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UN/CS/RAI/USAA/DB01/2003-00306

Full Item Register Number [auto] **UN/CS/RAI/USAA/DB01/2003-00306**

ExRef: Document Series/Year/Number

Record Item Title

**UNDG Common Services Programme - Slide presentation print out possibly used with Draft Operational Guidelines of 07 Dec 2000 - may be later version available. Key components, pilot countries, governance framework ,Brick Walls and Breaking Through**

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**UN/CS/RAI/USAA/DB01/2003-00306**

Notes

Print Name of Person Submit Images

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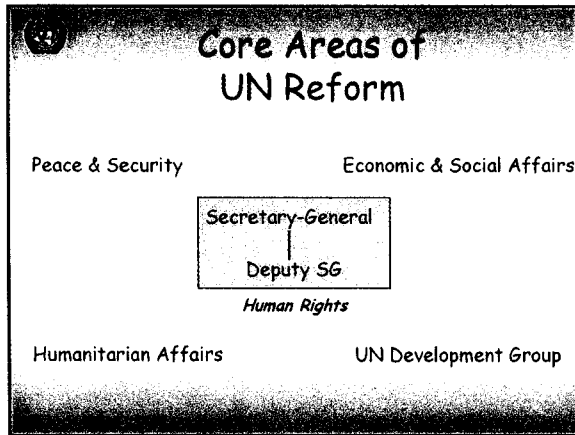
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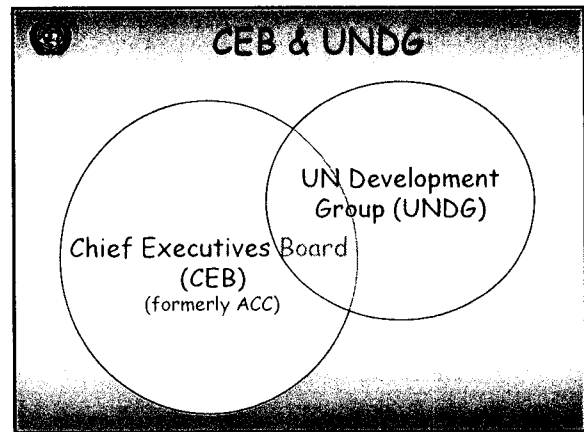
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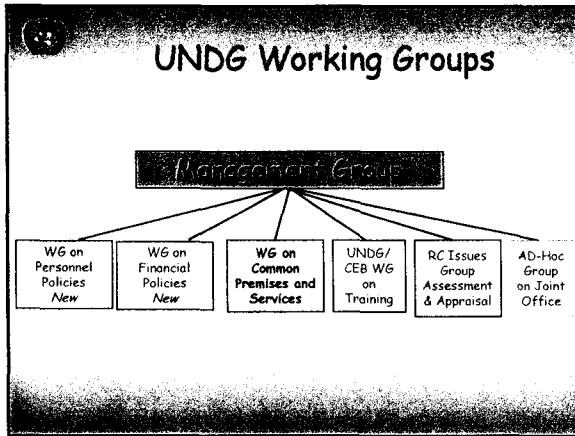
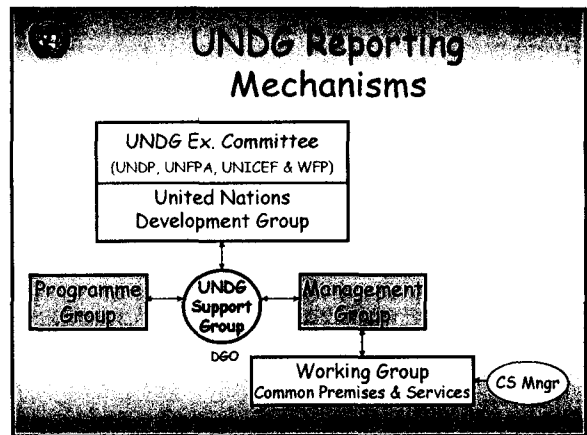
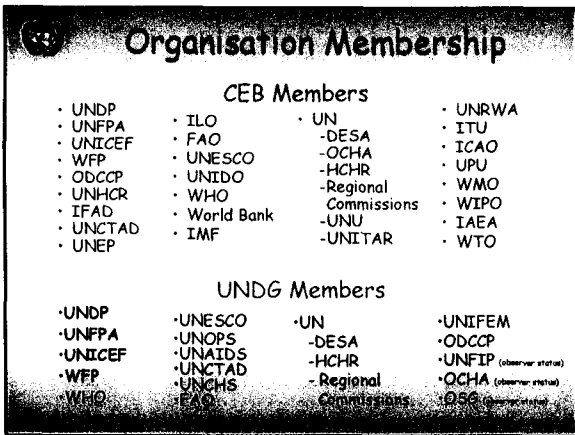
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- ## Common Services are Key Component
- Called for by the Secretary General
  - Endorsed by General Assembly
  - Emphasized by Donors
  - Renewed focus by UNDG
- Why?** - increase efficiency  
 - reduce costs  
 - increase coordination  
 - greater impact on programmes
- 

# What is the UNDG?





- ### Programme Milestones
- Secretary-General's UN Reform Initiative and GA Resolutions: *Mar. 1997*
  - Global Survey with 126 country responses: *Mar. 1999*
  - UNDG Workshop on Common Services: *Mar. 2000*
  - Operational Guidelines endorsed by CCPOQ WG on RC Issues: *Sept. 2000*
  - Comprehensive Triennial Policy Review: *Nov. 2001*

- ### Programme Implementation
- Training workshops for participants: *19 - 30 Nov. 2001*
  - 18-month Pilot Programme: *Jan. 2002 - June 2003*  
- Ten Field Office Workshops Completed
  - Seed Money: *May 2002*
  - Final Evaluation Workshop: *July 2003*  
Global Roll Out: *Sept. 2003*
- 

- ### Programme Participants
- 12 Resource People
    - Selected by competencies and skills
    - Conduct a Training Workshop & two support missions to Pilot Countries
    - Backstop Pilot Countries and Programme initiatives
  - 8 Pilot Countries
    - Two representatives each: one Country Team Representative & one Operations Manager
    - Train personnel and monitor common service initiatives in country


### Pilot Countries

- Bangladesh
- Philippines
- Yemen
- Ecuador
- Uganda
- Zambia
- Kyrgyzstan
- Zimbabwe

Selection Criteria

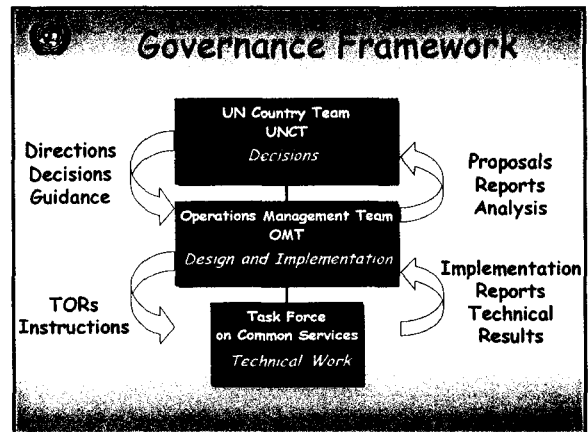
- Balanced regional distribution
- Common Service experience
- Collaboration amongst agencies
- Opportunity enhancing inter-agency co-operation
- Positive track-record in UN Reform
- Interest by country

### Operational Guidelines for Implementation of Common Services







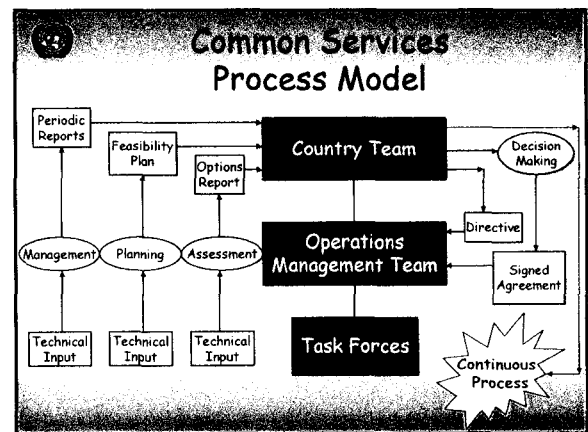
### Highlights of Operational Guidelines

Management Principles	Procedural Guidelines
<ul style="list-style-type: none"> <li>• Good Governance &amp; Good Management</li> <li>• Transparency &amp; Communication</li> <li>• User Focus</li> </ul>	<ul style="list-style-type: none"> <li>• Criteria &amp; Standards</li> <li>• Financial Planning Process</li> <li>• Implementation Modalities</li> <li>• Performance Measurement &amp; Accountability</li> </ul>




### Common Services Process Approach Model

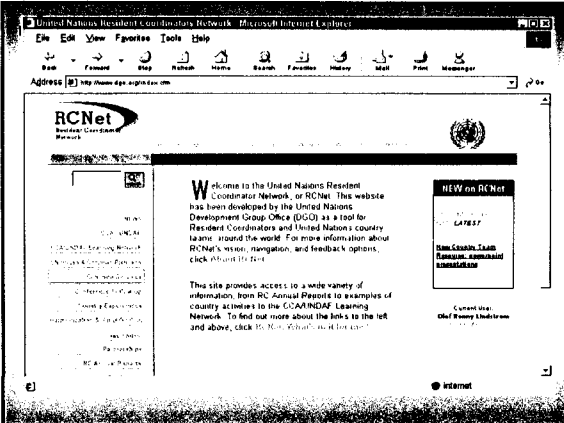
<ul style="list-style-type: none"> <li>• Assessment</li> </ul> 	<ul style="list-style-type: none"> <li>• Planning</li> </ul> 
<ul style="list-style-type: none"> <li>• Decision Making</li> </ul> 	<ul style="list-style-type: none"> <li>• Management</li> </ul> 



**RCNet**  
www.dgo.org



- Network with other countries and participants
- Post lessons learned and good practices
- Share country and participant background information
- Produce reports by type of common service and participating agencies



United Nations Resident Coordinators Network - Microsoft Internet Explorer

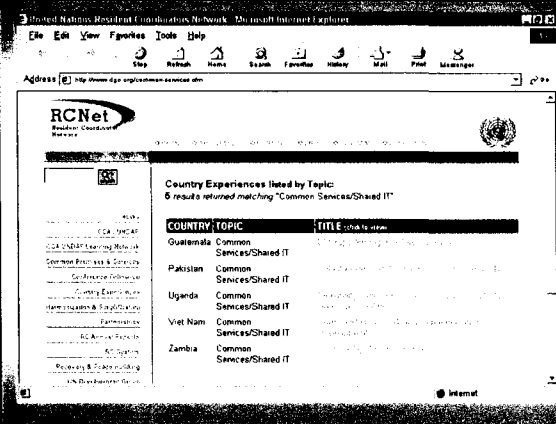
RCNet  
Resident Coordinators Network

Welcome to the United Nations Resident Coordinators Network, or RCNet. This website has been developed by the United Nations Development Group Office (DGO) as a tool for Resident Coordinators and United Nations country teams around the world. For more information about RCNet's vision, navigation, and feedback options, click around the site.

The site provides access to a wide variety of information from RC Annual Reports to examples of country activities to the COARINDAF Learning Network. To find out more about the links to the left and above, click on "Home About" in the top left.

NEW on RCNet  
LATEST  
New Country Team Resumes, Annualized Information

Current User: Chief Deputy Undersecretary



United Nations Resident Coordinators Network - Microsoft Internet Explorer

RCNet  
Resident Coordinators Network

Country Experiences listed by Topic  
6 results returned matching "Common Services/Shared IT"


COUNTRY	TOPIC	TITLE	click to view
Guatemala	Common Services/Shared IT	...	...
Pakistan	Common Services/Shared IT	...	...
Uganda	Common Services/Shared IT	...	...
Viet Nam	Common Services/Shared IT	...	...
Zambia	Common Services/Shared IT	...	...

**Victories of Common Services**




- Enhance relationships between agencies in field offices
- Promote opportunities for all agencies in field offices
- Increase cost effectiveness
- Create greater efficiencies in operations ultimately leading to effective programme

**Victories of Programme**

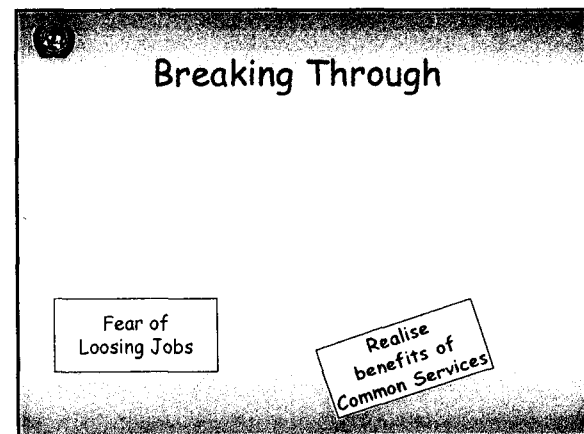
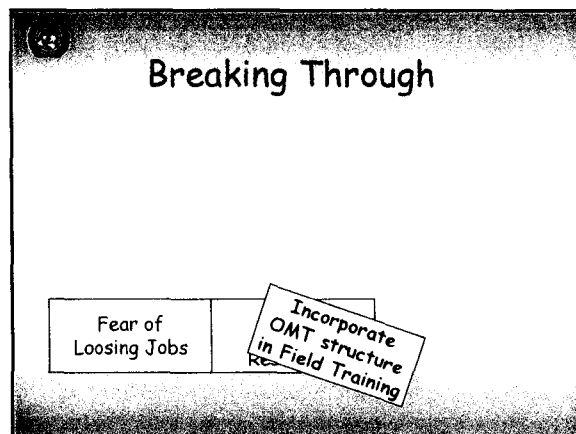
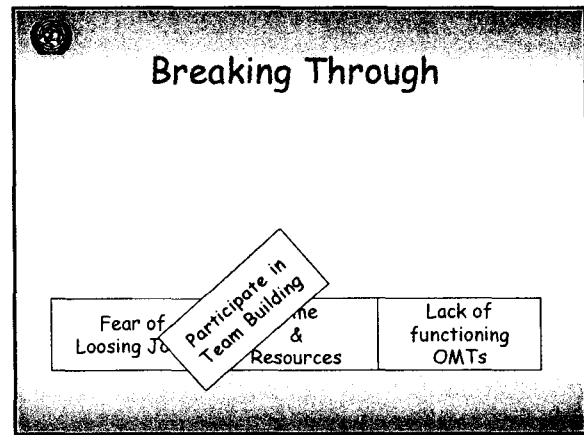
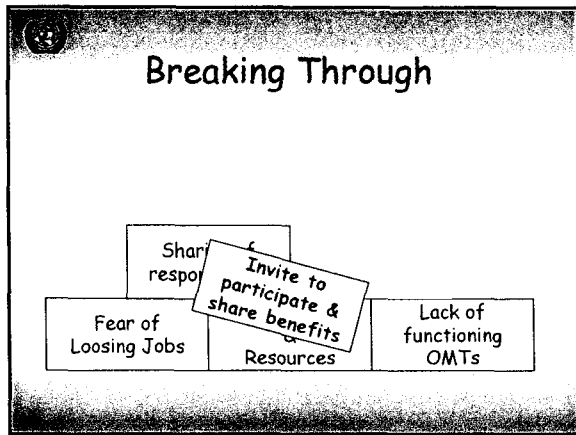
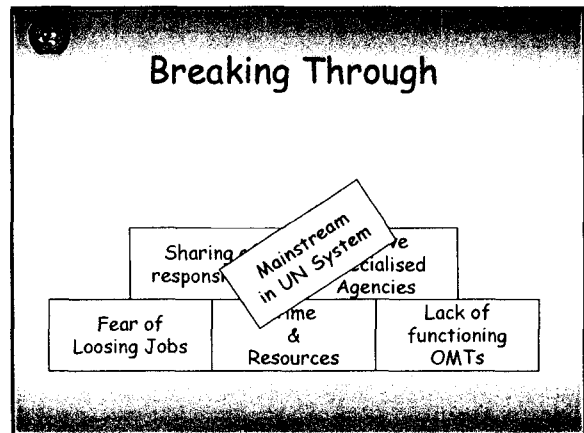
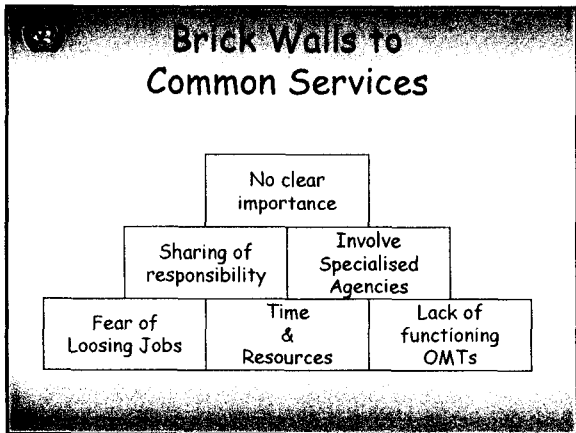


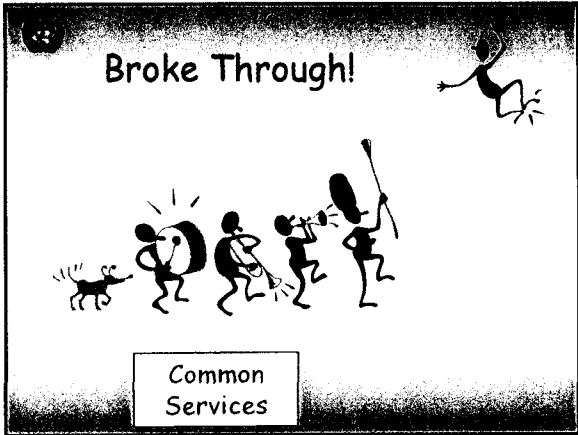
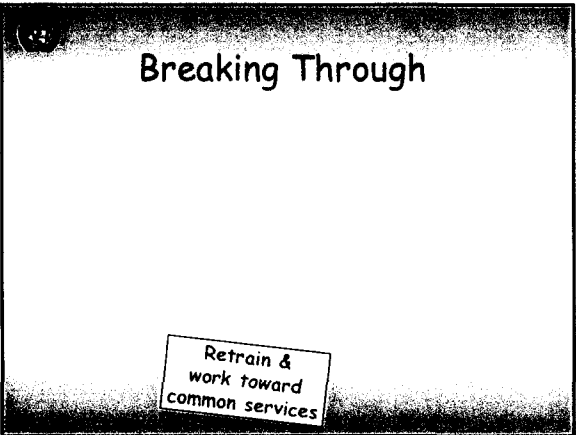
- Successfully completed ten Training Workshops with positive feedback on the training process
- Fostered interest in Common Services through available funding
- Verified operational effectiveness of the Process Model

**Expected Programme Results**



- Increase cost-savings and enhance operational efficiencies
- Identify and publicize good practices
- Review and revise Operational Guidelines
- Develop plans for Global Roll Out
- Breakthrough brick walls to common services





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