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23 September 2019

Internal Audit Report of ICT Management in Country Offices (AR/19/10)

Management Comments

WFP Management acknowledges the findings of the 2019 Internal Audit of Internal Audit Report of ICT Management in Country Offices (AR/19/10) and conclusion of "partially satisfactory/ some improvement needed" by the Office of the Inspector General. WFP Management is fully committed to implement the agreed actions to remedy any limitations.

WFP Management recognizes that while governance assessments, risk management and controls are generally established and functioning, they require improvement. WFP Management acknowledges that the ICT function is well represented in CO governance and management structure, however in the meantime, the unstable staffing derived from the availability of funds, inconsistency in the required skill levels, are some of the risks to be addressed across all the regions.

WFP Management is keen to initiate, and support actions required to address the issues highlighted in the report. These include the update of the existing manuals and guidelines for field IT in line with changes to WFP's ICT environment; support the CO with adoption of IT structure recommended in corporate guidelines and establish a monitoring mechanism for local IT solutions. While WFP Management will address these actions, we are aware that the outcome is also dependent on the COs' ability to align with the IT corporate strategies and guidelines.

In addition, TEC will work with RMM in strengthening the management of ICT assets, and support COs in improving their disaster recovery plans to ensure continuity of operations.

WFP Management foresees a full implementation of the agreed actions as per the timelines specified in the report.

WFP Management would like to thank the Office of the Inspector General for the constructive report, the actionable findings, and the proactive and engaging terms in which the entire audit exercise was conducted.