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Proposed programme budget for the biennium 2012-2013*

Part VII
Public information

Section 28
Public information

(Programme 23 of the strategic framework for the period 2012-2013)**

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* A summary of the approved programme budget will subsequently be issued as *Official Records of the General Assembly, Sixty-sixth Session, Supplement No. 6* (A/66/6/Add.1).

** *Official Records of the General Assembly, Sixty-fifth Session, Supplement No. 6* (A/65/6/Rev.1).

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Overview

Table 28.1 **Estimate of expenditure**

Proposal submitted by the Secretary-General	$179,432,200[a]
Revised appropriation for 2010-2011	$184,996,600

[a] At 2010-2011 rates.

Table 28.2 **Proposed staffing resources**

Posts	*Number*	*Level*
Regular budget		
Proposed for the biennium 2012-2013	723	1 USG, 4 D-2, 20 D-1, 36 P-5, 75 P-4, 89 P-3, 58 P-2/1, 9 GS (PL), 217 GS (OL), 51 NO, 163 LL
New posts	1	1 P-2/1 under subprogramme 3
Redeployments	4	1 P-5, 1 P-4, 1 P-3, 1 P-2 under subprogrammes 1, 2 and 3
Reclassifications[a]	6	6 NO in subprogramme 1
Conversions[b]	4	4 GS (OL) in subprogramme 2
Abolitions	20	1 P-5, 1 P-2/1, 13 GS (OL), 5 LL under subprogrammes 1, 2 and 3
Approved for the biennium 2010-2011	738	1 USG, 4 D-2, 20 D-1, 37 P-5, 75 P-4, 89 P-3, 58 P-2/1, 9 GS (PL), 226 GS (OL), 45 NO, 174 LL

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

[a] Reclassification from LL to NO.

[b] Conversion from general temporary assistance to established posts.

28.1 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 65/107 A and B.

28.2 The Department seeks to promote global awareness and enhanced understanding of the work and issues of the United Nations by providing accurate, impartial, comprehensive, balanced, coherent, timely and relevant information. To this end, using the Millennium Declaration as its guide, the Department will focus on priority themes in support of the three pillars of the Organization's work: development, peace and security, and human rights. Within these three broad priority themes, 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.

28.3 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 United Nations conferences and observances. It aims to reach and engage audiences worldwide, including Governments, the media, non-governmental organizations (NGOs), educational institutions, business and professional organizations and other members of civil society to encourage support for the Organization and its objectives.

28.4 To accomplish this mission, the Department takes the following core approaches in its work: 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 new media, to deliver information directly and instantaneously worldwide; the building of stronger 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.

28.5 The Department has reviewed its operations and proposes various online reporting and management tools to streamline operations and eliminate duplicate processes across all three subprogrammes, and allow the programme to deliver its mandate in a more cost-effective and efficient manner as described in detail in the paragraphs below:

(a) Various online reporting tools, for example, the centres' information management system, and the content management system, were introduced to the global network of United Nations information centres with the aim of collecting, reporting and archiving the Centre directory, workplans and schedule of key activities in each centre, as well as to facilitate the paperless collection of United Nations information centre monthly reports in a timely manner;

(b) Utilizing online web services for multimedia asset storage and distribution to alleviate internal storage limitations;

(c) Purchasing television footage from independent producers in order to improve quality, streamline processes and reduce travel of staff;

(d) Digitalization of information of NGO database to allow a more efficient dissemination of information to NGOs;

(e) Automating the transmittal of administrative transactions relating to human resources and finance to substantive offices.

28.6 The United Nations Dag Hammarskjöld Library is the United Nations parliamentary library. It is intended to contribute to the effective work of the United Nations by providing access to the wealth of United Nations information, both historical and current, to United Nations staff and delegates, as well as to external researchers, and increasingly, the general public. With the current advances in information technology there is a clear trend towards more global library services. The Department therefore intends to place increasing emphasis on improving access to electronic information resources, strengthening efforts to orient and guide information seekers and simplify searches for information. For this, investments in technology improvements will be necessary. At the same time, the Library must preserve, safeguard and continue to provide access to the historical record and heritage of the United Nations.

28.7 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 28.3 and as described in the output information for each subprogramme.

Table 28.3 **Summary of publications**

Publications	*2008-2009 actual*	*2010-2011 estimate*	*2012-2013 estimate*
Recurrent	74	71	61
Non-recurrent	—	—	—
Total	**74**	**71**	**61**

28.8 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 28.4.

Table 28.4 **Organizational units responsible for carrying out the programme of work**

Subprogramme	*Responsible entity*
1. Strategic communications services	Strategic Communications Division, including 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 services	Outreach Division, which includes the Dag Hammarskjöld Library and other libraries, as applicable, the Sales and Marketing Cluster, the secretariats of the Publications Board and the Exhibits Committee

28.9 The overall resources required for the biennium 2012-2013 amount to $179,432,200 before recosting, reflecting a net decrease of $5,564,400 (3.0 per cent) compared with the revised appropriation for the biennium 2010-2011.

28.10 The net decrease shown in table 28.6 is summarized as follows:

(a) The net increase of $64,500 under executive direction and management, relates to the costs of Citrix/Mobile Office licenses for 46 critical staff in the Department to carry out functions critical to ensuring the continued implementation of business continuity management;

(b) The net decrease of $5,144,100 under programme of work represents:

(i) A net decrease of $529,300 under subprogramme 1, is related broadly to reduced requirements under contractual services and general operating expenses in the amount of $700,800. The decrease under non-post costs is partially offset by a net increase of $171,500 for posts. The net increase for posts is due to the delayed impact relating to six new posts (1 P-5, 4 Local level and 1 National Officer) established in the biennium 2010-2011; the proposed reclassifications of six General Service (Local level) posts to National Officer level posts; offset by the proposed abolition of five General Service (Local level) posts;

(ii) A net decrease of $3,175,100 under subprogramme 2, driven by reductions under posts and non-post costs ($2,692,300), broadly related to other staff costs and contractual services. The decrease under posts primarily reflects the abolition of four General Service (Other level) posts from the News and Media Division and the outward

redeployment of two posts (1 P-4 and 1 P-2/1) to subprogramme 3, offset by the proposed conversion of four General Service (Other level) general temporary assistance positions to posts at the same grade with a commensurate reduction under general temporary assistance and the inward redeployment of one P-3 post;

(iii) A net decrease of $1,039,200 under subprogramme 3, owing to a net decrease under post costs of $1,576,700 resulting from the proposed abolition of 11 posts (1 P-5, 1 P-2/1 and 9 General Service (Other level)) in library operations and the outward redeployment of one P-3 post to subprogramme 2, partly offset by the proposed establishment of one new P-2/1 post to strengthen the Education Outreach cluster and the inward redeployment of two posts (1 P-4 and 1 P-2/1) from subprogramme 2. The net increase of $537,500 under non-post resources is attributable mainly to increased contractual services, offset in part by reductions in supplies and materials and furniture and equipment;

(iv) A decrease of $400,500 under special conferences relating to the discontinuation of non-recurrent requirements for 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 $484,800 under programme support reflects reduced requirements for non-post resources under contractual services for centrally provided data-processing services and support costs, following a review of the Department requirements, in which adjustments were made to service-level agreement costs through reductions in the number of accounts serviced, which are managed by the Office of Information and Communications Technology, as well as decreased estimates under general operating expenses due to reduced communication expenses and lower requirements for furniture and equipment.

28.11 During the biennium 2012-2013, projected other assessed resources amounting to $1,515,200, representing 0.8 per cent of overall resource requirements will provide resources for substantive activities relating to peacekeeping operations. There is no significant change in resource level from the previous biennium.

28.12 During the biennium 2012-2013, projected extrabudgetary resources amounting to $4,906,100, representing 2.6 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 $658,600 over the biennium 2010-2011, arising from reduced requirements anticipated under the Trust Fund for Economic and Social Information, as the majority of projects under the trust funds will be completed in the biennium 2010-2011.

28.13 Pursuant to General Assembly resolution 58/269, resources identified for the conduct of monitoring and evaluation total $2,792,000 under the regular budget, comprising $1,523,000 equivalent to 170 work-months of staff (98 work-months at the Professional level and 72 work-months at the General Service level) and $1,269,000 for consultants.

28.14 The estimated percentage distribution of the resources of the programme in the biennium 2012-2013 is as shown in table 28.5.

Table 28.5 **Distribution of resources by component**

(Percentage)

Component	*Regular budget*	*Other assessed*	*Extrabudgetary*
A. Executive direction and management	1.9	—	—
B. Programme of work			
1. Strategic communications services	38.5	68.4	46.4
2. News services	34.1	31.6	—
3. Outreach services	21.2	—	53.6
Subtotal B	**93.8**	**100.0**	**100.0**
C. Programme support	4.3	—	—
Total	**100.0**	**100.0**	**100.0**

Table 28.6 **Resource requirements by component**

(Thousands of United States dollars)

(1) *Regular budget*

Component	*2008-2009 expenditure*	*2010-2011 appropriation*	*Resource growth*		*Total before recosting*	*Recosting*	*2012-2013 estimate*
			Amount	*Percentage*			
A. Executive direction and management	3 027.8	3 384.1	64.5	1.9	3 448.6	29.4	3 478.0
B. Programme of work	175 174.2	173 477.1	(5 144.1)	(3.0)	168 333.0	3 551.8	171 884.8
C. Programme support	8 656.8	8 135.4	(484.8)	(6.0)	7 650.6	187.1	7 837.7
Subtotal	**186 858.8**	**184 996.6**	**(5 564.4)**	**(3.0)**	**179 432.2**	**3 768.3**	**183 200.5**

(2) *Other assessed*

Component	*2008-2009 expenditure*	*2010-2011 estimate*	*2012-2013 estimate*
A. Executive direction and management	—	—	—
B. Programme of work	1 411.3	1 538.7	1 515.2
C. Programme support	—	—	—
Subtotal	**1 411.3**	**1 538.7**	**1 515.2**

(3) *Extrabudgetary*

Component	*2008-2009 expenditure*	*2010-2011 estimate*	*2012-2013 estimate*
A. Executive direction and management	—	—	—
B. Programme of work	5 226.1	5 564.7	4 906.1
C. Programme support	—	—	—
Subtotal	**5 226.1**	**5 564.7**	**4 906.1**
Total (1), (2) and (3)	**193 496.2**	**192 100.0**	**189 621.8**

Table 28.7 **Post requirements**

	Established regular budget posts		*Temporary posts*						*Total*	
			Regular budget		*Other assessed*		*Extrabudgetary*			
Category	*2010-2011*	*2012-2013*	*2010-2011*	*2012-2013*	*2010-2011*	*2012-2013*	*2010-2011*	*2012-2013*	*2010-2011*	*2012-2013*
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	164	164	—	—	2	2	1	1	167	167
P-2/1	58	58	—	—	1	1	—	—	59	59
Subtotal	**284**	**283**	**—**	**—**	**3**	**3**	**1**	**1**	**288**	**287**
General Service										
Principal level	9	9	—	—	—	—	—	—	9	9
Other level	226	217	—	—	1	1	9	9	236	227
Subtotal	**235**	**226**	**—**	**—**	**1**	**1**	**9**	**9**	**245**	**236**
Other										
Local level	174	163	—	—	—	—	—	—	174	163
National Officer	45	51	—	—	—	—	—	—	45	51
Subtotal	**219**	**214**	**—**	**—**	**—**	**—**	**—**	**—**	**219**	**214**
Total	**738**	**723**	**—**	**—**	**4**	**4**	**10**	**10**	**752**	**737**

A. Executive direction and management

Resource requirements (before recosting): $3,448,600

28.15 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.

28.16 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. It assists programme managers in complying with the internal annual programme impact review.

28.17 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.

Table 28.8 **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) Programme of work is effectively managed	(a) Timely delivery of outputs and services *Performance measures* 2008-2009: 100 per cent Estimate 2010-2011: 100 per cent Target 2012-2013: 100 per cent
(b) Increased timeliness of submission of documentation	(b) Maintain the percentage of pre-session documents submitted in accordance with the required deadline *Performance measures* 2008-2009: 100 per cent Estimate 2010-2011: 100 per cent Target 2012-2013: 100 per cent
(c) A strengthened culture of communication and coordination in public information within the Secretariat and among United Nations system partners	(c) Increased usefulness of the United Nations Communications Group *Performance measures* 2008-2009: 85 per cent Estimate 2010-2011: 87 per cent Target 2012-2013: 90 per cent

External factors

28.18 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

28.19 During the biennium 2012-2013, the following outputs will be delivered: servicing of intergovernmental and expert bodies (regular budget): 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 (2).

Table 28.9 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
Regular budget				
Post	3 250.2	3 250.2	12	12
Non-post	133.9	198.4	—	—
Total	**3 384.1**	**3 448.6**	**12**	**12**

28.20 The amount of $3,448,600 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)).

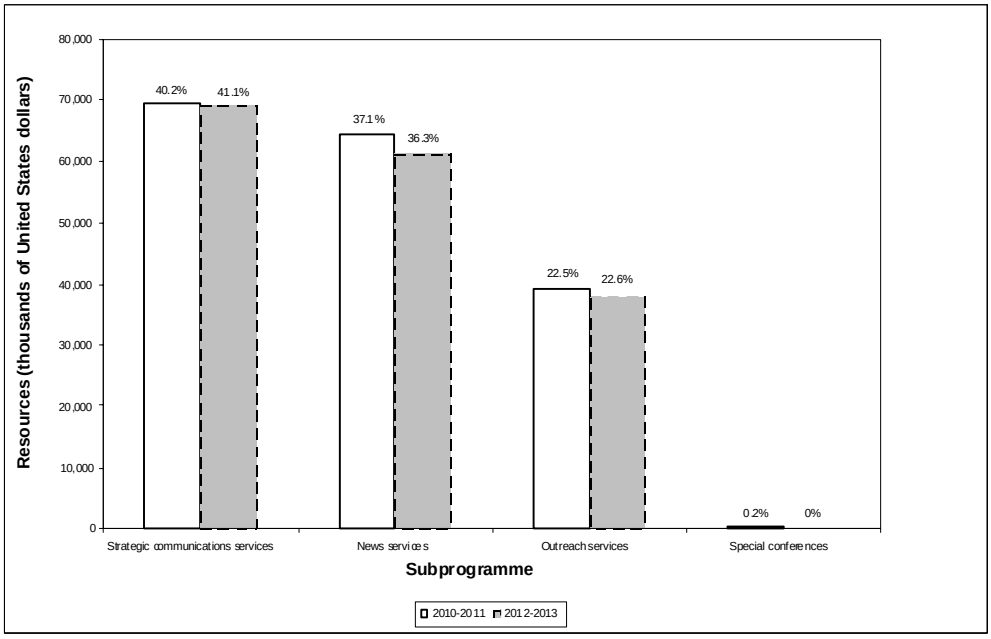
28.21 The increase of $64,500 under non-post resources will cover the costs of Citrix/Mobile Office licenses for 46 critical staff in the Department, in line with the implementation of business continuity management.

B. Programme of work

Table 28.10 **Resource requirements by subprogramme**

Subprogramme	Resources (thousands of United States dollars) 2010-2011	Resources (thousands of United States dollars) 2012-2013 (before recosting)	Posts 2010-2011	Posts 2012-2013
1. Strategic communications services	69 680.4	69 151.1	348	343
2. News services	64 354.6	61 179.5	198	197
3. Outreach services	39 041.6	38 002.4	157	148
Special conferences	400.5	—	—	—
Subtotal	**173 477.1**	**168 333.0**	**703**	**688**
Other assessed	1 538.7	1 515.2	4	4
Extrabudgetary	5 564.7	4 906.1	10	10
Total	**180 580.5**	**174 754.3**	**717**	**702**

Regular budget resource requirements by subprogramme



Subprogramme 1
Strategic communications services

Resource requirements (before recosting): $69,151,100

28.22 Substantive responsibility for the 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 2012-2013.

Table 28.11 **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) Increased percentage of articles on priority themes that contain United Nations messages *Performance measures* 2008-2009: 50 per cent Estimate 2010-2011: 53 per cent Target 2012-2013: 55 per cent
(b) Increased reach of the online components of communications campaigns on priority themes	(b) Increased number of members of the general public reached through new media *Performance measures* 2008-2009: 175,000 people Estimate 2010-2011: 250,000 people Target 2012-2013: 350,000 people
(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 of the United Nations has grown or improved *Performance measures* 2008-2009: 82 per cent Estimate 2010-2011: 84 per cent Target 2012-2013: 86 per cent (ii) Increased number of visitors to the subprogramme's websites *Performance measures* (Average number of monthly visitors) 2008-2009: 0.96 million Estimate 2010-2011: 1.28 million Target 2012-2013: 1.6 million

(iii) Increased number of information materials and United Nations publications available in local languages

Performance measures

(Number of information materials)

2008-2009: 6,500

Estimate 2010-2011: 6,600

Target 2012-2013: 6,800

External factors

28.23 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. In addition, political and other external developments may significantly affect the level of media interest in priority thematic issues of the United Nations. The sample social media platforms currently being used could also become obsolete, which may affect the outreach efforts. Lack of or impeded access to the Internet due to security conditions or the country's infrastructure could affect the outreach efforts of the United Nations information centres and their ability to provide accurate website statistics.

Outputs

28.24 During the biennium 2012-2013, 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) (1);

(ii) Exhibits, guided tours, lectures: lectures, briefings, seminars and video screenings on United Nations issues and themes for Government officials, representatives of the media, NGOs, educational institutions and other audiences, including exhibits at the national level (1);

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

a. Background note on peacekeeping operations and political and peacebuilding missions (1);

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 (5);

c. Manuals, guidelines, reference tools and other materials to assist the work of staff in the network of United Nations information centres and services and United Nations field offices, including online updates of the United Nations Information Centre Manual and the United Nations Information Centres Directory (1);

d. Responses to public and media requests for information on United Nations priority thematic issues (1);

(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 (4);

b. Organization and promotion of press conferences, briefings, round tables and panel discussions at the international, regional and national levels as part of a communications 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 (4);

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 (1);

(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 (5);

b. Educational programmes at the national level, such as Model United Nations conferences, or support in the development of curricula on the United Nations (1);

(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 (3);

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 (1);

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 (1);

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 (2);

(v) 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 NGOs (1);

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 (3);

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 (1);

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 and other assessed):

(i) Advisory services: development of strategic communications 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. 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 (2);

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

c. 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 (3).

Table 28.12 **Resource requirements: subprogramme 1**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	55 089.6	55 261.1	348	343
Non-post	14 590.8	13 890.0	—	—
Subtotal	**69 680.4**	**69 151.1**	**348**	**343**
B. Other assessed	1 060.1	1 036.6	2	2
C. Extrabudgetary	2 336.8	2 277.6	—	—
Total (A), (B) and (C)	**73 077.3**	**72 465.3**	**350**	**345**

28.25 The programme of activities under subprogramme 1, Strategic communications services, is carried out by the Strategic Communications Division 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 28.13 **Resource requirements: Strategic Communications Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	13 405.2	13 405.2	54	54
Non-post	1 570.5	1 177.4	—	—
Subtotal	**14 975.7**	**14 582.6**	**54**	**54**
B. Other assessed	1 060.1	1 036.6	2	2
C. Extrabudgetary	109.6	50.0	—	—
Total (A), (B) and (C)	**16 145.4**	**15 669.2**	**56**	**56**

28.26 The amount of $14,582,600, representing a net decrease of $393,100, provides for 30 posts in the Professional category and 24 posts in the General Service (Other level) category ($13,405,200) and related non-post resources ($1,177,400). The decrease under non-post is attributable to the discontinuation of one-time requirements in the 2010-2011 budget relating to the tenth anniversary of the adoption of the Durban Declaration and Programme of Action. The reduction under non-post also relates to reduced requirements under general operating expenses arising from increased use of low-cost means of communications within field offices and the use of online videoconferencing.

28.27 The components relating to 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).

28.28 The subprogramme is supported by projected other assessed resources and extrabudgetary resources amounting to $1,036,600 and $50,000, respectively, including two posts in the Professional category that will be utilized to support public information activities in peacekeeping

missions. The volume of resources for other assessed resources in comparison to the biennium 2010-2011 remains largely unchanged. The decrease anticipated for extrabudgetary resources relates mainly to the completion of non-recurring projects in the biennium 2010-2011 under the Trust Fund for Economic and Social Information.

Table 28.14 **Resource requirements: information activities on the question of Palestine**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
Regular budget				
Post	—	—	—	—
Non-post	612.4	612.4	—	—
Total	**612.4**	**612.4**	**—**	**—**

28.29 The amount of $612,400 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.

28.30 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 referred herewith is shown in tables 28.15 to 28.18.

Table 28.15 **Resource requirements: United Nations Information Service at Geneva**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
Regular budget				
Post	6 533.0	6 533.0	23	23
Non-post	1 532.3	1 479.5	—	—
Total	**8 065.3**	**8 012.5**	**23**	**23**

28.31 The amount of $8,012,500, reflecting a decrease of $52,800, will provide for (a) the continuation of 23 posts (1 D-1, 2 P-5, 3 P-4, 2 P-3, 3 P-2/1, 1 General Service (Principal level) and 11 General Service (Other level)) ($6,533,000), 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 coordinate public information actions with United Nations organs, specialized agencies and other entities based in Geneva; and (b) non-post requirements ($1,479,500), reflecting a decrease of $52,800 under public information production costs due

largely to decreased use of temporary producers, cameramen, photographers and sound engineers ($27,800) and reduced requirements for furniture and equipment ($25,000).

Table 28.16 **Resource requirements: United Nations Information Service at Vienna**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
Regular budget				
Post	2 429.8	2 429.8	10	10
Non-post	291.1	276.1	—	—
Total	**2 720.9**	**2 705.9**	**10**	**10**

28.32 The requirements of $2,705,900 will provide for the continuation of 10 posts (1 D-1, 1 P-4, 2 P-3, 1 P-2/1, 1 General Service (Principal level) and 4 General Service (Other level)) totalling $2,429,800, and related non-post resources of $276,100 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.

Table 28.17 **Resource requirements: United Nations field offices, information component**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
Regular budget				
Post	1 856.3	1 756.1	11	10
Non-post	677.5	673.2	—	—
Total	**2 533.8**	**2 429.3**	**11**	**10**

28.33 The amount of $2,429,300 reflecting a reduction of $104,500, provides for 10 posts (2 P-5, 1 P-4, 2 Local level posts and 5 National Officers) ($1,756,100) and related non-post resources ($673,200) 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 $100,200 in post resources represents the outward redeployment of one P-5 post to United Nations information centres within the same subprogramme (see table 28.18) to strengthen the staffing structure of the United Nations Information Centre in Nairobi, which provides a central access point for information in Kenya and Eastern Africa. The decrease is partly offset by the proposed reclassification of five Local level Information Assistant posts to National Information Officer level in Belarus, Eritrea, Georgia, Ukraine and Uzbekistan commensurate with the professional nature of the functions performed. The proposal is in line with the recommendations of the Advisory Committee on Administrative and Budgetary Questions, wherein the Committee noted the need to promote the widest possible use of national staff at both the Professional and General Service levels, and encouraged a sustained effort to attract and employ that category of personnel wherever practical and feasible (A/60/7, paras. 70 and 71). The reduction in non-post requirements relates to other staff costs ($9,700), offset in part by increased general operating expenses ($5,400).

Table 28.18 **Resource requirements: United Nations information centres**

Category	Resources (thousands of United States dollars) 2010-2011	Resources (thousands of United States dollars) 2012-2013 (before recosting)	Posts 2010-2011	Posts 2012-2013
A. Regular budget				
Post	30 865.3	31 137.0	250	246
Non-post	9 907.0	9 671.4	—	—
Subtotal	**40 772.3**	**40 808.4**	**250**	**246**
B. Other assessed	—	—	—	—
C. Extrabudgetary	2 227.2	2 227.6	—	—
Total (A), (B) and (C)	**42 999.5**	**43 036.0**	**250**	**246**

28.34 The amount of $40,808,400 would provide for 246 posts reflected in the above table (8 D-1, 13 P-5, 10 P-4, 8 P-3, 161 Local level and 46 National Officer) amounting to $31,137,000 and related non-post resources ($9,671,400). The increase of $271,700 in post resources represents the proposed reclassification of one Local level Information Assistant post to the National Information Officer level; the inward redeployment of one P-5 post from the United Nations field offices, information component (see table 28.17) to strengthen the staffing structure of the United Nations Information Centre in Nairobi, which provides a central access point for information in Kenya and Eastern Africa; and the delayed impact relating to six new posts (1 P-5, 4 General Service (Local level) and 1 General Service (National Officer)) established in the context of the setting up of a United Nations information centre in Luanda in accordance with General Assembly resolution 64/243, offset partially by the proposed abolition of five General Service (Local level) posts in Bucharest, Lomé, Lima and Port of Spain. 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 net decrease of $235,600 under non-post requirements is attributable largely to reductions in contractual services and expenditures relating to communications.

28.35 The subprogramme is supported by projected extrabudgetary resources amounting to $2,227,600 contributed by certain host countries that will be utilized in support of public information activities in the information centres in those countries. The volume of resources in comparison to the biennium 2010-2011 remains largely unchanged.

Subprogramme 2
News services

Resource requirements (before recosting): $61,179,500

28.36 Substantive responsibility for the 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 2012-2013.

Table 28.19 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To strengthen support for the United Nations through information products and news services

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, broadcasters and rebroadcasters, by language and by region *Performance measures* (Broadcast stations) 2008-2009: 412 Estimate 2010-2011: 430 Target 2012-2013: 470 (ii) Increased number of visitors to the United Nations website, including the News Centre, by official language *Performance measures* (Average monthly visitors) 2008-2009: not available Estimate 2010-2011: 2.4 million Target 2012-2013: 2.7 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) 2008-2009: 1.1 million Estimate 2010-2011: 1.3 million Target 2012-2013: 1.7 million *Performance measures* (Internet downloads of television programmes) 2008-2009: 6,006 Estimate 2010-2011: 7,268 Target 2012-2013: 25,200

	Performance measures (Downloads of high-resolution photographs) 2008-2009: 443,030 Estimate 2010-2011: 445,000 Target 2012-2013: 500,000
(b) Timely access by 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) 2008-2009: 90 per cent Estimate 2010-2011: 90 per cent Target 2012-2013: 90 per cent

External factors

28.37 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

28.38 During the biennium 2012-2013, the following final outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) 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);

(ii) 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 (1);

c. Production 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 President of the General Assembly;

d. 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;

e. 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;

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

g. Production of press reviews of major developments in the news, on a regular basis and as requested by senior United Nations officials;

h. 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;

i. Provision of coverage and production of press releases on 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, and coverage of United Nations conferences and special events;

j. 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;

(iii) Audio-visual resources:

a. 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;

b. Development of distribution partnerships with a wide scope of media outlets — traditional and new media — to disseminate the United Nations messages;

c. Development, maintenance and coordination of the United Nations website and the development of new websites for all 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;

d. Live and on-demand webcast coverage of United Nations meetings (such as the General Assembly, the Security Council and the Economic and Social Council) conferences, briefings and other events;

e. Maintenance of the media asset management system, the networked interactive content access system and the tape management system and provision of information technology support for the unmultimedia.org website, application design and development, maintenance and troubleshooting multimedia applications; maintenance, preservation and conservation of United Nations audio and visual archival materials, and provision of photo, audio and visual library

services; operation, management and maintenance of television and radio studios and facilities;

f. Photo coverage in the field of the Secretary-General's activities and the work of the Organization, including international conferences, for distribution to news organizations, Member State delegations and posting on various United Nations web pages; and photo coverage of General Assembly and Security Council meetings, summits, high-level conferences, conferences, media events, special events, portraits, group photos, and activities of the Secretary-General, President of the General Assembly and Deputy Secretary-General;

g. Production and dissemination of multimedia content daily in six official languages, plus Portuguese and Kiswahili. This includes radio news, features and programmes (daily and monthly); production and dissemination of weekly, biweekly and monthly radio programmes in four non-official languages (Bangala, Bahasa Indonesia, Hindi and Urdu);

h. Production and package of video materials, features and programmes related to the work of the Organization, including "United Nations in Action", "21st Century", "Year in Review", and ad hoc co-productions with United Nations system agencies and other organizations (8); 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 (1);

i. United Nations Television Channel broadcast live coverage from Headquarters as well as recorded narrative programmes produced by United Nations Television and Video, United Nations system agencies and funds to a worldwide audience (1);

j. UNiFEED — Production and transmission of 10 minutes of television news packages six days a week via APTN satellite feed to television stations worldwide, including video from United Nations Television and Video, as well as other content providers in the United Nations system (regular budget and other assessed) and news packages are also available for broadcast-quality downloads (1).

Table 28.20 **Resource requirements: subprogramme 2**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	47 080.6	46 597.8	198	197
Non-post	17 274.0	14 581.7	—	—
Subtotal	**64 354.6**	**61 179.5**	**198**	**197**
B. Other assessed	478.6	478.6	2	2
C. Extrabudgetary	85.8	—	—	—
Total (A), (B) and (C)	**64 919.0**	**61 658.1**	**200**	**199**

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

Table 28.21 **Resource requirements: Office of the Spokesperson for the Secretary-General**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	3 135.6	3 190.2	12	12
Non-post	302.3	277.1	—	—
Total	**3 437.9**	**3 467.3**	**12**	**12**

28.40 The amount of $3,467,300, reflecting a net growth of $29,400, provides for the continuation of 12 posts (1 D-2, 1 D-1, 2 P-4, 2 P-3, 2 General Service (Principal level) and 4 General Service (Other level)) totalling $3,190,200, 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. The net increase of $54,600 under post resources represents the inward redeployment of one P-3 post from subprogramme 3, Outreach services, offset partially by the outward redeployment of one P-2/1 post to subprogramme 3, Outreach services, reflecting the different job function requirements in the two subprogrammes. Non-post requirements amounting to $277,100 would cover travel of staff to accompany the Secretary-General on missions; contractual services to cover subscriptions to online news agency services; and other general operating requirements.

Table 28.22 **Resource requirements: News and Media Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	43 945.0	43 407.6	186	185
Non-post	16 971.7	14 304.6	—	—
Subtotal	**60 916.7**	**57 712.2**	**186**	**185**
B. Other assessed	478.6	478.6	2	2
C. Extrabudgetary	85.8	—	—	—
Total (A), (B) and (C)	**61 481.1**	**58 190.8**	**188**	**187**

28.41 The amount of $57,712,200, representing a net reduction of $3,204,500, will provide for 185 posts (1 D-2, 3 D-1, 6 P-5, 30 P-4, 39 P-3, 24 P-2/1, 4 General Service (Principal level) and 78 General Service (Other level)) amounting to $43,407,600, and non-post resources ($14,304,600) broadly related to other staff costs, contractual services, and other general operating requirements. The net decrease under posts of $537,400 reflects the outward redeployment of one P-4 Information Officer post to subprogramme 3, Outreach services, to strengthen the NGO Relations cluster and the abolition of four General Service (Other level) in the news-producing operations arising from a realignment of resources to increase productivity. The decrease is offset in part by the conversion to posts of four general temporary assistance positions at the General Service (Other level) in the website language units reflecting the Department's commitment to ensuring parity among the six official languages and as these are continuing functions.

28.42 The net decrease of $2,667,100 under non-post resources relates primarily to reduced requirements under (a) contractual services for engineering costs attributable to the implementation of the media asset management system; and (b) other staff costs relating to general temporary assistance required to provide press coverage, accreditation, documents distribution during regular and special sessions of the General Assembly and Security Council meetings; offset in part by increased requirements under (c) general operating expenses relating to the repair and maintenance of, inter alia, video, radio, audio-visual equipment and systems; and (d) furniture and equipment for upgrading of equipment in the television and radio section.

28.43 The subprogramme is supported by projected other assessed resources amounting to $478,600 that will be utilized in support of peacekeeping operations. The volume of resources in comparison to the biennium 2010-2011 remains largely unchanged.

28.44 The projected decrease in extrabudgetary resources relates to reduced requirements under the Trust Fund for Jointly Financed Information Projects as voluntary contributions for that trust fund are expected to cease for the biennium 2012-2013.

Subprogramme 3
Outreach services

Resource requirements (before recosting): $38,002,400

28.45 Substantive responsibility for the subprogramme is vested within the Outreach Division, which includes the following clusters — Knowledge Solutions and Design; Advocacy and Special Events; Education Outreach; Publications and Editorial; NGO Relations; Sales and Marketing; Visitors' Services; and under the Dag Hammarskjöld Library, Information Processing and Acquisitions and Library Users' Services. The Division also includes the secretariat of the Exhibits Committee and the Publications Board. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 3, Outreach services, of programme 23, Public information, of the strategic framework for the period 2012-2013 (A/65/6/Rev.1).

Table 28.23 **Objectives for the biennium, expected accomplishments, 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) Expanded relationships with partners	(a) (i) Increased partnerships with entities within and outside the United Nations system *Performance measures* (Partnerships) 2008-2009: 2,158 Estimate 2010-2011: 2,258 Target 2012-2013: 2,741

		(ii) Increased number of non-governmental organization partners from developing countries and countries in transition *Performance measures* (NGO partners from developing countries and countries in transition associated with the Department) 2008-2009: not available Estimate 2010-2011: 548 Target 2012-2013: 578
(b) Increased reach of United Nations information through various media and services	(b)	(i) Increased number of visitors to the subprogramme's websites *Performance measures* (Annual visitors to the subprogramme's websites) 2008-2009: 2,560,000 Estimate 2010-2011: 2,960,000 Target 2012-2013: 3,280,000 *Performance measures* (Annual visitors to iSeek, the United Nations Intranet) 2008-2009: 417,857 Estimate 2010-2011: 540,000 Target 2012-2013: 670,000 (ii) Increased number of individual end-user downloads of publications and other outreach products *Performance measures* (Downloads and purchases of publications via the United Nations Publications website and partner sites and mobile applications) 2008-2009: 920,000 Estimate 2010-2011: 980,000 Target 2012-2013: 1,201,000

External factors

28.46 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

28.47 During the biennium 2012-2013, the following final outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) Recurrent publications:

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

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

c. Reprinting of the Charter of the United Nations and of the Statute of the International Court of Justice (1);

d. *Basic Facts* (1);

e. *Yearbook of the United Nations* (2) (regular budget and extrabudgetary);

(ii) Exhibits, guided tours, lectures:

a. Briefing programmes organized on a broad range of United Nations topics for interested groups, either in-house, outside speaking engagements or videoconferences (4);

b. Conduct guided tours for the general public and special tours by arrangement (2);

c. Develop, install and maintain tour route at Headquarters (2);

d. 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 (2);

e. Select, design, organize and install exhibits at Headquarters (2);

f. Seminars, conferences and round tables, organized in partnership with United Nations departments, agencies and programmes and academia (2);

(iii) 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 (1);

b. 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 activities (3);

(iv) Press releases, press conferences: press conferences and press releases to announce new ad hoc outreach partnerships and special events; exhibit openings; conferences and seminars (4);

(v) Special events:

a. Communications workshops for NGOs and orientations programme for newly associated NGOs (2);

b. Facilitate the participation of prominent personalities and other celebrities as advocates to promote United Nations programmes and increase outreach (2); UN4U — Annual outreach activity that commemorates United Nations Day with visits by United Nations speakers to New York City high school students (2);

c. A series of activities to commemorate the International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade (2);

d. Organization and implementation of the Department of Public Information/NGO Conference, including the final Conference report, booklet on the NGO workshops and DVD of the Conference (2);

e. 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 (2); United Nations Day Concert (2);

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

g. Conclude arrangements under the Creative Community Outreach Initiative resulting in the United Nations or a United Nations issue being featured in a film, television or theatre product (2);

h. Special student events such as the global videoconferences for United Nations observances (2); Annual Global Model United Nations conference, which includes training workshops for Global Model United Nations officials, training materials and live video chats for all participants (2);

(vi) Technical material:

a. Compilation of bibliography portion of the *Juridical Yearbook* (1);

b. Coordination and administration of services to the secretariat of the United Nations System Electronic Information Acquisition Consortium, as well as information acquisition and management services for external online information resources;

c. Coordination of a 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 deleGATE (1);

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

i. 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);

j. Maintenance of the Dag Hammarskjöld Library computer hardware, software and databases (1);

k. NGO Directory: maintenance and updating of the database of NGOs associated with the Department;

l. Networking with United Nations system libraries through inter-agency meetings on knowledge-sharing and information management (1);

m. Online database of public speakers on United Nations issues (1);

n. Online discussion forums, videoconferences, video chats for educators and students (1);

o. Personal information consultation and coaching for delegates, staff of the permanent missions and United Nations staff as part of the personal knowledge management programme (1);

p. Preparation of the United Nations Bibliographic Information System (UNBISnet) Thesaurus, for the retrieval of United Nations parliamentary documents in the six official languages (1);

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

r. Selection and acquisitions of information sources in print and electronic formats through purchase, and gift and exchange arrangements with institutional partners (1);

s. The United Nations Digital Repository for collection, management and preservation of United Nations publications and documents (1);

t. *UN Chronicle* online, online editions of the magazine (1);

u. United Nations documents and publications in print format collected, managed and preserved (1);

(b) Technical cooperation (regular budget):

(i) Advisory services: provision of advisory services to departments on information issues at Headquarters, as well as small United Nations libraries and reference centres in the field (2);

(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 (2);

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

Table 28.24 **Resource requirements: subprogramme 3**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	34 586.8	33 010.1	157	148
Non-post	4 454.8	4 992.3	—	—
Subtotal	**39 041.6**	**38 002.4**	**157**	**148**
B. Other assessed	—	—	—	—
C. Extrabudgetary	3 142.1	2 628.5	10	10
Total (A), (B) and (C)	**42 183.7**	**40 630.9**	**167**	**158**

28.48 The amount of $38,002,400, reflecting a net decrease of $1,039,200, provides for combined activities associated with the continuation of subprogramme 3, Outreach services, which includes library services and outreach services including, inter alia, the Holocaust remembrance and the Victims of Slavery and the Transatlantic Slave Trade remembrance. The requirements provide for 148 posts (1 D-2, 2 D-1, 6 P-5, 18 P-4, 24 P-3, 22 P-2/1 and 75 General Service (Other level)) totalling $33,010,100, and related non-post resources amounting to $4,992,300.

28.49 The net decrease of $1,576,700 under post resources is attributable mainly to (a) abolition of one P-5 (Chief of Section), one P-2 (Librarian) and nine General Service (Other level) Library Assistant posts resulting from improvements in technology and modified processes in the Dag Hammarskjöld Library and (b) the outward redeployment of one P-3 Information Officer to the Office of the Spokesperson of subprogramme 2 (see para. 28.41 above); partially offset by (c) the establishment of one new P-2/1 post to strengthen education outreach and partnerships with academic and student communities; (d) the inward redeployment of one P-4 Information Officer from subprogramme 2 to strengthen the NGO Relations cluster (see para. 28.41 above); and (f) the inward redeployment of a P-2/1 Administrative Officer from the Office of the Spokesperson (see para. 28.40 above) to augment administrative support and oversight in the Outreach Division.

28.50 The net increase of $537,500 under non-post requirements broadly reflects increased contractual services requirements for other specialized services relating to the modernization of the Dag Hammarskjöld Library as well as provisions for the Holocaust remembrance event and the Victims of Slavery and the Transatlantic Slave Trade remembrance event, including, with regard to the latter, the delayed impact under other staff costs and contractual services resulting from its establishment in 2011 (see General Assembly resolution 65/239). The increased requirement is offset in part by reduced requirements for furniture and equipment as well as supplies and materials in the subprogramme.

28.51 Projected extrabudgetary resources totalling $2,628,500, 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 biennium 2010-2011 is anticipated under the Trust Fund for Economic and Social Information due to the completion of non-recurring projects being undertaken in the biennium 2010-2011.

Special conferences

28.52 The non-recurrent provision of $400,500 in the biennium 2010-2011 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 and the Fourth United Nations Conference on the Least Developed Countries.

C. Programme support

Resource requirements (before recosting): $7,650,600

28.53 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 assessed contributions and extrabudgetary resources, provides relevant support services for the efficient utilization of human resources and plans, 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 28.25 **Resource requirements: programme support**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
A. Regular budget				
Post	4 738.3	4 738.3	23	23
Non-post	3 397.1	2 912.3	—	—
Total	**8 135.4**	**7 650.6**	**23**	**23**

28.54 The amount of $7,650,600, representing a net decrease of $484,800, will provide for the continuation of 23 posts (1 D-1, 1 P-5, 4 P-4/3, 1 P-2/1, 1 General Service (Principal level) and 15 General Service (Other level)) amounting to $4,738,300, and related non-post requirements ($2,912,300). The net decrease of $484,800 under non-post resources is attributable largely to reduced requirements for centrally provided data-processing infrastructure services and support costs provided by the Office of Information and Communications Technology, following a review of the Department's requirements, and adjustments to the level of service agreements to be used, including rationalizing the number of temporary accounts serviced.

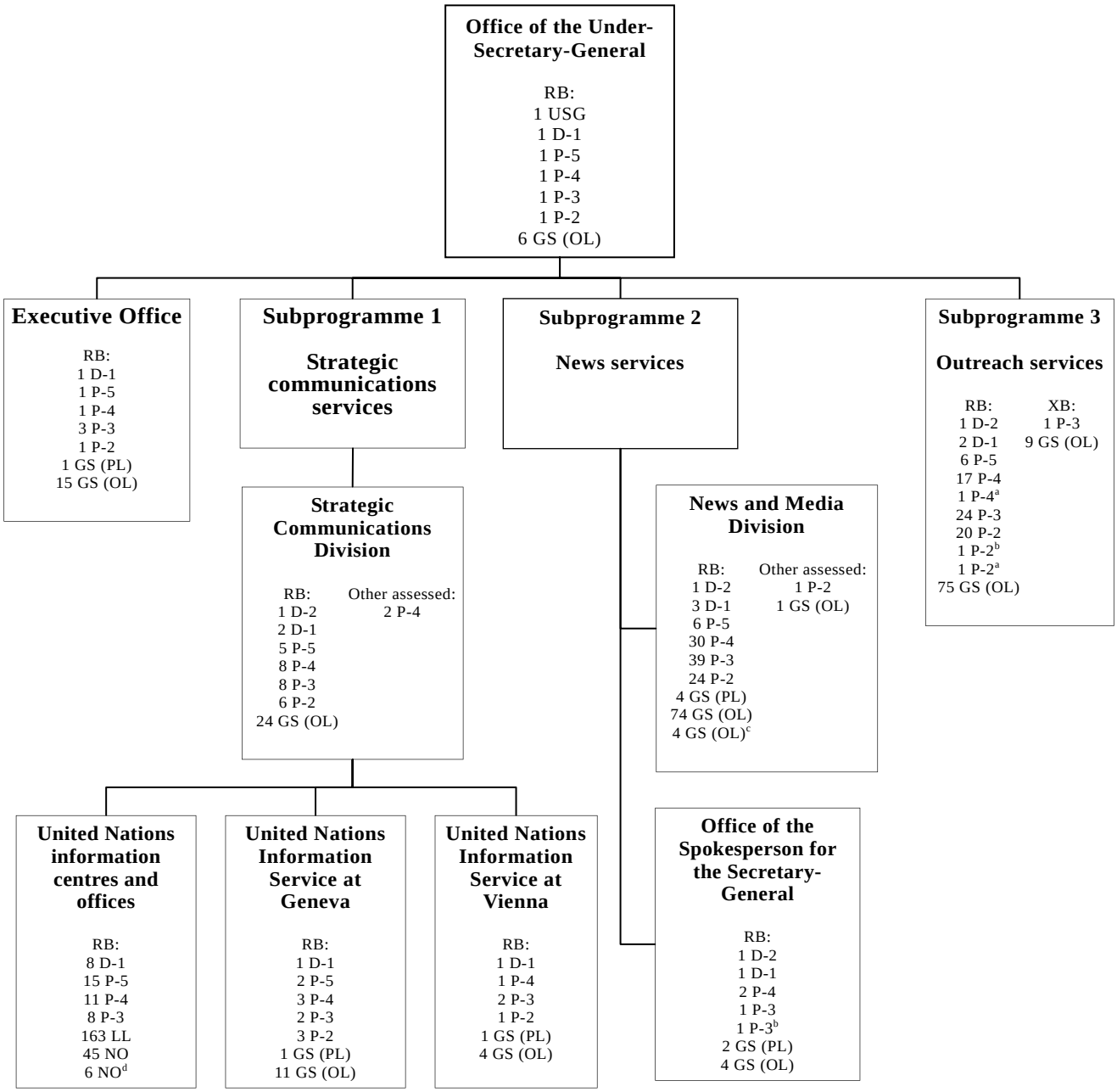
Table 28.26 **Summary of follow-up action taken to implement the relevant recommendations of oversight bodies**

Brief description of the recommendation	*Action taken to implement the recommendation*
Advisory Committee on Administrative and Budgetary Questions (A/64/7)	
VII.10 Given the significant level of resources devoted to monitoring and evaluation in the Department of Public Information, the Committee expects that future budget submissions will contain a more detailed account of relevant activities, including an assessment of lessons learned. The Committee is also of the view that, in the context of its monitoring and evaluation work, the Department should focus on assessing the impact of its activities so that it can better tailor its programme of work to its target audience.	As part of its strategic approach, the Department has stressed the need to focus on high impact activities. This requires learning what has the best results through ongoing efforts to evaluate programme outcomes, including through an annual programme impact review. Collecting regular end-user feedback allows the Department to make programmes more effective and more targeted to the needs of it audiences.
VII.14 The Advisory Committee is concerned that the Secretary-General's proposals do not refer to the measures taken to respond to the request of the General Assembly contained in paragraph 119 of its resolution 62/236. Accordingly, the Committee recommends that the Assembly request the Secretary-General to conduct a review of the current arrangements for preparing press releases, including an assessment of the quality of the releases, bearing in mind the need to reach the widest possible audience as well as to ensure the most appropriate means of dissemination. The outcome of that review, and in particular any relevant recommendations, should be reflected in the proposed programme budget for the biennium 2012-2013.	As part of its ongoing efforts to improve the quality of meetings coverage while streamlining the production process and widening dissemination, the Department has included in the 2012-2013 budget a project aimed at enhancing the presence of United Nations press releases on the Internet and expanding their audiences. Based on a review of the current arrangements for preparing and disseminating press releases, the project envisages the development of a new database-driven platform that will ensure greater prominence of press releases on the United Nations website and their visibility for external search engines and will incorporate a range of user-friendly features and functionalities, including enhanced search functions by topic, United Nations body, speaker, and so forth. The revamped system will result in new content management with connections to other Department products such as audio, video and photos as well as official documents. It will also have a built-in capacity to securely post press releases from outside the network, including at overseas conferences — something which is not possible today.

Brief description of the recommendation	*Action taken to implement the recommendation*
Board of Auditors A/65/5 (Vol. I)	
The Administration agreed with the Board's recommendation that it re-examine and, where necessary, redistribute the missions and activities of the Publications Board (para. 251).	A working group of the Publications Board will need to be established to suggest revisions of the Secretary-General's bulletin (ST/SGB/2005/15) that sets out the role and procedures of the Publications Board. Moreover, recognizing that the overall publishing process needs to be streamlined and made more rational, the Department of Public Information and the Department for General Assembly and Conference Management established in 2010 a Working Group on Publishing tasked with making recommendations to the heads of the two departments. Many of the Working Group's recommendations are also likely to feed into the process of revising the Secretary-General's bulletin on the Publications Board.
The Administration agreed with the Board's recommendation to ensure that the Department of Public Information does not create regional coordination platforms until a detailed study has been made of their operational and geographical competencies (para. 282).	The Department of Public Information agrees with the recommendation and is currently not contemplating the establishment of new regional coordination platforms. However, the United Nations Information Centre that will be established in Luanda, Angola, in accordance with the relevant General Assembly resolutions, is expected to play a role in coordinating the translation, printing and dissemination of information material to other Lusophone countries. In that regard, it will work closely with the United Nations Information Centre in Rio de Janeiro, Brazil, and the Portuguese Desk in the United Nations Regional Information Centre in Brussels.
Office of Internal Oversight Services (E/AC.51/2009/5)	
59. The Department of Public Information should request its existing Secretariat Task Force on Knowledge Sharing, under the leadership of the Dag Hammarskjöld Library, to address the issue of learning lessons when developing a United Nations Secretariat-wide knowledge management strategy (as recommended in E/AC.51/2006/2, para. 72, endorsed by the General Assembly in its resolution 61/235, para. 14) (para. 59).	As noted in paragraph 8 of the report of the Secretary-General (A/64/477), the functions of the Secretariat Task Force on Knowledge Sharing were transferred to a new Working Group on Knowledge Management: "A Working Group on Knowledge Management was set up in the second quarter of 2008 to take on the work previously undertaken by the Secretariat Task Force on Knowledge Sharing. The Working Group is chaired by the Knowledge Management Service, created

Brief description of the recommendation	*Action taken to implement the recommendation*
	within the Office of Information and Communications Technology to implement the knowledge management programme and to plan and coordinate existing and new efforts to capture and share the Secretariat's most important asset: its knowledge base." Addressing the issue of learning lessons when developing the knowledge management strategy has therefore become the responsibility of the Knowledge Management Service in the Office of Information and Communications Technology.

Department of Public Information
Organizational structure and post distribution for the biennium 2012-2013



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.

[b] New post.

[c] Conversion to posts from general temporary assistance (4 General Service (Other level)).

[d] Reclassification (6 Local level to National Officer).

Annex

Outputs produced in 2010-2011 not to be carried out in the biennium 2012-2013

A/64/6, paragraph	*Output*	*Quantity*	*Reason for discontinuation*
Subprogramme 2 News services			
27.35 (a) (i) a	Production and issuance of *Image and Reality* online	1	Output discontinued to avoid duplications with similar products already available online such as *Basic Facts* [www.un.org/aboutun/basicfacts]
27.35 (a) (i) b	Production and issuance in hard copy and/or the Internet of the reference paper on United Nations conferences and observances	2	Output discontinued to avoid duplications with similar products already available online. United Nations conferences and observances are also listed at http://www.un.org/events/; and international days, conferences and events can also be found in http://www.un.org/observances/
	Subtotal	**3**	
Subprogramme 3 Outreach services			
27.43 (a) (iv) b	Electronic calendar of NGO briefings	1	Output discontinued as it is carried out under NGO briefings
27.43 (a) (vii) aa	*UN Chronicle* e-alerts	2	Output discontinued as it is carried out via the *UN Chronicle* website
27.43 (a) (vii) aa	*UN Chronicle* feature service (online)	1	Output discontinued as it is carried out via the *UN Chronicle* website
27.43 (a) (i) a	*Index to Proceedings of the Economic and Social Council*	2	Output discontinued to avoid duplications with similar products already available online listed at http://unbisnet.un.org/
27.43 (a) (i) b	*Index to Proceedings of the General Assembly*	2	Output discontinued to avoid duplications with similar products already available online listed at http://unbisnet.un.org/
27.43 (a) (i) c	Index to Proceedings of the Security Council	2	Output discontinued to avoid duplications with similar products already available online listed at http://unbisnet.un.org/
	Subtotal	**10**	
	Total	**13**	