Secretariat

IC/Geneva/2002/59
26 November 2002

INFORMATION CIRCULAR N°. 59

Subject: Information Technology Training

1. The purpose of this information circular is to explain the types of information technology training available to United Nations Secretariat staff in Geneva, as well as to explain the procedures to follow in order to participate in this training.

2. In the Secretary-General's report, "Information Technology in the Secretariat: a plan of action" (A/55/780), he has stressed the importance of ensuring that all staff and managers have the capacity to take advantage of the Organization's investment in information technology in order to achieve overall programme objectives of the Secretariat. Technological awareness has also been identified as an organizational core competency for all staff. Accordingly, all staff are encouraged to take advantage of the training opportunities provided in order to acquire skills needed to carry out their jobs more effectively.

3. The Staff Development and Learning Section of UNOG offers instructor-led courses on most organizationally supported software (Word, Access, Excel, PowerPoint, Lotus Notes). Most instructor-led courses are from one half-day to two days in duration. To complement the regular courses and address more specific needs, a series of two-hour "how-to" sessions are also available on focused topics such as working with tables and pictures in Microsoft Word or formatting data in Excel.

4. Increasing emphasis is also being given to online training courses which are available in a wide variety of topics for those who prefer to study from their desktops at their own pace and according to their own timetable. Staff who wish to participate in online training receive a briefing in advance, have access to support and follow-up for individual questions and receive a certificate after successfully completing a course.

5. The Staff Development and Learning Section is also available to work with individual offices or work units to tailor regular training to specific needs or to provide training on specific aspects of software, such as document sharing with Microsoft or group calendaring using Lotus Notes.

6. Highly specialized training needs not covered by the standard end-user courses can be met through the decentralized programme for the Upgrading of Substantive and Technical Skills. As explained in ST/AI/1997/4, funds for such specialized training are allocated on the basis of annual training plans submitted to Headquarters at the end of each year.

7. As the needs and requests for both general and specialized training are consistently greater than the funds allocated, it is important to make maximum use of available resources. Application and enrolment procedures have therefore recently been revised with a view to ensuring that:

- Priority is given to the most urgent needs;
- Skill level is assessed in order to group participants by ability level, whenever possible;
- Participants' supervisors confirm the need for training and approve the participation of their staff in a training course.

8. Applications are reviewed and courses schedules established every two months based on level of demand and indications of priority. Applicants for intermediate or advanced courses may be asked to take a placement test before being admitted. Staff will be notified of their acceptance into a course and asked to confirm by a certain date. Those who fail to confirm will forfeit their place in the course. A bimonthly will be posted on the SDLS Website and bulletin boards outside the cafeteria in the Palais.

9. To register for a course, please complete the attached application form. Please note that there is a special registration form for ACCESS courses. For more information, please contact:

Instructor-led courses: Christiane Smith-Duplan, csmith-duplan@unog.ch

Online courses: Gary Lebowitz, glebowitz@unog.ch

10. Course descriptions and a course calendar are available on the Staff Development Website on the intranet at 157.150.73.60.

(Signed) Bertrand **Juppin de Fondaumière**
Director, Division of Administration

APPLICATION FOR UNOG COMPUTER TRAINING

Send this application form duly filled in, *signed and approved by your supervisor*, to Christiane Smith-Duplan, Staff Development and Learning Section, Pavillon Bocage 2, Room 114, or by email to csmith-duplan@unog.ch

Part I - to be completed by the applicant: (please complete a separate form for each course requested - if you are requesting a course on Access please complete the special form for training on Access)

A. PERSONAL INFORMATION

Mr. ☐   Ms. ☐   Last name:_____ First name: _____

Organization: _____ Division: _____ Service: _____

Office Number: _____ Office Tel:_____ Fax Number:_____

E-Mail: Yes ☐   No ☐   E-mail address:_____

Grade and level (D, P, L, G, Other, please specify): _____ UN index number (see pay slip): _____

Signature:_____ Date: _____

B. REQUEST

Course requested: _____ Level requested: _____

(Please refer to the Training Bulletin Board or to our Web site at http://157.150.73.14 to determine which type and level of course you wish to attend)

Language requested (please check):   English ☐   French ☐   No Preference ☐

What software do you have: Office 97 ☐   Office 2000 ☐   Office XP ☐

Please indicate your level of experience with the requested software:

Little/No experience ☐   Can use the basics ☐   Familiar with most items in menu bar ☐   Advanced user ☐

Do you have experience with other versions (e.g. Word 6 vs. Word 97, Excel 6 vs. Excel 97) or brands (e.g., WordPerfect vs. Word, Paradox vs. Access) of the software training requested? Please specify version and brand: _____

Little/No experience ☐   Can use the basics ☐   Familiar with most items in menu bar ☐   Advanced user ☐

If you are requesting placement in an intermediate/advanced course, you may be requested to complete a skill assessment survey form

Are you able to use the computer keyboard?   Yes ☐   No ☐

Are you able to use a mouse for opening, closing and navigating in Windows 98 screens?   Yes ☐   No ☐

Are you able to find, save, copy and move files in Windows 98?   Yes ☐   No ☐

The above-mentioned skills are essential for any of the computer courses offered. If you have checked "No" for one or more of the questions, contact C. Smith-Duplan for information on how to obtain these prerequisites.

Part II - to be completed by applicant's immediate supervisor:
Please provide the following information about the applicant's use of the Personal Computer:

Briefly describe how the software skills are to be applied in the staff member's job:

_____

_____

Please indicate the priority assigned to this request in relation to other requests from your office:

        High ☐ (please explain)   Normal ☐   Low ☐

_____

_____

Name/title: _____ Phone: _____

Signature: _____ Date: _____

APPLICATION FOR UNOG COMPUTER TRAINING ON ACCESS

Send this application form duly filled in, *signed and approved by your supervisor*, to Christiane Smith-Duplan, Staff Development and Learning Section, Pavillon Bocage 2, Room 114, or by email to csmith-duplan@unog.ch

Part I - to be completed by the applicant:

A. PERSONAL INFORMATION

Mr. ☐ Ms. ☐ Last name:_____ First name: _____

Organization: _____ Division: _____ Service: _____

Office Number: _____ Office Tel: _____ Fax Number: _____

E-Mail: Yes ☐ No ☐ E-mail address: _____

Grade and level (D, P, L, G, Other, please specify): _____ UN index number (see pay slip): _____

Signature: _____ Date: _____

B. REQUEST

Course requested: **ACCESS** Level requested: _____

(Please refer to the Training Bulletin Board or to our Web site at http://157.150.73.14 to determine which level of course you wish to attend)

Language requested (please check): English ☐ French ☐ No preference ☐

Do you have the Access programme available on your PC? No ☐ Yes ☐ If so, which version? _____

Please indicate your level of experience with Access:

Little/No experience ☐ Can use the basics ☐ Familiar with most items in menu bar ☐ Advanced user ☐

Do you have experience with other versions or brands (e.g., Paradox vs. Access)? Please specify version and brand: _____

Little/No experience ☐ Can use the basics ☐ Familiar with most items in menu bar ☐ Advanced user ☐

If you are requesting placement in an intermediate course, you may be requested to complete a skill assessment survey form

Are you going to use an already-existing database? Yes ☐ No ☐
OR
Are you planning to create an Access database? Yes ☐ No ☐

Please explain what kind of database you will have to create and/or work with:

_____
_____
_____
_____

Part II - to be completed by applicant's immediate supervisor:

Please provide the following information about the applicant's use of the Personal Computer:

Briefly describe how Access would be applied in the staff member's job:

_____
_____

Please indicate the priority assigned to this request in relation to other requests from your office:

High ☐ (please explain) Normal ☐ Low ☐

_____
_____

Name/title: _____ Phone: _____

Signature: _____ Date: _____