Governing Body

309th Session, Geneva, November 2010

GB.309/PFA/ICTS/2

Information and Communications Technology Subcommittee

PFA/ICTS

FOR INFORMATION

SECOND ITEM ON THE AGENDA

Third progress report on the Integrated Resource Information System (IRIS) in the regions

Overview

Issues covered

This document reports on progress in the rollout of IRIS to field locations, in particular regional offices, and describes future plans including timelines.

Policy implications

None.

Financial implications

None.

Action required

None.

References to other Governing Body documents and ILO instruments

GB.306/PFA/ICTS/2, GB.309/PFA/ICTS/1.

Introduction

1. Since the most recent report in November 2009, [1] the Office has made significant progress in the implementation of IRIS in the regions and has kept to the agreed schedule.

2. A Conference Room Pilot to discuss the IRIS field operational model with participants from ILO regional offices and the Subregional Office for Central and Eastern Europe (Budapest Office) was held in October 2009. The Conference Room Pilot provided the opportunity for field staff to validate processes and procedures in the upgraded version of IRIS that were implemented in phase 2 of the Budapest Office pilot.

3. Phase 2 was successfully completed in July 2010, on time and within budget. Lessons learned from the implementation of phase 1 were applied to the implementation of phase 2 and helped to make the project successful, specifically in the change management activities and the support framework. [2]

4. The ILO is currently undertaking an independent evaluation of phase 2 of the Budapest Office pilot. The evaluation began in September and will be finalized by early November. The objectives of the evaluation are to review the project approach and execution of the implementation of IRIS in Budapest; to identify lessons learned and areas for improvement and increase the speed and quality of IRIS rollout to other offices. An oral update will be provided to the subcommittee on the status and initial findings of the evaluation and the results and lessons learned will be incorporated into future field rollout activities in order to optimize the approach and reduce risk.

Ongoing activities

5. The implementation for phase 1 of IRIS rollout to the Regional Office for the Arab States (Beirut) has been completed and is underway in the Regional Office for Asia and the Pacific (Bangkok). The implementation in both locations builds on the lessons learned from the implementation of the Budapest Office pilot. The implementation steps included change management and support activities as identified from the pilot. The steps taken were designed to ensure that staff were engaged in the process, aware of the impact/changes and supported as needed when performing their new activities.

6. The resources needed to successfully implement IRIS phase 1 in Beirut and Bangkok are within the initial budget estimates. Considerable staff time within existing resources has been allocated to the rollout. Other IRIS-related work is also proceeding in parallel with rollout to these offices, but is limited by resource constraints.

Deployment strategy: Next steps

7. In accordance with the agreed schedule, phase 2 will be implemented in 2011 in Bangkok and Beirut, while phase 1 will be implemented in Lima. Implementation in all the regional offices will be completed in 2012–13.

---

[1] GB.306/PFA/ICTS/2.

[2] GB.306/PFA/ICTS/2, para. 3.

8. As outlined in the second progress report, a detailed plan for deployment of IRIS to other offices in the regions will be established in consultation with the regions in 2012. It will cover operational needs, technical infrastructure, support and training. By 2013, all of the regional offices will have experience in using IRIS and should have the capacity to support IRIS functions in additional offices.

9. The deployment plan will address connectivity difficulties, as already foreseen in the operational model and the Information Technology Strategy 2010–15. Further details of the connectivity challenges are provided in GB.309/PFA/ICTS/1.

10. As a result of the IRIS field rollout timeline, the Financial Information System for External Offices (FISEXT) will continue to operate until IRIS is fully rolled out. As FISEXT is based on technology that is no longer supported, steps are being taken to ensure it remains operational for the period. Measures to update and stabilize the application have been identified and are being implemented to ensure that FISEXT continues to operate during the transition to an IRIS solution.

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. This is in line with the governance mechanisms which were established and worked well in support of the implementation of the Budapest Office pilot.

Geneva, 27 September 2010

Submitted for information