**Written Assessment**

**QUESTION 1**

**What are your expectations in doing an internship with the Enterprise Solutions Section of UN Environment? How do you see your skills and knowledge be useful for the work of the Section?**

My expectations include learning how to identify computer information systems and application problems and coming up with appropriate troubleshooting procedures to solve the problems. By doing so, I can get crucial knowledge for providing support for such systems.

Moreover, I also expect to learn more about data operations; including collecting, analysing and presentation of statistical data in order to gain knowledge on working with and thus better understanding data.

The knowledge I have acquired through my computer science course work, including networking, programming, software development, database systems, electronics and systems hardware puts me in a position to provide assistance in regards to information technology and also to provide solutions for challenges in the same; thus aiding in the section’s role of offering knowledge management and information technology, including emerging solutions for both corporate and environmental challenges.

**QUESTION 2**

**a. What do you understand by the term digital transformation?**

Digital transformation is the integration of digital technology into an organization’s or company’s operations thus increasing productivity by keeping up with ever changing technology trends.

**b. What do you think are the key factors of successful digital transformation for an organization such as UN Environment?**

**.** Defining the purpose of the digital transformation. By clearly illustrating the reason for digital transformation within the UN Environment, whether it is to increase global reach by having an online presence, or to enhance the organizations efficiency; the organization is able to focus its resources on seeing the digital transformation through.

. Agreement from all divisions of the UN Environment. All relevant divisions of UN Environment must first agree on the need for digital transformation before the implementation process begins. This is to ensure support and cooperation during the process.

**.** Sufficient funding. Digital transformation requires a substantial amount of money to be accomplished and thus requires to be properly funded in order to be carry out successfully.

**.** Personnel training. UN Environment staff should be properly trained on how to use the introduced systems and processes to be followed in order to not interfere with or delay normal operations.

**c. How do see the following aspects play role in digital transformation for UN Environment:**

**a. Mobile technology.**

Presently, billions of people access the internet through mobile phones. This implies that the UN Environment can reach out to more people and in a speedy manner by selecting mobile technology as a crucial point for digital transformation.

**b. Artificial intelligence / machine learning.**

Artificial intelligence is designed to mimic the human brain and complete given tasks with some human guidance. It enables machines to instantly work on data provided to give required output thus enabling automation of services. Therefore, Artificial Intelligence is a key consideration in digital transformation.