# UN21 AWARDS
## Honouring outstanding staff initiatives

The UN 21 Awards were established in 1996 as part of the reform effort by the Secretary-General to provide recognition to staff members for innovation, efficiency and excellence in the delivery of the organization's programmes and services. The awards were designed to motivate staff members to participate in the Secretary-General's reform of the Organization, and to help change the culture into a results-oriented one.

## SELECTION CRITERIA

- Outstanding impact, improvement or innovative change;
- Increase in quality, efficiency or effectiveness of the Organization's programmes or services, and/or significant effect on external stakeholders; and
- Achievement of concrete results.

## AWARD AREAS

This year, **over 60 project nominations, consisting of more than 450 staff members**, were received from the Organization worldwide in the following AWARD AREAS:

- **SUBSTANTIVE PROGRAMMES**: *initiatives with concrete results in consensus-building, policy development and international action in areas such as conflict prevention, women, environment and sustainable development, HIV/AIDS, peace-keeping, financing for development, or progress related to the Millennium Development Goals*
- **FIELD-BASED PROJECTS**: *field projects with demonstrable positive impact on external stakeholders*
- **PROCESS REENGINEERING**: *redesign processes (workflow, fewer steps, eliminate duplication); automation using IT applications as an enabler; saving time; improving client satisfaction*
- **IMPROVEMENT IN WORKING ENVIRONMENT/ MORALE**: *development of new ways to motivate and recognize staff*
- **KNOWLEDGE MANAGEMENT**: *generally consists of systematic efforts to organize, manage and share information, especially through the use of IT as a tool*
- **INDIVIDUAL PRODUCTIVITY**: *outstanding initiative taken by an individual staff member*
- **TEAM PRODUCTIVITY**: *outstanding project initiative taken by a team, which may include inter-departmental or inter-agency cooperation.*

## VERIFICATION AND EVALUATION

As a result of giving staff the opportunity to self-nominate or nominate their colleagues, the number of projects and personnel that have been nominated has increased eightfold since beginning of the UN 21 awards programme. This has precipitated two key changes in the evaluation process: firstly, the establishment of several evaluation teams to do preliminary screening of the large number of projects. Secondly, the recommended projects are subjected to a verification process to ensure, _inter alia_ that the results stated in the application form had actually been achieved. **Seven evaluation teams comprised of five-staff members for each category**, drawn from throughout the global Secretariat, reviewed, evaluated and finally recommended 17 projects for "Awards" and 13 projects to receive "Commendations" to the High-Level Approving Panel. Ensuring a high level of excellence and consistency across the board in its final selection, **only 13 projects were selected as "Award-winners" and 7 projects to receive "Commendations"**.

# AWARDS

## Integrity Awareness Initiative (UNOV/DM)
### *Improvements in Working Environment/Morale*

The Integrity Awareness Initiative project is an on-line learning tool which aims to assist staff in applying United Nations core values in day-to-day situations by fostering awareness for the Organization's core values of integrity, professionalism, and respect for diversity. It gives staff members the opportunity to review the codes of conduct expected of international civil servants to ensure that positive public opinion of the United Nations endures throughout the international community.  In addition, it enables all staff members to familiarize themselves with the core value concepts of the United Nations and satisfy the Organization that the concepts are understood and the principles are complied with.  It consists of two parts: an on-line learning tool and an Integrity Challenge, which culminates in a printable certificate upon completion. The Integrity Awareness Initiative, because of its technological capability, namely modular in structure and on-line in format, is easily expandable to cover more examples and cases as well as easily adaptable to specific contexts.  Staff members at ESCWA, UNHQ, UNHCR, UNTSO and other United Nations agencies have benefited from this tool.  The website continues to receive over 1,000 hits a day and CD-ROM versions have been produced to distribute to areas with difficult internet access.  As of May 2006, 9,892 users visited the integrity awareness website.  The Secretary-General has announced this Initiative, "a system-wide self-administered online learning programme. The Initiative grows naturally from the convictions expressed by staff who have, over the years, told us that they regard integrity as the most important among the core values of the Organization, together with professionalism and respect for diversity."  The programme is at http://integrity.unodc.org. "

### *For their initiative and hard work, we thank:*
**Victor Kisob, Alexei Tepaev, Tobias Schoessler, Iris Schaechter,
Reinhold Strobl, Varghese Philip, Tony Westwell, Anne Gunning,
Martha Helena Lopez, Raymond Moy, Matthew Sanidas**

## News Monitoring Database (DPI)
### *Knowledge Management*

DPI's News Monitoring Database is an outstanding knowledge management tool that provides staff with electronic News Bulletins and Daily Press Clippings of international news stories and commentaries on issues of interest to the Organization.  The introduction of technology to undertake this has permitted better coverage; faster distribution to more staff members; and reduced effort and costs.  Its outstanding impact resulted in transforming the manual work of the entire unit into an all electronic operation, thus resulting in significant saving of time and resources (over $15,000 annually).

### *For their initiative and hard work, we thank:*
**Alissar Khoury, Celso Rezaba, George Vengal, Daniel Sienra,
Sharon Birch, Roxana R. Gadea**

# AWARDS

## Electronic Meetings Planning and Resource Allocation System—eMeets (DGACM)
### *Process Reengineering*

The eMeets project is a central, global tool for managing meeting services, the Calendar of conferences and meetings of the United Nations and related activities.  It is a fully in-house developed information management system that has computerized conference management at the major UN duty stations. The fact that the system is accessible via the internet and intranet and implemented in multiple duty-stations is noteworthy.  eMeets is an achievement in the reform of DGACM for more effective, efficient, timely and higher quality provision of services and management of UN conference servicing resources.  The implementation of this mission critical system which has been commended by Member States, delegates, UN departments and other meeting requestors, has inter alia helped achieve the following:  greatly improved planning and management of resources; better quality and higher level of conference services; greater client satisfaction; lower cost of preparation and distribution of meeting planning and servicing information; better visibility of data about UN conferences and meetings; increased accuracy in booking of conference facilities; greater efficiencies through utilization of information technology; time and cost savings for producing management and statistical reports.

### *For their initiative and hard work, we thank:*
**Imre Karbuczky, Andrey Shumikhin, Desalegn Biru, Anthony Anciano**

## UNOSAT: Satellite Imagery for All (UNITAR)
### *Team Productivity*

Launched in 2000, UNOSAT provides UN agencies, local authorities and field operators with satellite imagery in order to facilitate emergency relief operations (tsunami, earthquakes, floods, etc.) and post emergency planning processes in the domain of disaster management, risk prevention, peace-keeping operations, environment protection, and post-conflict reconstruction missions. It transforms highly sophisticated data provided by Space Agencies into usable images that take into account the needs of humanitarian relief and development. UNOSAT successfully implemented the principles of public-private partnership by setting-up a consortium between UN agencies, space agencies and the private sector. It contributed to facilitate emergency relief operations by giving UN access to satellite imagery and geographical information, reducing local vulnerability to disasters, designing support tools and GIS start-up packages for peace-keeping operations. UNOSAT, hence, contributed to the achievement of the Millennium Development Goals by using space technology to empower the UN system and the local communities to face the new challenges of disaster prevention, post-crisis rehabilitation and sustainable development.  In response to major disasters, such as the 2004 Indian Ocean Tsunami, the 2003 earthquake in Bam and 2005 earthquake in Pakistan, UNOSAT enabled faster decision making at headquarters and speed relief operations on the ground. UNOSAT is not only about disaster response:  in Chad, the Programme helped determine the best location to set up refugee camps and even locate water resources using sophisticated optical and ground penetrating radar satellite imagery;  in Liberia and Afghanistan, UNOSAT supported the UNEP post-conflict environmental assessment. During disastrous flooding and land-slides in Matagalpa (Nicaragua), UNOSAT supported hydro-geological risk assessment, and the integration of risk management into urban and rural planning.  This methodology is now being applied elsewhere to mitigate risk posed by consequence of overpopulation, environmental degradation, and global climate change.

### *For their initiative and hard work, we thank:*
**Alain Retière, Karl Neiman, Olivier Senegas, Einar Bjorgo, Francesco Pisano**

# AWARDS

## Information and Communication Technology Task Force (DESA)
### *Substantive Programmes*

Launched in 2001, the Information and Communication Technology (ICT) Task Force succeeded in bringing together different stakeholders in a joint effort to harness unprecedented opportunities offered by ICT for promoting development Its mission was to help harness the power of information and communication technologies to advance the internationally agreed development goals of the Millennium Declaration.  To this end, it served as a bridge between the ICT, foreign policy and development communities and examines how to use ICT to leverage and enhance development programmes and projects.  The Task Force developed innovative modalities for engaging the private sector and facilitated multi-stakeholder dialogue that helps mobilize the most advanced technological solutions and management practices to improve knowledge creation and management in the United Nations. It was a pioneering initiative that demonstrated that productive and sustained engagement of non-governmental stakeholders in United Nations activities is possible and, indeed, beneficial for advancing the work of the Organization.

### *For their initiative and hard work, we thank:*
**Sarbuland Khan, Sergei Kambalov, Serge Kapto, Daniela Giacomelli,
Samuel Danofsky, Cheryl Stafford, Rosalinda O. Sanchez, Maria Carreno,
Robert de Jesus, Babukutty Simon**

## Missing Persons and Forensics Project (UNMIK)
### *Field-based Projects*

At the time, Missing Persons and Forensics (OMPF) was established in 2002, 5326 persons were reported missing. OMPF had considerable success in reducing this number by 50%, by locating and identifying bodies and by systematically auditing the data in the Consolidated List of Missing Persons.  OMPF has initiated the use of non-judicial mechanisms in Kosovo through the creation of the successful "the Memory Project" aimed at recognizing and recording the experiences of the families of the missing.  As a transitional justice effort, the memory project shows how experiences of loss are common to all ethnic groups.  OMPF has established itself as a global point of reference on forensic and missing person's issues among other international organizations especially in post conflict scenarios around the world, having been invited to provide adhoc support and expertise, to United Nations Assistance Mission in Iraq (UNAMI) in the development of the Centre for Missing and Disappeared Persons in Iraq. Following the crash of the UN helicopter in Sierra Leone in June 2004, OMPF's lead forensic crew assisted UNMSIL in identification process of the 24 victims.

### *For their initiative and hard work, we thank:*
**Jose- Pablo Baraybar, Mark Peters, Krassimir Nikolov, Valerie Brasey,
Ananda Samarasekera, Marek Gasior, Tania Delabarde, Edixon Quinones,
Nadia Jurzac, Annie Charette, Patrice Gagnon, Susan Salazar, Klaire Kasibayo,
Vincent Flagel, James Nicholls, Roumen Draguinov, Omololu Owolabi,
Animasaun Olajide, Asman Adidja, Alain Wittman**

# AWARMS

Humanitarian Information Centres (HICs) provide a common service to both UN and other humanitarian partners deployed during sudden onset and large-scale emergencies.  They aim to improve humanitarian assistance coordination through the provision of timely and relevant information products and services for planning and decision-making at the field level, and in headquarters.  The customer-service centered and results-oriented approach taken by the HICs has ensured buy-in and participation from the widest range of partners and radically transformed the image of the UN from simply an information user in an emergency to an information-service provider.  An evaluation team fielded by the U.S. Office of Foreign Disaster Assistance and the U.K. Department for International Development found that "the HIC has been effective in eliciting the cooperation of other agencies, particularly for information-sharing activities" and further concluded that "Humanitarian Information Centres are having a positive impact on their operating environment."  Over the years, the HICs have distributed thousands of information products to customers from public facilities and websites.  These products have served the needs of policy makers from the highest levels of the UN and national governments to program staff in aid agencies large and small. In most countries where an HIC has been established, its resources have ultimately been utilized by national governments to improve their planning and development capacity.  Among the achievements of selected HICs are: (i) the Kosovo Humanitarian Community Information Centre provided critical analysis of shelter needs and gaps in support of emergency programming in the winter following the NATO intervention, and supported relief, rehabilitation and reconstruction efforts for over six years; (ii) the Sierra Leone Information System developed a comprehensive system for monitoring progress on the national recovery strategy; (iii) during and after Gulf War II, the Humanitarian Information Centre for Iraq's award-winning website provided the most comprehensive information on the humanitarian situation for aid agencies and donors around the world (Three HIC staff lost their lives in the bombing of August 2003); (iv) the Humanitarian Information Centre for Liberia led a comprehensive effort to re-map the entire country in support of elections planning (v) a mission of the European Community Humanitarian Office assessed that the HICs for Sumatra and Sri Lanka "are having a positive impact in terms of information sharing and the coordination of the humanitarian assistance through its products and services."

*For their initiative and hard work, we thank:*

**Various Teams**
**Humanitarian Information Centre Team at Headquarters**
**Humanitarian Community Information Centre for Kosovo Team**
**Sierra Leone Information Service Team**
**Humanitarian Information Centre for the occupied Palestinian territories Team**
**Humanitarian Information Centre for the Goma Earthquake Team**
**Afghanistan Information Management Service Team**
**Humanitarian Information Centre for Iraq Team**
**Humanitarian Information Centre for Liberia Team**
**Humanitarian Information Centre for Darfur Team**
**Humanitarian Information Centre for Sri Lanka Team**
**Humanitarian Information Centre for Sumatra Team**
**Humanitarian Information Centre for Niger Team**
**Humanitarian Information Centre for Pakistan Team**
**Humanitarian Information Centre for Lebanon Team**
**Information Coordination Center for Eritrea**

**Honorary mention to those who died in the line of duty**
**Martha Teas (Consultant)**
**Leen Assad Al-Qadi (National staff)**
**Ihssan Taha Husain (National staff)**

# AWARDS

## One Planet Many People: Atlas of our Changing Environment (UNEP)
### *Team Productivity*

The Atlas of Our Changing Environment provides a comprehensive, visual presentation of scientifically convincing data and information, of changes in the global environment – both the good and the bad - acquired and assessed through state-of-the-art technology. It is intended for environment policy makers, non-governmental organizations, private sector, academics, teachers and citizens. Atlas tells the story of environmental changes using powerful satellite and Geographic Information System (GIS) technology tools to inspire readers. It generates a compelling reader's experience with outstanding design and layout and communicates complex scientific information generated through advanced information technologies in a simple way. By combining satellite images, ground photographs maps and a short narrative, this unique Atlas has lead to consumer centric innovation.  Since its release in June 2005 the Atlas has generated huge interest and impact at political as well as educational level.  The former Vice President of the United States Mr. Al Gore is already using the materials from Atlas in his presentations and a documentary film on the environment.  This individual staff member assembled a highly productive and motivated team from a variety of non-UN organizations.  The Atlas was produced in collaboration with other partners including the United States Geological Survey, Global Land Cover Facility (GLCF) of the University of Maryland and the National Aeronautics and Space Administration (NASA) Earth Observatory. In addition, the development of the Atlas involved the input of 75 contributors from 33 organizations in 20 countries including Australia, Bangladesh, Botswana, Canada, China, Ghana, Germany, India, Italy, Japan, Kenya, Mexico, Niger, Russia, Singapore, Switzerland, Thailand, United Kingdom, and United States of America.

### *For his initiative and hard work, we thank:*
### *Ashbindu Singh*

## UN COMTRADE: Bringing Information to the World (DESA)
### *Knowledge Management*

UN Comtrade's interface and functionalities provides gratis on-line access to the commodity trade statistics compilation database in the world and educates visitors of the Global Commodity Trade system about the importance of statistics and evidence-based policy and decision-making. This system is the most comprehensive collection of online world trade statistics with half a terabyte of data containing more than one billion time series records that is accessible by anyone with Internet access. It has become a model trade system that is being implemented by other international agencies like OECD and FAO for production of their own commodity trade data.  Other UN entities like the World Bank, the International Trade Center, the World Trade Organization, UNCTAD and UN/ECLAC currently use UN Comtrade as their main source for trade data.  The project helps level the playing field in trade negotiations and trade policy formulation and decision-making by providing the global community free and comprehensive critical statistical information.

### *For their initiative and hard work, we thank:*
### *Markie Muryawan, Zoltan Nagy, Ronald Jansen, Robin Carrington*

# AWARDS

## Campaign to Eliminate Leaded Gasoline in Sub-Saharan Africa (UNEP)
### *Substantive Programmes*

The Partnership for Clean Fuels and Vehicles (PCFV) through its UNEP Clearing-House has effectively brought together international organizations, the oil and vehicle industries, national governments and civil society to successfully address the issue of leaded gasoline elimination in Sub-Saharan Africa (SSA). The PCFV pooled the expertise and resources of its membership to support the concrete implementation of a regional agreement by Africa governments to phase out leaded gasoline at the national level by end of 2005; the Partnership, in effect, made it possible that all SSA neither produces nor imports leaded gasoline. The PCFV is one of the most successful Partnerships to emerge from the WSSD. In 2002, only one country of the 49 countries in SSA, Sudan, was fully unleaded; and as of January 2006, all of the SSA have switched to unleaded gasoline. Based on the success of SSA campaign, the Partnership is now working towards the global elimination of leaded petrol worldwide by end 2008. The Partnership currently has 80 partners and this number is expected to grow significantly over the next year. A full listing of national-level support is available on the PCFV website, www.unep.org/pcfv.

### *For their initiative and hard work, we thank:*
**Rob de Jong, Jane Akumu, Elisa Dumitrescu, Shoa Ehsani,**
**George Gathungu, Josephine Chege**

## Monitoring Millennium Development Goals (DESA)
### *Team Productivity*

The Inter-agency and Expert Group (IAEG) on Millennium Development Goals (MDG) Indicators has equally been an unprecedented experiment in bring together UN system agencies, including the Bretton Woods Institutions, and national experts in monitoring progress towards the MDGs. It has had a major impact in demonstrating the determination of the system to monitor progress towards the MDGs, and in forging a global agreement on how to measure progress towards human development. Since 2002, the work of the Inter-agency and Expert Group has contributed to drastically improve the consistency of data disseminated and used by international agencies, improving the image and credibility of the international statistical community and facilitating the use of statistics by a wide range of users. The quality of the regional and global estimates for MDG indicators to be used to inform the political debate has also improved significantly. Countries have benefited from the coherent and focused approach taken by IAEG in many ways, including: increased attention and investments by national governments to statistical systems; improved use of statistics in policy making and monitoring; improved understanding of national development priorities, based on data and analysis; increased adoption by countries of international statistical standards, giving them more visibility in international comparisons; improved and more coherent across countries data collection methods. The most recent products "the 2005 MDG report and the MDGInfo 2005" have been distributed in thousands of copies and are still very much in demand. A Google search of the "millennium indicators" (name of the MDG Indicators website maintained by UNSD) produced over 10 million link results.

### *For their initiative and hard work, we thank:*
**Francesca Perucci, Francesca Coullare, Santiago Ferrer, Fabia Yazaki,**
**Jacob Assa, Luzmila Lambrano, Paul Narain, Robert Johnston, Ian Kinniburgh**

# AWARDS

## Computer-Based Training Academy (UNODC)
### *Substantive Programmes*

UNODC's e-Learning program enhances the capacity of Member States to deliver good practice in law enforcement techniques to combat organized crime and illicit drug trafficking in a self sustainable programme of training. For the international law enforcement community, the CBT is a bench-marked standard of training across the world that facilitates cooperation and understanding the use of common terminology, operational responses and expected standards of professionalism.  The project has proved to be a 'flagship' project of UNODC and it has contributed significantly to developing the expertise of law enforcement officials that met international standards, in 21 recipient countries.  This program has available over 150 hours of law enforcement learning, in 13 national languages.  The current 67 seven-course modules cover topics which include interdiction techniques, risk management, controlled delivery, money laundering and anti-human trafficking.  There are more than 136 CBT centres in current operation in 21 countries, with the 7 Central Asian States to come on-line in 2006-2007.  It is delivering a bench-marked syllabus to law enforcement agencies in all regions.  The number of trained law enforcement officials has exceeded from 2000 to 6000 and keeps growing by the week.

*For his initiative and hard work, we thank:*
*John Irvin*

## Contingent Owned Equipment Budgeting (DPKO)
### *Process Reengineering & Individual Productivity*

Budget preparation for peacekeeping missions is not standardized and systematized. One area of considerable diversity in practice and presentation is the preparation of budget for the equipment which belongs to the military contingents in missions and the self sustenance costs.  This project managed to develop an efficient and effective way of generating the Contingent Owned Equipment (COE) budget data and also of organizing the data in a consistent manner (important when dealing with 14 peacekeeping missions) and finally allowed standard formats and reports. Efficiency of budget preparation was improved in terms of accuracy, speed, consistency of practice amongst budget officers and presentation. By making results easier to analyze and check, the Pivot Table facility incorporated in this user interface allowed reports to be produced in a number of different ways to satisfy the needs of DPKO, OPPBA and the ACABQ.  The Contingent Owned Equipment  budget is over $300 million in a year. The calculation of COE budgets have been standardized and simplified - reduced from a 17 page excel spreadsheets to 4 page calculation document. Greatly improved accuracy and reduced errors in formulas.  The model is user friendly and made review of COE budget requirements easier and better understanding for management decision making.  This individual staff member has been the driving force in developing and delivering these changes including user presentations and "helpdesk" functions.

*For her initiative and hard work, we thank:*
*Michelle Rockcliffe*

# COMMENDATIONS

There are often good submissions which do not rise to the level of an award but which deserve attention, due to their intrinsic value and their potential usefulness to other staff and offices in the Organization. The UN21 Awards High-Level Approving Panel commends the following projects for excellence and/or outstanding inter-agency coordination.

## Combatting Trafficking in Human Beings in Colombia (UNODC)
### *Field–Based Projects*

This project is a mass media initiative to raise awareness of human trafficking in the most vulnerable communities and areas of the country. It has contributed both to (a) the awareness of the trafficking in human beings (THB) criminal phenomenon as a contemporary social risk and (b) building-up the political will and normative platform necessary for the effective prevention and combating of such crime. The project achieved the following commendable results: broadcasted focalized prevention of THB through popular culture outlets (TV, Soap operas); awareness raising by the press around innovation initiatives (5 movies and documentaries on THB being produced in the country, and a national unit for combating THB and sexual crimes was created in the police); adoption of law and development of a National Integral Strategy to combat THB in accordance with the UN Protocol; disappearance of all relevance of consent under the light of Colombian National Constitution and Social State of Law; analysis and drafting of a National Public Policy to combat THB by 14 national agencies; establishment of a call centre and hot line--the "National ANTI-THB Hotline"; complete academic study of "THB in Colombia". UK and Venezuelan governments have shown interest in the project and sharing its experience. This project also achieved an OAS recommendation for advancing the THB combat in the hemisphere in close cooperation with UNODC among other agencies.

### *For his initiative and hard work, we thank:*
### *Sandro Calvani*

## UN in the News (DPI)
### *Knowledge Management & Individual Productivity*

By developing an e-service of daily news clippings of world's media coverage on the work of the United Nations and its specialized agencies, the "UN in the news" project is an example of knowledge management activity which provides timely and valuable information to staff members. "UN in the news" has implemented a quick, cost-effective and balanced way to deliver focused information via e-mail to desktops of individual staff members worldwide. The service has also made it possible to increase awareness of UN staff members on current media coverage on the Organization. In production since 1998, the service has evolved from transmitting 1.5 million news items in 1998 to more than 3.4 million in 2005. Recipients are added to the distribution list on request only, and are now 1650. Scarce financial resources have been maximized, and its success is proven by the continued request by staff to subscribe to the service. The project was quite innovative in its approach at the time it was initiated and has proven useful to reach out to staff in other duty stations and in the field as well.

### *For his initiative and hard work, we thank:*
### *Anatoli Sidorenko*

# COMMENDATIONS

## Police Military Staff Travel and Rotation System—PM STARS (DPKO)
### *Process Reengineering*

A common and integrated online real-time information sharing system, PM STARS entirely replaces the paper-process previously involved in deployments, thus eliminating the delays, transmissions, repetitive typing and fax communications, and numerous possibilities for errors.  PM STARS has become the electronic library for all official documents right from seeking nominations to the establishment of travel authorization and confirmation of arrival.  The system has greatly increased clients' satisfaction by providing accurate and timely information about the business process and has improved the reliability of data and reports.  Since the launch of PM STARS, DPKO has processed more than 6,700 requests, involving more than 10,000 officers from more than 106 Contributing countries deployed to 16 UN Missions. On average, 3-4 staff hours per request is saved in comparison with pre-PMSTARS environment. It has greatly contributed to the smooth and timely deployment of military and police officers to various field missions.  In addition to the Secretariat, Permanent Missions, Member States and field offices have benefited immensely from the quality output of the project.  At any given time, the system is capable of producing reports in various categories/forms. The system has also considerably elevated the level of understanding and further strengthened the team spirit among the crucial arms of DPKO involved in the deployment exercise. PM STARS is being implemented at the Mission level, a move that allows sharing advanced information in order to prepare the induction, training and deployment of officers. More than 40 Permanent Missions to the UN are involved.

### *For their initiative and hard work, we thank:*
**Donna-Marie C. Maxfield, Ma Aurita Legaspi, Alexander Sokol, Masaki Sato, Melma Raghavan,  Michael Marano, Florin Stanciu, Carlos Peralta**

## High Level Business Case (DM)
### *Process Reengineering*

The High Level Business Case (HLBC) is a analytical tool which enables assessments of proposed Information and Communication Technology (ICT) projects, including justification for undertaking projects, estimating the high-level costs of the project, identifying the risks and summarizing the benefits of the project.  It also provides a basis for managing the subsequent business changes and, ultimately, tracks the actual investment made in the project and the benefits realized from it.  In the past, multimillion dollar project investments were made without much consideration for return of investment, quantitative metrics or actual benefits.  The HLBC makes use of industry "best practices"; incorporates a rigorous approach to return on investment, identifying costs, benefits, and risks; requires the consideration of reasonable alternatives; helps avoid duplicative efforts throughout the Secretariat; promotes standardization; and facilitates transparency both within the Secretariat and with the governing bodies.  The HLBC has thus established a standard across the UN Secretariat for justifying an ICT investment. It has put in place a common and comprehensive structure which allows projects that vary widely in their details to be compared and contrasted, and for the goals and business value of all projects, and the supporting detail, to be widely communicated to all stakeholders. It also serves as a road map that keeps ICT projects focused on the key business goals of the Organization. Since its introduction, over a dozen cases have been submitted to the ICT Committees, and  about US$ 70million plus ICT investments have been completed via the HLBC process. As of today, the project team has trained 118 staff members in 6 departments from UN Headquarters and 100 in 6 duty stations from Office Away from Headquarters.

### *For their initiative and hard work, we thank:*
**Eduardo Blinder, Chantal Quincy-Jones, Suranjan Ray, Michael Laing, Ryszard Siwanowicz, Rudy Sanchez, Ozzeir Khan, Ranu Gupta, Yvette Blanco, Jason Bellone, Rosa Pedraza, Armi Martinez, Zaida Felix**

# COMMENDATIONS

## Integrated Demining Operations (UNMEE)
### *Field-Based Projects*

The Integrated Demining Operation in UNMEE has resulted in a clearance capability up to a thousand per cent more effective and cost efficient than standard approaches and methods of UN military demining contingents. A significant increase in the amount of area and roads cleared through the implementation of integrated demining operations has been returned to the local population for agricultural use as well as habitation. Since launched, these deployments have made substantive headway in clearing large mine fields in some of Eritrea's most heavily mine-affected regions. Specialist training of most Kenyan deminers has progressed well, as has high priority clearance operations of millions of square meters of minefields. The implementation of integrated demining operations has also resulted in significant cost savings to UNMEE and has simultaneously brought substantial improvements in terms of clearance productivity levels as well as project capacity and standards. Based on the lessons-learned and the positive experience of UNMEE in Eritrea, this 'integrated demining operations' scheme is already being duplicated in the UN peacekeeping mission in Sudan.

### *For their initiative and hard work, we thank:*
***Phil Lewis, David Bax, Bob Kudyba, Christopher Whakatope, Venkata Raman, Gerhard Bechtold, Andrea Poelling, Ghirmay Kiros, Solomon Lebassi, Netsanet Habtemariam, Solomon Kibrom, Tedros Afewerkie***

## UN Pulse: Connecting to UN Information (DPI)
### *Knowledge Management*

UN Pulse (http://www.un.org/depts/dhl/unpulse) is a cost-effective, flexible, searchable and easy-to-maintain knowledge-management tool to alert UN staff, delegates, the media, NGOs to just-published on-line UN documents and UN-related reports. It combines the power of the Web with librarians' expertise and knowledge in a dynamic, user-friendly product. The product alerts thousands of people worldwide, including United Nations staff and those in specialized agencies, delegates and civil society, to timely and crucial UN information. Its blog has effectively replaced the earlier slow Documents Alert service. UN Pulse was cited in the May 2005 edition of BestBiz-Web E-Letter as "an excellent source" for the latest UN studies, reports and findings, covering subjects ranging from international law, global economics and social development, peace and justice, human rights and the UN's own internal operations". It is also an excellent tool that can itself respond to inquiries from clients since the postings are classified, archived and also searchable. UN Pulse has increased awareness worldwide of the work and activities of the United Nations, thereby increasing the Organization's transparency and accessibility.

### *For their initiative and hard work, we thank:*
***Susan Lee Kurtas, Armando Da Silva, Kantharao Kotamraju, Maria Laura Montagna, Enriqueta Zagroba, Benedicte Rodier, Alexandra McLeod, Maritina Paniagua, Yujun Pian, Monica Morrison, Charles Albert, Nancy Groves***

# COMMENDATIONS

## Programme and Financial Information Management System– ProFi (UNODC)
### *Process Reengineering*

ProFi is an integrated financial and substantive information system to enhance transparency and the ability to monitor usage of donor funds.  It is a major tool, accessible by both Member States/ Donors and staff, providing information to record, report and monitor project and portfolio progress, both financial and substantive.  It is also used to work in at the transaction level. All of this functionality is designed intuitively and with ease of access, without requiring advanced IT knowledge.  The system enables users to: (a) account in a timely, accurate and integrated manner for all regular budget and extra budgetary funds; (b) account for and monitor status of projects and level of usage of funds allocated to finance them; (c) provide real time Internet secure connection access to Member States to enable them to directly access information with regard to pledges, collections, priority funding requirements, allocations, expenditures, as well as substantive information including project documents, monthly implementation progress reports, annual and semi-annual project progress reports; (d) support financial reporting necessary for internal management and UNODC financial accountability; (e) support in an integrated manner through workflow applications the entire lifecycle of projects, including budgeting and forecasting for UNODC operations; (f) support the project lifecycle by providing workflow tools that enforce process rationalization, effective knowledge sharing, efficient information management and streamlined procedures; (g) assist Field Offices to carry out the daily tasks of implementing projects on procurement, payment, travel, inventory; (h) provide and maintain historical records of extra-budgetary activities in the financial and substantive fields.   ProFi has been rolled-out in several locations and the number of substantive (project progress) and financial (funding, budgets, allocations, expenditures) reports accessed via the system has increased substantially (138,461 ProFi reports accessed on-line in 2005 compared to 58,462 in 2004) and is continuously growing particularly due to additional Member State usage given their increased familiarity with the tool.

### *For their initiative and hard work, we thank:*
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