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Part VII
Public information

Section 27
Public information

(Programme 23 of the strategic framework for the period 2010-2011)**

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* A summary of the approved programme budget will subsequently be issued as *Official Records of the General Assembly, Sixty-fourth Session, Supplement No. 6* (A/64/6/Add.1).

** *Official Records of the General Assembly, Sixty-third Session, Supplement No. 6* (A/63/6/Rev.1).

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Overview

Table 27.1 **Estimates of expenditure**

Proposal submitted by the Secretary-General	$187,316,400[a]
Revised appropriation for 2008-2009	$189,374,600

[a] At 2008-2009 rates.

Table 27.2 **Proposed staffing resources**

Posts	*Number*	*Level*
Regular budget		
Proposed posts for the biennium 2010-2011	732	1 USG, 4 D-2, 20 D-1, 36 P-5, 75 P-4, 87 P-3, 60 P-2/1, 9 GS (PL), 226 GS (OL), 44 NO, 170 LL
Redeployments	4	1 P-5, 1 P-3, 1 P-2, 1 GS (OL) under subprogrammes 1, 2 and 3
Abolished	16	1 P-5, 1 P-3, 5 GS (OL), 9 LL under subprogramme 1 and 3
Approved for the biennium 2008-2009	748	1 USG, 4 D-2, 20 D-1, 37 P-5, 75 P-4, 88 P-3, 60 P-2/1, 14 GS (PL), 226 GS (OL), 44 NO, 179 LL

Abbreviations: USG, Under-Secretary-General; GS (PL), General Service (Principal level); GS (OL), General Service (Other level); LL, Local level.

27.1 In its mission to help fulfil the substantive purposes of the United Nations by strategically communicating the activities and concerns of the Organization to achieve the greatest public impact, the Department of Public Information coordinates its communications campaigns on key priority areas and maintains a balance between new and traditional means of communications. It also makes every effort to widen the pool of its communications partners and to strengthen its outreach to the public in both developed and developing countries through the network of United Nations information centres. The mandate of the Department is contained in General Assembly resolution 13 (I). The Department's work is guided by the priorities laid down by the Assembly and its subsidiary body, the Committee on Information, through resolutions on questions relating to information, the most recent of which are General Assembly resolutions 63/100 A and B.

27.2 The Department seeks to promote global awareness and enhanced understanding of the work and issues of the United Nations by providing timely, accurate, impartial, comprehensive and coherent information. To this end, using the Millennium Declaration as its guide, the Department will focus on themes in support of the three pillars of the Organization: development, peace and security, and human rights, including priority themes such as peacekeeping, climate change, and food security. The Department will continue to provide support for the dissemination of information pertaining to United Nations initiatives, including dialogue among civilizations and the culture of peace. Within these themes and initiatives, the Department will seek to underscore the Secretary-General's emphasis on delivering results, accountability and addressing global challenges for the common good. In addition, the Department identifies Africa as a regional focus and youth as a strategic audience for its communications work.

27.3 The Department works closely with substantive offices of the United Nations system to deliver effective and targeted information programmes on the identified key areas, including for global conferences and observances. It aims to reach and engage audiences worldwide, including Governments, the media, non-governmental organizations, educational institutions, business and professional organizations and other members of civil society to encourage support for the Organization and its objectives.

27.4 To accomplish its mission, the Department takes the following core approaches: strategic working relationships with the substantive departments and offices of the Secretariat and the organizations and bodies of the United Nations system; enhanced use of the latest information and communications technologies, in both traditional and electronic media, to deliver information directly and instantaneously worldwide; the building of expanded grass-roots support through partnerships with civil society organizations; and the parity of official United Nations languages in the preparation of news and communications products.

27.5 The issue of publications as part of the programme of work has been reviewed in the context of each subprogramme. It is anticipated that recurrent and non-recurrent publications will be issued as summarized in table 27.3 and as described in the output information for each subprogramme.

Table 27.3 **Summary of publications**

Publications	*2006-2007 actual*	*2008-2009 estimate*	*2010-2011 estimate*
Recurrent	84	74	69
Non-recurrent	1	—	—
Total	**85**	**74**	**69**

27.6 For the purpose of presenting the proposed programme budget for the Department of Public Information, the organizational units have been broadly grouped under the three subprogrammes, as indicated in table 27.4.

Table 27.4 **Organizational units responsible for carrying out the programme of work**

Subprogramme	*Responsible entity*
1. Strategic communication services	Strategic Communications Division, including information activities on the questions of Palestine, Rwanda and the United Nations outreach programme, and the United Nations information centres, services and information components of United Nations offices
2. News services	Office of the Spokesperson for the Secretary-General and News and Media Division
3. Outreach and knowledge-sharing services	Outreach Division, which includes the Civil Society Service, the Dag Hammarskjöld Library and Knowledge-Sharing Centre, other United Nations libraries, as applicable, the Sales and Marketing Section and the secretariat of the Publications Board

27.7 The overall resources required for the biennium 2010-2011 amount to $187,316,400 before recosting, reflecting a net decrease of $2,058,200 (1.1 per cent) compared with the revised appropriation for the biennium 2008-2009.

27.8 The net decrease shown in table 27.6 below is summarized as follows:

(a) The net decrease of $41,800 under executive direction and management relates broadly to reduced requirements in other staff costs, hospitality, and furniture and equipment;

(b) The net decrease of $1,699,300 under programme of work represents:

(i) A net decrease of $542,300 under subprogramme 1, comprising a decrease of $1,403,000 for posts due to the proposed abolition of 12 posts (1 P-5, 1 P-3, 1 General Service (Other level), and 9 Local level); the outward redeployment of one P-5 post to subprogramme 3, the Outreach Division, and the inward redeployment of one P-3 from subprogramme 3. The decrease under posts is partially offset by an increase of $860,700 for non-post resources primarily under general operating expenses;

(ii) A net decrease of $975,900 under subprogramme 2, driven by reductions under non-post costs ($1,061,900), particularly under contractual services, supplies and materials, and furniture and equipment, partially offset by an increase in post costs ($86,000), which primarily reflects the inward redeployment of one P-2 post from subprogramme 3 and the outward redeployment of one General Service (Other level) post to subprogramme 3;

(iii) A net decrease of $596,900 under subprogramme 3, owing to a net decrease under post costs of $565,900 resulting from the proposed abolition of four General Service (Other level) posts, the outward redeployments of one P-3 post to subprogramme 1 and one P-2 post to subprogramme 2; and the inward redeployment of one General Service (Other level) post from subprogramme 2, and reduced requirements of $31,000 under non-post resources;

(iv) An increase of $415,800 under special conferences in support of the Twelfth United Nations Congress on Crime Prevention and Criminal Justice and the Fourth United Nations Conference on the Least Developed Countries;

(c) The net decrease of $317,100 under programme support reflects reduced requirements for non-post resources under contractual services and general operating expenses.

27.9 During the biennium 2010-2011, projected extrabudgetary resources amounting to $6,313,000, representing 3 per cent of overall resource requirements, will complement resources from the regular budget to finance various activities, such as technical advisory services, training, workshops, seminars and field projects. The projected level represents a decrease of approximately $1,113,200 over the biennium 2008-2009, arising from reduced requirements anticipated under the Trust Fund for Jointly Financed Information Projects, the Trust Fund for Economic and Social Information, and the United Nations International Partnership Trust Fund projects as the majority of projects under the trust funds will be completed in the 2008-2009 biennium.

27.10 Pursuant to General Assembly resolution 58/269, resources identified for the conduct of monitoring and evaluation total $3,413,000, of which $3,332,200 relate to the regular budget and $80,800 relate to extrabudgetary resources. Under the regular budget, $3,231,700 is equivalent to 344 work-months of staff, comprising 225 work-months at the Professional level and 119 work-months at the General Service level; $58,500 for consultants; and $42,000 for other costs. The entire amount of $80,800 under extrabudgetary resources is related to six work-months of staff.

27.11 The estimated percentage distribution of the resources of the programme in the biennium 2008-2009 is as shown in table 27.5.

Table 27.5 **Distribution of resources by component**
(Percentage)

Component	*Regular budget*	*Extrabudgetary*
A. Executive direction and management	1.8	—
B. Programme of work		
1. Strategic communication services	37.7	55.4
2. News services	34.9	—
3. Outreach and knowledge-sharing services	21.0	44.6
Special conferences	0.2	—
Subtotal B	**93.8**	**100.0**
C. Programme support	4.4	—
Total	**100.0**	**100.0**

Table 27.6 **Resource requirements by component**
(Thousands of United States dollars)

(1) *Regular budget*

Component	*2006-2007 expenditure*	*2008-2009 appropriation*	*Resource growth*		*Total before recosting*	*Recosting*	*2010-2011 estimate*
			Amount	*Percentage*			
A. Executive direction and management	2 939.3	3 474.4	(41.8)	(1.2)	3 432.6	181.8	3 614.4
B. Programme of work	160 909.5	177 324.1	(1 699.3)	(1.0)	175 624.8	8 559.0	184 183.8
C. Programme support	7 476.8	8 576.1	(317.1)	(3.7)	8 259.0	414.4	8 673.4
Subtotal	**171 325.6**	**189 374.6**	**(2 058.2)**	**(1.1)**	**187 316.4**	**9 155.2**	**196 471.6**

(2) *Extrabudgetary*

2006-2007 expenditure	*2008-2009 estimate*	*Source of funds*	*2010-2011 estimates*
—	—	(a) Services in support of: (i) United Nations organizations	—
—	—	(ii) Extrabudgetary activities Support to extrabudgetary substantive activities	—
934.8	1 392.5	Peacekeeping operations	1 464.1
		(b) Substantive activities	
73.1	—	Trust Fund for Information Support for African Economic Recovery and Development	—
301.3	597.1	Trust Fund for Economic and Social Information	100
2 179.9	2 527.1	Development Forum Trust Fund	2 658.0

	2006-2007 expenditure	2008-2009 estimate	Source of funds	2010-2011 estimates
	294.0	379.8	Trust Fund for Expanding Public Information Activities in Japan	390.0
	—	—	Trust Fund for International Cooperation and Development	—
	92.7	267.8	Trust Fund for Jointly Financed Information Projects	—
	82.1	11.8	Trust Fund of the United Nations International Partnership	—
	1 083.9	658.2	Trust Fund for Education and Communication	60.0
	1 151.2	1 591.9	Ad hoc government contributions	1 640.9
Subtotal	**6 193.0**	**7 426.2**		**6 313.0**
Total (1) and (2)	**177 518.6**	**196 800.8**		**202 784.6**

Table 27.7 **Post requirements**

	Established regular budget posts		Temporary posts				Total	
			Regular budget		Extrabudgetary			
Category	2008-2009	2010-2011	2008-2009	2010-2011	2008-2009	2010-2011	2008-2009	2010-2011
Professional and above								
USG	1	1	—	—	—	—	1	1
D-2	4	4	—	—	—	—	4	4
D-1	20	20	—	—	—	—	20	20
P-5	37	36	—	—	—	—	37	36
P-4/3	163	162	—	—	3	3	166	165
P-2/1	60	60	—	—	2	1	62	61
Subtotal	**285**	**283**	**—**	**—**	**5**	**4**	**290**	**287**
General Service								
Principal level	9	9	—	—	—	—	9	9
Other level	231	226	—	—	10	10	241	236
Subtotal	**240**	**235**	**—**	**—**	**10**	**10**	**250**	**245**
Other								
Local level	179	170	—	—	—	—	179	170
National level	44	44	—	—	—	—	44	44
Subtotal	**223**	**214**	—	—	—	—	**223**	**214**
Total	**748**	**732**	—	—	**15**	**14**	**763**	**746**

A. Executive direction and management

Resource requirements (before recosting): $3,432,600

27.12 The Under-Secretary-General for Communications and Public Information is responsible for the overall direction and strategic management of United Nations communications and public information, both at Headquarters and in the field. The Under-Secretary-General establishes departmental policies and guidelines, deals with specific policy and management issues and problems, and is responsible for the administrative, financial and personnel management of the Department. Furthermore, the Under-Secretary-General is responsible for the direction of committee liaison functions performed by the Department with regard to intergovernmental bodies, such as the Committee on Information, and the United Nations Communications Group.

27.13 The Under-Secretary-General evaluates and reports on the programme performance of the Department through the Evaluation and Communications Research Unit. The Unit is responsible for assessing the impact of public information programmes and activities. The Unit provides expertise in analysing media coverage and collecting data on target audience needs and assists programme managers in complying with the internal annual programme impact review.

27.14 The annual programme impact review ensures the systematic evaluation of the Department's main product and service lines. Focusing on programme outcomes has enabled the Department to clearly articulate the ways in which it promotes an enhanced understanding of the work of the Organization and to more closely align the work of the Department with the needs of its target audiences.

Table 27.8 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To support the work of the Secretary-General and the substantive purposes of the United Nations by strategically communicating the activities and concerns of the Organization to achieve the greatest public impact.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Timely recruitment and placement of staff	(a) Reduction in the average number of days a Professional post remains vacant *Performance measures* 2006-2007: 325 days Estimate 2008-2009: 275 days Target 2010-2011: 225 days
(b) Improved geographical representation and gender balance of staff	(b) (i) Increased percentage of staff recruited from unrepresented and underrepresented Member States *Performance measures* 2006-2007: not available Estimate 2008-2009: 18 per cent Target 2010-2011: 20 per cent

	(ii) Increased percentage of women at the Professional level and above for appointments of one year or more *Performance measures* 2006-2007: 53 per cent Estimate 2008-2009: 53 per cent Target 2010-2011: 53 per cent
(c) Increased timeliness of submission of documentation	(c) Increased percentage of pre-session documents submitted in accordance with the required deadline *Performance measures* 2006-2007: 95 per cent Estimate 2008-2009: 98 per cent Target 2010-2011: 98 per cent
(d) A strengthened culture of communication and coordination in public information within the Secretariat and among United Nations system partners	(d) Percentage of United Nations Communications Group members who indicate that the Group's activities are useful to their public information work *Performance measures* 2006-2007: 77 per cent Estimate 2008-2009: 77 per cent Target 2010-2011: 80 per cent

External factors

27.15 The Office of the Under-Secretary-General is expected to achieve its objectives and expected accomplishments on the assumption that intergovernmental bodies and other stakeholders continue to support the work of the Department of Public Information.

Outputs

27.16 During the biennium 2010-2011, the following final outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies (regular budget):

(i) Parliamentary documentation: inputs to various substantive reports to be submitted to the subsidiary bodies of the General Assembly and the Economic and Social Council on public information activities carried out by the Department, including the network of United Nations information centres, pursuant to the mandates established by the General Assembly.

Table 27.9 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	3 295.7	3 295.7	12	12
Non-post	178.7	136.9	—	—
Total	**3 474.4**	**3 432.6**	**12**	**12**

27.17 The amount of $3,432,600, representing a net reduction of $41,800, will provide for the continuation of six Professional and six General Service (Other level) posts and related non-post resources broadly under other staff costs, travel of staff, and other operational requirements that will enable the Office of the Under-Secretary-General to undertake its responsibilities for the overall direction and strategic management of the Department. The component comprises the Office of the Under-Secretary-General (1 USG, 1 D-1, 1 P-5 and 4 General Service (Other level)) and the Evaluation and Communications Research Unit (1 P-4, 1 P-3, 1 P-2 and 2 General Service (Other level)).

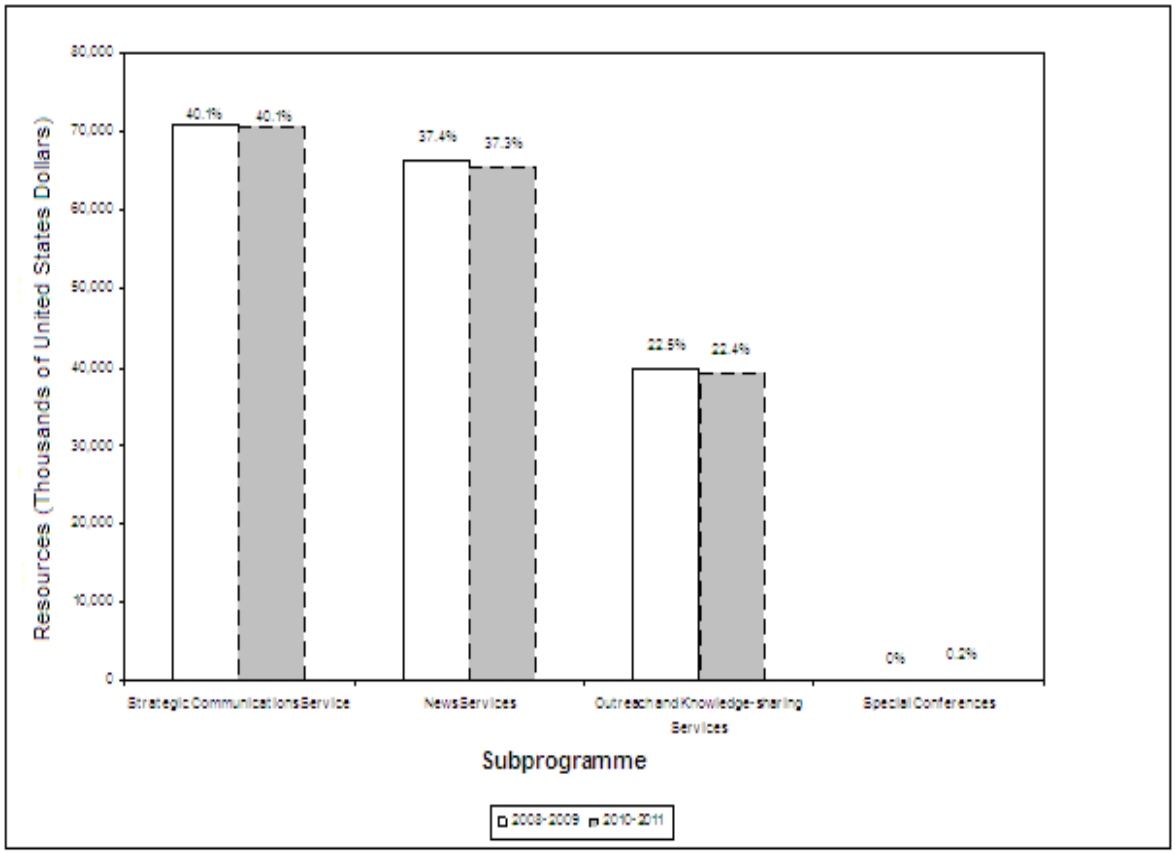
27.18 The net decrease of $41,800 under non-post resources, relates broadly to reductions under other staff costs owing to reduced requirements for evaluation services, reductions under hospitality in line with expenditure trends, and reduced requirements for furniture and equipment.

B. Programme of work

Table 27.10 **Resource requirements by subprogramme**

	Resources (thousands of United States dollars)		*Posts*	
Subprogramme	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
1. Strategic communication services	71 020.0	70 477.7	354	342
2. News services	66 399.4	65 423.5	198	198
3. Outreach and knowledge-sharing services	39 904.7	39 307.8	161	157
Special conferences	—	415.8	—	—
Subtotal	**177 324.1**	**175 624.8**	**713**	**697**
Extrabudgetary	7 426.2	6 313.0	15	14
Total	**184 750.3**	**181 937.8**	**728**	**711**

Regular budget resource requirements by subprogramme



Subprogramme 1
Strategic communications services

Resource requirements (before recosting): $70,477,700

27.19 Substantive responsibility for this subprogramme is vested within the Strategic Communications Division, which consists of the Communications Campaigns Service, the Information Centres Service, the network of United Nations information centres, information components, and the Committee Liaison Unit. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 1, Strategic communications services, of programme 23, Public information, of the strategic framework for the period 2010-2011.

Table 27.11 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To broaden understanding of and support for the work of the United Nations on priority thematic issues, in particular by providing communications support for key United Nations events and initiatives.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved quality of media coverage on the thematic priority issues	(a) Higher percentage of balanced or favourable articles *Performance measures* 2006-2007: 83 per cent Estimate 2008-2009: 85 per cent Target 2010-2011: 87 per cent
(b) The objectives of key United Nations initiatives and events are supported and advanced	(b) Increased level of satisfaction expressed by the organizers of key United Nations initiatives and events for the Department's communications materials and services *Performance measures* (Percentage of clients) 2006-2007: 85 per cent Estimate 2008-2009: 87 per cent Target 2010-2011: 88 per cent
(c) Improved understanding at the local level of work carried out by the United Nations	(c) (i) Higher percentage of target audiences indicating that their understanding about the United Nations has grown or improved *Performance measures* (Percentage of target audience) 2006-2007: 76 per cent Estimate 2008-2009: 80 per cent Target 2010-2011: 82 per cent

	(ii) Increased number of page views of the subprogramme websites *Performance measures* (Average page views per month) 2006-2007: 3.0 million Estimate 2008-2009: 3.1 million Target 2010-2011: 3.8 million

External factors

27.20 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that civil society institutions, redisseminators and other partners are able to participate in collaborative efforts of the United Nations, including at the local level, and that political and other external developments may significantly affect the level of media interest in priority thematic issues of the United Nations.

Outputs

27.21 During the biennium 2010-2011, the following final outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies (regular budget):

(i) Substantive servicing of meetings: two-week annual session of the Committee on Information (2);

(ii) Parliamentary documentation: input to reports on public information activities related to human rights submitted to the General Assembly and the Economic and Social Council (2); reports and inputs to the annual reports on activities relating to the work of the Department submitted to the Fourth Committee (2), the Committee on Information (2), the Committee on the Exercise of the Inalienable Rights of the Palestinian People (2) and the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples (2);

(b) Other substantive activities (regular budget):

(i) Recurrent publications: *The United Nations and the Question of Palestine* (in six official languages);

(ii) Exhibits, guided tours, lectures: lectures, briefings, seminars and video screenings on United Nations issues and themes for government officials, representatives of the media, non-governmental organizations, educational institutions and other audiences, including exhibits at the national level;

(iii) Booklets, fact sheets, wallcharts, information kits:

a. Background note on peacekeeping operations and political and peacebuilding missions;

b. Development and dissemination of information materials designed for media outreach and for a general audience for distribution in the official languages of the United Nations and, through the network of United Nations information centres, in local languages;

c. Manuals, guidelines, reference tools and other materials to assist the work of staff in the network of United Nations information centres, services and information components in United Nations offices, including online updates of the United Nations Information Centre Manual and the United Nations Information Centres Directory;

d. Responses to public and media requests for information on United Nations priority thematic issues;

(iv) Press releases, press conferences:

a. Development of media outreach programmes, including soliciting media interviews, writing and placing opinion articles on thematic issues and developing and disseminating information materials;

b. Organization and promotion of press conferences, briefings, round tables and panel discussions at the national, regional and international levels as part of a communication strategy to publicize United Nations activities, events, publications and reports, to explain the outcome of negotiations or other United Nations activities on thematic issues and to assist organizations of the United Nations system with their public information outreach programmes;

c. Regular and ad hoc monitoring of local media and transmission to Headquarters of articles or summaries of articles and daily and/or weekly press reviews featuring major United Nations issues;

(v) Special events:

a. Development of strategic outreach activities, events and conferences to promote a specific priority issue or special observance of the United Nations and to strengthen partnerships between the United Nations and the media, civil society and other advocates at the international and national levels;

b. Educational programmes at the national level, such as Model United Nations conferences, or support in the development of curriculums on the United Nations;

(vi) Technical material:

a. Development and updating of content of websites and portals on priority issues for which the Department of Public information plays a coordinating role;

b. Maintenance of an internal, field-oriented website, the Strategic Communications Network, for coordination, information-sharing and interaction within the Strategic Communications Division at Headquarters and in the field;

c. Maintenance of electronic lists of selected international media to enable strategic targeting via electronic and other means, including through personal contacts, to inform journalists about the work of the United Nations on priority thematic issues;

d. Maintenance of the United Nations Communications Group website;

e. Maintenance of the United Nations information centres website;

f. Strategic analysis and assessment of global communications campaigns on priority issues through targeted media monitoring and news clippings gathered by the Strategic Communications Division;

(vii) Substantive servicing of inter-agency meetings:

a. Cooperation and information-sharing with the United Nations system, through United Nations country teams, with regional organizations and with non-governmental organizations;

b. Development of global communications strategies and information programmes on priority issues and for major conferences and summits, through consultation with substantive offices and departments, to identify the main activities/events for promotion and coverage by the Department and the relevant tools to implement the strategies, such as promotional and information products and activities as well as determining time frames for implementation and production of the related activities and materials;

c. Inter-agency coordination on specific priority communications campaigns through, among other things, meetings and task forces of the United Nations Communications Group and within the Department, including with the network of United Nations information centres, to ensure the implementation of thematic information programmes;

d. Maintenance of policy and programme coordination with the United Nations Development Programme in the management of information centres in particular where the Resident Coordinator serves as the information centre Director;

e. Substantive servicing and documentation of the weekly meetings at Headquarters and the two-day annual session of the United Nations Communications Group (2);

(c) Technical cooperation (regular budget):

(i) Advisory services: development of strategic communication advice and planning tools for peace missions to assist their information components in the formulation of information strategies, and participation in and organization of task forces and seminars;

(ii) Training courses, seminars and workshops:

a. Training workshops or field trips for journalists to United Nations project sites, in cooperation with the local United Nations system partners, for local journalists in order to promote better understanding of United Nations issues and organization of training sessions for local United Nations librarians;

b. Group training in the field or at Headquarters for United Nations information centre directors, national information officers, library assistants, administrative assistants and staff of information components of peacekeeping and peacebuilding missions;

c. Training programme at Headquarters for Palestinian journalists and radio and television broadcasters (2).

Table 27.12 **Resource requirements: subprogramme 1**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	57 564.4	56 161.4	354	342
Non-post	13 455.6	14 316.3	—	—
Subtotal	**71 020.0**	**70 477.7**	**354**	**342**
Extrabudgetary	3 516.1	3 495.0	4	4
Total	**74 536.1**	**73 972.7**	**358**	**346**

27.22 The programme of activities under subprogramme 1, Strategic communications services, is carried out by the Strategic Communications Division, which includes information activities on the question of Palestine, the Rwanda and the United Nations Outreach Programme, and the United Nations information centres, services and information components in United Nations offices. The requirements for each of the above components are set out below.

Table 27.13 **Resource requirements: Strategic Communications Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	13 462.3	13 602.8	54	54
Non-post	1 736.4	1 606.7	—	—
Subtotal	**15 198.7**	**15 209.5**	**54**	**54**
Extrabudgetary	1 544.4	1 464.1	4	4
Total	**16 743.1**	**16 673.6**	**58**	**58**

27.23 The amount of $15,209,500 representing a net increase of $10,800, provides for 30 posts in the Professional category and 24 posts in the General Service (Other level) category ($13,602,800) and related non-post resources ($1,606,700). The increase of $140,500 in post resources represents: (a) the continuation of 29 posts in the Professional category and 24 General Service (Other level) posts; (b) the inward redeployment of one P-3 post of Information Officer from subprogramme 3 to the Communications Campaigns Service to facilitate the development and delivery of communications campaigns on key priority issues through the enhanced use of new media platforms, development of website and web content and integration of new media tools into online communications and public outreach; and (c) the proposed abolition of one General Service (Other level) post from the Information Centres Services as a result of the redistribution of functions among the approved level of resources. The increase is partially offset by reduced requirements of $129,700 under non-post resources owing mainly to reduced requirements under other staff costs and travel of representatives and staff.

27.24 The components comprising the Strategic Communications Division include Strategic Communications (1 D-2, 1 D-1, 3 P-5, 5 P-4, 6 P-3, 4 P-2 and 11 General Service (Other level) posts) and the Information Centres Service (1 D-1, 2 P-5, 3 P-4, 2 P-3, 2 P-2 and 13 General Service (Other level) posts).

27.25 The subprogramme is supported by projected extrabudgetary resources amounting to $1,464,100, including three posts in the Professional category and one General Service (Other level) post that will be utilized to support public information activities in peacekeeping missions. The volume of resources in comparison to the biennium 2008-2009 remains largely unchanged except for the decrease anticipated under the Trust Funds for the United Nations International Partnership and Jointly Financed Information Projects resulting from the completion of projects in the biennium 2008-2009.

Table 27.14 **Resource requirements: information activities on the question of Palestine**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Non-post	666.3	632.6	—	—
Total	**666.3**	**632.6**	**—**	**—**

27.26 The amount of $632,600, reflecting a net reduction of $33,700, provides for (a) the travel of journalists to attend the annual training programme for Palestinian media practitioners, including news missions in the Middle East; (b) travel for participants to the annual International Media Seminar on Peace in the Middle East; (c) travel of staff to support the international seminars on peace in the Middle East, and (d) contractual services for external printing and translation services; general operating expenses relating to conference facilities; and stationery and office supplies. The net decrease of $33,700 takes into account expenditure patterns and relates broadly to decreased requirements under other staff costs relating to the reduced input required for the production of the booklet *The Question of Palestine and the United Nations*, which was updated in the biennium 2008-2009, contractual services due to reduced requirements for external translation services and general operating expenses.

27.27 Subprogramme 1, Strategic communications services, also includes public information services and activities implemented by the United Nations Information Service at Geneva, the United Nations Information Service at Vienna, the United Nations information centres and the information components in United Nations field offices. Those services and centres work through intermediaries, such as the media and local partners, to adapt global communications strategies for regional, national and local audiences. The distribution of resources among those organizational units is shown in tables 27.15 to 27.18.

Table 27.15 **Resource requirements: United Nations Information Service at Geneva**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	6 520.4	6 520.4	23	23
Non-post	1 454.4	1 482.1	—	—
Total	**7 974.8**	**8 002.5**	**23**	**23**

27.28 The amount of $8,002,500, reflecting a net increase of $27,700, will provide for (a) the continuation of 11 Professional posts, and 12 General Service posts ($6,520,400), responsible for providing press and audio-visual coverage of major meetings and events, production of news (television, radio and Internet) programmes, public relations services, and coordinating public information actions with United Nations organs, specialized agencies and other entities based in Geneva; and (b) non-post requirements ($1,482,100), reflecting a net increase of $27,700 broadly under other staff costs to cover the anticipated increase in press coverage required for Committees on Human Rights, Migrant Workers, People with Disabilities, and on the Elimination of All Forms of Discrimination against Women, and contractual services for the production of television news and radio programmes, partially offset by reduced requirements under operating requirements.

Table 27.16 **Resource requirements: United Nations Information Service at Vienna**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	2 413.4	2 413.4	10	10
Non-post	329.8	309.6	—	—
Total	**2 743.2**	**2 723.0**	**10**	**10**

27.29 The requirements of $2,723,000, reflecting a net reduction of $20,200, will provide for the continuation of five posts in the Professional category, and five General Service posts totalling $2,413,400, and related non-post resources of $309,600 to provide press coverage and public relations services with outreach to not only the media but also civil society in Austria, Hungary, Slovakia and Slovenia. The service also coordinates public information actions with United Nations organs, specialized agencies and other entities based in Vienna to ensure a unified message. The net decrease of $20,200 under non-post resources relates broadly to reduced requirements under contractual services for external translation, and other operating requirements.

Table 27.17 **Resource requirements: United Nations field offices, information component**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	2 348.1	1 986.5	12	11
Non-post	695.2	695.2	—	—
Total	**3 043.3**	**2 681.7**	**12**	**11**

27.30 The amount of $2,681,700, reflecting a net reduction of $361,600, provides for four posts in the Professional category and seven posts at the local level ($1,986,500) and related non-post resources ($695,200) in eight field offices in Armenia, Azerbaijan, Belarus, Eritrea, Georgia, Kazakhstan, Ukraine and Uzbekistan to serve as representatives of the Department of Public Information in carrying out information activities. The decrease of $361,600 in post resources represents the outward redeployment of one P-5 post (Department of Public Information Representative) to subprogramme 3 under the Outreach Division to head the Education Outreach Cluster. Over the past several years, the National Public Information Officer has been responsible for public information activities under the supervision of the United Nations Resident Coordinator. Under the existing arrangement, the Office has managed to deliver the programme of work successfully, and as a result, the P-5 post is proposed for redeployment to cover the Department's needs in other areas. The resources requested under non-post requirements provide for, inter alia, other staff costs, travel of staff, contractual services, and other operating requirements.

Table 27.18 **Resource requirements: United Nations information centres**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	32 820.2	31 638.3	255	244
Non-post	8 573.5	9 590.1	—	—
Subtotal	**41 393.7**	**41 228.4**	**255**	**244**
Extrabudgetary	1 971.7	2 030.9	—	—
Total	**43 365.4**	**43 259.3**	**255**	**244**

27.31 The amount of $41,228,400 representing a net reduction of $165,300, would provide for 37 posts in the Professional category, and 207 Local level and National Officer posts ($31,638,300) and related non-post resources ($9,590,100). The decrease of $1,181,900 in post resources represents the proposed abolition of 11 posts (1 P-5, 1 P-3, and 9 Local level) located within the network of the United Nations information centres. The proposed abolition of posts is based on a review of the Department's information centre needs and its ability to redistribute functions within existing capacity, taking into account retirement and vacancy trends. The increase of $1,016,600 under non-post requirements is largely attributable to the increase in the rental and maintenance of 53 United Nations information centres premises largely due to (a) increased costs for common

services in locations where they are co-located with other United Nations entities under the "UN House concept"; (b) maintenance of premises in locations where the Office is not co-located with other United Nations entities in accordance with minimum operational security standards; and (c) general maintenance of premises including painting and minor repairs as a result of deteriorating conditions.

27.32 The subprogramme is supported by projected extrabudgetary resources amounting to $2,030,900 that will be utilized in support of public information activities in the information centres. The volume of resources in comparison to the biennium 2008-2009 remains largely unchanged except for the increase anticipated under the Trust Funds for expanding public information activities in Japan and for government contributions to United Nations information centres.

Subprogramme 2
News services

Resource requirements (before recosting): $65,423,500

27.33 Substantive responsibility for this subprogramme is vested primarily within the News and Media Division, supported by the Office of the Spokesperson for the Secretary-General, and by the network of United Nations information centres. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 2, News services, of programme 23, Public information, of the strategic framework for the period 2010-2011.

Table 27.19 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To strengthen support for the United Nations by enhancing the quality, format, and timeliness of the subprogramme's news and information products about the Organization, and by increasing the geographic range and frequency of use by media outlets and other users.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Increased utilization by media organizations and other users of news, information and related multimedia products about the United Nations	(a) (i) Increased partnerships with radio and television, consumers and rebroadcasters, by language and by region *Performance measures* 2006-2007: 365 broadcast stations Estimate 2008-2009: 412 broadcast stations Target 2010-2011: 430 broadcast stations (ii) Increased number of page views and unique visits to the United Nations website, including the News Centre, by official language

Performance measures

(Average monthly unique visits)

2006-2007: 3.56 million

Estimate 2008-2009: 5 million

Target 2010-2011: 6 million

Performance measures

(Average monthly page views)

2006-2007: 30.5 million

Estimate 2008-2009: 43 million

Target 2010-2011: 51 million

(iii) Increased number of individual end-user downloads of radio and television products and high-resolution photographs

Performance measures

(Internet downloads of radio programmes)

2006-2007: 856,688

Estimate 2008-2009: 1,108,657

Target 2010-2011: 1,341,475

Performance measures

(Internet downloads of television programmes)

2006-2007: Not applicable

Estimate 2008-2009: 6,006

Target 2010-2011: 7,268

Performance measures

(Internet downloads of high-resolution photographs)

2006-2007: 200,518

Estimate 2008-2009: 246,252

Target 2010-2011: 297,962

(b) Timely access for news organizations and other users to daily meeting-coverage press releases, television packages, photos and other information products	(b) Maintenance of the current percentage of products meeting deadlines *Performance measures* (Products meeting deadlines) 2006-2007: 90 per cent Estimate 2008-2009: 90 per cent Target 2010-2011: 90 per cent

External factors

27.34 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that national and international media organizations will participate in partnerships and co-productions and that political, economic and other factors will enable media organizations to access and redisseminate United Nations information material.

Outputs

27.35 During the biennium 2010-2011, the following final outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) Recurrent publications:

a. *Image and Reality* (online, biennial, in Arabic, Chinese, English, French, Russian and Spanish);

b. Production and issuance in hard copy and/or the Internet of the reference paper on United Nations conferences and observances (English and French) (2);

(ii) Booklets, fact sheets, wallcharts, information kits:

a. Publication of the United Nations Daily News bulletin (print) based on coverage provided by the United Nations News Service on the Web;

b. Publication of the annual General Assembly press kit (2);

(iii) Press releases, press conferences:

a. Arranging of press conferences for the Secretary-General, the Deputy Secretary-General, other senior United Nations officials and representatives of Member States and of the United Nations system;

b. Coordination of the placement of opinion pieces and other articles by the Secretary-General and senior United Nations officials in print media around the world;

c. Holding of briefings (including arranging briefing programmes and background briefings by senior United Nations officials), interviews and other direct outreach, including the issuance of media alerts, for media correspondents and journalists at United Nations offices and around the world;

d. Issuance of briefing notes on press conferences and briefings by the Secretary-General, the Deputy Secretary-General, delegations and other senior Secretariat

and United Nations officials, including daily briefings by United Nations spokespersons;

e. Preparation of the annual list of "Ten stories the World Should Hear More About" (2);

f. Production of press reviews of major developments in the news, as requested by senior United Nations officials;

g. Provision of accreditation and liaison services and distribution of official documents to media representatives in connection with their coverage of United Nations activities, including media liaison for the Secretary-General;

h. Provision of coverage of open meetings of the General Assembly and the Economic and Social Council and their subsidiary bodies, Security Council proceedings and other intergovernmental meetings held at United Nations offices; coverage of United Nations conferences and special events; and dissemination of the resulting press releases, backgrounders and round-ups, as well as of the speeches and statements of the Secretary-General, the Deputy Secretary-General and the President of the General Assembly;

i. Provision of information, in electronic format, to senior United Nations officials and other staff, of daily press clippings and news bulletins of international news stories and United Nations-related articles in the media;

(iv) Audio-visual resources:

a. Live production and broadcasting of radio news and current affairs programmes weekdays in six official languages plus Portuguese and Kiswahili; live broadcasting on the United Nations home page (webcasting) of United Nations television programming of open meetings (General Assembly, Security Council and Economic and Social Council), conferences and other special events, press conferences and of press briefings by the Spokesperson for the Secretary-General;

b. Maintenance, preservation and conservation of United Nations audio and visual archival materials, and provision of audio and visual library services; operation, management and maintenance of television and radio studios and facilities; and maintenance of the multimedia electronic news production system;

c. Photo coverage at Headquarters of the General Assembly, the Security Council and other meetings, conferences, and other events and activities, including those of the Secretary-General; and photo coverage in the field of the Secretary-General's activities and of the Organization's work for distribution to news organizations and delegations and for posting on the United Nations home page;

d. Production and dissemination of video materials, features and programmes related to the work of the Organization, including "United Nations in Action", "21st Century" and "Year in Review", and co-productions with United Nations agencies and other organizations (10);

e. UNIFEED — Production and transmission of 10 minutes of television news packages six days a week via APTN satellite feed to television stations worldwide; includes video from UNTV, as well as other content providers in the United Nations system (regular budget and extrabudgetary);

f. Production and dissemination of weekly, biweekly and monthly taped programmes in six official and six non-official languages (Bangla, Bahasa Indonesia, French Creole, Dutch, Hindi, and Urdu);

g. Promotion and maximization of the use of United Nations audio-visual products through outreach activities to television and radio broadcasters and building of innovative partnerships;

h. Television coverage of General Assembly, Security Council and other meetings, and other events and activities, including those featuring the Secretary-General, for distribution to news organizations;

i. Coverage by the United Nations News Service, through continuous updating on the Internet and publication of a daily news digest, of breaking United Nations stories and other related developments at Headquarters and around the world, including reporting on the activities of the Secretary-General, the Deputy Secretary-General and other senior officials, and the work of United Nations bodies, offices, programmes, agencies and peacekeeping operations;

j. Development, maintenance and coordination of the United Nations website and the development of new websites for upcoming United Nations conferences, observances and special events in six official languages, as well as maintenance and enhancement of the United Nations News Centre website, the Spokesperson's home page, the Secretary-General's web page, the audio-visual page, including the databases for accessing photo, radio and video materials, and the news elements of other sites on the United Nations home page.

Table 27.20 **Resource requirements: subprogramme 2**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	47 580.6	47 666.6	198	198
Non-post	18 818.8	17 756.9	—	—
Subtotal	**66 399.4**	**65 423.5**	**198**	**198**
Extrabudgetary	246.7	—	1	—
Total	**66 646.1**	**65 423.5**	**199**	**198**

27.36 The distribution of resources between the two main organizational units responsible for subprogramme 2, News services, is set out below.

Table 27.21 **Resource requirements: Office of the Spokesperson for the Secretary-General**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	3 176.4	3 176.4	12	12
Non-post	245.2	310.4	—	—
Total	**3 421.6**	**3 486.8**	**12**	**12**

27.37 The amount of $3,486,800, reflecting a net growth of $65,200, provides for the continuation of 12 posts (6 posts in the Professional category, and 6 posts in the General Service category) totalling $3,176,400, which are responsible for informing the Secretary-General of major breaking news stories from around the world and to provide advice on media relations to the Secretary-General, the Deputy Secretary-General and senior Secretariat officials. Non-post requirements amount to $310,400, representing an increase of $65,200, would cover increased requirements under (a) the travel of staff based on experience in connection with accompanying the Secretary-General on missions; (b) contractual services to cover subscriptions to online news agency services; and (c) other general operating requirements.

Table 27.22 **Resource requirements: News and Media Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	44 404.2	44 490.2	186	186
Non-post	18 573.6	17 446.5	—	—
Subtotal	**62 977.8**	**61 936.7**	**186**	**186**
Extrabudgetary	246.7	—	1	—
Total	**63 224.5**	**61 936.7**	**187**	**186**

27.38 The amount of $61,936,700, representing a net reduction of $1,041,100, will provide for 104 posts in the Professional category and 82 posts in the General Service category ($44,490,200), and non-post resources ($17,446,500) broadly related to other staff costs, contractual services, and other general operating requirements. The net increase under posts ($86,000) reflects the inward redeployment of one P-2 post from subprogramme 3, Outreach and knowledge-sharing services, to the Radio and Television Service as a Spanish web writer, in line with paragraphs 115 and 116 of General Assembly resolution 62/236, regarding language parity, partially offset by the outward redeployment of one General Service (Other level) editor post to subprogramme 3 to strengthen the UN Year Book Publications and Editorial cluster.

27.39 The net decrease of $1,127,100 under non-post resources relates primarily to reduced requirements under (a) contractual services as a result of reduced requirements for engineering costs under overtime and temporary engineer recruitments; (b) supplies and materials; and (c) furniture and equipment; offset in part by increased requirements under (d) other staff costs relating to the

general temporary assistance required to provide press coverage, accreditation, documents distribution during regular and special sessions of the General Assembly and Security Council meetings; and (e) general operating expenses relating to the repair and maintenance of inter alia, video, radio, audio-visual equipment and systems.

27.40 The projected decrease in extrabudgetary resources relates to reduced requirements under the Trust Fund for Jointly Financed Information Projects owing to the completion of projects in the 2008-2009 biennium.

Subprogramme 3
Outreach and knowledge-sharing services

Resource requirements (before recosting): $39,307,800

27.41 Substantive responsibility for this subprogramme is vested within the Outreach Division, which includes the Civil Society Service, the Dag Hammarskjöld Library and Knowledge-Sharing Centre, other United Nations information services, as applicable, the Sales and Marketing Section, the Advocacy Unit and the secretariat of the Publications Board and the Exhibits Committee. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 3, Outreach and knowledge sharing services, of programme 23, Public information, of the strategic framework for the period 2010-2011.

Table 27.23 **Objectives for the biennium, expected accomplishments and indicators of achievement and performance measures**

Objective of the Organization: To enhance understanding of the role, work and concerns of the United Nations, and to encourage the exchange of ideas, information and knowledge in support of the goals of the Organization.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Strengthened and expanded relationships with partners	(a) Increased partnerships with relevant organizations within the United Nations system and externally *Performance measures* 2006-2007: 2,030 partnerships Estimate 2008-2009: 2,158 partnerships Target 2010-2011: 2,258 partnerships
(b) Increased awareness of outreach and knowledge-sharing services and products	(b) (i) Maintenance of the level of clients expressing satisfaction with the subprogramme's products and services *Performance measures* 2006-2007: 87 per cent Estimate 2008-2009: 90 per cent Target 2010-2011: 90 per cent

	(ii) Increased number of page views of the subprogramme's websites *Performance measures* (Average monthly page views) 2006-2007: 1,531,884 Estimate 2008-2009: 2,731,884 Target 2010-2011: 10,231,884

External factors

27.42 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that: (a) civil society institutions, redisseminators and other partners, including other organizations of the United Nations system, are able to collaborate with the Department; (b) academic interest in the principles, activities and concerns of the United Nations does not diminish; and (c) target audience access to services and programmes is not inhibited owing to infrastructure, security or other issues.

Outputs

27.43 During the biennium 2010-2011, the following final outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) Recurrent publications:

a. *Index to Proceedings of the Economic and Social Council* (2);

b. *Index to Proceedings of the General Assembly* (2);

c. *Index to Proceedings of the Security Council* (2);

d. *UN Chronicle* (English and French) (8);

e. *United Nations Development Business procurement publication* (twice monthly, multilingual) (extrabudgetary) (48);

f. Reprinting of the Charter of the United Nations and the Statute of the International Court of Justice;

g. *United Nations Today*;

h. *Yearbook of the United Nations* (regular budget/extrabudgetary) (2);

(ii) Seminars for outside users: Unlearning Intolerance seminar series (2);

(iii) Exhibits, guided tours, lectures:

a. Conduct guided tours for the general public and special tours by arrangement;

b. Develop, install and maintain tour route at Headquarters;

c. Numerous briefing programmes organized on a broad range of United Nations topics for interested groups, either in-house, outside speaking engagements or videoconferences;

d. Numerous seminars, conferences and round tables, organized in partnership with United Nations departments, agencies and programmes, governments, academics, civil society and the media;

e. Response to public inquiries, mainly by electronic means but also orally and by hard copy, on issues of concern to the United Nations, including the provision of special kits for teachers;

f. Select, design, organize and install exhibits at Headquarters;

(iv) Booklets, fact sheets, wallcharts, information kits:

a. Develop and/or revise curriculum materials for classrooms about the United Nations and the global issues on its agenda;

b. Electronic calendar of NGO briefings;

c. Final report for the Annual Department of Public Information/NGO Conference (2);

d. NGO Link, an electronic newsletter for NGOs;

e. Produce new or revised fact sheets, brochures, briefing papers, posters and booklets to respond to frequently asked questions and concerns and to inform the general public of United Nations affairs;

f. Revision and updating of "What the United Nations does and what you can do to help";

(v) Press releases, press conferences: press conferences and press releases to announce new outreach partnerships and special events, exhibit openings, conferences and seminars;

(vi) Special events:

a. Annual "educators' day" at Headquarters, in association with an NGO and the New York City and State Boards of Education (2);

b. Communications workshops for NGOs and orientation programme for newly associated NGOs (2);

c. International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade (2);

d. Organization of special events and the promotion of observances of selected commemorative days and years in partnership with other United Nations departments, agencies and programmes, Governments and civil society; United Nations Day Concert (2);

e. Annual documentary film screening and discussion series highlighting United Nations issues, produced in collaboration with Independent Film Project, an organization of independent film-makers (2);

f. Special student events such as annual international conferences including the Global Model United Nations and the Annual Student Conference on Human Rights, as well as United Nations observances, including the International Day of Peace and the World Environment Day;

g. At selected United Nations events, organize the participation of prominent personalities and/or other celebrities as advocates to promote United Nations

programmes and increase outreach; organize premiere screenings with celebrity hosts, media and private sector partners;

(vii) Technical material:

a. Compilation of bibliography portion of the *Juridical Yearbook*;

b. Coordination of the services of the United Nations System Electronic Information Acquisition Consortium for external online information services;

c. Coordination of shared indexing network with United Nations libraries away from Headquarters;

d. Databases of United Nations statistics for educators and students;

e. Design and production of all matter of print materials, wallcharts and/or posters;

f. Development and maintenance of iSeek, the United Nations Secretariat Intranet, and development of an internal communications strategy for the Secretariat;

g. Digitization of retrospective United Nations documents of major organs, in all languages, covering certain years from microfiche or hard copy and uploaded to the Official Document System;

h. Expansion of portal to online information services covering subjects of current interest to the Organization;

i. Integrated television programming and online content in partnership with media networks, celebrities, United Nations agencies and NGOs;

j. Maintenance and expansion of the Dag Hammarskjöld Library websites in all the official languages;

k. Maintenance and updating of various websites (for example, *UN Chronicle*, NGOs, Exhibits, Public Inquiries, Guided Tours, United Nations Works website, United Nations Messengers of Peace);

l. Maintenance of the Dag Hammarskjöld Library computer hardware, software and databases;

m. Networking with the Global Legal Information Network;

n. Networking with United Nations system libraries through inter-agency meetings on knowledge-sharing and information management;

o. NGO Directory: maintenance and updating of the database of non-governmental organizations associated with the Department;

p. Online discussion forums, videoconferences, video chats for educators and students;

q. Personal information consultation and coaching for delegates, staff of the permanent missions and United Nations staff as part of the personal knowledge management programme;

r. Provision of knowledge-sharing services for the United Nations Secretariat, including knowledge capture and advisory services for developing best practices;

s. Provision of reference, research, loan and inter-library loan services, including responding to an increased volume of e-mail queries from users worldwide;

t. Programme of outreach on the subject of the "Holocaust and the United Nations" (2);

u. Public service announcements (usually television) in the context of United Nations communication campaigns;

v. Regular preparation of the United Nations Bibliographic Information System (UNBIS) Thesaurus records prepared regularly in all the official languages to allow multilingual retrieval from UNBIS and the Official Document System;

w. Selection, acquisition and weeding of core information sources in traditional media (inter alia, books, serials and government documents);

x. UNBISnet — Web-based database, including bibliographic, factual, authority and thesaurus files in six languages;

y. United Nations documents and publications collected, checklisted, indexed, maintained and preserved;

z. Video and DVDs for schools and the general public on the work of the United Nations and how it is improving peoples' lives;

aa. *UN Chronicle* online, online editions of the magazine in six official languages, with posting of educational links and special features; *UN Chronicle* e-alerts (2); *UN Chronicle* feature service (online);

(viii) Contribution to joint outputs: inter-agency collaboration in the development of online, television and educational content for media partnerships;

(ix) Documentation for inter-agency meetings: curriculum materials in partnership with other departments and agencies;

(b) Technical cooperation (regular budget):

(i) Advisory services: provision of advisory services to departmental reference collections at Headquarters, as well as small United Nations libraries in the field;

(ii) Training courses, seminars and workshops: training programmes for, inter alia, delegates, staff of permanent missions, United Nations staff, government officials, depository librarians, NGOs and interns;

(iii) Seminars and lectures organized for journalists and broadcasters from developing countries and countries in transition, a six-week annual training programme mandated by the General Assembly (2).

Table 27.24 **Resource requirements: subprogramme 3**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	35 581.5	35 015.6	161	157
Non-post	4 323.2	4 292.2	—	—
Subtotal	**39 904.7**	**39 307.8**	**161**	**157**

Category	*Resources (thousands of United States dollars)*		*Posts*	
	2008-2009	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Extrabudgetary	3 663.4	2 818.0	10	10
Total	**43 568.1**	**42 125.8**	**171**	**167**

27.44 The amount of $39,307,800, reflecting a net reduction of $596,900, provides for combined activities associated with the continuation of subprogramme 3, Outreach and knowledge-sharing services, which includes library services and outreach services including, inter alia, the Holocaust remembrance. The requirements provide for 73 posts in the Professional category and 84 posts in the General Service category totalling $35,015,600, and related non-post resources amounting to $4,292,200.

27.45 The net reduction of $565,900 under post resources is attributable mainly to (a) abolition of four General Service (Other level) posts resulting from the modernization of processes in the Dag Hammarskjöld Library; (b) the outward redeployment of one P-3 Information Officer to subprogramme 1 to strengthen the communications and campaigns service as reflected in paragraph 27.23 of the present report; (c) the inward redeployment of one P-5 post from subprogramme 1, to head the Education Outreach Cluster within the Outreach Division in support of the high priority given to education outreach; and (d) the inward redeployment of one General Service (Other level) post from subprogramme 2, to strengthen the UN Year Book Publications and Editorial Cluster.

27.46 The net reduction of $31,000 under non-post requirements broadly reflects reduced requirements under (a) other staff costs related to reduced requirements for general temporary assistance; (b) travel of representatives in line with expenditure trends; and (c) supplies and materials; partially offset by increased requirements under (d) contractual services resulting from increased costs for common support data processing services provided by the Office of Information and Communications Technology; (e) general operating expenses relating to external printing costs associated with, inter alia, the binding and preservation of United Nations documents in the archival collection, printing of the United Nations Yearbook; and (f) furniture and equipment relating to the rental of furniture and equipment for conferences and exhibitions.

27.47 Projected extrabudgetary resources totalling $2,818,000, inclusive of one Professional post and nine General Service posts, will be utilized in support of the *United Nations Development Business* publication. The decrease in volume of resources in comparison to the 2008-2009 biennium is anticipated under the Trust Funds for economic and social information, and education and communication due to the completion of projects.

Special conferences

Table 27.25 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Non-post	—	415.8	—	—
Total	—	**415.8**	—	—

27.48 A non-recurrent provision of $415,800 provides for public information activities in support of two special conferences scheduled for the biennium 2010-2011: the Twelfth United Nations Congress on Crime Prevention and Criminal Justice ($289,400) and the Fourth United Nations Conference on the Least Developed Countries ($126,400). The estimated resource requirements will provide for promotional public information activities before and after the special conferences in 2010-2011, including personal service contracts for media liaison, contractual services for the preparation, printing, and translation of promotional material (press kits, posters, brochures, etc.), travel of staff to meetings and conferences, data processing services and rental of conference service equipment.

C. Programme support

Resource requirements (before recosting): $8,259,000

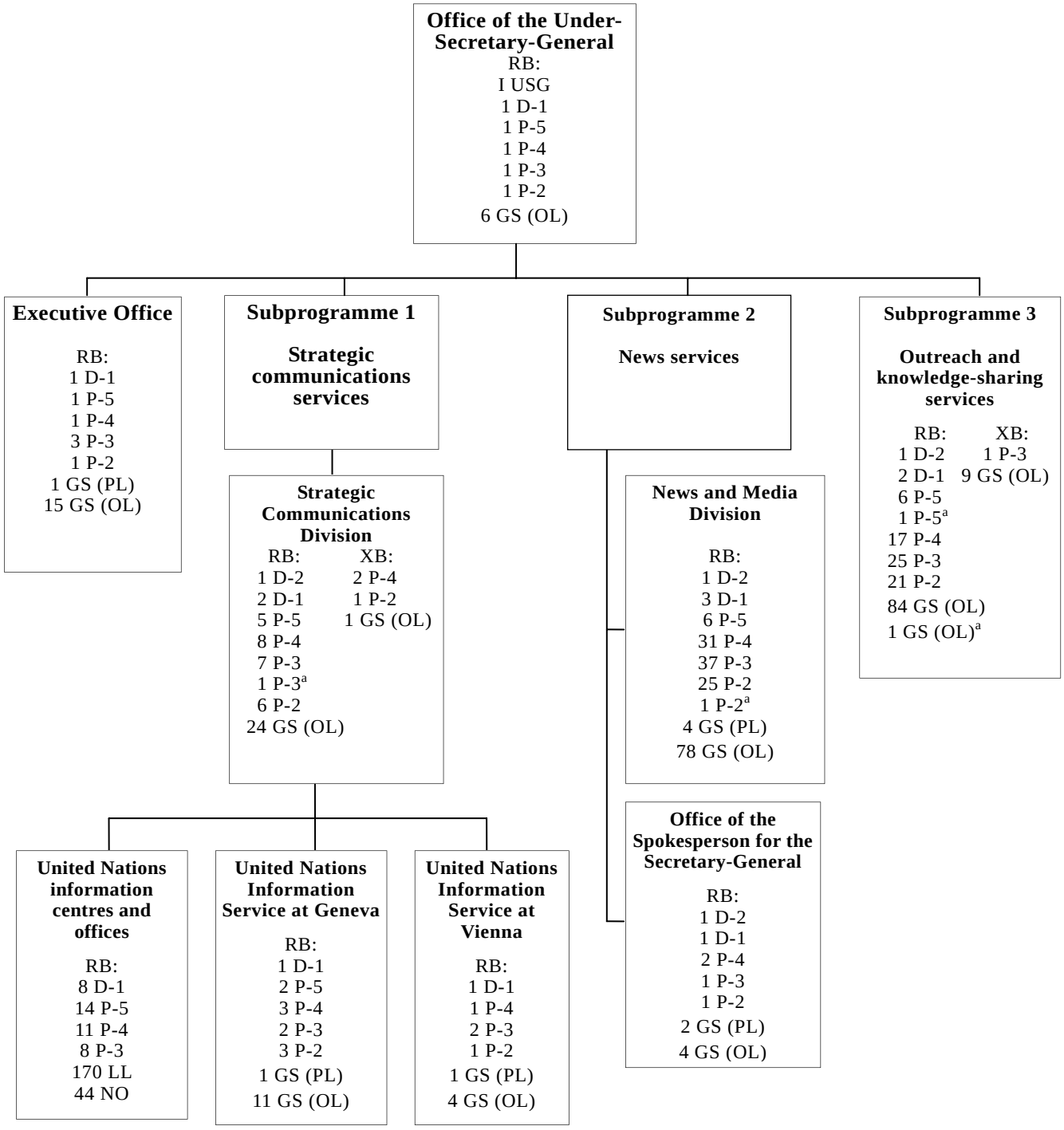
27.49 The Executive Office provides the administrative, managerial and programme support necessary for the implementation of the mandated activities of the Department of Public Information. It assists the Under-Secretary-General in the preparation of the biennial programme plan and priorities, the preparation, administration and monitoring of the programme budget and the management of trust funds and other extrabudgetary resources, provides relevant support services for the efficient utilization of human resources and plans and controls and coordinates requirements related to general office administration. It also handles the Department's information technology needs, including the maintenance and upgrading of computer equipment and user applications.

Table 27.26 **Resource requirements: programme support**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2008-2009*	*2010-2011 (before recosting)*	*2008-2009*	*2010-2011*
Regular budget				
Post	4 766.2	4 766.2	23	23
Non-post	3 809.9	3 492.8	—	—
Total	**8 576.1**	**8 259.0**	**23**	**23**

27.50 The amount of $8,259,000, representing a net decrease of $317,100, will provide for the continuation of 7 posts in the Professional category and 16 posts in the General Service category ($4,766,200), and related non-post requirements ($3,492,800). The net decrease of $317,100 under non-post resources is largely attributable to reduced requirements for centrally provided data-processing infrastructure services and support costs provided by the Office of Communication and Information Technology, following a review of the Department's requirements, and adjustments being made to the level of service agreements to be used, and rationalizing the number of temporary accounts serviced.

Public information
Organizational structure and post distribution for the biennium 2010-2011



Abbreviations: RB, regular budget; XB, extrabudgetary; USG, Under-Secretary-General; GS, General Service; PL, Principal level; OL, Other level; LL, Local level; NO, National Officer.

[a] Redeployment.

Annex

Outputs produced in 2008-2009 not to be carried out in the biennium 2010-2011

A/62/6 (Sect. 27)	*Output*	*Quantity*	*Reason for discontinuation*
News services			
Para. 27.39 (a) (i) c	Production and issuance in hard copy and/or on the Internet of institutional reference publications, including *United Nations in Brief* (in six official languages)	3	Output discontinued to avoid duplication with similar products already available in print and online
	Total	**3**	