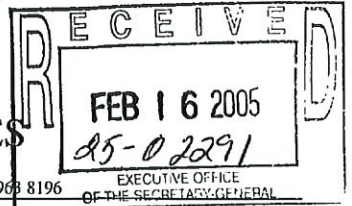


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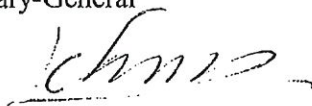
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The Under-Secretary-General for General Assembly and Conference Management

MT

15 February 2005

To: The Secretary-General
From: Chen Jian 
Subject: Programme Management Plan for 2005

In your letter of 19 January 2005 you requested me to prepare the 2005 Programme Management Plan of the Department for General Assembly and Conference Management in order for you to establish priorities for the work programme for this year and review last year's performance.

Our departmental Programme Management Plan for 2005 is attached herewith. I am available for discussion of this plan at your convenience.

**DEPARTMENT FOR GENERAL ASSEMBLY
AND CONFERENCE MANAGEMENT**

Programme Management Plan for 2005

A. Programme objectives

Review of 2004

In parallel with its day-to-day technical secretariat support and the conference services it provides to intergovernmental bodies, the Department continued to implement its ambitious reform programme.

A.1 Assisting in the General Assembly's revitalization efforts: Provision of analytical and background reports to the General Assembly and of substantive support to the GA President contributed to the GA's adoption of its resolution on revitalization;

A.2 Consolidating the reform of conference management: Overall compliance with rules on documentation submission and processing improved, though the goals set by the General Assembly were not reached. Continuing lapses in timely issuance of documentation were mainly due to non-compliance with slotted deadlines and/or failure to abide by prescribed page limits. The Interdepartmental Task Force to monitor implementation and compliance with deadlines and page limits was launched at the end of 2004.

A.3 Launching of the project on integrated global management of conference services: The first phase of the project on integrated global management of conference services was successfully completed. Five of the nine task forces envisaged under this project submitted their findings to the fifth Coordination Meeting of Conference Managers (July 2004), which approved them.

For the first time, the strategic framework and the proposed programme budget were prepared for UNHQ, UNOG, UNOV and UNON following a consolidated approach. Deliberations in the Committee for Programme and Coordination, the Fifth Committee and the Committee on Conferences were facilitated by the consolidated presentation.

Plan for 2005

This year, as the Organization celebrates its sixtieth anniversary, will be a year of great challenges and opportunities for change. The Department is ready to play its part in this regard. In conformity with the objectives contained in the medium-term plan for 2002-2005, the Department will become more:

A.1 Results-oriented

To achieve full-system results, the Department will continue to manage documentation workflow and meeting servicing, making optimal use of the human, financial and IT resources available to it.

- With regard to documentation management, advance planning will be extended beyond the Department (through, *inter alia*, the work of the Interdepartmental Task Force) in order to better comply with Member States' requests for more timely issuance of documents; internal planning will also be strengthened to reduce turnaround time;
- With regard to meeting management, the Department will plan the biennial calendar of conferences with a view to further rationalising the use of resources, and will seek to satisfy clients' requests as far as possible, while keeping in mind the need to use resources judiciously in order to avoid overruns;
- Emphasis will be placed on monitoring and self-evaluation of performance to ensure that balanced progress is made towards achieving the four interrelated objectives of increased productivity, improved quality, increased timeliness and increased cost-effectiveness. A pilot project on self-evaluation is currently under way with OIOS assistance. It will use the slotting system for processing documentation as the basis for a self-evaluation exercise that will later be replicated in other areas of the Department.

A.2 Globally-oriented

During the second phase of the project on integrated management of conference services, the four remaining task forces will start and conclude their work in 2005. The task forces' findings will be consolidated in an operational manual to be used to harmonise and coordinate policies, practices and procedures relating to conference services at the four duty stations.

A.3 Client-oriented

The Department's objective is to strike a balance between its proactive management approach and its stated goal of better satisfying the demands placed on its services. Through regular client surveys and with the guidance of intergovernmental oversight bodies, the Department will be able to better target the needs of its clients.

A.4 Future-oriented

A major purpose of the reform is to bring the Department into the 21st century. Technology will continue to play a vital role in this regard. Various far-reaching projects, such as eMeets and eDoC, are being implemented or are in the pipeline. However, changes in technology will have to be accompanied by fundamental changes in philosophy and *modus operandi* to be successful and sustainable. Progress is to be achieved in both these areas.

Operational guidelines are being formulated for all areas to standardize operational procedures and in anticipation of the need for large-scale succession planning in the near future.

B.3 Information technology management

IT strategy will centre on operational strategy.

- E-Meets will be expanded at Headquarters and introduced in other duty stations in order to simplify processing of requests, planning, servicing and statistical reporting on meeting services and to facilitate consistency in meeting planning and servicing across duty stations;
- Transition to electronic workflow: eDoc will be launched and gradually implemented to complete the Department's transition to a less paper-oriented system;
- The IT Task Force under the integrated global management project, composed of staff members from UNHQ, UNOG, UNOV and UNON, will submit its findings to the sixth Coordination Meeting of Conference Managers, to be held in July of 2005. The Task Force will explore ways of harmonizing IT policy and procurement across the four duty stations with a view to achieving economies of scale where feasible.

C. Improved quality and productivity**Review of 2004****C.1 Study on workload standards and performance measurement**

An interim report on workload standards requested by the General Assembly in its resolution 57/283B was submitted to the Committee on Conferences at its September 2004 meeting.

C.2 Informational meetings with Member States' Representatives

- An informational meeting on language issues was held with Member States' Representatives to clarify terminology and language problems in documentation and interpretation;
- A survey was conducted among Member States' Representatives to obtain their views on all the conference services provided by the Department.

C.3 Meetings were held with author departments to clarify concepts and terminology used in their documentation in order to improve the quality of translations.

Plan for 2005**C.1 Study on workload standards and performance measurement**

The final report on workload standards and performance measurement will be submitted to the General Assembly through the Committee on Conferences in 2005. The report will cover workload standards for all measurable activities in the Department with a view to incorporating them into the manual of policies, practices and procedures being developed in the context of the global management project.

C.2 Informational meetings with Member States' Representatives

At Member States' request, informational meetings will be held twice a year. These meetings are perceived by Member States as a useful forum for communication between them and language services on language issues.

C.3 Productivity increase and quality improvements:

- Efforts are being made to improve productivity in a cost-effective manner through a pilot project on translation of summary records;
- Quality improvements will be sought through better coordination with author departments and Member States.

D. Dissemination of Programme Management Plan

The Department will disseminate its PMP to all its staff to promote understanding of its priorities and to ensure that sub-programme plans and staff members' PASs reflect departmental plans.
