solely on individual staff members. OIOS also observed one instance where the bills were always verified by a staff member other than the Senior United Nations official who made the calls. OIOS has brought this to the attention of UNOG for corrective action.

Recommendation 7

(7) The UNOG Director of Administration should ensure that supervisors verify on a random basis all official calls in call statements that are self-certified by users.

26. *The UNOG Administration accepted recommendation 7 and stated that ICTS would be in a position to provide aggregated information that would enable the supervisor to drill down if need be.* Recommendation 7 remains open pending introduction of a system that will enable supervisors to review official calls made by users on a random basis.

Unverified bills

27. For all staff members who do not verify the call statements, their calls are assumed to be official and charged to the respective accounts of the organizations and units, even if some are private. The generally accepted practice in other duty stations is to treat all unverified statements as private calls until proven to the contrary. At the Nairobi duty station for example, the procedure is that all calls which are not verified for a period of three months, are treated as personal and are automatically recovered through payroll. From January 2005 to September 2007, unverified bills totalled CHF 171,023 and were all treated as official calls.

28. In the case of mobile, Blackberry and satellite telephones, the amount of unverified calls amounted to \$713,031 between January 2004 and October 2007. This amount was charged as official, irrespective of whether the staff member made any private calls or not, and in certain cases, where lists of call statements had not been sent to the users at all. The current system of treating unverified or unbilled calls as official is prone to abuse and should be changed. In addition, to ensure that the UN assets are safeguarded, ICTS should send back to staff members for verification and recovery, all unverified statements which are within the two year period, for which recovery is possible as per ST/AI/2000/11 (Recovery of overpayments made to staff members) Section 3.1.

Recommendation 8

(8) The UNOG Director of Administration should amend the current procedures to ensure that all UN users obtain statements for calls made on fixed telephone lines, mobile, Blackberry and satellite telephones. Those that are not verified and/or not certified should be treated as private calls and automatically recovered. All unverified statements for calls which were treated as official within a period of two years should be reissued for verification and settlement of private calls.

29. *The UNOG Administration did not accept recommendation 8, stating that this requires a complex study. Current system does not allow for reversal of calls that were previously marked as private. The result of the study could be that the current billing needs to be fully replaced. As an alternative, the reversal of charges could be handled outside of the system i.e handed over to FRMS. But this will create a significant work load in FRMS. OIOS is unable to accept this response in the absence of a cost-benefit analysis showing that the existing procedures are cost-effective. Recommendation 8 remains open pending a cost-benefit analysis to justify the continuation of the current procedures.*

Incomplete telephone records

30. The payroll system deducts the cost of private calls from salaries of the staff members concerned. However, access to telephones was given to certain users who are not registered in the payroll system. All call statements of users who have no recorded e-mail addresses are also treated as official. These are mostly lines allocated to visitors, short term staff, consultants and interns. Others are regular staff members who had no email address at the time of allocation. At the time of the audit, these policies affected 72 lines, costing the Organization approximately CHF 13,000 between January 2005 and September 2007.

Recommendation 9

(9) The UNOG Information and Communication Technology Service should ensure that no telephone lines with external access are allocated to staff members without e-mail addresses and who are not registered in the UN payroll system. Should it be necessary to give telephone access to consultants and short-term staff without e-mail and index numbers, the Information and Communication Technology Service should make arrangements with the Financial Resources Management Service to collect the cost of private telephone calls.

31. *The UNOG Administration accepted recommendation 9 and stated that they would replace the existing form for authorization of International Telephone Access by a form for granting access to a fixed telephone. This form will require the signature of the Certifying Officer. By adding a mandatory e-mail address for*

certification purposes, this recommendation can be implemented. Recommendation 9 remains open pending the introduction of an amended International Telephone Access form with clear instructions on how it should be used and the accountability of various parties.

Treatment of outstanding bills on separation

32. Currently there is no system to deal with outstanding private calls in case of departure from the duty station due to retirement, separation, and/or transfer from the duty station. Arrangements need to be put in place for all persons separating from UNOG to be cleared by ICTS of any outstanding telephone bills they may have, to ensure that the Organization is not charged for unofficial calls.

Recommendation 10

(10) The UNOG Information and Communication Technology Service (ICTS), in conjunction with the Human Resources Management Service, should require that all persons separating from UNOG obtain clearance from ICTS to ensure that any outstanding bills are recovered.

33. *The UNOG Administration accepted recommendation 10 and stated that short-term staff needs to go through the sign out procedure as well.* Recommendation 10 remains open pending issuance of a circular clarifying the check-out procedures that include clearing outstanding telecommunication bills of persons separating from UNOG.

Mobile, Blackberry and satellite telephones

34. OIOS observed that there are no policies and procedures on the use of mobile, Blackberry and satellite telephones. Focal points can collect mobile telephones and Blackberrys on behalf of users, which raises accountability questions. A case was brought to the attention of UNOG management in connection with a duly authorized mobile telephone for a Senior Official was being used by the Senior Official's spouse. The total cost of calls on this cell-phone from September 2003 to November 2007 was \$6,123, and these calls were certified as official.

35. Since these involved unofficial use of United Nations property and resources, UNOG should establish accountability and recover the amount paid by UNOG for these unofficial calls. The increased uses of these devices and the increased number of staff requiring the services, entails the need for ICTS to issue an information circular stating the ordering procedures, responsibilities of the users and the billing procedures similar to those provided in Information Circular ST/IC/2005/11 (Mobile communications devices for official work) issued to staff at United Nations Headquarters.

Recommendations 11 and 12

(11) The UNOG Director of Administration should establish policies and procedures on the issuance, use, billing and cost recovery of mobile, Blackberry and satellite telephones.

(12) The UNOG Director of Administration should ensure that accountability for the unofficial calls of the non- staff member is established, and seek recovery of the \$6,123 for unofficial calls.

36. *The UNOG Administration accepted recommendation 11 and stated that this policy had already been prepared by FRMS and ICTS and was ready for publication. Recommendation 11 remains open pending publication of the policy.*

37. *The UNOG Administration accepted recommendation 12 and implemented it immediately. FRMS also confirmed that recovery has been made. Based on the action taken, recommendation 12 has been closed.*

C. Telecommunication network service providers

38. UNOG had contracted Swisscom Solutions and Colt S.A to provide the fixed line network starting on 1 October 2007. The procurement action was done in accordance with the UN Procurement Manual and had been reviewed by the UNOG Committee on Contracts. The contract was for a six-year period for a total amount of \$1.6 million and \$1.4 million respectively. Initially, the contract was for two years with an option to renew every two years up to a maximum of six years.

39. UNOG contracted Swisscom MOBILE for the mobile telephones network for a six-year period starting December 2006. Bids were sent to 21 vendors but only one vendor submitted a bid, to whom the contract was awarded. The contract was for an amount of \$1.3 million per year and/or \$7.8 million for six years. The initial contract was for two years with an option to extend up to a maximum of six years.

40. Though the bid was awarded based on United Nations Financial Rule 105.15 (a) which states: "...qualified bidder (s) whose bid substantially conforms to the requirements set forth in the solicitation documents and is evaluated to be the one with the lowest cost to the United Nations," OIOS noted the lack of competition (there were only three local mobile providers in Switzerland) for this bid. Fourteen suppliers did not respond and no research was undertaken to document the reasons as to why they did not respond. One company responded that they could not meet the technical specification of the request for proposal (RFP), while another one indicated that they could not make a competitive offer. The reasons for failing to meet the technical specifications or to make a competitive offer were not documented.

41. Given the increased competition in the telecommunications market that has brought down the rates charged by service providers, UNOG should have moved cautiously and considered re-bidding to ensure that the interests of the UN are safeguarded.

Recommendation 13

(13) The UNOG Information and Communication Technology Service should establish a policy to review the telecommunications contracts after a two-year contract period for possible re-bidding to ensure that the interests of the United Nations are safeguarded.

42. *The UNOG Administration accepted recommendation 13 and stated that the policy had already been prepared by FRMS and ICTS and was ready for publication.* Recommendation 13 remains open pending publication of a policy to review the telecommunications contracts.

D. Policies and procedures

Use of telephones and telecommunications network and equipment

43. There are no written policies and procedures in place with regard to telephone utilization and billing at UNOG. The current policies were developed over the years and are based on practice. At the time of the audit, ICTS was evaluating the system for charging the costs of telecommunications incurred by UNOG on behalf of various client offices and entities. Nevertheless, the following actions need to be implemented and communicated to staff, taking into account particular conditions at the Geneva duty station, which should be agreed possibly through a duty station Interagency Committee or any similar grouping handling common services at the duty station level:

- a) All users and staff should be made aware that they are responsible for charges incurred using the UNOG telephone network and that departments and offices are responsible for collecting charges for personal calls from staff;
- b) There should be a policy to cover the connection of ICTS client offices to the PABX, local telephone service access and all local calling costs;
- c) A policy on recovery of non recurrent telephone costs such as one time installation fees should be established, which should cover the modification of the billing, operations and voice mail databases, creation and assignment of extension, delivery and labelling of telephone equipment;
- d) A policy on the use and rental of other telecommunications equipment including mobile telephones, Blackberry and satellite telephones should be established, covering the initial costs, persons entitled to their use, recovery of telephone costs and recovery of cost in case of loss, and other pertinent measures to prevent unnecessary cost to the Organization; and

e) The accounting system on cost recovery should ensure recovery of overhead charges for services provided by ICTS such as video conferencing and others.

Recommendation 14

(14) The UNOG Director of Administration should establish consolidated policies and procedures on the use and cost recovery of the telecommunication network and equipment. The policies should be in line with United Nations Secretariat policies taking into account the conditions at the Geneva duty station.

44. *The UNOG Administration accepted recommendation 14 and stated that the policy had already been prepared by FRMS and ICTS and was ready for publication. Recommendation 14 remains open pending publication of the policy.*

E. Monitoring and reporting

45. Paragraph 8.1 of ST/SGB/2004/15 (Use of information and communication technology resources and data) recommends that, “technical monitoring of the use of ICT resources is routinely performed for trouble shooting, diagnostics, statistical analysis and performance tuning. This may include the compiling of aggregate data for general monitoring of usage”. ICTS has introduced flagging of unusual occurrences in the whole system. Traffic analysis is conducted by the Operations Unit and exceptions are reported to management for action.

46. The monitoring mechanism in place is working effectively and has resulted in cases that were mostly related to unintentional false manipulations by end-users. A case of misuse of telephone equipment was referred to UNOG security and the Office of Human Resources Management (OHRM) for investigation and action. However, the system to analyze and monitor telecommunication traffic should be more formally established and periodic analysis of use should be submitted to heads of departments as custodians of departmental resources.

Recommendation 15

(15) The UNOG Information and Communication Technology Service should formalise the technical monitoring of the use of ICT resources and submit the aggregate data for general monitoring of usage to Heads of departments and offices for periodic review.

47. *The UNOG Administration accepted recommendation 15 and stated that a system for the submission of aggregated usage reports by client would be developed. Recommendation 15 remains open pending introduction of aggregated usage reports.*

V. ACKNOWLEDGEMENT

48. We wish to express our appreciation to the Management and staff of UNOG ICTS for the assistance and cooperation extended to the auditors during this assignment.

STATUS OF AUDIT RECOMMENDATIONS

Recom. no.	C/O ¹	Actions needed to close recommendation	Implementation date ²
1	O	Approved organizational structure and the corresponding terms of reference per functional unit.	30 September 2008
2	O	Finalization of job descriptions reflecting full segregation of duties.	30 September 2008
3	O	Workload statistics to be used as a basis for determining the optimal staff levels for telecommunications functions.	31 December 2008
4	O	Periodic security awareness training programmes.	31 March 2009
5	O	Publicize telephone rates on the intranet.	30 September 2008
6	O	Written policy regarding recovery of private calls.	31 December 2008
7	O	Introduction of a system that will enable supervisors to review official calls made by users on a random basis.	Not provided
8	O	Cost benefit analysis that will justify the continuation of the current procedures.	Not provided
9	O	Amendment to the International Telephone Access form with clear instructions on how it should be used and the accountability of parties.	31 December 2008
10	O	Circular clarifying check out procedures that include clearing outstanding telecommunication related bills of persons separating from UNOG.	31 December 2008
11	O	Publication of the policies and procedures on issuance, use, billing and cost recovery of mobile, blackberry and satellite telephones.	31 December 2008
12	C	Action completed	Implemented
13	O	Publication of the policy to review telecommunications contracts	31 December 2008
14	O	Publication of consolidated policies and procedures on the use and cost recovery of telecommunication network and equipment in line with policies of the United Nations Secretariat	31 December 2008
15	O	Introduction of the system for the submission of aggregated usage reports.	31 December 2008

1. C = closed, O = open

2. Date provided by UNOG in response to recommendations.