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Management comments and action plan

The Regional Director, the Director of the Division of Management and Administration, and the Director of the Programme Division accepted all of the recommendations and are in the process of implementing them. Comments and/or additional information provided have been incorporated in the report, where appropriate.

Issues with less significance (not included in this report) have been discussed directly with management and actions have been initiated to address them.

Helge S. Osttveiten
Director
Office of Audit and Investigations
A. Governance and management

1. Risk management, planning, monitoring and reporting
Recommendation 1:

Programme Division, in coordination with the Division of Management and Administration, to
strenthen communication and management of critical functions envisaged by the Regional Architecture to support the delivery of planned activities.
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### Recommendation 2:

The Division of Management and Administration should ensure that all staff and personnel are aware of the Legal Framework requirements regarding immediate any allegations of wrongdoing by:

- Issuing a formal communication on the requirements for immediately reporting allegations of wrongdoing to relevant entities, including details of the wrongdoing.
- Pictorially restating the requirements for immediately reporting allegations of wrongdoing to relevant entities through follow-up communications and inclusion of the requirements.

### OAI Response

Acknowledges the action taken by management; this will be reviewed at a later stage as part of the standard desk follow-up process of OAI.
B. Programme activities

1. Programme and project management

Recommendation:

- Programme Division should strengthen the effectiveness of the partner capacity assessment process by providing appropriate guidance, including:
  - Elaboration of the key/critical requirements related to each capacity,
  - Clarification of requirements that need to be documented for each capacity,
  - Provision of training to appropriate staff on the conduct and/or review of capacity assessments and how to adequately document it.
OAI Response

OAI acknowledges the action taken by management; this will be reviewed at a later stage as part of the standard desk follow-up process of OAI.

C. Operations

1. Human resources management

4. [Redacted]
Recommendation 4:

The Office should strengthen its human resources management by:
- standardizing personnel files and including adequate documentation,
- completing all performance evaluations for 2015 and setting a deadline for personnel to complete the performance development plans.
Recommendation 5:

The Office should strengthen its asset management by:

- a complete independent verification of all equipment and assets
- Presence
- as well as ongoing physical verifications, ensuring all assets and equipment are included on the capital (Atlas) or non-capital as appropriate and that all data is complete, adequate and accurate.
that all assets no longer in service are timely disposed, in accordance with procedures, and that they are maintained in a designated, secured area. Employees receive adequate training.

Information and communication technology

Recommendation

prioritize the test of its Disaster Recovery Plan.