IOD GRC Opinion:

United Nations International Computing Centre (UNICC)

Internal Oversight Division

IA-2025-06.C2

January 2026



This report has been redacted in line with Internal Oversight Division Report Publication Policy.

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Executive Summary

As part of forming an annual opinion on WIPO's Governance, Risk Management and Internal Controls for the year ended December 31,2025, the Internal Oversight Division (IOD) sought to understand the services provided to WIPO by the United Nations International Computing Centre (UNICC).

Conclusion

The services provided by the UNICC to WIPO are understood by IOD and are summarized in the following pages of this report.	**Understanding Obtained**

2.1

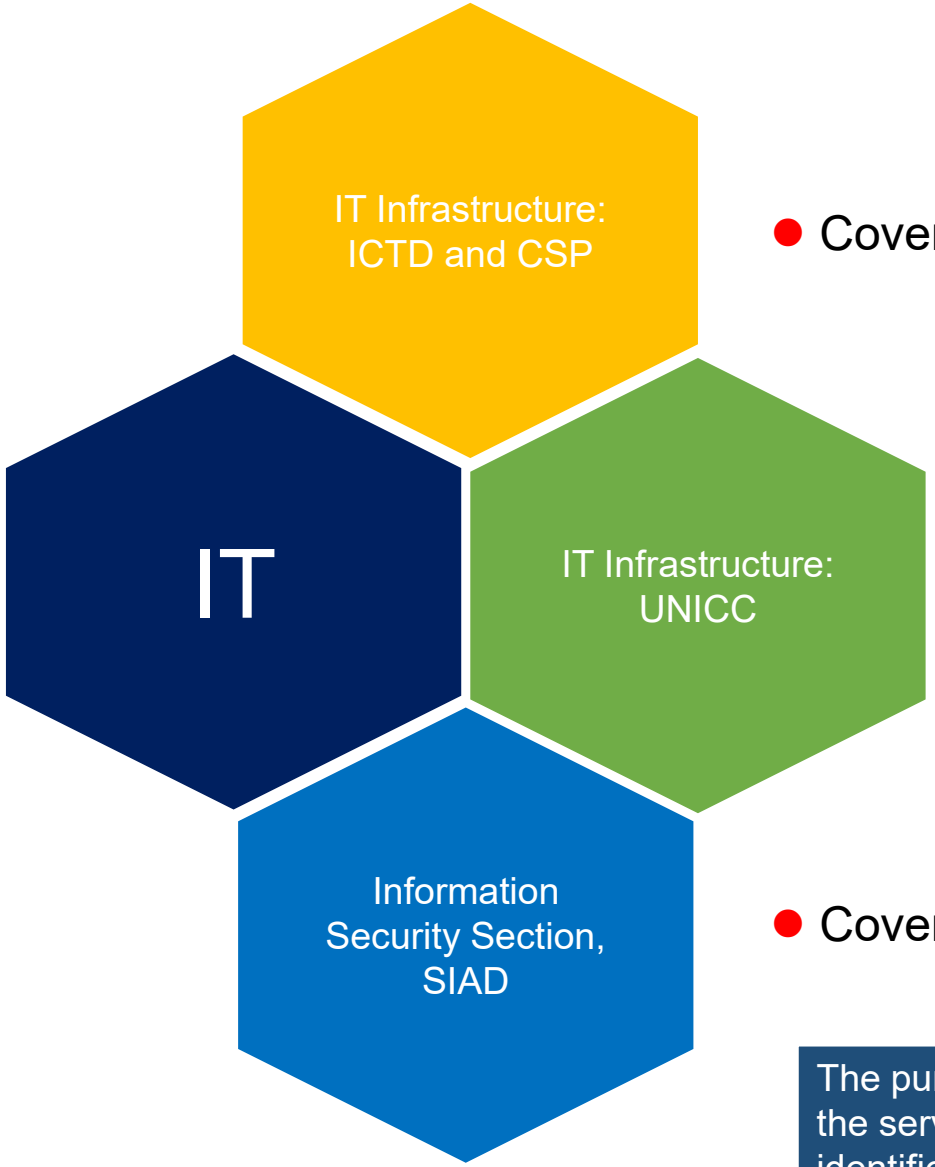
Background

As part of forming an annual opinion on WIPO's Governance, Risk Management and Internal Controls for the year ending December 31,2025, the Internal Oversight Division (IOD) sought to understand the services related to IT at WIPO.

IT serves as a critical enabler for WIPO's operations. It provides the infrastructure, tools, and systems that support communication, data management, decision-making, and process automation. WIPO Integrates IT into all its core functions enhancing efficiency, improving accuracy, and driving innovation across all Sectors.

ACRONYMS
CSP – Cloud Service Provider
ICTD – Information and Communication Technology Department
IT – Information Technology
UNICC – United Nations International Computing Centre
SIAD - Security and Information Assurance Division

Key Components of WIPO Information Technology and Security



- Covered in Report IA 2025-06.C3

- Covered in this report
- Scope includes Governance, Risk Management and Controls at UNICC, including the following:
  - Contractual structure
  - Main services provided to WIPO
  - Financial and performance monitoring
  - Standards, Certifications, and Assurances

- Covered in Report IA 2025-06.C1

The purpose of this report was to obtain an understanding of the services provided by the UNICC. Relevant controls identified during the engagement were tested as part of Key Controls Testing during Q3 – Q4 2025.

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2.2 Background: United Nations International Computing Centre (UNICC)

1. What is the UNICC?

- Established in 1971 as an inter-organization facility through a Mandate/Memorandum of Agreement among the United Nations (UN), United Nations Development Programme and the World Health Organisation.
- Created to maximise economies of scale and added value for its clients through a shared services model.

2. Mission

"Provide trusted technology services and digital business solutions to Clients and Partner Organizations"

3. Clients

- 100+ clients: UN programmes, funds and entities such as WIPO, and related not-for-profit organisations.
- The contractual relationship between UNICC and Partner Organisations cascades from the Mandate, as described in the Diagram below.

4. Operational Areas

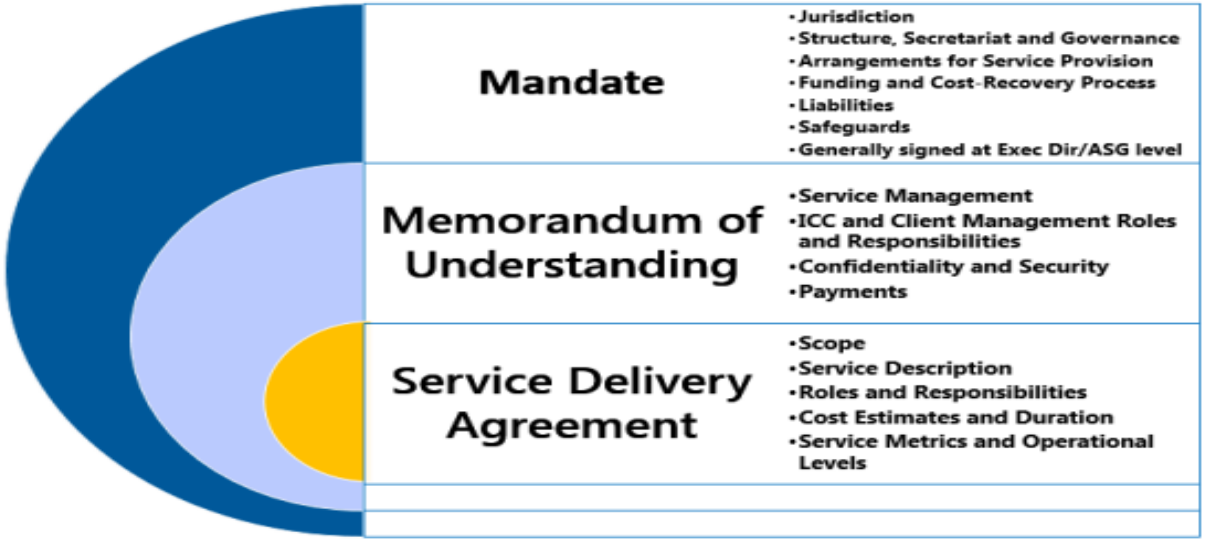
UNICC operates facilities in five locations:

- Geneva, Switzerland;
- Valencia, Spain;
- Rome, Italy;
- Brindisi, Italy;
- New York, USA.

5. UNICC Services at a Glance

80 services and digital solutions, including:

- **Network and Infrastructure Services:** Networks, Data Centres, etc.
- **Cloud Services:** hosting and delivery of software applications.
- **Platform Services:** creating, running and adapting software applications.
- **Cybersecurity services**: includes Security Information and Event Management, and Incident monitoring and response
- **Data and Analytics**



6. UNICC provides critical services to WIPO – the following are the top services by budgeted costs:

- [data redacted]

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Objectives, Scope, Methodology

Objectives

Obtaining an understanding of the services provided to WIPO by UNICC.

Scope

Operations in 2025

(previous periods were reviewed for historical insights)

Metho dology

-Interviews with relevant stakeholders

- Review and analyses of documents

- Walkthroughs

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4.1

Overview of UNICC Governance, Risk Management and Internal Controls

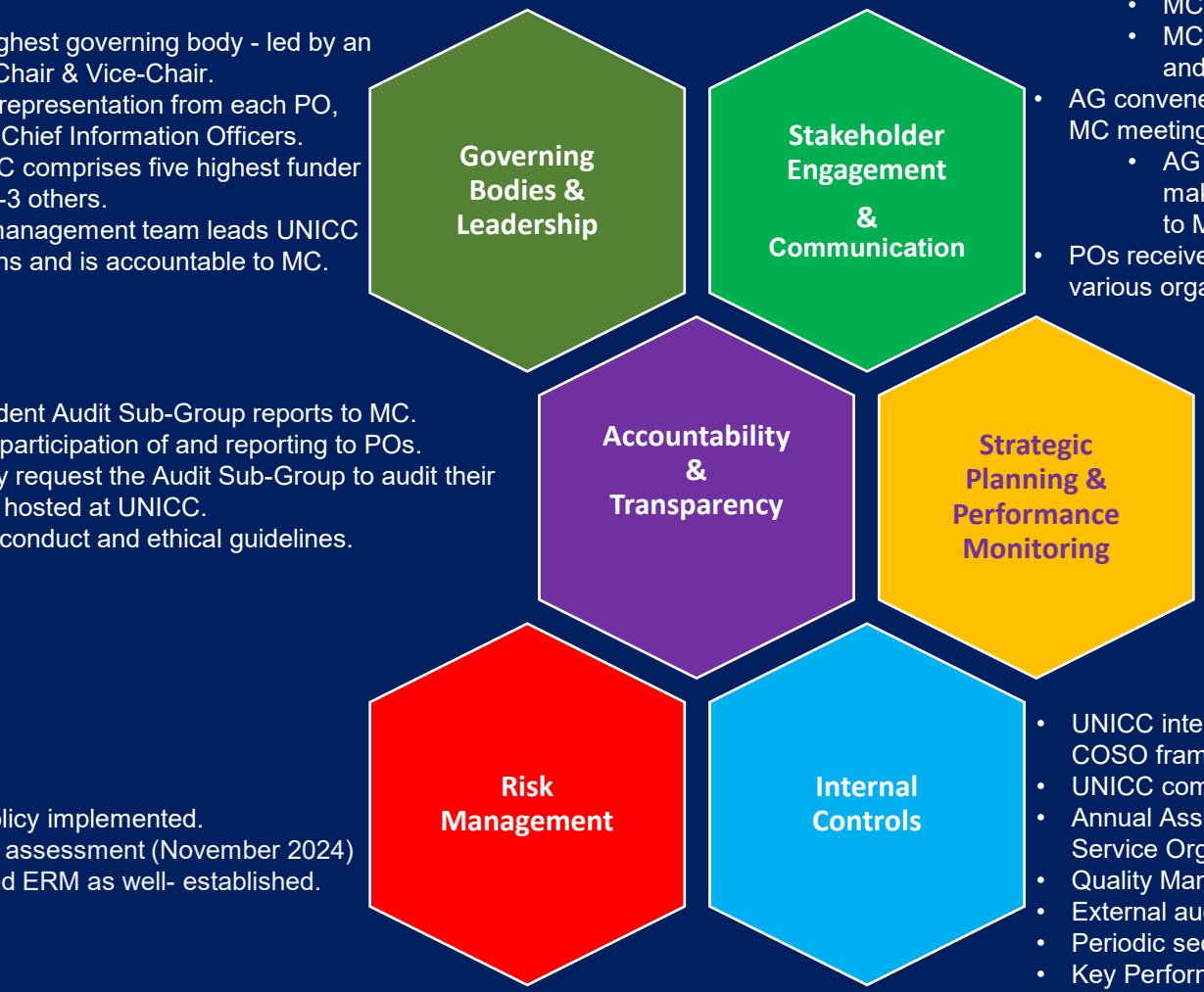
ACRONYMS

- **AG** – Advisory Group to MC
- **ERM** – Enterprise Risk Management
- **MC** – UNICC's Management Committee
- **PO** – Partner Organisation of UNICC

DEFINITIONS

- ***Governance** - The combination of processes and structures implemented by a Board to inform, direct, manage, and monitor the activities of the organization toward the achievement of its objectives.
- ***Risk Management** – a process to identify, assess, manage, and control potential events or situations to provide reasonable assurance regarding the achievement of the organization's objectives.
- ***Control** - Any action taken by management, the board, and other parties to manage risk and increase the likelihood that established objectives and goals will be achieved.
- **COBIT** (Control Objectives for Information and Related Technologies) - IT governance and management framework.
- **COSO** (Committee of Sponsoring Organisations of the Treadway Commission) - an international internal control framework.
- **ISAE 3402** - Assurance Reports on Controls at a Service Organisation - an international assurance Standard that describes Service Organisation Control (SOC) engagements.

Source: Global Internal Audit Standards)



- MC is highest governing body - led by an elected Chair & Vice-Chair.
- MC has representation from each PO, typically Chief Information Officers.
- AG to MC comprises five highest funder POs & 1-3 others.
- Senior management team leads UNICC operations and is accountable to MC.

- All POs participate in decision-making:
  - MC meets twice a year.
  - MC meeting Agendas cover all strategic and operational aspects.
- AG convenes at least twice a year in advance of MC meetings.
  - AG consults with the UNICC Director to make recommendations on items presented to MC for a decision.
- POs receive minutes of MC and AG, as well as various organizational reports.

- Independent Audit Sub-Group reports to MC.
- Regular participation of and reporting to POs.
- POs may request the Audit Sub-Group to audit their services hosted at UNICC.
- Code of conduct and ethical guidelines.

- MC sets strategic objectives, taking input from AG.
- Results are reported and evaluated.
- Live financial and operational dashboards are available to POs.

- ERM Policy implemented.
- Maturity assessment (November 2024) assessed ERM as well- established.

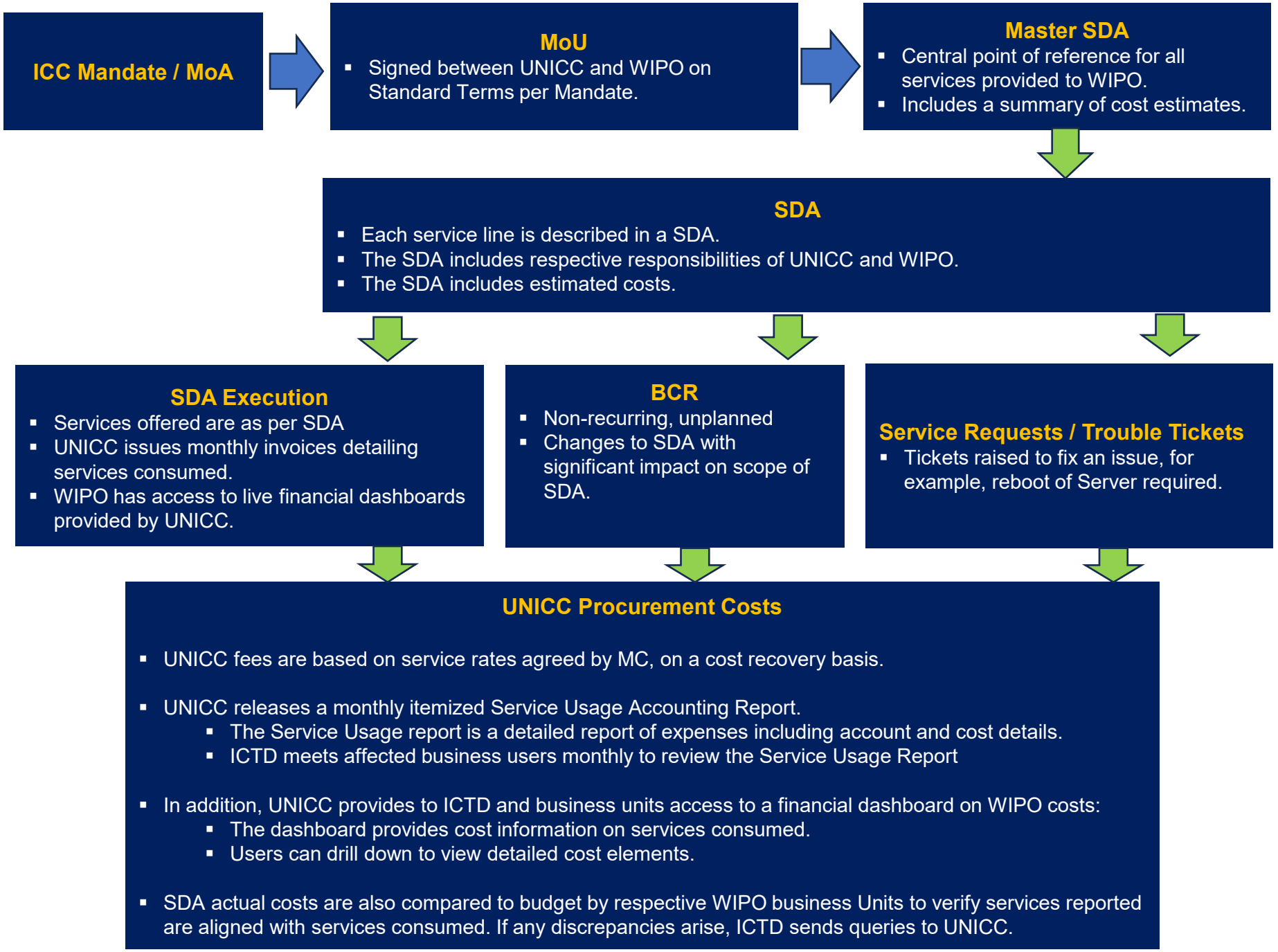
- UNICC internal controls are based on COBIT and COSO frameworks.
- UNICC complies with International Standards.
- Annual Assurance Reporting on Controls at a Service Organization (ISAE 3402 Type II) performed.
- Quality Management System implemented.
- External audits performed annually.
- Periodic security and risk assessments conducted.
- Key Performance Indicators were introduced, and metrics are monitored regularly.

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4.2

UNICC Contractual Structure with WIPO

- MoA: Memorandum of Agreement
- MoU: Memorandum of Understanding
- SDA: Service Delivery Agreement
  - Issued for each service line
  - Based on MoU, each SDA describes services, associated responsibilities between UNICC and its partner organization such as WIPO, and the estimated costs.
- BCR: Business Change Request
  - Change requests with significant impact on service scope and/or cost as defined in the SDA are documented in BCRs.



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4.7 UNICC Standards, Certifications, and Assurances Provided

UNICC complies with various international Standards and follows best practices, including:

- Governance, Risk Management and Controls Assurance
- Service management
- Information security
- Business continuity
- Internal Controls
- Project management
- Quality management
- Privacy management

1. *Assurance on Governance, Risk Management and Controls*

- ISAE 3402 Type II (SOC I equivalent) – UNICC is assessed annually by an accredited assurance practitioner. ISAE 3402 is a globally recognized international standard that assesses UNICC's system and its design and operating effectiveness of controls relevant to UNICC' financial reporting.
- ISAE 3000 Type II (SOC II) Assurance Reporting - UNICC is assessed annually by an accredited assurance practitioner. ISAE 3000 is a globally recognized international standard that enables UNICC to verify the credibility of its non-financial information and control environment, particularly in the areas of information security.
- Compliance with WHO Regulatory Framework - The UNICC compliance program ensures adherence to WHO regulatory requirements (includes WHO Staff Regulations and Staff Rules, WHO Financial Regulations and Financial Rules).
- Annual External Audit of UNICC's Financial Report and Financial Statements - based on International Public Sector Accounting Standards (IPSAS).
- The WHO Office of Internal Oversight Services conducts internal audits of UNICC.

2. ISO/IEC 20000-1:2018 — IT Service Management

- UNICC maintains certification in ISO 20000, an International Standard for IT Service Management – Verifiable Certificate Number: GB15/92558
- ISO/IEC 20000 provides a framework for organizations to plan, establish, implement, operate, monitor, review, maintain, and improve a Service Management System.

3. ISO/IEC 27001:2022 — Information Security Management

- UNICC is certified in ISO 27001 – Verifiable Certificate number: GB23/00000190
- ISO/IEC 27001 defines the requirements of an information security management systems (ISMS).

8. ISO/IEC 27701:2019 — Privacy Information Management

- ISO/IEC 27701:2019 governs the handling of personal data.
- In 2024, an external audit was conducted to assess the possibility of ISO 27701:2019 certification. UNICC was recommended for ISO 27701 Privacy Information Management System certification[1].
- As of November 2025, UNICC was certified with ISO/IEC 27701:2019 (verifiable certificate number: GB25/00000118).

7. ISO 9001:2015 — Quality Management Systems

- UNICC is certified with ISO 9001:2015 – Verifiable Certificate number: GB24/00000234.
- ISO 9001:2015 is a quality standard that enables the UNICC software development process.

6. Project Management

- UNICC uses PRINCE2 as part of its project management framework, and it has also incorporated agile methodologies into its project and programme management practices.

5. Control Objectives for Information and Related Technology (COBIT)

- UNICC uses COBIT 5, an IT governance and management framework, as its main internal control framework over IT.
- COBIT provides a structured approach for aligning IT with business goals, ensuring quality, and managing risk.

4. ISO 22301:2019 — Business Continuity Management

- UNICC is certified with ISO 22301 – Verifiable Certificate number: GB22/00000059
- ISO 22301 helps to plan, operate, monitor, and improve business continuity and disaster recovery system.

1: 115th Session of UNICC Management Committee, UNICC MC 115/3.1

Source: https://www.unicc.org/who-we-are/certifications-and-standards/

4.8 Other areas reviewed for understanding



Top UNICC services to WIPO based on Service Delivery Agreement Costs



Financial Dashboards accessible to WIPO



UNICC Operational Dashboards accessible to WIPO



Minutes of meetings on Task Force on Review of UNICC Governance Structure, Challenges and Opportunities as availed on CEB/2025/5, 11 December 2025

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Acknowledgement

IOD wishes to thank all relevant colleagues for their assistance, cooperation, and interest during this assignment.

Consolidated by: Solomon Simutowe, Senior Internal Auditor, IOD

Reviewed and approved by: Julie Nyang'aya, Director, IOD.

