Governing Body

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Programme, Financial and Administrative Section
Programme, Financial and Administrative Segment

PFA

SIXTH ITEM ON THE AGENDA

Information and communications technology questions: Progress on IRIS field rollout

Overview

Summary

> This paper presents the current status of the Integrated Resource Information System (IRIS) field rollout, which is focused on the implementation of ILO organizational business processes contained in IRIS into the Regional Offices and beyond. In March 2011, resources were approved for the acceleration of IRIS field rollout. Planning activities are under way to develop a detailed time line.

Policy implications

> None.

Legal implications

> None.

Financial implications

> None.

Decision required

> This document is submitted for debate and guidance.

Follow-up action required

> None.

Author unit

> Information Technology and Communications Bureau (ITCOM).

References to other Governing Body documents and ILO instruments

> GB.309/PFA/ICTS/2.

Current status

1. Since the most recent report in November 2010, [1] the Office has successfully completed the scheduled activities for the field rollout of the Integrated Resource Information System (IRIS) with the exception of phase 2 in the Regional Office for Asia and the Pacific. This was postponed to 2012 as a consequence of the rescheduling of the Asia and the Pacific Regional Meeting.

2. An independent evaluation of the Budapest phase 2 pilot implementation was completed. The evaluation considered the pilot to be generally successful. It made a number of recommendations on information technology (IT) governance, future IRIS implementations and ILO administrative processes. The preliminary results of the evaluation were communicated to the Information and Communications Technology Subcommittee of the Governing Body in March 2011.

3. The primary recommendation was to establish a Project Management Office (PMO) intended to fulfil an oversight function to ensure that significant (in terms of impact or costs) IT projects were being implemented in a manner that consistently reflected good governance practices such as project, budget, risk, issue and change management.

4. Other recommendations related to the planning and delivery of rollout training and the manner in which support was provided after the go-live phase. These recommendations are all being implemented.

5. Finally, the evaluation recommended including a business process review as part of IRIS rollout in order to align field and headquarter administrative operations and identify more efficient ways of working. A business process review was included in the rollout to the Regional Office for the Arab States in Beirut and is planned for all future sites. A retrospective business process review was completed in Budapest.

6. Implementation of IRIS phase 1 in the Regional Office for Asia and the Pacific (Bangkok) and the Regional Office for the Americas (Lima), and of IRIS phase 2 in the Regional Office for the Arab States (Beirut) has been completed in accordance with the agreed schedule.

Deployment strategy: Next steps

7. The ILO is investing in IT infrastructure as part of the IT Strategy. Funding has been made available to all regions so that they can enhance their Internet connectivity prior to IRIS implementation. ITCOM is supporting the efforts of the regions by providing purchasing templates, connectivity calculation tools, Internet line audits, troubleshooting utilities and technical assistance.

8. It is planned to accelerate the current schedule within available resources. A detailed plan is being developed in consultation with the Regional Offices and the headquarters' units concerned. This plan will include the finalization of IRIS deployment to the Regional Offices while adding other field locations, based on defined criteria. In addition, the plan will be adapted to the requirements of other organizational initiatives such as the International Public Sector Accounting Standards (IPSAS) and knowledge management.

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[1] GB.309/PFA/ICTS/2.

9. It is currently planned to implement phase 2 in the Regional Offices for Asia and the Pacific and for the Americas in 2012. The implementation of IRIS phases 1 and 2 in the Regional Office for Africa is planned for 2013. This time line is being regularly reviewed in order to fully explore ways to accelerate IRIS field rollout.

10. The Financial Information System for External Offices (FISEXT) will continue to operate until IRIS is fully rolled out. Steps have been taken to ensure FISEXT remains supported centrally until IRIS replaces it.

Governance arrangements

11. The IRIS Governance Board and the IRIS Management Task Team continue to meet regularly. Specific project teams on the deployment of IRIS to each location have been established to coordinate project activities and provide feedback to the IRIS Management Task Team. Overall IT governance is currently being evaluated and IRIS will be specifically included in any revised approach.

Geneva, 30 August 2011