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Proposed programme budget for the biennium 2014-2015*

Part VIII Common support services

Section 29H Administration, Nairobi

(Programme 25 of the biennial programme plan for the period 2014-2015)**

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* A summary of the approved programme budget will be issued as A/68/6/Add.1.

** A/67/6/Rev.1.



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*** The present report does not contain an annex on outputs included in the biennium 2012-2013 not to be carried out in 2014-2015, given that there are no discontinued outputs.

Overview

Table 29H.1 **Financial resources**
(United States dollars)

Approved resources for 2012-2013	33 343 300
Technical adjustments (delayed impact and removal of non-recurrent requirements)	(1 293 200)
Changes reflected in the Secretary-General's report on the budget outline for 2014-2015	(1 203 400)
Total resource change	(2 496 600)
Proposal of the Secretary-General for 2014-2015 ^a	30 846 700

^a At 2012-2013 revised rates.

Table 29H.2 **Post resources**

	<i>Number</i>	<i>Level</i>
<i>Regular budget</i>		
Approved for the biennium 2012-2013	131	1 D-2, 3 D-1, 8 P-5, 10 P-4, 17 P-3, 9 P-2/1, 2 NPO, 81 LL
Reclassification	2	1 P-5 post to the D-1 level under subprogramme 6 1 P-5 post to the P-4 level under subprogramme 3
Redeployment	3	1 P-3 from Executive direction and management to subprogramme 2 1 P-3 from subprogramme 4 to subprogramme 2 1 P-4 from subprogramme 2 to subprogramme 4
Abolishment	(5)	1 P-2 and 1 LL in subprogramme 3 1 NPO under subprogramme 4 2 LL under subprogramme 6
Proposed for the biennium 2014-2015	126	1 D-2, 4 D-1, 6 P-5, 11 P-4, 17 P-3, 8 P-2/1, 1 NPO, 78 LL

Note: The following abbreviations are used in tables and charts: NPO, National Professional Officer; LL, Local level; RB, regular budget; XB, extrabudgetary.

Overall orientation

- 29H.1 The United Nations Office at Nairobi was established with effect from 1 January 1996 as a successor to the United Nations Common Services Unit at Nairobi and two separate divisions of administration of the United Nations Environment Programme (UNEP) and the United Nations Human Settlements Programme (UN-Habitat). The objective in establishing the Office was to strengthen the United Nations presence in Nairobi and to achieve economies of scale. Under a memorandum of understanding and specific service arrangements with UNEP and UN-Habitat, the Office provides them with a full range of administrative and other support services. Under various agreements with offices of other organizations of the United Nations system located in Nairobi, the Office also administers common support services for those offices. The Office also manages the United Nations facilities in Nairobi. The responsibilities of the Office are set out in the Secretary-General's bulletin on the organization of the United Nations Office at Nairobi (ST/SGB/2009/3).
- 29H.2 The substantive programme activities of both UNEP and UN-Habitat are funded predominantly from extrabudgetary resources. On the basis of data on administrative workloads in support of their operations, UNEP and UN-Habitat reimburse the United Nations Office at Nairobi for the services

provided for administrative support of their extrabudgetary activities through a system of reimbursement arrangements for the services rendered. A significant component of funding for the Administration, Nairobi, is consequentially of an extrabudgetary origin. This situation was addressed by the General Assembly initially in its resolution 52/220, in which the Assembly requested the Secretary-General to bring the financial arrangements of the Office into line with those of similar United Nations administrative offices. In response to that request and with a view to easing the administrative costs levied on the substantive programmes of UNEP and UN-Habitat, the Secretary-General has made a commitment to gradually increase the regular budget component of the programme budget of the Office. That commitment was reflected in the proposed programme budgets for the bienniums 2000-2001, 2002-2003, 2004-2005, 2006-2007, 2008-2009, 2010-2011 and 2012-2013 under the section for Administration, Nairobi, and was subsequently endorsed by the Assembly in its various resolutions on the programme budget.

- 29H.3 In line with the directives of the General Assembly, the further strengthening of the regular budget component of the Office is reflected in the proposed programme budget for the biennium 2014-2015, and includes the implementation of the third phase of the review of the post and grade structure of the United Nations Office at Nairobi Administration, namely, the upgrade of a number of senior management posts. The remaining recommendations of this review will be considered in future bienniums, as appropriate.
- 29H.4 In the proposed programme budget for the biennium 2010-2011, the Secretary-General informed the General Assembly of the review of the internal organization and post and grade structure of the United Nations Office at Nairobi undertaken by the Office of Human Resources Management in 2008. The review concluded that the post and grade structure of the United Nations Office at Nairobi had been classified lower in comparison to that of the United Nations Office at Geneva and the United Nations Office at Vienna. In the context of implementation of the earlier request of the Assembly, the Secretary-General proposed to restructure, in a gradual manner, the post and grade structure of the United Nations Office at Nairobi and to bring it up to the level of the United Nations Offices at Geneva and Vienna. In the bienniums 2010-2011 and 2012-2013, the Secretary-General proposed and the General Assembly approved the first and second phases of recommended reclassifications. As the third and final phase, the Secretary-General proposes in the biennium 2014-2015 to reclassify the position of Chief of the Information and Communications Technology Service from the P-5 to the D-1 level. This proposal will be accommodated by decreases in other areas and the reclassification of a P-5 post to the P-4 level.

Overview of resources

- 29H.5 The overall resources proposed for the biennium 2014-2015 for this section amount to \$30,846,700 before recosting, reflecting a decrease of \$2,496,600 (or 7.5 per cent) compared with the 2012-2013 budget at revised rates. Resource changes result from two factors, namely (a) technical adjustments relating to the removal of non-recurrent requirements; and (b) resource changes reflected in the report of the Secretary-General on the budget outline for 2014-2015 (A/67/529 and Corr.1).
- 29H.6 The distribution of resources is reflected in tables 29H.3 to 29H.5.

Table 29H.3 Financial resources by component

(Thousands of United States dollars)

(1) Regular budget

	2010-2011 expenditure	2012-2013 resources at revised rates	Resource changes					Total	Percentage	Total before recosting	Recosting	2014- 2015 estimate
			Technical adjustment (delayed impact and non-recurrent)	New mandates and inter- component changes	In line with resolution 67/248	Reflected in budget outline report ^a						
A. Executive direction and management	2 186.3	2 831.2	(578.1)	-	-	(606.8)	(1 184.9)	(41.9)	1 646.3	98.6	1 744.9	
B. Programme of work												
2. Programme planning, budget and accounts	5 959.7	5 697.6	-	-	-	219.5	219.5	3.9	5 917.1	239.9	6 157.0	
3. Human resources management	5 777.9	5 989.9	(460.6)	-	-	(353.5)	(814.1)	(13.6)	5 175.8	203.2	5 379.0	
4. Support services	10 779.9	14 049.2	(240.8)	-	-	263.6	22.8	0.2	14 072.0	1 321.0	15 393.0	
6. Information and communications technology services	4 372.7	4 775.4	(13.7)	-	-	(726.2)	(739.9)	(15.5)	4 035.5	138.6	4 174.1	
Subtotal	29 076.5	33 343.3	(1 293.2)	-	-	(1 203.4)	(2 496.6)	(7.5)	30 846.7	2 001.3	32 848.0	

(2) Extrabudgetary

	2010-2011 expenditure	2012-2013 estimate		2014-2015 estimate
A. Executive direction and management	665.8	519.7	(ii) Service in support of extrabudgetary activities	528.5
B. Programme of work	20 293.0	26 751.1	(ii) Service in support of extrabudgetary activities	28 833.8
Subtotal	20 958.8	27 270.8		29 362.3
Total	50 035.3	60 614.1		62 210.1

^a A/67/529 and Corr.1.

Table 29H.4 Post resources

Category	Established regular budget		Temporary						Total	
			Regular budget		Other assessed		Extrabudgetary ^a			
	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015
Professional and higher										
D-2	1	1	–	–	–	–	–	–	1	1
D-1	3	4	–	–	–	–	–	–	3	4
P-5	8	6	–	–	–	–	–	–	8	6
P-4/3	27	28	–	–	–	–	3	3	30	31
P-2/1	9	8	–	–	–	–	2	2	11	10
Subtotal	48	47	–	–	–	–	5	5	53	52
Other										
National Professional Officer	2	1	–	–	–	–	7	7	9	8
Local level	81	78	–	–	–	–	195	195	276	273
Subtotal	83	79	–	–	–	–	202	202	285	281
Total	131	126	–	–	–	–	207	207	338	333

^a These posts are funded by UNEP and UN-Habitat through reimbursement arrangements for the services rendered by the United Nations Office at Nairobi.

Table 29H.5 Distribution of resources by component

(Percentage)

	Regular budget	Extrabudgetary
A. Executive direction and management	5.3	1.8
B. Programme of work		
2. Programme planning, budget and accounts	19.2	20.0
3. Human resources management	16.8	24.2
4. Support services	45.6	22.2
6. Information and communications technology operations	13.1	31.8
Subtotal B	94.7	98.2
Total	100.0	100.0

Technical adjustments

29H.7 Resource changes reflect the removal of non-recurrent resources totalling \$1,293,200 relating to other staff costs (\$460,600), general operating expenses (\$229,800), supplies and materials (\$228,200) and furniture and equipment (\$374,600).

Changes reflected in the Secretary-General's report on the budget outline for 2014-2015

29H.8 Reductions in line with the report of the Secretary-General amount to \$1,203,400, as outlined in table 29H.6 below.

Table 29H.6 Resource changes in line with the Secretary-General's budget outline

<i>Item</i>	<i>Net reductions in inputs</i>	<i>Description</i>	<i>Reductions in the volume of outputs</i>	<i>Reductions in performance targets</i>
1	Programme of work	Reorganization of post and grade structure and reorganization of support functions to support, among others, Umoja implementation		
	<i>Subprogramme 3</i>			
	Abolishment:	Total net reduction: \$676,300		
	1 P-2 Human Resources Officer	The abolishment of a Human Resources Officer post at the P-2 level is owing to process re-engineering within the United Nations Office at Nairobi, including increased automation (request for home leave, education grant) and streamlining processes, policies and procedures within and across Departments.		
	1 LL Human Resources Assistant	The abolishment of one Local level Human Resources Assistant post would require redistribution of functions to other existing staff members.		
	Reclassification:			
	1 P-5 Chief, Recruitment and Classification Section to the P-4 level			
	<i>Subprogramme 4</i>			
	Abolishment:	With increased automation (e.g. request for classification, advertisement function), including of recruitment and classification functions (Inspira) and an anticipated reduction in workload associated with internal capacity development in client programmes, the existing functions of the Chief, Recruitment and Classification Section would now be carried out at the P-4 level.		
	1 NPO Engineer			
	<i>Subprogramme 6</i>			
	Abolishment:	The completion of major expansion projects (new office facilities, conference modernization, Perimeter Access Control Technologies security installations) will allow for the abolishment of one National Professional Officer post. Any ongoing work in relation to maintenance and alterations would be rationalized and reallocated.		
	1 LL Programme Assistant			
	1 LL Information System Assistant			
	Reclassification:	The reclassification of the post of Chief of Service from the P-5 to the D-1 level was recommended following a review in 2008 by the Office of Human Resources Management of the post and grade structure at the United Nations Office at Nairobi. The incumbent of the reclassified post would provide strategic planning, resource management, execution and coordination in managing the information and communications systems needs for those offices and their over 2,000 staff in Nairobi. The reclassification would support Umoja implementation and the automation and re-engineering that have enabled the streamlining of certain administrative functions of the United Nations Office at Nairobi.		
	1 P-5 Chief of Service to the D-1 level			

Part VIII Common support services

<i>Item</i>	<i>Net reductions in inputs</i>	<i>Description</i>	<i>Reductions in the volume of outputs</i>	<i>Reductions in performance targets</i>
		The abolishment of the two Local level posts (Programme Assistant and Information System Assistant) is the result of ongoing process and technology changes. Residual functions would be carried out by other staff members.		
2	Executive direction and management Programme of work	Introduction of measurable service-level agreements and increased automation of processes, as well as better cost-recovery measures		
	<i>Subprogramme 4</i>	Total net reduction: \$527,100		
	<i>Subprogramme 6</i>			
	Reduction:			
	Other staff costs	The reduction in general temporary assistance is owing to the completion of major construction, security and information technology upgrade projects, which will now be maintained from existing resources, and improved cost recovery from client programmes. The reduction for overtime and night differential is attributable to the introduction of new and measurable service-level agreements and increased automation of processes and procedures within and across departments.		
	Consultants			
	Contractual services			
	Official travel			
	Supplies and materials			
	Addition:			
	General operating expenses	The reduction under consultants and contractual services reflects better cost-recovery measures to fund ad hoc work, and a concerted effort to utilize existing capacity of necessary skills available in-house.		
		The reduction under travel reflects increased usage of tele- and videoconferencing in lieu of travel.		
		The increase in general operating expenses, which partly offsets the reductions in other areas, relates to the contractual obligations of the Office under maintenance of premises, utilities and office automation equipment, and insurance owing to the expansion of the United Nations complex in Nairobi over previous bienniums. This increase has been offset by reductions in other areas as a result of recent adjustments based on expenditure patterns and reduced requirements in paper supplies and forms owing to increased automation in processes and through cost-recovery procedures to fund the requirements.		

Extrabudgetary resources

29H.9 During the biennium 2014-2015, estimated extrabudgetary resources amounting to \$29,362,300, representing 47 per cent of the overall resource requirements of the United Nations Office at Nairobi, would complement resources from the regular budget to finance various activities of the Office.

Other information

- 29H.10 Pursuant to General Assembly resolution 64/259 on accountability, the United Nations Office at Nairobi has taken measures aimed at fostering a culture of accountability within the Organization. To ensure expediency and efficient programme delivery, the Office, in conjunction with UNEP and UN-Habitat, strengthened the existing framework for client consultation and monitoring of service delivery, thereby enhancing the clarity of delegations of authority and accountability. The Office has set up similar consultative and monitoring processes for the delivery of common services.
- 29H.11 In a review in 2012 of the distribution of administrative roles and responsibilities among UNEP, the United Nations Office at Nairobi and UN-Habitat, the Department of Management made a series of recommendations aimed at the establishment of clear, consistent and comprehensive lines of authority and accountability for UNEP, UN-Habitat and the United Nations Office at Nairobi, including amendments and updates to the Financial Rules of UNEP and UN-Habitat and the Secretary-General's bulletins and delegations of procurement authority in respect of the United Nations Office at Nairobi, UNEP and UN-Habitat. Work in this area is ongoing, including through the formation of a working group, chaired by the Controller, to review related financial management reforms.
- 29H.12 Furthermore, the electronic workflow system developed at the Office serves to document and track management decisions in administrative processes. The Office has also developed an auditable workflow application for self-certification of travel claims, staff entitlements (education grant and home leave), which improves the accountability of claimants while also achieving efficiencies in claims processing.
- 29H.13 Pursuant to General Assembly resolution 58/269, resources identified for the conduct of monitoring and evaluation are estimated at \$314,000, including: (a) \$307,000 from the regular budget and \$7,000 from extrabudgetary resources for a total of 25.50 work-months (19 work-months at the Professional level and 6.5 at Local level) under the regular budget and extrabudgetary funding. Each organizational unit of the Division of Administrative Services establishes targets in specific service areas to gauge the effectiveness and efficiency of its performance. Internal evaluation is based on periodic reviews and analysis of performance data, client surveys conducted by the Client Advisory Committee and real time feedback mechanisms on specific services. The Division also relies on the evaluation capacity of the resident Office of Internal Oversight Services to review the structure and procedures of the Division.
- 29H.14 Three information and communications technology initiatives will be conducted during the biennium: (a) United Nations Office at Nairobi Network Refresh Project, which increases redundancy of the United Nations Office at Nairobi/Information Technology Service network and replaces old and outdated Cisco network equipment; (b) United Nations Office at Nairobi Local Area Network Cabling Upgrade Project, an initiative that will upgrade distribution and access layer switches that were initially installed in 2006 and were scheduled to begin during the 2012-2013 biennium; owing to lack of funding, it is proposed for upgrade during the 2014-2015 budget cycle through enterprise network funds; and (c) United Nations Office at Nairobi Disk-to-Disk to Tape Backup Project, for which the Office will be able to avail itself of leasing arrangements with EMC Corporation; the products proposed are standard and are currently deployed or will be in the future.
- 29H.15 Requirements for business continuity activities for the Office for emergency preparedness amounts to \$560,100 and will cover other staff costs (\$487,300), contractual services (\$11,000) and general operating expenses (\$61,800).

A. Executive direction and management

Resource requirements (before recosting): \$1,646,300

- 29H.16 Activities under this heading are the responsibility of the Office of the Director of Administration. The Director of Administration is responsible for the direction and management of administrative and related support services provided by the United Nations Office at Nairobi to its client organizations. The Office is responsible for implementing strategies and priorities related to the delivery of services to clients and monitoring the quality, efficiency and effectiveness of services. It also carries out liaison and conducts negotiations with UNEP, UN-Habitat and other offices on all aspects of service arrangements, negotiates under the authority of the Director General with the host country authorities on all administrative and financial issues relating to the implementation of the headquarters agreement, and formulates and negotiates cost-sharing and charge-back arrangements with other United Nations entities and specialized agencies with respect to services provided to them.

Table 29H.7 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure full implementation of legislative mandates and compliance with United Nations policies and procedures with respect to the management of the programme of work and of staff and financial resources

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved management performance through adoption of new/improved policies and procedures, methods, tools and techniques for the management and service functions of the Division of Administrative Services	<p>(a) Increased efficiency and productivity of the Division's key management and service functions</p> <p><i>Performance measures</i></p> <p>2010-2011: 14 new/improved policies, procedures, methods, tools and techniques implemented</p> <p>Estimate 2012-2013: 16 new/improved policies, procedures, methods, tools and techniques implemented</p> <p>Target 2014-2015: 18 new/improved policies, procedures, methods, tools and techniques implemented</p>
(b) Improved business processes in terms of efficiency and productivity	<p>(b) Increased number of service-level agreements with client offices</p> <p><i>Performance measures</i></p> <p>(New service-level agreements/service-level benchmarks)</p> <p>2010-2011: 6</p> <p>Estimate 2012-2013: 6</p> <p>Target 2014-2015: 7</p>

- (c) Programme of work is effectively managed (c) Percentage of the Division's workplan implemented in a timely manner
- Performance measures*
- (Percentage)
- 2010-2011: 93
- Estimate 2012-2013: 99
- Target 2014-2015: 100

External factors

- 29H.17 The objective and expected accomplishments are expected to be achieved on the assumption that: (a) stakeholders will fulfil their responsibilities and obligations under service-level agreements and be supportive of the efforts of and extend full cooperation to the Division of Administrative Services; and (b) the policies and procedures governing the common support services are coherent.

Outputs

- 29H.18 During the biennium 2014-2015, the following final outputs and services will be delivered:
- (a) Other substantive activities (regular budget):
- (i) Representation of the Secretary-General and the Director General on administrative and financial issues at meetings of the United Nations intergovernmental bodies held in Nairobi;
 - (ii) Representation of the United Nations Office at Nairobi at the United Nations common system inter-agency consultative machinery and at the intra-Secretariat consultative bodies on various administrative matters of common concern with those bodies;
 - (iii) Representation of the United Nations in negotiations with the host country on the implementation of the headquarters agreement;
- (b) Conference services, administration, oversight (regular budget):
- (i) Managing and directing administrative support services in Nairobi;
 - (ii) Monitoring of the management reform process and of the implementation by the secretariat units located in Nairobi.

- 29H.19 The distribution of resources for Executive direction and management is reflected in table 29H.8.

Table 29H.8 **Resource requirements: executive direction and management**

	<i>Resources (thousands of United States dollars)</i>		<i>Posts</i>	
	<i>2012-2013</i>	<i>2014-2015 (before recosting)</i>	<i>2012-2013</i>	<i>2014-2015</i>
Regular budget				
Post	1 277.7	996.6	5	4
Non-post	1 553.5	649.7	–	–
Subtotal	2 831.2	1 646.3	5	4

	<i>Resources (thousands of United States dollars)</i>		<i>Posts</i>	
	<i>2012-2013</i>	<i>2014-2015</i>	<i>2012-2013</i>	<i>2014-2015</i>
		<i>(before recosting)</i>		
Extrabudgetary	519.7	528.5	1	1
Total	3 350.9	2 174.8	6	5

29H.20 Resources estimated in the amount of \$1,646,300 would provide for the four posts in the Office of the Director of Administration (1 D-2, 1 P-4 and 2 Local level) as well as for non-post resources relating to temporary assistance, overtime and travel. The overall decrease of \$1,184,900 includes: (a) a decrease under posts (\$281,100) representing the outward redeployment of one P-3 post to subprogramme 2, Programme planning, budget and accounts, to strengthen that subprogramme and to reflect the current operational structure of the Office; and (b) decreases under non-post costs, including under other staff costs (\$143,400), non-recurrent supplies and material (\$225,900) and furniture and equipment (\$352,200), relating to business continuity management plan and simulation materials and supplies. In addition, decreases under consultants (\$23,800), travel (\$62,600), contractual services (\$79,200) and general operating expenses (\$16,700) are attributable to the introduction of measurable service-level agreements and increased automation of processes as well as better cost-recovery measures, as reflected in table 29H.6, item 2, “introduction of measurable service-level agreements and increased automation of processes, as well as better cost-recovery measures”, of the present report, and in line with the report of the Secretary-General on the budget outline.

29H.21 Extrabudgetary resources estimated at \$528,500 complement the regular budget resources and provide for a post and operational costs such as other staff costs, consultants and experts, travel and general operating requirements for the delivery of the outputs reported in paragraph 29H.18.

B. Programme of work

29H.22 The distribution of resources by subprogrammes is reflected in table 29H.9.

Table 29H.9 Resource requirements by subprogramme

	<i>Resources (thousands of United States dollars)</i>		<i>Posts</i>	
	<i>2012-2013</i>	<i>2014-2015</i>	<i>2012-2013</i>	<i>2014-2015</i>
		<i>(before recosting)</i>		
Regular budget				
2. Programme planning, budget and accounts	5 697.6	5 917.1	32	33
3. Human resources management	5 989.9	5 175.8	27	25
4. Support services	14 049.2	14 072.0	47	46
6. Information and communications technology services	4 775.4	4 035.5	20	18
Subtotal	30 512.1	29 200.4	126	122
Extrabudgetary	26 751.1	28 833.8	206	206
Total	57 263.2	58 034.2	332	328

Subprogramme 2 Programme planning, budget and accounts

Resource requirements (before recosting): \$5,917,100

- 29H.23 Responsibility for the subprogramme is vested within the Budget and Financial Management Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 2, Programme planning, budget and accounts, of section D of programme 25, Management and support services, of the strategic framework for the period 2014-2015 (A/67/6/Rev.1).
- 29H.24 The Service is responsible for providing financial services to UNEP, UN-Habitat and the United Nations Office at Nairobi. This includes preparation and implementation of the budget of the Office, periodic financial reporting to management, the formulation of administrative responses to various organs such as the Board of Auditors and the Joint Inspection Unit. The Service is also responsible for accounting, payroll, payment and disbursement of funds and treasury functions at Nairobi. The Office also provides financial administration for common support services provided to offices of other organizations of the United Nations system located in Nairobi.

Table 29H.10 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure sound, effective and efficient financial management of United Nations assets under the purview of the United Nations Office at Nairobi

Expected accomplishments of the Secretariat	Indicators of achievement
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(a) Overall resources for the programme budget are better managed	(a) (i) Reduced obligations and cancellations of prior-period obligations as a percentage of final appropriation
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Performance measures

(Percentage)

2010-2011: 5

Estimate 2012-2013: 5

Target 2014-2015: 4.5

(ii) Reduction in the turnaround time for issuance of extrabudgetary allotments

Performance measures

(Number of days)

2010-2011: 3

Estimate 2012-2013: 2.5

Target 2014-2015: 2

		(iii) Reduced percentage variance between extrabudgetary allotments and expenditures
		<i>Performance measures</i>
		(Percentage)
		2010-2011: 25
		Estimate 2012-2013: 20
		Target 2014-2015: 15
(b) Timely approval of extrabudgetary budgets and timely payments thereof by clients	(b) (i)	Extrabudgetary budgets approved with minimal amendments within 30 days
		<i>Performance measures</i>
		(Number of days)
		2010-2011: not applicable
		Estimate 2012-2013: not applicable
		Target 2014-2015: 30
	(ii)	Percentage of extrabudgetary receivables over 12 months
		<i>Performance measures</i>
		(Percentage)
		2010-2011: not applicable
		Estimate 2012-2013: not applicable
		Target 2014-2015: 60
(c) Improved integrity of financial data	(c) (i)	Qualified audit opinion of the Board of Auditors on the IPSAS-compliant financial statements
		<i>Performance measures</i>
		(Percentage)
		2010-2011: 0
		Estimate 2012-2013: 0
		Target 2014-2015: 0

	(ii) Absence of significant adverse audit findings
	<i>Performance measures</i>
	(Number of significant adverse audit findings)
	2010-2011: 0
	Estimate 2012-2013: 0
	Target 2014-2015: 0
(d) Timely and accurate financial transactions	(d) (i) Maintain percentage of payments processed and transactions recorded within 30 days of the receipt of all appropriate documents
	<i>Performance measures</i>
	(Percentage)
	2010-2011: 94
	Estimate 2012-2013: 98
	Target 2014-2015: 100
	(ii) Reconciliation of bank accounts within 30 days after month's end
	<i>Performance measures</i>
	(Percentage)
	2010-2011: 99
	Estimate 2012-2013: 100
	Target 2014-2015: 100

External factors

- 29H.25 The objectives and expected accomplishments are expected to be achieved on the assumption that: (a) there will be support of clients in policy matters; (b) there are no delays on the part of stakeholders in the submission and completeness of the relevant information for processing; and (c) adequate technological support, including the implementation of Umoja is available; and (d) qualified staff for the Nairobi duty station are available.

Outputs

- 29H.26 During the biennium 2014-2015, the following final outputs and services will be delivered (regular budget and extrabudgetary):
- (a) Preparation of the proposed programme budget for the United Nations Office at Nairobi for the biennium 2016-2017 and budget performance and programme performance reports for the

biennium 2014-2015, as well as preparation of the cost plans for the Office's extrabudgetary funds and their administration;

- (b) Issuance of allotment advices and staffing table authorization under the United Nations Office at Nairobi and its extrabudgetary funds, monitoring of expenditures, review of proposals for revisions to allotment advices and preparation of requests for supplementary estimates;
- (c) Processing of financial documents, recording the collection of monies and other receivables due to the Organization, production of cash-flow forecasts, reconciliation of bank accounts, production of semi-annual financial statements, maintenance of accounts, reporting on trust funds and technical cooperation activities, payment of salaries, related allowances and other benefits to staff and consultants, processing of payments to vendors and other contractors, and processing of travel claims;
- (d) Issuing clear guidelines for the preparation of the biennial programme plan, fully taking into account the intergovernmental mandates and the Regulations and Rules Governing Programme Planning, the Programme Aspects of the Budget, the Monitoring of Implementation and the Methods of Evaluation.

29H.27 The distribution of resources for subprogramme 2 is reflected in table 29H.11.

Table 29H.11 **Resource requirements: subprogramme 2**

	<i>Resources (thousands of United States dollars)</i>		<i>Posts</i>	
	<i>2012-2013</i>	<i>2014-2015 (before recosting)</i>	<i>2012-2013</i>	<i>2014-2015</i>
Regular budget				
Post	5 697.6	5 917.1	32	33
Subtotal	5 697.6	5 917.1	32	33
Extrabudgetary	4 948.6	5 879.0	51	51
Total	10 646.2	11 796.1	83	84

29H.28 Resources in the amount of \$5,917,100 would provide for the 33 posts in the Service (1 D-1, 2 P-5, 3 P-4, 4 P-3, 4 P-2 and 19 Local level). The increase of \$219,500 reflects the inward redeployment of two P-3 posts (one from Executive direction and management and one from subprogramme 4), offset by the outward redeployment of one P-4 post to subprogramme 4, to reflect the current operational structure and needs of the Office.

29H.29 The regular budget resources would be complemented by extrabudgetary resources estimated at \$5,879,000 relating to the continuation of 51 Local level posts and operational costs to deliver the outputs detailed in paragraph 29H.26

Subprogramme 3

Human resources management

Resource requirements (before recosting): \$5,175,800

29H.30 Responsibility for this subprogramme is vested within the Human Resources Management Service. The subprogramme will be implemented in accordance with the strategy detailed under

subprogramme 3 of section D of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.

29H.31 The Human Resources Management Service is responsible for recruitment, personnel administration, job classification, post management and provision of in-service training programmes with respect to all categories of staff of UNEP, UN-Habitat and the United Nations Office at Nairobi. Efforts will continue to be made to make human resources management a shared responsibility of programme managers and to strengthen the partnership between individual staff members and supervisors as well as the assistance provided in continued competency development.

Table 29H.12 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To support our client departments in achieving their strategic objectives by providing them with efficient and effective human resources management services

Expected accomplishments of the Secretariat	Indicators of achievement
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(a) Improved ability of current staff to implement mandates	(a) (i) Percentage of staff members benefiting from the minimum target of 5 days' training per year
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Performance measures

(Percentage)

2010-2011: 50

Estimate 2012-2013: 70

Target 2014-2015: 75

(ii) Increased percentage of staff responding to surveys, who express satisfaction with the overall services provided by Human Resources Management Service

Performance measures

(Percentage)

2010-2011: 85

Estimate 2012-2013: 90

Target 2014-2015: 95

(b) Improved occupational health services	(b) (i) Increased percentage of clients expressing satisfaction with health-care services rendered to staff
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Performance measures

(Percentage)

2010-2011: 80

Estimate 2012-2013: 90

Target 2014-2015: 95

(ii) Percentage of medical clearances done within five working days

Performance measures

(Percentage)

2010-2011: not applicable

Estimate 2012-2013: not applicable

Target 2014-2015: 90

(c) Improved recruitment, placement and promotion as well as facilitation of greater geographical representation and gender balance of staff

(c) (i) Increased selection of candidates from unrepresented and underrepresented Member States against posts subject to the system of geographical ranges

Performance measures

(Percentage)

2010-2011: 3

Estimate 2012-2013: 2

Target 2014-2015: 2

(ii) Percentage of female staff in the Professional and higher categories.

Performance measures

(Percentage)

2010-2011: 36

Estimate 2012-2013: 37

Target 2014-2015: 38

(iii) Average number of days from the date of issuance of vacancy announcements to the date of selection for all regular vacancies advertised

Performance measures

(Number of days)

2010-2011: 120

Estimate 2012-2013: 120

Target 2014-2015: 100

External factors

- 29H.32 The objectives and expected accomplishments are expected to be achieved on the assumption that: (a) there will be sufficient interest among staff to move across functions, organizational units and geographical locations; and (b) discrepancies in conditions of service vis-à-vis other United Nations agencies do not adversely affect the mobility of staff or retention of staff in hardship duty stations of UNEP and UN-Habitat operations.

Outputs

- 29H.33 During the biennium 2014-2015, the following final outputs and services will be delivered (regular budget and extrabudgetary):

- (a) Competitive entry process:
 - (i) Provision of substantive and secretariat support to the United Nations Office at Nairobi central review bodies in the context of the staff selection system;
 - (ii) Screening of applications for vacant posts;
 - (iii) Administration of tests at the Office for recruitment of Local level staff (clerical, statistical and accounting positions, editorial assistants and security guards);
- (b) Staff development, career support and counselling:
 - (i) Implementation of staff development and learning programmes aimed at building core organizational and managerial competencies and substantive and technical skills for staff at all levels throughout the Office in the context of the central training programme of the Secretariat;
 - (ii) Provision of career support programmes for staff at all levels, including programmes to promote mobility and to support performance management:
 - a. Ongoing implementation of specialized orientation and development programmes for young/junior Professionals;
 - b. Extension of career support programmes, including career planning workshops, mentoring workshops and career counselling;
 - c. Provision of ongoing orientation programmes for new staff, including online resources;
 - (iii) Implementation of mobility mechanisms, in particular lateral mobility for staff at all levels, including specialized briefings and training;
 - (iv) Implementation of managed reassignments of entry-level Professional staff;

- (v) Provision of support to managers and staff in the implementation of performance management at the Office, including monitoring to ensure consistency of application of the performance appraisal system Office-wide, and provision of related training and advisory services;
- (vi) Provision of counselling to staff on a broad range of personal, family and work-related concerns.

29H.34 The distribution of resources for subprogramme 3 is reflected in table 29H.13.

Table 29H.13 **Resource requirements: subprogramme 3**

Category	Resources (thousands of United States dollars)		Posts	
	2012-2013	2014-2015 (before recosting)	2012-2013	2014-2015
Regular budget				
Post	5 308.4	4 954.9	27	25
Non-post	681.5	220.9	–	–
Subtotal	5 989.9	5 175.8	27	25
Extrabudgetary	6 829.5	7 112.5	47	47
Total	12 819.4	12 288.3	74	72

29H.35 The resources of \$5,175,800 would provide for 25 posts (1 D-1, 2 P-5, 2 P-4, 6 P-3, 1 P-2 and 13 Local level) and non-post operational items. The overall decrease (\$814,100) includes: (a) a net decrease under posts (\$353,500) reflecting the proposed downward reclassification of one P-5 post of the Chief of Recruitment and Classification Service to the P-4 level, the proposed abolishment of one P-2 Human Resources Officer post and one Local level Human Resources Assistant post; and (b) a decrease (\$460,600) under non-post items, mainly under other staff costs. The decrease is the result of increased automation, including recruitment and classification functions (Inspira), an anticipated reduction in workload associated with internal capacity development in client programmes, and process reengineering within the Office, including increased automation (requests for education grant and home leave travel) and streamlining processes, policies and procedure within and across offices, as reflected in table 29H.6, item 1, “reorganization of post and grade structure and reorganization of support functions to support, among others, Umoja implementation”, of the present report, and in line with the report of the Secretary-General on the budget outline.

29H.36 The regular budget resources would be complemented by extrabudgetary resources estimated at \$7,112,500 relating to the continuation of 47 posts and operational costs to deliver the programme of work and outputs described in paragraph 29H.33.

Subprogramme 4 Support services

Resource requirements (before recosting): \$14,072,000

29H.37 Responsibility for this subprogramme is vested within the Support Services Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 4, support services, of section D of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.

29H.38 The Support Services Service is responsible for the administration and maintenance of buildings in the United Nations complex in Nairobi, the coordination of local and international procurement and the operation and provision of other general services to all organizations in the United Nations complex at Gigiri.

Table 29H.14 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

1. Objective of the Organization: To ensure the effective and efficient functioning of the United Nations Office at Nairobi with regard to office and conference facilities management, asset management, travel and transportation, archives and records management, mail and pouch services and commercial activities

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Enhanced quality and timeliness of facilities services	(a) Decrease in number of infrastructure system malfunctions in services provided <i>Performance measures</i> (Number of services provided) 2010-2011: 6,500 Estimate 2012-2013: 8,250 Target 2014-2015: 8,500
(b) Improved management of facilities	(b) Increased percentage of capital maintenance programmes that are standardized, complete and up to date <i>Performance measures</i> (Percentage) 2010-2011: 90 Estimate 2012-2013: 95 Target 2014-2015: 95
(c) Savings achieved relative to the full cost of travel	(c) Maintenance of savings achieved relative to the full cost of travel <i>Performance measures</i> (Percentage) 2010-2011: 75 Estimate 2012-2013: 80 Target 2014-2015: 85

2. **Objective of the Organization:** To ensure efficient, cost-effective, transparent, timely and high-quality procurement

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Procurement services that fully meet the requirements of acquisition plans	<p>(a) (i) Increased percentage of strategic long-term agreements such as blanket purchase orders and system contracts</p> <p><i>Performance measures</i></p> <p>(Percentage)</p> <p>2010-2011: 14</p> <p>Estimate 2012-2013: 16</p> <p>Target 2014-2015: 16</p> <p>(ii) Reduction in the average number of weeks between final statement of work and contract award on major acquisitions</p> <p><i>Performance measures</i></p> <p>(Number of days)</p> <p>2010-2011: 14</p> <p>Estimate 2012-2013: 16</p> <p>Target 2014-2015: 14</p>
(b) Enhanced level of international competition	<p>(b) Increased number of vendors eligible for tender invitations</p> <p><i>Performance measures</i></p> <p>(Number of vendors)</p> <p>2010-2011: 91</p> <p>Estimate 2012-2013: 114</p> <p>Target 2014-2015: 120</p>
(c) Improved access and participation of vendors from developing countries and countries with economies in transition in United Nations procurement	<p>(c) Increased number of registered vendors from developing countries and countries with economies in transition participating in the United Nations procurement process, ensuring international competition in accordance with financial regulation 5.12 of the Financial Regulations and Rules of the United Nations</p>

Performance measures

(Number of registered vendors from developing countries and countries with economies in transition)

2010-2011: 60

Estimate 2012-2013: 70

Target 2014-2015: 80

External factors

29H.39 The objectives and expected accomplishments are expected to be achieved on the assumption that: (a) the developments in the airline and shipping industries will continue to enable the negotiation of favourable contracts; (b) there are no sudden or unexpected political, economic or technological changes that adversely affect the scope of services; and (c) the United Nations entities in Nairobi serviced by the Office and the host country extend their full cooperation.

Outputs

29H.40 During the biennium 2014-2015, the following final outputs and services will be delivered (regular budget and extrabudgetary): central support services, including shipment of official property; procurement of goods and services for the United Nations Office at Nairobi, UNEP and UN-Habitat; allocation of space and office planning within the Gigiri complex; bulk consignments for conferences; inventory control; issuance of laissez-passer and other travel documents; property management; provision of registry, pouch, mail and archival services for the Office, UNEP and UN-Habitat; removal of household goods and personal effects, and the related insurance requirements; travel arrangements for delegations and staff members on official mission and home leave; and the provision of host country and commercial operations to the United Nations community based in Nairobi.

29H.41 The distribution of resources for subprogramme 4 is reflected in table 29H.15.

Table 29H.15 **Resource requirements: subprogramme 4**

	<i>Resources (thousands of United States dollars)</i>		<i>Posts</i>	
	<i>2012-2013</i>	<i>2014-2015 (before recosting)</i>	<i>2012-2013</i>	<i>2014-2015</i>
Regular budget				
Post	6 351.8	6 203.7	47	46
Non-post	7 697.4	7 868.3	–	–
Subtotal	14 049.2	14 072.0	47	46
Extrabudgetary	5 940.0	6 524.1	74	74
Total	19 989.2	20 596.1	121	120

29H.42 The resources of \$14,072,000 would provide for the continuation of 46 posts (1 D-1, 2 P-5, 1 P-4, 3 P-3, 2 P-2, 1 National Professional Officer and 36 Local level), and various operating requirements in relation to, inter alia, support and maintenance of the facilities, and infrastructure

systems. The net increase of \$22,800 reflects: (a) the overall decrease (\$148,100) under posts resulting from the proposed abolishment of one National Professional Officer post, inward redeployment of one P-4 post from subprogramme 2 and outward redeployment of one P-3 post to subprogramme 2; and (b) the net increase of \$170,900 under non-post items arising from redistribution of non-post resources based on pattern of expenditure. The overall change in post and non-post resources reflects the completion of major construction and security and information technology upgrade projects and redistribution of non-post resources, as reflected in table 29H.6, items 1 and 2, of the present report.

- 29H.43 Regular budget resources would be complemented by extrabudgetary resources estimated at \$6,524,100 relating to 74 posts and operational costs to deliver the programme of work and outputs detailed in paragraph 29H.40.

Subprogramme 6 Information and communications technology operations

Resource requirements (before recosting): \$4,035,500

- 29H.44 Responsibility for this subprogramme is vested within the Information Technology Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 6 of part D of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.
- 29H.45 The Information Technology Service is responsible for the administration of the communications and information technology infrastructure systems, including Internet services and operation of the communications systems. The Service also provides other electronic support services, including office automation, end-user support for software applications, hardware maintenance and configuration and support for the implementation and maintenance of the Integrated Management Information System (IMIS). The Information Technology Service is responsible for the support and maintenance of office automation services, management of local area networks, the wide area network, and the provision of network services, telecommunications services and support, and technical support of IMIS.

Table 29H.16 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure the efficient, effective and transparent achievement of the functional and operational goals of the United Nations Environment Programme (UNEP), the United Nations Human Settlements Programme (UN-Habitat), and the United Nations Office at Nairobi by leveraging information and communications technology.

Expected accomplishments of the Secretariat	Indicators of achievement
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- | | |
|---|--|
| (a) Improved capability of the Organization in the management of its activities | (a) (i) Increased number of substantive services automated or enhanced by ICT projects |
|---|--|

Performance measures

(Number of services automated)

2010-2011: 55

Estimate 2012-2013: 65

Target 2014-2015: 70

(ii) Increased percentage of ICT services enhanced or automated

Performance measures

(Percentage of services automated)

2010-2011: 55

Estimate 2012-2013: 65

Target 2014-2015: 80

(iii) Percentage of ICT services that meet agreed-upon service levels

Performance measures

(Percentage)

2010-2011: 0

Estimate 2012-2013: 80

Target 2014-2015: 90

(b) Enhanced alignment of standardized service and project delivery processes with best practices

(b) Increased number of ICT services provided with increased maturity levels as defined by best practice frameworks (International Organization for Standardization (ISO), the Information Technology Infrastructure Library methodology or the Control Objectives for Information and Related Technology (COBIT))

Performance measures

(Number of applications and/or workflows maintained, and projects in all strategic programmes implemented)

2010-2011: 65

Estimate 2012-2013: 75

Target 2014-2015: 80

External factors

29H.46 The objectives and expected accomplishments are expected to be achieved on the assumption that: (a) the evolution of technology and developments in related industries are in line with and conducive to the information and communications technology strategy, including the implementation of enterprise content management and Umoja, and leading edge technology as well as technologically skilled people are readily available; and (b) there are no sudden or unexpected political, economic or technological changes that adversely affect the scope of services.

Outputs

29H.47 During the biennium 2014-2015, the following final outputs and services will be delivered (regular budget and extrabudgetary): development and maintenance of the information technology infrastructure, including IMIS and the management of its security; switchboard, facsimile and telex operations; applications support, including the maintenance of existing applications and support in the analysis, design and implementation of new applications; help desk and other user support; mail distribution services; and operation and maintenance of communications facilities, including telephone, offsite voice and data communications.

29H.48 The distribution of resources for subprogramme 6 is reflected in table 29H.17.

Table 29H.17 **Resource requirements: subprogramme 6**

	<i>Resources (thousands of United States dollars)</i>		<i>Posts</i>	
	<i>2012-2013</i>	<i>2014-2015 (before recosting)</i>	<i>2012-2013</i>	<i>2014-2015</i>
Regular budget				
Post	3 976.2	3 863.1	20	18
Non-post	799.2	172.4	–	–
Subtotal	4 775.4	4 035.5	20	18
Extrabudgetary	9 033.0	9 318.2	34	34
Total	13 808.4	13 353.7	54	52

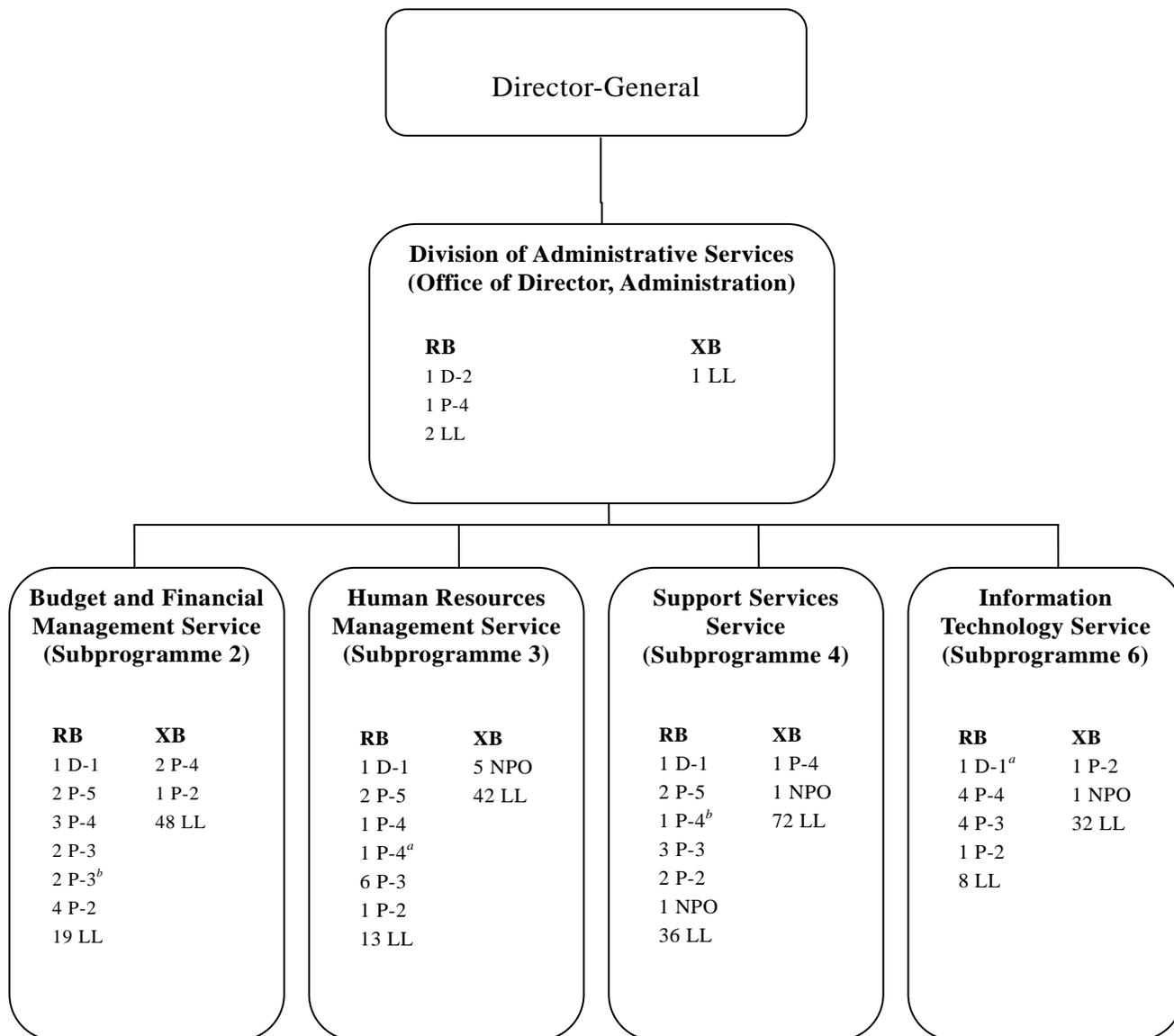
29H.49 The resources of \$4,035,500 would provide for 18 posts (1 D-1, 4 P-4, 4 P-3, 1 P-2 and 8 Local level) and non-post items, including general temporary assistance, contractual services and various operating requirements relating to support and maintenance of the facilities, infrastructure systems and replacement of equipment for information and communications technology services. The net decrease (\$739,900) includes: (a) a net decrease under posts (\$113,100) reflecting a reclassification of one P-5 post of Chief of Service to the D-1 level, as reflected in table 29H.6, item 1, of the present report, and in line with the recommendation in the review in 2008 by the Office of Human Resources Management on the post grade structure at the United Nations Office at Nairobi, which would provide strategic planning resource management, execution and coordination in managing the information and communications systems needs for those offices and their staff level of 2,000 in Nairobi, and the proposed abolishment of two Local level posts as a result of ongoing process and technology changes; and (b) a decrease under non-post items (\$626,800), including other staff costs, contractual services, general operating expenses and furniture and equipment, as a result of increased automation in processes and through cost-recovery procedures and adjustments based on patterns of expenditure, as reflected in table 29H.6, items 1 and 2, of the present report, and in line with the report of the Secretary-General on budget outline.

29H.50 Regular budget resources would be complemented by extrabudgetary resources estimated at \$9,318,200, relating to 34 posts and operational costs to meet the programme of work of the subprogramme as well as deliver the outputs detailed in paragraph 29H.47.

Annex I

Organizational structure and post distribution for 2014-2015

United Nations Office at Nairobi



^a Reclassification of 1 P-5 to D-1 under subprogramme 6 and 1 P-5 to P-4 under subprogramme 3.

^b Redeployment of 1 P-3 from Executive direction and management and 1 P-3 from subprogramme 4 to subprogramme 3, and 1 P-4 from subprogramme 3 to subprogramme 4.

Annex II

Summary of follow-up action taken to implement relevant recommendations of the oversight bodies

Brief description of the recommendation

Action taken to implement the recommendation

Advisory Committee on Administrative and Budgetary Questions

(A/66/7)

The organizational structure of the United Nations Office at Nairobi is set out in Secretary-General bulletin ST/SGB/2009/3. The Advisory Committee recalls that the review of the organizational structure of the Office, as outlined in the proposed programme budget for the biennium 2010-2011, is not consistent with the structure indicated in the bulletin. The Committee trusts that the anomaly will be rectified and the results will be reflected in the next programme budget (para. VIII.123).

The Advisory Committee was informed that the proposals in the proposed programme budget for the biennium 2012-2013 were the second phase of implementation of the Office of Human Resources Management review, following the reclassification of four P-4 posts in the context of the proposed programme budget for the biennium 2010-2011. The Committee was also informed that it was intended that the remaining recommendations for the review would be put forward in the context of the proposed programme budget for the biennium 2014-2015.

(A/64/7)

The Advisory Committee reiterates its view that staffing proposals for the United Nations Office at Nairobi should reflect the longer-term strategy of the Office and its operational requirements and should clearly and objectively relate the grade structure of posts to the functions assigned to them (para. VIII.89).

For the biennium 2012-2013, the Secretary-General proposed to reclassify two P-5 posts to the D-1 level, namely, the Chief, Human Resources Management Service, and the Chief, Support Services Service, and two P-4 posts to the P-5 level, namely the Chief, Staff Administration Section, Human Resources Management Service, and the Chief, Procurement Section.

With regard to the proposal for the reclassification to the D-1 level of the post of Chief, Human Resources Management Service, the Advisory Committee was informed that the number of staff administered by the United Nations Office at Nairobi in 2010 was 2,359, compared with 1,118 administered by the United Nations Office at Vienna and 4,272 by the United Nations Office at Geneva.
