

Follow-up audit of the key ICT project UCC

Key facts

At the time of the first audit in May 2014, the detailed concept phase for the Unified Communication & Collaboration (UCC) programme was on the verge of completion and replanning was imminent. Significant progress has been made in the meantime. The detailed concepts prepared for the system setup have been completed. The conformity of the systems in the Federal Department of Foreign Affairs (FDFA) and in the Federal Office of Information Technology, Systems and Telecommunication (FOITT) with the concepts has been examined and confirmed by the service provider Swisscom. Implementation of the measures required for UCC in the ISDP concept has been examined and confirmed in the FDFA and FOITT. The systems have been put into operation and the rollout started in both entities. Individual administrative units have successfully completed the rollout and can work with Microsoft Lync. The rollout for the other administrative units has been planned in detail and will be governed in a binding manner by approved project briefs.

In December 2014, CHF 3.1 million of the CHF 5 million programme reserves were released by the project committee for use by the programme managers. CHF 1.9 million has not yet been earmarked.

Programme progress delayed in the DDPS

While the FDFA and FOITT are already in the launch phase, the Armed Forces Command Support Organisation (AFCSO) is still in the project initialisation phase in formal terms. UCC security issues associated with the office automation workplace in the Federal Department of Defence, Civil Protection and Sport (DDPS) and organisational issues still have to be clarified in order for the internal project brief to be completed. The conceptual work on UCC at the DDPS will not commence until the internal DDPS project brief has been approved and signed. Moreover, the internal personnel resources available to the AFCSO are still insufficient, causing performance progress to be restricted. Consequently, the system setup is being delayed for the AFCSO service provider, as is the preparation of the migration for the entire DDPS.

The risks are known and accounted for

Aside from the risk of delays in the DDPS, the regulation of the operation of the remaining telephony systems and the replacement of individual special systems are further significant risks, and another postponement, with corresponding cost implications, cannot be ruled out as a result.

Some of the recommendations from the first audit in 2014 are still in the process of being implemented

It was not possible for some recommendations from the first audit in 2014 to be completed on schedule and further action is needed. The effectiveness of some of the measures taken still has to be confirmed, with the result that complete implementation of the recommendations will effectively be possible only at the end of the programme.

In this report, the SFAO additionally recommends dealing quickly with obstacles that are jeopardising the programme's success, escalating them where necessary.

Original text in German