



unrwa
الأونروا



November 2025 SUMMARY

INTERNAL AUDIT 2025-02
**Cloud Computing
Environment**

DEPARTMENT OF INTERNAL OVERSIGHT SERVICES (DIOS)

DIOS values

Professionalism | Excellence | Integrity | Objectivity | Courage | Adaptability | Innovation

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INTERNAL AUDIT 2025-02

Cloud Computing Environment

WHAT WAS AUDITED

The audit objective is to provide assurance that UNRWA's cloud computing governance, risk management, and control processes are appropriately designed and operating effectively. Confirming that these arrangements support the achievement of strategic objectives, mitigate risks, and ensure robust oversight and compliance in the cloud environment for secure and resilient use of cloud technologies.

The audit scope reviewed UNRWA's cloud environment from January 2024 to April 2025, focusing on Infrastructure & Virtualization Security; Business Continuity Management & Operational Resilience; Cryptography, Encryption & Key Management; Data Security & Privacy Lifecycle Management; and Interoperability & Portability.

WHY IT MATTERS

UNRWA has advanced its digital transformation by migrating to Microsoft Azure cloud computing and adopting a SaaS model to enhance performance, security, and scalability.

UNRWA has embraced cloud computing as a key driver of its digital transformation, transitioning most IT systems to Microsoft Azure in alignment with the Digital Impact Technology and Innovation Department (DITID)'s SaaS-focused strategy. Recognizing the growing reliance on cloud services and associated risks, the Internal Audit Division (IAD) of the Department of Internal Oversight Services (DIOS) included a dedicated audit in the 2025 work plan.

WHAT WE CONCLUDED

IAD assessed Cloud Computing as partially satisfactory with some improvement needed. This means that the assessed governance arrangements, risk management practices and controls were adequately established and function well but need some improvement to provide reasonable assurance that the objectives of the audited entity/area should be achieved.

WHAT WE OBSERVED

The audit identified gaps in governance and key controls, particularly in encryption, infrastructure hardening, compliance and performance monitoring, and policy enforcement.

WHAT WERE THE ACHIEVEMENTS

DITID has demonstrated strong leadership in advancing the Agency's cloud computing transition through a centralized governance model that has ensured consistent policy implementation and alignment with its digital transformation goals. DITID has initiated a project to revisit DITID's Cloud policies and procedures to ensure they remain relevant and up to date.

WHAT WE RECOMMEND

DIOS IAD formulated two high priority (HP) and one medium priority (MP) recommendations directed to the Digital Impact Technology and Innovation Department (DITID), regarding:

- improving cloud computing governance and establishing key controls to enhance the performance, security, and operational maturity of UNRWA's cloud environment (HP);
- enhancing the security, and operational resilience of UNRWA's cloud environment through secure configurations, hardening standards, and enforcement tools (HP); and
- establishing monitoring mechanisms to track enforcement and compliance with approved policies (MP).

WHAT IS NEXT

Management accepted the recommendations and has developed a time-bound action plan and officials responsible for its implementation.

DIOS monitors and reports on the implementation of internal audit recommendations.

The audit was conducted in conformance with the Global Internal Audit Standards™. Pursuant to the Charter of DIOS this summary is publicly available upon issuance of the report.



united nations relief and works agency
for palestine refugees in the near east

www.unrwa.org

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5.9 million registered Palestine Refugees. Its mandate is to help Palestine Refugees in Jordan, Lebanon, Syria, the Gaza Strip, and the occupied West Bank, including East Jerusalem, to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, healthcare, relief and social services, camp infrastructure and improvement, and microfinance.