

26 January 2023

## **Management Comments to the Internal Audit Report of Information Technology Management and Support in WFP Country Offices (AR/22/21)**

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WFP Management welcomes the observations made by Office of the Inspector General (OIG) in the internal audit report AR/22/21, "Internal Audit of Information Technology Management and Support in WFP Country Offices." The internal audit focused on the governance, risk management, resources management, service delivery, and locally developed and procured systems. It covered the period from 1 January 2021 to 30 June 2022 and looked at previous events and transactions where necessary.

WFP Management recognizes the gaps underscored by the audit within the Information and Technology (IT) Function across the organization, such as the missed integration of IT activities and programmatic initiatives, the uneven distribution of staff and skills, and a suboptimal assignment of roles and responsibilities. For this reason, the report and its recommendations are considered instrumental in exploring new approaches to decentralization, in line with the organizational structure and the continuous expansion of operational needs.

WFP Management acknowledges the overall conclusion of **"some improvement needed"** and agrees with the five medium-priority observations and one high-priority observation contained in the audit report. WFP Management fully endorses the corresponding agreed actions and has initiated their implementation, with completion expected within the agreed timelines.

WFP Management appreciates OIG's recognition that broader, structural initiatives are being carried out by the organization in parallel with the implementation of the report's recommendations, and that timelines of mitigating actions were bound to such overarching activities. Much focus will be reserved in ensuring coherence and consistency across the various workstreams, to minimize the impact of change management and optimize the use of resources.

WFP Management also notes that the complexity and breadth of some mitigating actions might require the injection of additional resources across the organization, in view of the overall recognition of the substantial shift in the role of the IT Function. IT is no longer a mere enabler; rather, it is a strategic partner with a diversified portfolio of responsibilities and increasingly relevant in the discussion of programmatic decisions.

WFP Management appreciated the constructive engagement of OIG and notes that the results envisioned by the report will be achieved beyond agreed actions and established deadlines, through a continued dialogue between the various stakeholders of WFP's IT Function, under the oversight of the OIG.