

CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES  
OF WILD FAUNA AND FLORA

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Administrative and financial matters

Administration of the Secretariat

2004 MEMORANDUM OF UNDERSTANDING FOR THE PROVISION OF SERVICES  
BY THE UNITED NATIONS OFFICE AT GENEVA (UNOG) TO THE SECRETARIAT  
OF THE UNITED NATIONS CONVENTION TO COMBAT DESERTIFICATION (UNCCD)

This information document has been prepared by the Secretariat in relation to the agenda item 9.3 on Report of the Working group on options for administrative hosting arrangements for the CITES Secretariat.

## **Attachment 2**

**2004 Memorandum of Understanding  
for the Provision of Services by the  
United Nations Office at Geneva (UNOG)  
to the Secretariat of the United Nations Convention  
to Combat Desertification (UNCCD)**





**UNOG/MOU04/004**

**MEMORANDUM OF UNDERSTANDING  
FOR THE PROVISION OF SERVICES BY  
THE UNITED NATIONS OFFICE AT GENEVA (UNOG)  
TO THE  
SECRETARIAT OF THE UNITED NATIONS  
CONVENTION TO COMBAT DESERTIFICATION (UNCCD)**

**Bonn, Germany**

**- 2004 -**

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## **MEMORANDUM OF UNDERSTANDING**

### **Part I**

#### **A. General**

1. The purpose of this Memorandum of Understanding (MOU) is to set up the framework within which the United Nations Office at Geneva (UNOG) provides various administrative support services to the Secretariat of the United Nations Convention to Combat Desertification, Bonn, Germany (UNCCD). This MOU extends the agreement initially entered into for the year 2002 between UNOG and UNCCD, which was extended through an exchange of correspondence into 2003, under the same terms and conditions.
2. The services covered by this MOU effective 1 January 2004 are described in Annex I. Annex II provides key performance indicators as benchmarks for the services to be rendered by UNOG, including details on prerequisite actions to be taken by the UNCCD.
3. In keeping with the policy of the Organization whereby the regular budget shall not bear any costs related to extra-budgetary activities, UNCCD shall reimburse UNOG for the services provided.

#### **B. Definitions**

4. The United Nations Office at Geneva (UNOG) and the Secretariat of the United Nations Convention to Combat Desertification (UNCCD), Bonn, Germany are hereinafter collectively referred to as the "Parties".
5. This Memorandum of Understanding (MOU) comprises the main document and Annex I – IV and the Signature Sheet.
6. "Commencement Date" means 1 January 2004.
7. "Expiry Date" means the date both parties agree in writing to terminate this agreement.

## **Part II**

### **C. Term**

8. This MOU shall be in force from the commencement date.
9. Unless otherwise agreed by both parties, this MOU shall be renewed annually under the same terms and conditions.

### **D. Modification and Termination**

10. Services covered by this MOU may be modified and/or terminated under the conditions described as follows:
  - a) UNOG shall inform UNCCD in writing three months in advance of any proposed or necessary modifications, including any new services UNOG may offer or any discontinuation of services by UNOG under this MOU.
  - b) UNCCD shall request UNOG in writing to modify the provision of services or terminate the provision of part of the services under this MOU. Such written notification must be given at least three months prior to such required modifications/terminations.
  - c) Either Party may cancel this MOU in its entirety in writing at least six months prior to the cancellation date.
  - d) No modification or change of this MOU or waiver of any of its provisions shall be valid and enforceable against UNOG unless effected by a written amendment to this MOU, executed by the duly authorized representatives of both Parties.
11. The two parties shall undertake a joint review of the services provided under this MOU normally no later than the month of October each year, either through a formal meeting or through an exchange of memoranda. The joint review shall also cover projected costs of the services for the following calendar year.

### **Part III**

#### **E. Services provided and their reimbursement**

12. The services to be provided on a continuing basis to UNCCD are listed in Annex I to this MOU.
13. The cost for each service listed is based on the reimbursement from UNCCD for their share in the costs of UNOG staff performing each service concerned.
14. Reimbursement shall be determined by applying to the total staff costs for a given service, the workload indicators specified in Annex III to this MOU and shall be made on the basis of the cost incurred.
15. Reimbursement of any services exclusively provided to UNCCD shall be determined on the basis of full costs.

#### **F. Modalities for payment of the services**

16. By 30 June of a given year, UNCCD shall reimburse UNOG 50 per cent of the estimated cost of staff services to be provided in the course of that year. The estimated cost of services shall be based on the latest available workload statistics (usually statistics of the previous year) expressed at standard costs and budgeted exchange rate for that year.
17. The total estimated costs for that year shall be revised based on the final workload statistics for the subject year, expressed at the applicable standard staff costs and the average exchange rate. UNCCD shall reimburse UNOG accordingly by 31 December for these revised estimated costs less the advance paid.
18. Any adjustments based on the actual final workload statistics for a given year shall be taken into account when determining the amount due as advance in the subsequent year (paragraph 16 above refers).
19. It is understood that the above reimbursements will be effected by UNOG through the issuing of a statement of charges.

Enclosures: Annex I - Services provided by UNOG to UNCCD  
 Annex II - Key Performance Indicators  
 Annex III - Workload Indicators  
 Annex IV - Schedule of Training Cost  
 Signature Sheet

## SERVICES PROVIDED BY UNOG TO UNCCD

		To be charged for		
		UNOG staff support <sup>1</sup>	Cost of dedicated staff <sup>2</sup>	Direct costs
<b>FINANCIAL RESOURCES SERVICES</b>				
Payroll	Processing and payment of salaries and entitlements including advances and reporting; journal vouchers; monthly payment orders; account reconciliation; Pension fund and Medical Insurance premiums and reporting; preparation of United States tax statements and salary attestations.	X		
General Payments	Processing of education grant claims.	X		
Accounts	Inter-office vouchers.	X		
Treasury	Issuance of cheques; payments/issuance of receipts; investments; deposit creation/approval; and monthly reports on investments.	X		
Budget	Issuance of allotment advises against overhead funds.	X		
<b>MEDICAL/LIFE INSURANCE</b>				
Medical/life insurance	- Membership registration; claims processing, Life insurance administration of members	X		
<b>CENTRAL SUPPORT SERVICES</b>				
Travel	- Issuance/renewal/cancellation of Laissez-Passer; family and UN certificates; - Travel authorizations for home leave lump sums (all UNCCD staff); Mission and statutory travel authorizations (for Liaison office staff only).	X		X
Transportation/Customs	Transportation of goods, shipments of personal effects; related bills and claims; 14.06 VAT.	X		

<sup>1</sup> UNCCD's share in the costs of UNOG staff performing the service concerned.

<sup>2</sup> Costs incurred by UNOG for staff/other support specifically dedicated to UNCCD.

## ANNEX I

		To be charged for		
		UNOG staff support <sup>1</sup>	Cost of dedicated staff <sup>2</sup>	Direct costs
Pouch	Sorting and dispatching incoming and outgoing diplomatic items.	X		X
Mail	Dispatching and distribution of official mail for UNCCD Liaison Office in Geneva.	X		X
Inventory	Property control services (inventorying and disposal of furniture and equipment) for UNCCD Liaison Office in Geneva.	X		
<b>HUMAN RESOURCES SERVICES</b>				
Recruitment and Personnel Administration	Approval of IMIS personnel actions (P.5 actions for all personnel actions processed through IMIS); preparation and issuance of letters of appointment for professional staff not appointed by UNCCD APB under 100 series including field offices as well as staff under 200 series and P.20 forms for Liaison office in Geneva; travel authorizations upon recruitment/separation; education grants; processing of home leave requests and education grant travels; processing of within grade salary increments; updating of fact sheets; processing of consultant requests.	X		
Bern Cards	Issuance/cancellation of such cards (staff in Liaison Office)			
JAB/JDC/Compensation claims	Services in support of review of appeals, disciplinary cases, and claims by appropriate bodies.	X		
Training	Provision of any required training.			X <sup>3</sup>
<b>INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES</b>				
Telecommunication	Management including identification and evaluation of telecommunications, technology and requirements; voice network planning; PABX administration; fax distribution, radio messages.	X		X

<sup>3</sup> Charges in accordance with the new policy applicable as of 1 January 2004 (see Annex IV)



## ANNEX I

	To be charged for		
	<u>UNOG staff support<sup>1</sup></u>	<u>Cost of dedicated staff<sup>2</sup></u>	<u>Direct costs</u>
IT services			
	X		
Virtual Private Network	X		X
Citrix	X		X <sup>4</sup>
IMIS	X		

<sup>4</sup> Share in the applicable costs of the CITRIX Server (maintenance and support) reflecting 76 per cent for UNFCCC and 24 per cent for UNCCD.

**KEY PERFORMANCE INDICATORS**

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
A. FINANCIAL SERVICES			
A1. Payroll	A1.1. Payment of salaries, adjustments; pension fund reporting.	Initiate/create and approve the required personnel actions (PA) in IMIS, and submit to UNOG Payroll to allow salary payment on monthly basis starting from the month following appointment.	<ul style="list-style-type: none"><li>- Calculate and process payment of salaries of all staff members and pass them to Treasury for disbursement to staff members' bank account by the pay day of each month.</li><li>- Process payroll adjustments within the same month or latest by the following month after receipt of approved personnel actions.</li><li>- Transfer monthly the pension fund contributions to UNJSPF and the medical insurance premium to UNSMIS.</li><li>- Reconcile and report the annual pension fund contributions to UNHQs and UNJSPF.</li></ul>
A2. General Payments	A2.1. Processing of education grant claims	Submit education grant claims to UNOG HRM for certification.	Process education grant claims within a period of 2 to 4 weeks after receipt of claims in Finance Section, depending on their complexity.

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
A3. Accounts	A3.1. Accounts processing – UNDP IOV's	<ul style="list-style-type: none"> <li>- Certify and submit IOV documents (mainly from UNDP field offices) to UNOG's Accounts Unit.</li> <li>- Follow-up with UNDP offices regularly for all outstanding items.</li> <li>- Provide information on average projected estimates to Accounts Unit monthly concerning non-UNDP payments.</li> </ul>	<ul style="list-style-type: none"> <li>- Record IOV accounting transactions reported by UNDP offices by creating, reviewing, and approving in IMIS the appropriate IMIS documents, within 15 working days of receipt of the UNDP IOV with complete supporting documents, duly certified by UNCCD.</li> <li>- Advise UNDP Headquarters on the consolidated average expenditures on non-UNDP payments to be authorized by UNOG. Recording UNCCD's share of monthly remittance to UNDP and adjustments based on expenditure recorded.</li> </ul>
A4. Treasury	A4.1. Imprest account	Request for replenishment as and when required to be submitted to UNOG General Payments Unit. (For the monthly replenishment monthly accounting statement should be submitted).	Replenishment within 24 hours after receipt of approved payment request from General Payments Unit.
	A4.2. Payments in currencies other than EURO	Submit duly completed, certified and approved payment voucher.	Process payment with 48 hours after receipt of the approved payments voucher from General Payments Unit.
	A4.3. Payments in EURO of a significant amount (over EURO 50,000)	Submit duly completed, certified and approved payment voucher.	Process payment with 48 hours after receipt of the approved payments voucher from General Payments Unit.
	A4.4. Contributions, receipts and investments of funds	<ul style="list-style-type: none"> <li>- Submits to UNOG a table of indicative contributions to the core budget at the beginning of each year.</li> <li>- Submits updated table of pledged voluntary contributions as necessary.</li> <li>- Queries sent to UNOG by e-mail or fax on contributions that may have been received but not recorded.</li> </ul>	<ul style="list-style-type: none"> <li>- Issues receipts and sends them to UNCCD.</li> <li>- Deposits contributions and invests funds as appropriate.</li> <li>- Replies to queries within 3 days.</li> </ul>

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
A5. Budget	A5.1. Issuing allotment advices for the programme support account.	Submissions made in accordance with ST/AI/286.	Issuing allotments within 10 working days from the date of submission of all information.
A6. Medical and Life Insurance	A6.1. Membership registration and claims processing.	Initiate the necessary PA and submit it to UNOG. UNCCD staff submits their claims to UNOG after clearance by UNCCD.	<ul style="list-style-type: none"> <li>- Register all staff concerned as members.</li> <li>- Process claims within 4-5 weeks after receipt and transfer money to staff member's bank account.</li> <li>- Validate membership of applicant within 7 working days after receipt of application.</li> </ul>
	A6.2. Life insurance	Submit to UNOG the appropriate forms filled by staff.	Validate Life Insurance application within 7 working days after receipt.

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
B. CENTRAL SUPPORT SERVICES			
B1. Travel and related services	B1.1. Issuance, renewal & cancellation of UN Laissez-Passez, UN and Family Certificates	<ul style="list-style-type: none"><li>- Forward fully completed UNLP/UNC/UNFC application forms, photos, previously issued documents (where applicable) to UNOG as early as possible after submission from traveller.</li><li>- Return LP for cancellation as soon as Staff Member leaves the Organization.</li></ul>	<u>UNOG Visa sub-unit:</u> To issue, renew or cancel UNLP, UNC, or UNFC upon receipt of duly completed forms and required attachments within a maximum of 4 working days at an average time of 2 working days or less.
	B1.2. Approval of travel authorizations and processing of travel claims	<ul style="list-style-type: none"><li>- Home leave lump sums: Submit duly completed request to UNOG Travel Subunit at least 40 working days prior to departure.</li><li>- Mission and statutory travel authorizations (Liaison office staff only):<ul style="list-style-type: none"><li>a. Submit duly completed Travel Authorisation to UNOG Travel Subunit at least 6 working days prior to departure.</li><li>b. Submit duly certified and completed travel claims to UNOG within 15 working days after receipt from traveller and, if required, have amendments attached to settle travel claims.</li><li>c. Ensure that staff members submit claims within 2 weeks of completion of travel.</li></ul></li></ul> <p>Do not accept claims after 1 year of completion of travel.</p>	<u>UNOG Travel Subunit processes:</u> <ul style="list-style-type: none"><li>- Home leave lump sums: Travel Subunit processes calculation of entitlement within a maximum of 4 working days after receipt.</li></ul> <p>For the Liaison Office staff only:</p> <ul style="list-style-type: none"><li>- <u>Mission travel authorisations</u> within a maximum of 4 working days at an average processing time of 2 working days or less after receipt.</li><li>- <u>Statutory travel authorisations</u> within a maximum of 10 working days after receipt at an average time of 5 working days or less after receipt.</li><li>- Fully complete <u>Mission travel claims</u> with required attachments within 5 working days after receipt and forward them to appropriate unit (UNCCD).</li></ul>

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
B2. Transport, customs & privileges	B2.1. Transportation of personal effects.	<ul style="list-style-type: none"> <li>- Submit properly documented and complete request, travel authorisation and claims for statutory transport (shipments).</li> <li>- Submit amendments to travel authorisations within 2 weeks of receipt of UNOG's request for such amendment to settle invoice (additional funds, clarification entitlement etc.).</li> </ul>	<u>UNOG Transport sub-unit:</u> <ul style="list-style-type: none"> <li>- Transportation will be taken care of within one week from date of receipt of request.</li> <li>- To approve Statutory travel authorisations within a maximum of 10 working days after receipt at an average time of 5 working days or less after receipt.</li> <li>- To process insurance coverage and attestation within 2 working days.</li> </ul>
B3. Pouch	B3.1. Sorting and dispatching incoming and outgoing diplomatic items.	Adequate packing, precise addresses in submissions accompanied by indication in summary of enclosure of important/sensitive item.	Sorting and dispatching in-coming and out-going documents in Geneva once a week. Trans-shipment items will be sent on the first available pouch after receipt from Bonn.
B4. Mail (UNCCD in Geneva)	B4.1. Sorting and dispatching incoming and outgoing mail.	<ul style="list-style-type: none"> <li>- Adequate packing.</li> <li>- Correct addressing.</li> <li>- Indication of mailing standard to be used when dispatching official mail.</li> </ul>	Sorting, distributing and dispatching of official mail within the day of receipt under the cost effective policy (taking into account the urgency of the dispatch).
B5. Inventory (UNCCD in Geneva)	B5.1. Physical inventory and property control services	<ul style="list-style-type: none"> <li>- Provision of proof related to the acquisition of specific items.</li> <li>- Proof of existence or whereabouts of inventoried items when physical inventories are taken.</li> <li>- Correct application of property disposal procedures.</li> </ul>	<ul style="list-style-type: none"> <li>- Physical inventory of UNCCD-Geneva is taken every biennium.</li> <li>- Inventory is updated as soon as an item is received and before it is delivered to UNCCD-Geneva.</li> <li>- Obsolete items are removed from UNCCD-Geneva premises within the month following the Property Survey Board's approval of a disposal request.</li> <li>- Up-to-date inventory is provided to UNCCD-Geneva on a continuous basis.</li> </ul>

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
C. HUMAN RESOURCES SERVICES			
C1. Recruitment	C1.1. Letters of appointment for professional staff not appointed by UNCCD APB and field offices under 100/200 series.	Initiation of recruitment request to UNOG, providing necessary documentation e.g. personal history form, job-description/terms of reference, recommendation for grade/level/IMIS BAC and medical request sent to Joint Medical Service.	From date of receipt of request for recruitment (with necessary attachments, including medical clearance) to Entry on Duty (EOD), Letters of Appointments (LOA) and processing of personnel actions in IMIS will be done within 5 working days.
C2. Contract extensions	C2.1. Extension of contracts and other routine HRM actions	Recommendation for extension of appointment, initiation of the Personnel Action and forwarding to HRMS via IMIS with required data inputted.	For processing of PAs and issuance of LOAs, five working days, two weeks lead time is required in peak periods (e.g. end of the year when majority of appointments have to be renewed) from the date the PA is received in HRMS.
C3. Upgrading of staff	C3.1. Reclassification of TOR and upgrading of staff	Recommendation with supporting documentation such as: (1) the TORs of the vacant posts for which the staff member has been selected, along with the Staffing Review Panel Report and decision of the Head of Department; or (2) clear explanation for requested upgrading of the functions (e.g. change of mandate) with copy of the previous and new TORs.	HRMS will process and approve such actions within two weeks after receipt of a duly completed PA in IMIS.
C4. Administration of all in-service entitlements of Bonn, Geneva or Field offices	C4.1. Education grant, home leave, family visit	<ul style="list-style-type: none"><li>- Check and submit claims for staff members to UNOG;</li><li>- Provide in a timely manner duly completed attendance cards for staff members entitled to payment of the education grant, home leave and family visit.</li></ul>	For education grant, home leave, family leave entitlements and rental subsidy made upon request of staff member, will be taken care of on a priority basis, on the understanding that there will, at some times, be delays, e.g. during the peak periods.

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
C5. Separation	C5.1. Personnel actions in connection with separation of staff	UNCCD must inform HRMS at least 30 days in advance, of the decision not to renew appointments or of resignation of staff (unless exceptional circumstances).	<ul style="list-style-type: none"> <li>- Upon receipt of information and date of separation, personnel actions will be reviewed and finalized within 5 working days.</li> <li>- HRMS will review and finalize within 5 working days.</li> </ul>
C6. Review of appeals, disciplinary cases, and compensation claims	C6.1. Provide services in support of review of appeals, disciplinary cases and claims by appropriate bodies	UNCCD to provide assistance and information to HRMS, as required.	HRMS will assist UNCCD in the review of cases.



SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
D. INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES			
D1. Telecommunication	D1.1. Provision of phone and fax lines and maintenance		No black out in the service.
D2. Intranet	D2.1. Provide access to UNOG Intranet, other UN Intranets, Extranet and corporate systems such as Galaxy and E-PAS		No black out in the service. Changes and modifications to the configuration of the connection to Intranet sites should be discussed and agreed in advance.
D3. CITRIX (as IMIS access facility)	D3.1. Communications management	<ul style="list-style-type: none"><li>- Appoint counterpart to technical focal point.</li><li>- Inform on noted problem situation as soon as problem is identified.</li></ul>	<ul style="list-style-type: none"><li>- Appoint responsible technical focal points.</li><li>- Telephone and E-mail support available from 9:00 to 12:30 hrs. and 14:00 to 17:30 hrs.</li><li>- Inform of planned maintenance with 100% service unavailability at least 2 weeks in advance; inform of planned maintenance with partial service unavailability at least 72 hours in advance.</li><li>- Inform of any service degradation/ unavailability as soon as the problem is known.</li><li>- Respond to problem reports within one hour.</li><li>- Provide first troubleshooting status after 1 hour and follow up with regular updates.</li><li>- Escalate problems to any necessary 3<sup>rd</sup> party support if problem solution cannot be found within 24 hrs.</li></ul>

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
	D3.2. Manage Server availability		<ul style="list-style-type: none"> <li>- Regular daily checks of service availability, utilization and performance.</li> <li>- Availability target for the Citrix service needs to be designed to meet the overall availability target for IMIS over Citrix as defined in subsequent section "IMIS".</li> </ul>
	D3.3. Server maintenance		<ul style="list-style-type: none"> <li>- Server operational with all required updates installed, planned downtime during normal service hours minimized.</li> <li>- Backup allows rollback to last working server state within same business day.</li> <li>- Availability of emergency Citrix access in case of disaster within 1 business day.</li> <li>- Manage contract with any out-sourced support services for the Citrix installation.</li> </ul>

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG			UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA	UNCCD PREREQUISITE ACTIONS	
D4. IMIS	D4.1. Availability of Production IMIS	<ul style="list-style-type: none"> <li>- Provide all necessary documentation to allow UNOG to initiate and complete data entry and data processing.</li> <li>- Submit completed security forms for each IMIS user to the IMIS team at UNOG.</li> <li>- Ensure that the appropriate staff member signs off the security form.</li> <li>- Ensure that each user has undergone the IMIS training appropriate to their functions.</li> <li>- Ensure that the local LAN administrator has installed the Citrix in accordance with the instructions issued on the IMIS web site.</li> <li>- Ensure that the PC of each IMIS user is running an operating system, which is compatible with the Citrix client.</li> <li>- Ensure that no changes that would have a detrimental effect on Citrix connectivity are made to the network.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure that the production IMIS database is available to registered users, in accordance with their authorized access rights, during the official working hours of the United Nations Office at Geneva (8:30 through 17:30 hrs – unless maintenance such as an upgrade has been scheduled beforehand).</li> <li>- The availability goal for IMIS during UNOG's official working hours is ninety-nine percent based on information collected in logs and other monitoring tools.</li> <li>- Inform users of scheduled downtime for maintenance of IMIS at least 24 hours in advance, as a general rule.</li> </ul>
	D4.2. Help Desk support on IMIS Human Resources functions, including IRFA	<ul style="list-style-type: none"> <li>- Provide details of the problem or query to the help desk, including the conditions under which it has arisen, and any possible solutions already tested or proposed.</li> <li>- Following the instructions given to them by Help Desk staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide solutions to all operational problems within 24 hours of official working days.</li> <li>- Provide regular updates on progress toward resolution for more complex problems requiring substantial analysis by the UNOG team.</li> <li>- Refer to UNHQ or other OAHs when solutions cannot be provided by UNOG.</li> <li>- Helpdesk support will be available by telephone, fax or E-mail during the following hours on official working days of UNOG: 9.00 to 12.30 hrs. and 14.00 to 17.30 hrs.</li> </ul>

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
	D4.3. Help Desk support on IMIS Finance, Budget and accounting functions, including IRFA	<ul style="list-style-type: none"> <li>- Provide details of the problem or query to the help desk, including the conditions under which it has arisen, and any possible solutions already tested or proposed.</li> <li>- Following the instructions given to them by Help Desk staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide solutions to simple problems within 24 hours of official working days.</li> <li>- Provide regular updates on progress toward resolution for more complex problems requiring substantial analysis by the UNOG team.</li> <li>- Refer to UNHQ or other OAHs when solutions cannot be provided by UNOG.</li> <li>- Helpdesk support will be available by telephone, fax or E-mail during the following hours on official working days of UNOG: 9.00 to 12.30 hrs. and 14.00 to 17.30 hrs.</li> </ul>
	D4.4. Index number search and creation	<ul style="list-style-type: none"> <li>- Providing precise, full and correct details of the person (consultant, meeting participant, etc). These details need to be provided sufficiently in advance to allow the IMIS staff time to process the request.</li> <li>- Use the Global Index Database (GID) for requesting index numbers.</li> <li>- Ensure that only one request is made per person, in order to avoid the creation of duplicates.</li> </ul>	<ul style="list-style-type: none"> <li>- Index number provided within 48 hours for requests of up to 5 index numbers, except when cases must be referred to UNHQ. In cases where referral is made to UNHQ, provide regular updates on progress to resolve existence of duplicates.</li> <li>- Where large meetings are planned, a week or more is required if 20 or more new participants are to be processed, and dependent on whether or not duplicates are found.</li> </ul>
	D4.5. IMIS Training	<ul style="list-style-type: none"> <li>- Inform the IMIS Team at UNOG of training requirements.</li> <li>- Finance the travel and per diem of visiting trainers, and provide logistical support for IMIS training delivered in Bonn, by ensuring the availability of venue and the necessary equipment as specified by UNOG prior to the training mission.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide access to all regular training courses offered by the IMIS Team, e.g. Human Resources, Time and Attendance Pre-encumbrance, Obligations, Travel Requests and IRFA.</li> <li>- Provide training in Geneva or, if agreed with UNFCCC, on-site.</li> <li>- Invite UNCCD through the IMIS Focal Point(s) to all IMIS training.</li> </ul>

## ANNEX II

SERVICES TO BE PROVIDED BY UNOG		UNCCD PREREQUISITE ACTIONS	UNOG PERFORMANCE INDICATORS
SERVICE	KEY PERFORMANCE AREA		
	D4.6. Support to IMIS/IRFA LAN Administrators	<ul style="list-style-type: none"> <li>- Inform the IMIS Team at UNOG of all training requirements.</li> <li>- Assign a qualified IT professional to the task of IMIS/IRFA LAN Administrator.</li> <li>- Ensure the availability of the LAN Administrator to solve problems that may arise during normal working hours.</li> <li>- Provide the information necessary to the IMIS team at UNOG to be able to analyse the problem.</li> <li>- Follow the IMIS technical documentation.</li> <li>- Follow the technical instructions of the IMIS team at UNOG.</li> </ul>	Provide technical support from Geneva during UNOG's normal working hours for responding to reported problems.
	D4.7. Communication	<ul style="list-style-type: none"> <li>- Assign an IMIS Focal Point who will perform the tasks and given the support and recognition defined in the document 'Terms of Reference for IMIS Focal Points'.</li> <li>- Inform the IMIS Team at UNOG of any change in the assignment of the role of IMIS Focal Point.</li> <li>- Inform the IMIS Focal Point of any problems encountered with the IMIS services provided.</li> </ul>	<ul style="list-style-type: none"> <li>- Inform users of any unscheduled interruption or deterioration in service immediately it is known to the IMIS Team at UNOG.</li> <li>- Inform the IMIS Focal Point of all appropriate IMIS-related developments.</li> <li>- Notify in advance the UNCCD IMIS Focal Point of IMIS Focal Point meeting, which will be held at least once per year.</li> </ul>

## **Formulas for reimbursement for services provided by UNOG to UNCCD**

<b>Service</b>	<b>Workload Indicators</b>
<b><u>Financial Resources Services</u></b>	
<b>Payroll</b>	Ratio of the number of UNCCD staff on the payroll to grand total staff on the payroll applied to the cost of UNOG staff performing those functions.
<b>Payments</b>	Ratio of number of education grant payments processed for UNCCD to grand total processed, applied to the cost of the staff performing those functions.
<b>Accounts</b>	Ratio of number of inter-office vouchers (IOVs) processed for UNCCD to grand total processed, applied to the cost of the staff performing those functions.
<b>Treasury</b>	Ratio of the number of deposits, disbursements by EFT and cheques, maintenance of banking information, opening and maintenance of bank accounts away from headquarters, and investments processed, applied to the costs of staff performing those functions.
<b>Budget</b>	Ratio of number of allotment advices issued to UNCCD to grand total issued by the Budget section applied to the costs of staff involved in issuing allotments.
<b><u>Medical Insurance</u></b>	
	Ratio of number of UNCCD insured staff to grand total insured applied to the cost of staff involved in registering staff and processing claims.
<b><u>Central Support Services</u></b>	
<b>Travel</b>	Ratio of number of travel authorisations and travel claims processed for UNCCD to grand total processed applied to the cost of the staff performing those functions.



## ANNEX III

<b>Laissez-passer, Family and UN Certificates</b>	Ratio of number of documents issued for UNCCD to grand total issued by UNOG applied to the cost of UNOG staff performing those functions.
<b>Transportation/Customs</b>	Ratio of number of shipments of personal effects, bills and claims processed for UNCCD to grand total by UNOG applied to the cost of UNOG staff performing those transportation functions.
<b>Pouch</b>	Ratio of weight in kilograms dispatched for UNCCD to grand total dispatched by UNOG applied to the cost of UNOG staff performing those pouch functions.
<b>Mail</b>	Ratio of number of items dispatched for UNCCD to grand total dispatched applied to the cost of staff performing those functions.
<b>Inventory</b>	Ratio of inventoried and disposed items versus grand total handled by UNOG applied to the cost of UNOG staff performing inventory functions.

**Human Resources Management Services****Recruitment and**

**Personnel Administration** Ratio of number of personnel actions, P.5 actions, letters of appointment and forms P.20; travel authorizations processed; attestations issued; education grants processed; home leave requests and education grant travels; within-grade salary increments; evaluation reports and PAS; promotion calculations; P.35 actions processed for UNCCD to grand total processed applied to the cost of staff performing those functions.

**Bern Cards** Ratio of number of Bern cards issued and cancelled for UNCCD to grand total processed by UNOG applied to cost of staff performing those functions.

**JAB/JDC/  
Compensation claims** Ratio of number of JAB, JDC and compensation claims processed for UNCCD to grand total processed applied to the cost of staff performing those functions.

**Training** see Annex IV.

**Information and Communication Technology Services**

**Telecommunication:**

- a) Ratio of number of telephone work orders to grand total applied to the cost of the staff involved in this function;
- b) Ratio of the cost of telephone communications to grand total applied in the management and running of the telephone operations.

**IT:** Level of service performed with respect to IT support and maintenance.

**VPN/Citrix:**

- a) Share in the annual maintenance cost of Citrix and VPN;
- b) Share in the costs of UNOG staff involved in maintaining VPN, Citrix and the hosting server.

**IMIS:**

- Personnel release      Ratio of number of UNCCD staff in IMIS database to grand total applied to the cost of IMIS project staff involved in support of personnel releases
- Finance release      Ratio of number of accounting transactions performed through IMIS database to grand total applied to the cost of IMIS project staff involved in the support of the finance releases.
- Payroll release      Ratio of number of UNCCD staff on payroll in IMIS to grand total of staff on payroll applied to the cost of IMIS staff involved in the support of payroll release.

**CITRIX:****For hosting, maintenance and support:**

Share in the staff costs for CITRIX hosting (20% of 1 GS) and CITRIX maintenance and support (5 % of 1 P-4 and 60% of 1GS). Such costs will be shared between UNFCCC and UNCCD on the basis of a 76/24 per cent ratio.



**Schedule of Training Cost provided in Geneva**

(effective 1 January 2004)

Type of Training Course	Fee per participant (in CHF)
Regular Language Training	515,- per term
Specialized Language Training	325,- per term
Language Proficiency Examinations	64,- per examination
Information Technology	60,- per half-day course
Centrally-mandated Courses in Management, Supervision and Communication Skills	30,- per half-day course

1. Charges will apply in accordance with UNOG's policy for the reimbursement of training effective 1 January 2004.
2. Any ad-hoc training requested by UNCCD will be provided as confirmed under a separate agreement by both parties and will be charged at the cost in accordance with the terms and conditions of this special agreement.

**IN WITNESS WHEREOF, the Parties hereto have signed this Memorandum of Understanding for the provision of services as specified herein**

**For the**

**United Nations Office at Geneva (UNOG)**

Geneva, Switzerland

Signature: \_\_\_\_\_

Name: **Bertrand Juppín de Fondaumière**

Title: **Director, Division of Administration**

Geneva: 21 April 2005

**For the**

**Secretariat of the United Nations Convention  
to Combat Desertification (UNCCD)**

Bonn, Germany

Signature: \_\_\_\_\_

Name: **Hama Arba Diallo**

Title: **Executive Secretary, UNCCD**

Bonn: 31 March 2005



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