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Items 139 and 140 of the preliminary list**

Proposed programme budget for 2025

Programme planning

Proposed programme budget for 2025

Part I

Overall policymaking, direction and coordination

Section 2

General Assembly and Economic and Social Council affairs and conference management

Programme 1

General Assembly and Economic and Social Council affairs and conference management

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* The present document (A/79/6 (Sect. 2)/Part A), consisting of the programme plan and programme performance information (part II; see General Assembly resolution [77/267](#), para. 10), will be replaced by a document containing parts A and B (A/79/6 (Sect. 2)) once part B is issued.

** [A/79/50](#).

*** In keeping with paragraph 10 of General Assembly resolution [77/267](#), the part consisting of the programme plan and programme performance information (part II) is submitted through the Committee for Programme and Coordination for the consideration of the Assembly.



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A. Proposed programme plan for 2025 and programme performance in 2023

Overall orientation

Mandates and background

- 2.1 The mandates of the Department for General Assembly and Conference Management derive from the relevant rules of procedure and resolutions of the principal organs of the United Nations, including General Assembly resolutions [43/222](#) A–E, [50/11](#), [73/346](#), [74/303](#) and [78/245](#). The Department is responsible for:
- (a) The facilitation, through the provision of procedural and technical secretariat support and authoritative advice, of the orderly and effective conduct of the deliberations and follow-up actions of the General Assembly, its General, First, Special Political and Decolonization (Fourth), Second and Third Committees and various subsidiary organs, the Economic and Social Council and most of its subsidiary bodies, and special United Nations conferences;
 - (b) Assistance in the revitalization efforts of the Assembly and other United Nations bodies, including through the substantive servicing of meetings of the Ad Hoc Working Group on the Revitalization of the Work of the General Assembly and the intergovernmental negotiations on the question of equitable representation on and increase in the membership of the Security Council and other matters relating to the Council;
 - (c) Substantive and technical secretariat support to the Committee on Conferences and high-quality conference-servicing support, including multilingual meeting and documentation services, to all intergovernmental and expert bodies meeting at Headquarters and at the United Nations Offices at Geneva, Vienna and Nairobi, and other conferences and meetings held under the auspices of the United Nations at other locations, under shared responsibility with the Directors-General of the United Nations Offices at Geneva, Vienna and Nairobi, taking into account the principle of equal treatment to be applied to all official languages in each organ of the Organization;
 - (d) Protocol services for the Secretary-General, the Deputy Secretary-General and visiting high-level dignitaries, as well as host country liaison services for Member States and Permanent Observers and the provision, upon request, of protocol services to the President of the General Assembly.
- 2.2 In addition, pursuant to General Assembly resolution [69/250](#), the Under-Secretary-General for General Assembly and Conference Management is responsible for Secretariat-wide coordination of multilingualism, a core value of the United Nations, and serves as system-wide lead entity on this matter in collaboration with the secretariat of the United Nations System Chief Executives Board for Coordination.
- 2.3 In accordance with General Assembly resolution [57/283](#) B, the Under-Secretary-General for General Assembly and Conference Management sets the policies, formulates standards and guidelines, manages resources under section 2 of the programme budget and oversees operations at Headquarters, while the Directors-General of the United Nations Offices at Geneva, Vienna and Nairobi are responsible for ensuring the implementation of those policies, standards and guidelines and for managing day-to-day operations at their duty stations. Furthermore, the Secretary-General has promulgated the establishment of a framework for delegation of authority (see [ST/SGB/2019/2](#)). The Secretary-General's bulletin on the organization of the Department ([ST/SGB/2021/3](#)) reflects the intergovernmental mandates confirming the division of responsibilities among the Under-Secretary-General and the Directors-General at Geneva, Vienna and Nairobi for delivering conference services in a standardized and integrated manner.

Strategy and external factors for 2025

- 2.4 The 2025 programme plan is guided by a strategy of continuous modernization and improvement in all areas. The strategy will benefit from technology, innovation, partnerships, capacity-building and continued risk management to further optimize the provision of high-quality multilingual services that

are timely, cost-effective and sustainable, while minimizing their environmental impact and enabling long-term business continuity. Effective service delivery will be ensured and risks to business continuity mitigated by adjusting and upgrading the Department's tools and aligning human resources capacities. Using its own expertise and in collaboration with other entities, such as the Office of Information and Communications Technology, the Department will continue to assess new and emerging technologies that are relevant to its work. Greater integration of systems and workflows will enhance the global coordination, planning and management of both meetings and documentation services.

- 2.5 Specifically, enhanced integration among the Department's own tools and with enterprise applications will pave the way for the establishment at all four duty stations of One-Stop Shop as a harmonized global gateway for requesting meeting rooms and services, estimating costs and generating single bills. The gText suite of applications, in particular the computer-assisted translation tool eLUNa and the documentation management system gDoc, will continue to support translation services in the implementation of the workload standards approved by the General Assembly in its resolution [75/252](#). In parallel, implementation of a new translation quality management framework will assist in the provision of consistently high-quality documents to Member States.
- 2.6 To expand capacity to meet the changing and increasing demand from Member States for multilingual meeting and documentation services, the Department will leverage temporary assistance to complement its in-house teams of interpreters, editors, translators, précis-writers, verbatim reporters and production editors, and conduct competitive recruitment examinations for both core and temporary staff.
- 2.7 In its succession planning efforts, the Department will be guided by the changing dynamics of the labour market, as well as by technological developments. Staff skills in all four subprogrammes will be upgraded and transformed as job requirements evolve, ensuring the availability of language staff with the right skill sets for the future. These efforts will include continued outreach to universities and training.
- 2.8 The proactive analysis of client needs and client feedback will continue to guide the Department's activities in developing its services in support of the work of the intergovernmental and expert bodies.
- 2.9 The Department will coordinate measures to enhance multilingualism in the Organization in accordance with the terms of reference of the Coordinator for Multilingualism ([A/71/757](#), annex II).
- 2.10 With regard to inter-agency coordination and liaison, the Department will continue to provide substantive and technical secretariat support and serve as the permanent Chair of the International Annual Meeting on Language Arrangements, Documentation and Publications.
- 2.11 With regard to the external factors, the overall plan for 2025 is based on the following assumptions:
 - (a) Information on changes to the calendar of conferences and meetings, as well as to the programmes of work of intergovernmental and expert bodies, is made available in a timely manner and in conformity with the applicable rules of procedure;
 - (b) The number of non-calendar meetings does not exceed that of 2023;
 - (c) Extraordinary meetings, including special and emergency special sessions, will be scheduled with sufficient notice;
 - (d) Unforeseen high-priority documentation will be manageable;
 - (e) Stakeholders will fulfil their responsibilities and obligations in accordance with established rules for the submission of documentation and meeting requests in a predictable manner;
 - (f) Global supply chains enable the international and timely sourcing of high-quality goods, capacity and services.
- 2.12 The programme integrates a gender perspective into its operational activities, deliverables and results, as appropriate.
- 2.13 In line with the United Nations Disability Inclusion Strategy, the Department will continue to adjust and refine its systems, platforms, workflows, seating arrangements and requirements for conference

services with a view to assisting delegates and participants with disabilities in contributing on equal terms to the work of the United Nations.

Legislative mandates

- 2.14 The list below, which was reviewed in the preparation of the proposed programme budget, provides all mandates entrusted to the programme.

General Assembly resolutions

43/222 A–E; 77/255	Pattern of conferences	76/245	Questions relating to the proposed programme budget for 2022
50/11; 76/268	Multilingualism		
74/303	Revitalization of the work of the General Assembly	77/262	Questions relating to the proposed programme budget for 2023
75/252	Questions relating to the proposed programme budget for 2021	78/252	Questions relating to the proposed programme budget for 2024

Conference management, New York

General Assembly mandates

A/520/Rev.20	Rules of procedure of the General Assembly (rule 56)
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Economic and Social Council mandates

E/5715/Rev.2	Rules of procedure of the Economic and Social Council (rule 32)
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Security Council mandates

96/Rev.7	Provisional rules of procedure of the Security Council (rule 41)
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Conference management, Geneva

General Assembly resolutions

174 (II)	Establishment of an International Law Commission	60/251; 63/160; 77/263	Human Rights Council
1166 (XII)	International assistance to refugees within the mandate of the United Nations High Commissioner for Refugees	62/193; 66/201	Implementation of the United Nations Convention to Combat Desertification in Those Countries Experiencing Serious Drought and/or Desertification, Particularly in Africa
48/189	United Nations Framework Convention on Climate Change	68/268	Strengthening and enhancing the effective functioning of the human rights treaty body system
60/184	International trade and development		

Conference on Disarmament mandate

CD/8/Rev.10	Rules of procedure of the Conference on Disarmament (sect. X)
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Economic and Social Council resolution

36 (IV)	Economic Commission for Europe
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Conference management, Vienna

General Assembly resolutions

913 (X)	Effects of atomic radiation	1145 (XII)	Agreement governing the relationship between the United Nations and the International Atomic Energy Agency
1472 (XIV) A; 69/85	International cooperation in the peaceful uses of outer space		

Part I	Overall policymaking, direction and coordination		
2152 (XXI)	United Nations Industrial Development Organization	68/1	Review of the implementation of General Assembly resolution 61/16 on the strengthening of the Economic and Social Council
2205 (XXI)	Establishment of the United Nations Commission on International Trade Law	72/192	Follow-up to the Thirteenth United Nations Congress on Crime Prevention and Criminal Justice and preparations for the Fourteenth United Nations Congress on Crime Prevention and Criminal Justice
50/245	Comprehensive Nuclear-Test-Ban Treaty		
55/25	United Nations Convention against Transnational Organized Crime	74/247	Countering the use of information and communications technologies for criminal purposes
55/255	Protocol against the Illicit Manufacturing of and Trafficking in Firearms, Their Parts and Components and Ammunition, supplementing the United Nations Convention against Transnational Organized Crime	77/99	Report of the United Nations Commission on International Trade Law on the work of its fifty-fifth session
58/4	United Nations Convention against Corruption		

Economic and Social Council resolutions

9 (I)	Commission on Narcotic Drugs	1992/1	Establishment of the Commission on Crime Prevention and Criminal Justice
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International Narcotics Control Board

Single Convention on Narcotic Drugs of 1961, article 11	United Nations Convention against Illicit Traffic in Narcotic Drugs and Psychotropic Substances of 1988
Convention on Psychotropic Substances of 1971	Rules of Procedure of the Board

Conference management, Nairobi

General Assembly resolutions

73/239; 75/225; 77/173	Implementation of the outcomes of the United Nations Conferences on Human Settlements and on Housing and Sustainable Urban Development and strengthening of the United Nations Human Settlements Programme (UN-Habitat)	69/223; 71/231; 74/222; 76/208; 77/168	Report of the United Nations Environment Assembly of the United Nations Environment Programme
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Deliverables

2.15 Table 2.1 lists all cross-cutting deliverables of the programme.

Table 2.1

Cross-cutting deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	1	1	2	1
1. Report of the Secretary-General on the pattern of conferences	1	1	1	1
2. Report of the Secretary-General on multilingualism	–	–	1	–
Substantive services for meetings (number of three-hour meetings)	22	12	23	22
Meetings of:				
3. The General Assembly related to multilingualism	–	–	1	–
4. The Committee on Conferences, the Advisory Committee on Administrative and Budgetary Questions and the Fifth Committee on the item on the pattern of conferences	16	8	16	16

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
5. The Committee for Programme and Coordination, the Advisory Committee on Administrative and Budgetary Questions and the Fifth Committee related to programme planning and the budgetary process	6	4	6	6
C. Substantive deliverables				
Consultation, advice and advocacy: International Annual Meeting on Language Arrangements, Documentation and Publications, with an estimated 60 entities.				
D. Communication deliverables				
Outreach programmes, special events and information materials: 6 language days, 2 internationally recognized language celebrations and other related observances on multilingualism in accordance with General Assembly guidance.				
External and media relations: meetings with language groupings or other relevant international organizations, upon request and in line with the role of the Coordinator for Multilingualism.				
Digital platforms and multimedia content: multilingual content for websites and social media accounts of the Department for General Assembly and Conference Management, including on outreach to universities and on multilingualism.				
E. Enabling deliverables				
Correspondence and documentation services: documentation services (110 non-parliamentary documents); and correspondence services, including notes verbales and official correspondence of the Secretary-General and departments with Member States.				

Evaluation activities

- 2.16 The following evaluations conducted by the Department and completed in 2023 have guided the proposed programme plan for 2025:
- (a) Workflow management of General Assembly resolutions in New York (subprogramme 1);
 - (b) The impact of other duties, leave and sick leave on adherence to interpretation workload standards in Geneva (subprogramme 4);
 - (c) PaperSmart and document distribution in Vienna (subprogramme 4);
 - (d) Report-writing services in Nairobi (subprogramme 3).
- 2.17 In response to the results of the evaluations referenced above, the Department incorporated the recommendations into its programmes, as applicable. For example, the evaluation on workflow management of General Assembly resolutions in New York recommended eliminating the duplication of manual data entry, leveraging data and automating tasks in a machine-readable workflow. The Department is therefore moving towards a more automated end-to-end process for Assembly resolutions.
- 2.18 An evaluation to be conducted by the Department on workforce planning and capacity requirements for the future is planned for 2025.

Programme of work

Subprogramme 1

General Assembly and Economic and Social Council affairs

Objective

- 2.19 The objective, to which this subprogramme contributes, is to ensure efficient and effective deliberation and decision-making processes of intergovernmental and relevant expert bodies and United Nations conferences.

Strategy

2.20 To contribute to the objective, the subprogramme will:

- (a) Provide technical secretariat services to and coordinate substantive support for intergovernmental bodies, including the General Assembly, its General, First, Special Political and Decolonization (Fourth), Second and Third Committees and its various subsidiary and ad hoc bodies; the Economic and Social Council and its forums and subsidiary and ad hoc bodies; the Trusteeship Council; and conferences and other ad hoc and extraordinary meetings held under the auspices of the United Nations;
- (b) Provide procedural advice and substantive, analytical and historical information;
- (c) In response to requests from Member States, strengthen its core software tools, including e-deleGATE, which is available in the official languages of the United Nations and is able to capture interaction among various intergovernmental bodies, and which, along with existing e-deleGATE modules, the General Assembly, in its resolution [77/335](#), called upon its subsidiary organs to use, as much as possible.

2.21 The above-mentioned work is expected to result in:

- (a) The smooth conduct of meetings of the intergovernmental bodies serviced;
- (b) Expanded availability and accessibility of secretariat support to the delegations;
- (c) Improved user experience for delegations on the e-deleGATE portal.

Programme performance in 2023

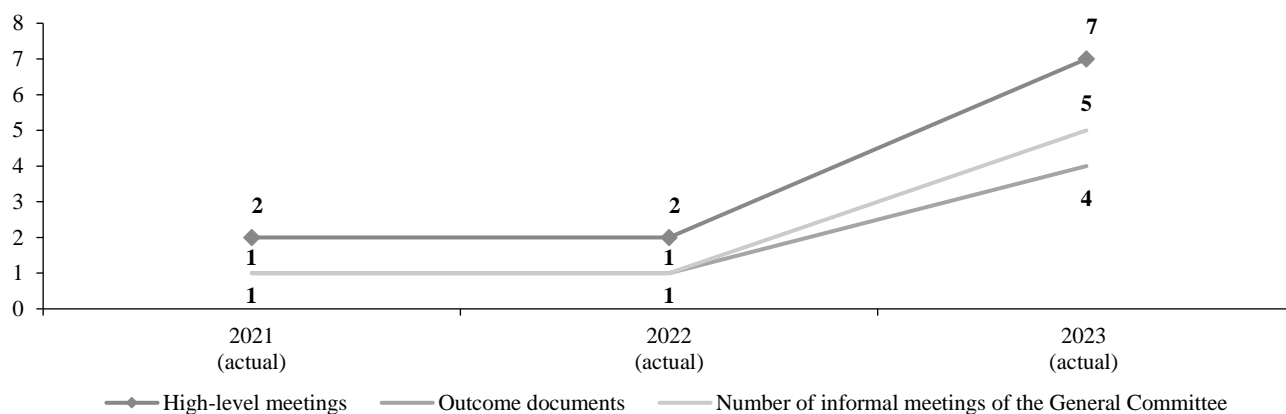
Efficient and effective deliberation and decision-making processes at high-level meetings

2.22 High-level meetings are intended to bring global attention to specific issues through the participation of world leaders. The subprogramme supports the work of intergovernmental bodies not only by organizing practical aspects of those meetings, but also by servicing informal consultations during which the adopted outcomes are negotiated. In 2023, in addition to its regular workload, the subprogramme organized seven high-level meetings, including the Sustainable Development Goals Summit. Furthermore, at the seventy-seventh session of the General Assembly, the subprogramme supported 16 co-facilitator-led informal consultation processes that were initiated by the President of the General Assembly. Many of those consultations were on the modalities of high-level meetings or the outcome documents adopted at such meetings. Five informal meetings of the General Committee were also held, including with the aim of scheduling those high-level meetings and minimizing conflicts. Through the organization of the meetings and servicing informal consultations, the subprogramme contributed to the efficient and effective deliberation and decision-making processes at each of the meetings and the adoption of four outcome documents and declarations on various contemporary issues. By comparison, one outcome document was adopted on the margins of the general debate at each of the two preceding sessions.

2.23 Progress towards the objective is presented in the performance measure below (see figure 2.I).

Figure 2.I

Performance measure: number of high-level meetings of the General Assembly, outcome documents considered at those meetings, and informal meetings of the General Committee^a



^a The informal meeting of the General Committee at the seventy-sixth session of the General Assembly was held on 14 December 2021 but has been included under 2022 for ease of comparison across sessions.

Planned results for 2025

Result 1: increased meeting efficiency through concurrent use of time suspended for election ballot counting

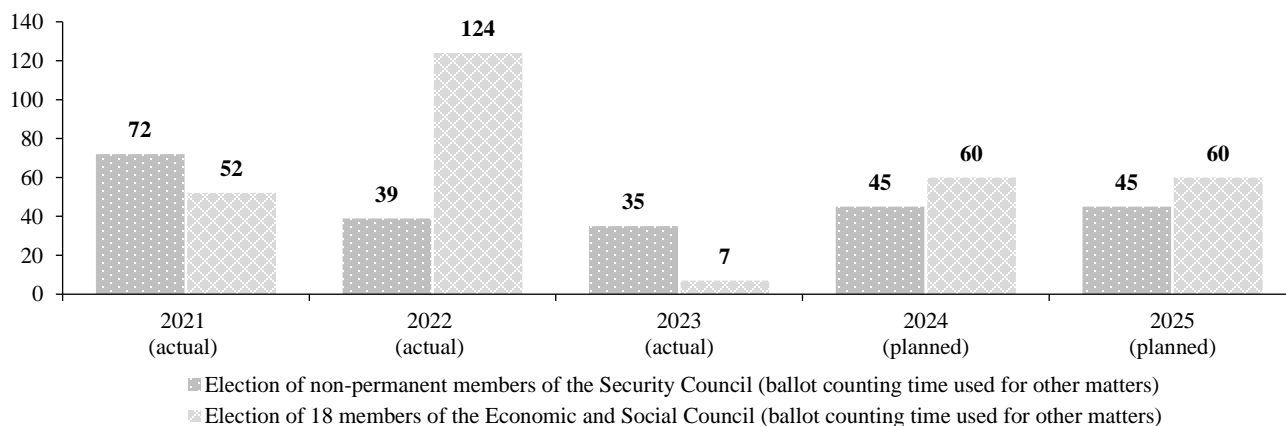
Programme performance in 2023 and target for 2025

- 2.24 The subprogramme's work contributed to increased meeting efficiency by using all time spent counting ballots for consideration of other matters, which did not meet the planned target of 45 minutes for the election of non-permanent members of the Security Council and 60 minutes for the election of 18 members of the Economic and Social Council. The planned target was not met because the counting of the ballots took less time than in previous years.
- 2.25 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.II).

Figure 2.II

Performance measure: time used for consideration of other matters while counting the ballots for the first round of balloting of the elections of non-permanent members of the Security Council and of 18 members of the Economic and Social Council

(Minutes)



Result 2: delegates and the public have access to new services that are unlocked by the intergovernmental data model for meeting proceedings

Programme performance in 2023 and target for 2025

- 2.26 The subprogramme's work contributed to the availability of two new machine-generated versions of the schedule of the General Assembly, one in regular format and another optimized for mobile devices, which met the planned target.
- 2.27 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.2).

Table 2.2

Performance measure

<i>2021 (actual)</i>	<i>2022 (actual)</i>	<i>2023 (actual)</i>	<i>2024 (planned)</i>	<i>2025 (planned)</i>
Delegates have access to certain reports that are provided through a single data model	Delegates and the public have access to data-driven reports for all bodies that the subprogramme services	Delegates and the public have access to 2 versions of the schedule of the General Assembly, unlocked by the intergovernmental data model	Delegates and the public have access to new services that are unlocked by the intergovernmental data model	Delegates and the public have access to additional reporting services that are unlocked by the intergovernmental data model

Result 3: standardized information on the proceedings of various intergovernmental bodies available to delegates

Proposed programme plan for 2025

- 2.28 The subprogramme, among other activities, provides data stewardship to intergovernmental decision-making. A proposal is introduced, recommended and adopted during meetings of various intergovernmental bodies. The associated information is recorded and stored in various data sets as the proposal is processed by the bodies.

Lessons learned and planned change

- 2.29 The lesson for the subprogramme was that data-driven approaches could facilitate access to more readily understandable information by standardizing both the form and content of such information. In applying the lesson, the subprogramme will design and implement new digital solutions that will facilitate access to information across the intergovernmental bodies that the subprogramme services, including a new e-deleGATE module that draws on multiple data sets to record and share information relating to proposals, amendments, resolutions and decisions. In keeping with General Assembly resolution [77/335](#), it will encourage other technical secretariats to adopt the same digital solutions.
- 2.30 Expected progress towards the objective is presented in the performance measure below (see table 2.3).

Table 2.3
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	—	Member States have access to information on intergovernmental decision-making, but this varies in content and form from one body to another	New module, providing information on proposals, amendments, resolutions and decisions, not yet available but under development in e-deleGATE	Member States have access to new module in e-deleGATE, providing information on proposals, amendments, resolutions and decisions

Deliverables

2.31 Table 2.4 lists all deliverables of the subprogramme.

Table 2.4
Subprogramme 1: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	197	275	217	181
Documents of:				
1. The General Assembly and its subsidiary bodies	102	191	102	110
2. The Economic and Social Council and its subsidiary bodies	90	69	90	66
3. United Nations conferences	5	14	24	5
4. The Trusteeship Council	—	1	1	—
Conference and secretariat services for meetings (number of three-hour meetings)	811	780	929	757
5. Meetings of the plenary of the General Assembly, the General Committee and the Ad Hoc Working Group on the Revitalization of the Work of the General Assembly	363	333	363	333
6. United Nations conferences	—	32	70	10
7. Meetings of the First Committee	33	30	33	33
8. Meetings of the Special Political and Decolonization Committee (Fourth Committee)	30	27	30	30
9. Meetings of the Second Committee	24	28	28	28
10. Meetings of the Third Committee	56	61	56	59
11. Meetings of the other subsidiary bodies of the General Assembly	63	59	120	60
12. Meetings of the Economic and Social Council	70	111	55	55
13. Meetings of the high-level political forum on sustainable development convened under the auspices of the Economic and Social Council	24	24	24	24
14. Economic and Social Council forum on financing for development follow-up	10	9	10	10
15. Multi-stakeholder forum on science, technology and innovation for the Sustainable Development Goals	4	4	4	5
16. Meetings of the subsidiary bodies of the Economic and Social Council	134	61	135	110
17. Meetings of the plenary of the Trusteeship Council	—	1	1	—

<i>Category and subcategory</i>	<i>2023 planned</i>	<i>2023 actual</i>	<i>2024 planned</i>	<i>2025 planned</i>
B. Generation and transfer of knowledge				
Publications (number of publications)	1	1	1	1
18. Delegate's Handbook	1	1	1	1
C. Substantive deliverables				
Databases and substantive digital materials: online portals, including e-deleGATE, for approximately 35 intergovernmental bodies.				

Conference management, New York

Subprogramme 2

Planning and coordination of conference services

Objective

- 2.32 The objective, to which this subprogramme contributes, is to ensure efficient, effective and multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in New York.

Strategy

- 2.33 To contribute to the objective, the subprogramme will, in coordination with the other duty stations:
- (a) Plan and manage meetings and documentation services in a globally coordinated manner by leveraging technologies, including gMeets, gDoc and gData, and optimizing workflows;
 - (b) Lead global innovation projects in areas related to planning and coordination, including gMeets and the *Journal of the United Nations*;
 - (c) Centrally coordinate evaluation activities and risk management, including business continuity within existing mandates, and provide high-quality and reliable data to facilitate informed managerial decision-making and performance monitoring;
 - (d) Engage in regular consultations with Member States and substantive and technical secretariats to address conference-servicing needs;
 - (e) Provide technical and substantive support to the Committee on Conferences through expanded use of the e-deleGATE portal.
- 2.34 The above-mentioned work is expected to result in:
- (a) The addressing of Member States' needs with more responsive, timely, efficient and user-friendly conference services;
 - (b) Smooth deliberations in the intergovernmental process;
 - (c) Well-established and mature standard operating procedures complemented by information technology systems applied to all services for Member States;
 - (d) The timely and simultaneous issuance of parliamentary documents in all six official languages.

Programme performance in 2023

Towards a global *Journal of the United Nations*

- 2.35 In support of integrated global management and to contribute to the smooth proceeding of intergovernmental and expert meetings, the subprogramme expanded the scope of the *Journal of the United Nations*, using existing technology and in-house skills and knowledge, to include all conferences and summits held away from Headquarters in 2022. In 2023, dedicated sections covering the meetings held at the United Nations Offices at Nairobi and Vienna, as well as the hearings of the International Court of Justice, were added. As a result, the Journal now covers the meetings of all six main organs of the United Nations.
- 2.36 Progress towards the objective is presented in the performance measure below (see table 2.5).

Table 2.5

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)
Users of the <i>Journal of the United Nations</i> receive information only on meetings in New York	Users of the <i>Journal of the United Nations</i> receive information on meetings in New York and on conferences and summits held away from Headquarters	Users of the <i>Journal of the United Nations</i> receive information on meetings in New York, on conferences and summits held away from Headquarters, on meetings at the United Nations Offices at Nairobi and Vienna, and on the hearings of the International Court of Justice

Planned results for 2025

Result 1: efficiency gains and enhanced accountability for conference and event management services

Programme performance in 2023 and target for 2025

- 2.37 The subprogramme's work contributed to improved business processes and harmonized data structures, which did not meet the planned target of the issuance of an integrated single bill. The target was not met owing to the required technical review of the changes made in the meeting management system, gMeets, and the ongoing Umoja Conference and Event Management integration. However, the standard operating procedure for the single bill process was completed in 2023. In addition, the business requirements for changes in gMeets were identified and are being implemented.
- 2.38 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.6).

Table 2.6
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Analysis of existing supply chain and stakeholders	Areas of interoperability among conference and event management systems are determined by identifying master, transactional and reference data to support improved business processes and access to simplified and harmonized data structures within those systems and with Umoja and Inspira	Identification of business requirements and completion of standard operating procedure for the single bill process Implementation of some necessary system changes in the meetings management system (gMeets)	Streamlined processes and enhanced data consistency through expanded data integration with Umoja and Inspira	Streamlined business processes through enhanced systems integration (among Department for General Assembly and Conference Management applications and with enterprise administrative applications) that enables the single bill process

Result 2: timely and reliable reporting of key performance indicators across duty stations made available to Member States

Programme performance in 2023 and target for 2025

- 2.39 The subprogramme's work contributed to all indicators covering the entire span of conference management activities being available in new gData dashboards, with globally harmonized methodologies being applied to some indicators, which met the planned target.
- 2.40 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.7).

Table 2.7
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	Availability of some indicators and reports for mandated reporting to Member States	All indicators available in new gData dashboards, with globally harmonized methodologies for some indicators	Mandated reporting of all indicators to Member States consistent with globally harmonized methodologies	Mandated reporting of all indicators to Member States based on gData reports

Result 3: global gateway for servicing conferences and meetings

Proposed programme plan for 2025

- 2.41 The One-Stop Shop client interface of gMeets acts as a single entry point for submitting requests for meeting services at United Nations Headquarters. To further streamline and optimize the processes for submitting and managing meeting requests, the subprogramme is working to consolidate the entry points for clients at all duty stations.

Lessons learned and planned change

- 2.42 The lesson for the subprogramme was that the process whereby clients request meeting services was highly fragmented. In applying the lesson, the subprogramme, in coordination with the other duty stations, will implement a global gateway – a client-oriented portal, based on the One-Stop Shop client interface of gMeets – that will enable requests for meeting services to be submitted through a single web interface that is integrated with local applications. This will simplify and streamline the request process, enhance coordination among service providers and lead to a harmonized request-to-invoice workflow, which will generate efficiencies in the request process and better services for Member States.
- 2.43 Expected progress towards the objective is presented in the performance measure below (see table 2.8).

Table 2.8
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Clients can request meeting services in New York through One-Stop Shop	A subset of clients can request meeting services in Nairobi through One-Stop Shop	All clients can request meeting services in Nairobi through One-Stop Shop A subset of clients can request meeting services in Vienna through One-Stop-Shop	All clients can request meeting services in Vienna through One-Stop Shop A subset of clients can request meeting services in Geneva through One-Stop Shop	All clients at all duty stations can request meeting services, obtain cost estimates and receive a single bill through One-Stop Shop

Deliverables

- 2.44 Table 2.9 lists all deliverables of the subprogramme.

Table 2.9
New York, subprogramme 2: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	12	12	11	12
1. Report of the Committee on Conferences	1	1	1	1
2. Report of the Secretary-General on the pattern of conferences	1	1	1	1
3. Note by the Secretariat on the calendar of conferences and meetings	2	2	2	2
4. Documents for the Committee on Conferences	7	7	6	7
5. Revitalization of the work of the General Assembly: status of documentation for the General Assembly	1	1	1	1
Substantive services for meetings (number of three-hour meetings)	11	3	11	11
6. Meetings of the Committee on Conferences	11	3	11	11
Conference and secretariat services for meetings (number of three-hour meetings)	12 700	8 478	12 700	12 700
7. Meetings of the Security Council and its sanctions committees and subsidiary working groups	750	716	750	750
8. Meetings of the General Assembly and its Main Committees and subsidiary bodies	3 200	3 244	3 200	3 200
9. Meetings of the Economic and Social Council and its subsidiary bodies and functional commissions	750	1 260	750	750

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
10. Meetings of the permanent and observer missions to the United Nations	3 130	859	3 130	3 130
11. Other meetings	4 870	2 399	4 870	4 870
B. Generation and transfer of knowledge				
Technical materials (number of materials)	251	251	252	251
12. <i>Journal of the United Nations</i>	251	251	252	251
C. Substantive deliverables				
Consultation, advice and advocacy: consultations with five Bureau members on issues relating to the Committee on Conferences; Bureau meetings and briefing for the 18 members of the Committee on Conferences; and consultations and coordination with Committees and expert bodies and other Secretariat entities to ensure the timely submission of 1,700 parliamentary documents and thereby facilitate timely issuance.				
Databases and substantive digital materials: One-Stop Shop platform for meetings and conference service requests.				
D. Communication deliverables				
Digital platforms and multimedia content: website of the <i>Journal of the United Nations</i> (daily <i>Journal</i> provided for 251 working days) and calendar of conferences and meetings website, available in all six official languages and accessible from mobile devices.				

Subprogramme 3 Documentation services

Objective

- 2.45 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in New York.

Strategy

- 2.46 To contribute to the objective, the subprogramme will, in coordination with the other duty stations:
- (a) Deliver multilingual documentation services, including translation, editing, précis-writing, desktop publishing and correspondence services, while improving quality and timeliness by leveraging technologies, optimizing workflows, matching capacity with workload and developing staff skills through training;
 - (b) Promote the versatility of language professionals with regard to processing highly complex legal and technical documents by providing continuous subject-matter training, including by leading projects on knowledge management and training tools and by organizing briefings with substantive secretariats;
 - (c) Implement new technological solutions and maintain existing systems to manage its workload and workforce;
 - (d) Strengthen performance management and quality assurance mechanisms and manage the quality of internally and externally processed documents by applying rigorous quality-control standards;
 - (e) Enhance outreach to universities;
 - (f) Improve recruitment methods, including through remote competitive examinations;
 - (g) Lead global innovation projects and programmes in areas relating to documentation, including gText and gDoc, to improve the ability of the subprogramme to plan and process multilingual documentation within established time frames and to support the skills of linguists to satisfy the mandate on quality;

- (h) Maintain and enhance the UNTERM portal, which contains official terminology and is publicly accessible online;
 - (i) Convert categories of documents into machine-readable format to develop further information services that will leverage the wealth of the Organization's knowledge.
- 2.47 The above-mentioned work is expected to result in:
- (a) The timely availability of high-quality documents, issued simultaneously in the official languages, in compliance with existing mandates;
 - (b) The consistent use of official terminology in the official languages;
 - (c) Improved access to knowledge resources through the provision of machine-readable documents.

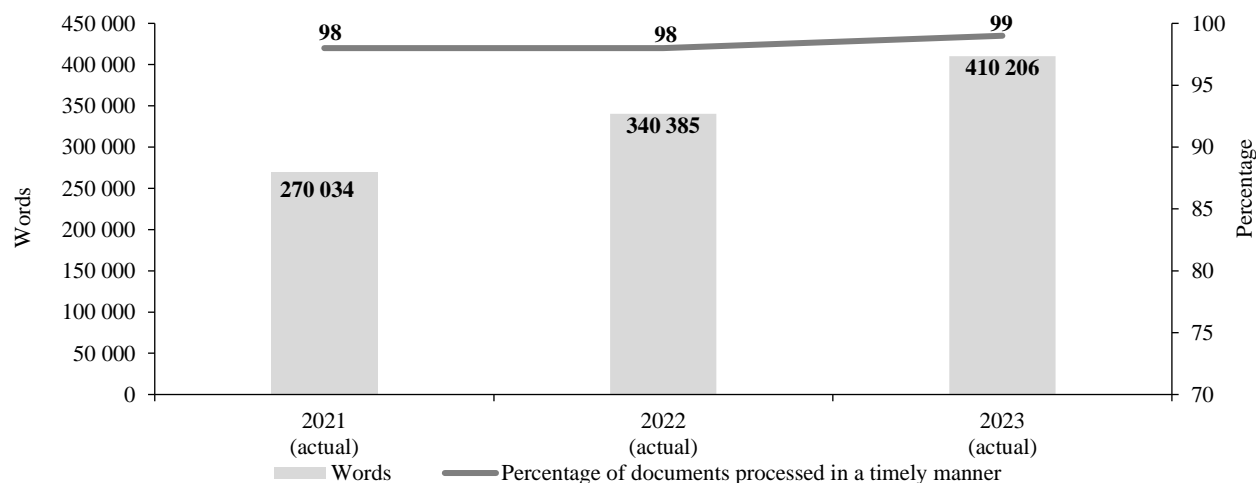
Programme performance in 2023

Timely delivery of high-quality draft resolutions to facilitate the deliberations of the General Assembly and its Main Committees

- 2.48 The Second Committee concluded its session in 2023 after approving 43 draft resolutions, the highest number since the seventy-fourth session of the General Assembly. The subprogramme supported that achievement, highlighted by the Chair in his closing remarks, through the commitment and timely work of editors, translators and text-processors, to process draft resolutions covering diverse topics speedily and issue them simultaneously in all official languages and to a high level of quality, processing some 410,000 words, a 17 per cent increase compared with 2022, with no detrimental impact on the overall timely processing of documentation.
- 2.49 Progress towards the objective is presented in the performance measure below (see figure 2.III).

Figure 2.III

Performance measure: timely processing of documentation; words of draft resolutions processed for the Second Committee



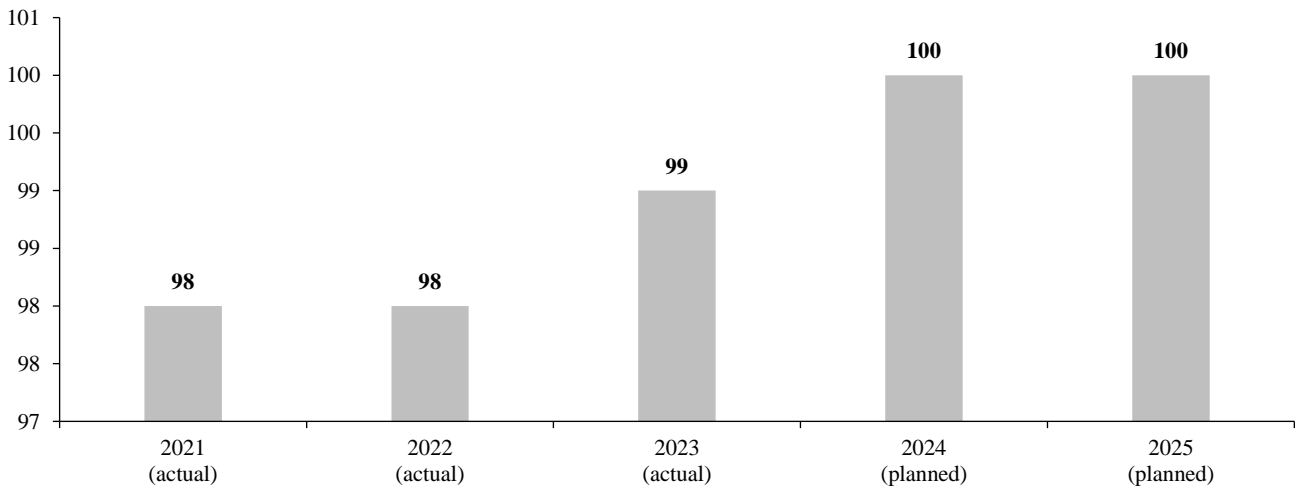
Planned results for 2025

Result 1: versatility and multilingualism: parliamentary documentation delivered within the mandated time frames

Programme performance in 2023 and target for 2025

- 2.50 The subprogramme’s work contributed to 99 per cent of parliamentary documentation submitted on time and within the established word limits being issued in a timely manner, which did not meet the planned target of 100 per cent. The target was not met owing to a number of delayed submissions, which led to unexpected competing priorities within the overarching goal of ensuring that all documents were issued well in advance of the meeting sessions.
- 2.51 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.IV).

Figure 2.IV
Performance measure: timely processing of parliamentary documentation (annual)
(Percentage)



Result 2: innovation in action: leveraging machine-readable documents

Programme performance in 2023 and target for 2025

- 2.52 The subprogramme’s work contributed to the availability of additional resolutions in enriched machine-readable format permitting not only visualizations, but also data extracts, which exceeded the planned target of having available additional resolutions in enriched machine-readable format with visualizations.
- 2.53 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.10).

Table 2.10
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Resolutions of the Security Council and Economic and Social Council available in machine-readable format and displayed in interactive reports with visualizations	Decisions of the General Assembly available in machine-readable format and displayed in multilingual reports with visualizations	Availability of additional resolutions in enriched machine-readable format with visualizations and data extracts	Availability of other categories of documents and publications in the United Nations Digital Library or other portals	Availability of further refinements, including through master data, to facilitate information retrieval by Member States
Automated compilation and accelerated publication of volumes I and III of the resolutions and decisions adopted by the General Assembly, leveraging machine-readable documents	Automated compilation of volume II of the resolutions and decisions of the General Assembly, containing the decisions adopted by the Assembly, and of the resolutions and decisions adopted by the Economic and Social Council, available in machine-readable format			

Result 3: high-quality multilingual documentation through translation quality management framework

Proposed programme plan for 2025

- 2.54 In its resolution [77/255](#), the General Assembly emphasized that one of the Department's major goals was to provide high-quality documents in a timely manner in all official languages. To meet the quality expectations of Member States, the Department developed a translation quality management framework. The tenet of the framework is the fit-for-purpose approach, whereby the needs of Member States are paramount in assessing quality.

Lessons learned and planned change

- 2.55 The lesson for the subprogramme was the need to continue to meet the quality expectations of Member States, in the context of increased workload standards and technological advances. In applying the lesson, the subprogramme operationalized the framework by establishing specific quality assurance processes that could be applied to the six official languages of the United Nations. The processes contained in the framework will be applied progressively in all duty stations. Feedback mechanisms, such as the annual survey on conference services, will be reviewed and updated in line with the framework to ensure the ongoing assessment of the needs and expectations of Member States with regard to translation quality, which is key for the implementation of the framework.
- 2.56 Expected progress towards the objective is presented in the performance measure below (see table 2.11).

Table 2.11
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	—	Member States provide feedback on their satisfaction with the linguistic quality of translated documents through the annual survey on conference services Responses received in 2023 indicate satisfaction with translation quality	Member States provide feedback through new mechanism(s) aligned with the new translation quality framework, indicating that translation quality meets their needs and expectations	Member States indicate that translation quality meets their needs and expectations to the same extent as in 2024

Deliverables

2.57 Table 2.12 lists all deliverables of the subprogramme.

Table 2.12
New York, subprogramme 3: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	223	286	223	223
Summary records of:				
1. Meetings of Security Council subsidiary bodies	18	20	18	18
2. Meetings of the General Assembly	150	212	150	150
3. Meetings of the Economic and Social Council	35	36	35	35
4. Other meetings	20	18	20	20
Documentation services for meetings (thousands of words)	133 775	125 394	116 000^a	116 000^a
Editing, translation and desktop publishing of:				
5. Documents for the Security Council	22 728	18 180	19 200	19 200
6. Documents for the General Assembly	90 440	88 375	79 300	79 300
7. Documents for the Economic and Social Council	18 557	15 833	16 400	16 400
8. Other documents	2 050	3 006	1 100	1 100
C. Substantive deliverables				
Databases and substantive digital materials: UNTERM, comprising some 685,000 records.				
E. Enabling deliverables				
Correspondence and documentation services: documentation services for some 36 clients (processing more than 5 million words); and correspondence services, including notes verbales and official correspondence of the Secretary-General and departments with all Member States.				

^a Excludes editorial corrections generated by parallel processing, which is necessary to ensure timeliness.

Subprogramme 4

Meetings and publishing services

Objective

- 2.58 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in New York.

Strategy

- 2.59 To contribute to the objective, the subprogramme will, in coordination with the other duty stations:
- (a) Provide multilingual verbatim reporting, interpretation, meeting support and publishing services at Headquarters and for conferences and meetings held away from Headquarters;
 - (b) Utilize data-driven methodologies to project, plan and obtain the staff and temporary workforce capacity necessary to sustain peak periods of demand at Headquarters and for meetings held away from Headquarters;
 - (c) Develop and implement good practices relating to conference support and the sustainability and accessibility of meeting and publishing services;
 - (d) Refine business continuity methodologies and tools in accordance with existing mandates.
- 2.60 The above-mentioned work is expected to result in:
- (a) Better matching of servicing capacity with expected increases in meeting demand during peak periods;
 - (b) Continued sustainability of conference support and publishing services.

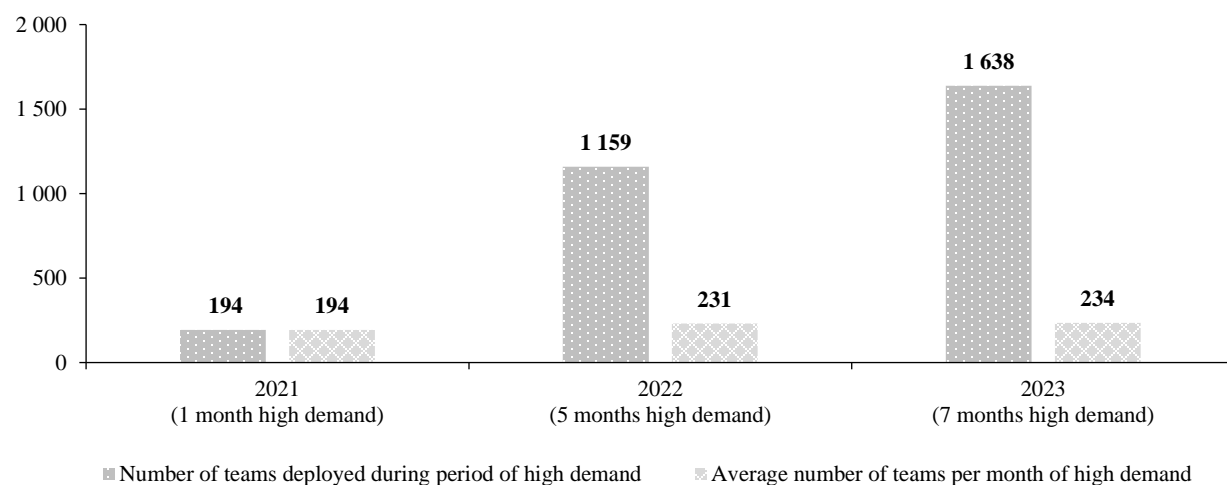
Programme performance in 2023

Increased availability of interpretation services during extended peaks of activity

- 2.61 The subprogramme continued to experience heightened demand for interpretation services and for longer periods in 2022 and 2023, with the number of months of high demand (i.e. when more than 200 interpretation teams are required) rising from five and seven, respectively, compared with only one such month in 2021. At the same time, owing to low demand in the preceding years, as well as other factors, the pool of locally available freelance interpreters to support such periods of high demand declined significantly, from the pre-coronavirus disease (COVID-19) pandemic highs of 82 to 57 in 2022 and 32 in 2023. To meet the increased demand, the subprogramme conducted extensive outreach to attract new interpreters and recruited a team on short-term appointments from the newly created examination rosters.
- 2.62 Progress towards the objective is presented in the performance measure below (see figure 2.V).

Figure 2.V

Performance measure: availability of interpretation services during months of high demand^a



^a High demand is defined as requiring approximately 200 interpretation teams per month.

Planned results for 2025

Result 1: contingency plans for maintenance of a broad array of sustainable conference-servicing modalities that are technically accessible to all

Programme performance in 2023 and target for 2025

- 2.63 The subprogramme's work contributed to the availability of conferencing tools and solutions to the benefit of organizers should a business continuity requirement arise, which met the planned target.
- 2.64 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.13).

Table 2.13

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Organizers benefited from fully deployed remote participation and remote simultaneous interpretation options to ensure business continuity during the prolonged pandemic	Tools/solutions deployed during the pandemic remained available for contingencies so that organizers could benefit from meeting and interpretation services that had been integrated with tools and solutions tested during the pandemic	Organizers have contingency solutions, with meeting and interpretation services that guarantee sustainable delivery in all working modalities	Organizers can benefit from contingency solutions, with meeting and interpretation services that guarantee sustainable delivery in all working modalities, should a business continuity requirement arise	Organizers can benefit from contingency solutions, with meeting and interpretation services that guarantee sustainable delivery in all working modalities, should a business continuity requirement arise

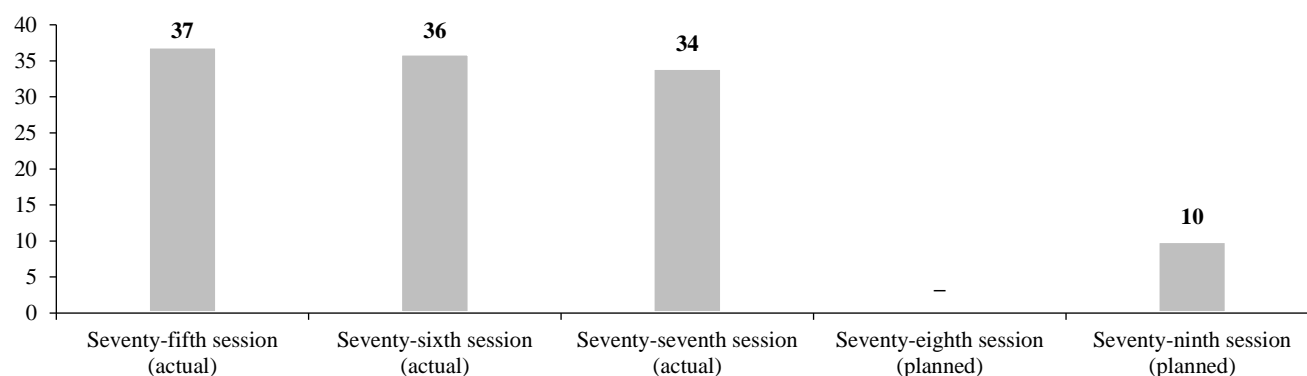
Result 2: timely processing of verbatim records of the General Assembly through the use of fit-for-purpose technologies

Programme performance in 2023 and target for 2025

- 2.65 The subprogramme's work contributed to reducing, to 34, the number of unprocessed verbatim records remaining from previous sessions of the General Assembly as of the first day of the new session, which did not meet the planned target of 10 unprocessed verbatim records. The target was not met owing to the larger-than-expected increase in activity of United Nations bodies entitled to verbatim records.
- 2.66 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.VI).

Figure 2.VI

Performance measure: number of unprocessed verbatim records remaining from previous sessions of the General Assembly as of the first day of the new session



Result 3: increased interpretation services available to meet the growing demand of Member States for meetings with interpretation

Proposed programme plan for 2025

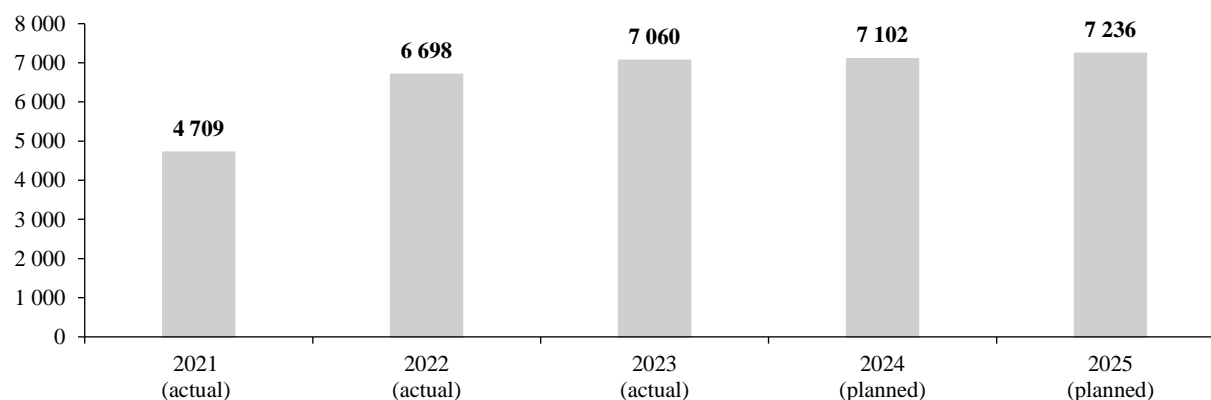
- 2.67 With the phase-out of the business continuity measures introduced owing to the COVID-19 pandemic, 2022 and 2023 saw a rapid return to normal schedules of conferences and meetings serviced by the subprogramme. However, fewer freelance interpreters were available owing to changes in the labour market. In response, the subprogramme, in collaboration with the other duty stations, has intensified its recruitment efforts by conducting competitive examinations for language positions to recruit new staff, as well as examinations to replenish the global language register, so as to ensure sufficient core and temporary interpretation capacity to meet growing demand. Short-term appointments and intensive on-the-job mentoring are complementing efforts to bring in and train new staff swiftly.

Lessons learned and planned change

- 2.68 The lesson for the subprogramme was that, as well as further replenishing and strengthening its global interpretation capacity, it needed to further improve workforce planning and management tools and processes so as to be able to fulfil, across the four duty stations, more requests for interpretation services from bodies entitled to interpretation on an “as required” and “if available” basis. In applying the lesson, the subprogramme will continue its recruitment and training efforts and, in parallel, will refine gMeets data flows and the interpreters assignment programme, eAPG, to support capacity-planning and the global management of freelancers. This will further enhance the planning and utilization of resources to match fluctuating workloads.
- 2.69 Expected progress towards the objective is presented in the performance measure below (see figure 2.VII).

Figure 2.VII

Performance measure: global number of meetings held with interpretation



Deliverables

2.70 Table 2.14 lists all deliverables of the subprogramme.

Table 2.14

New York, subprogramme 4: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	2 580	2 852	2 580	2 580
1. Verbatim records of the General Assembly	700	600	700	700
2. Verbatim records of the Security Council	1 600	1 902	1 600	1 600
3. Verbatim records of the First Committee	200	186	200	200
4. Verbatim records of the Disarmament Commission	36	42	36	36
5. Verbatim records of the Committee on the Exercise of the Inalienable Rights of the Palestinian People	6	6	6	6
6. Verbatim records of the Military Staff Committee	26	32	26	26
7. Verbatim records of the special sessions of the General Assembly	6	78	6	6
8. Verbatim records of the Trusteeship Council	6	6	6	6
Conference and secretariat services for meetings (number of three-hour meetings)	12 700	8 478	12 700	12 700
Meetings with interpretation for:	2 850	2 664	2 850	2 850
9. The Security Council and its sanctions committees and subsidiary working groups	650	676	650	650
10. The General Assembly and its Main Committees and subsidiary bodies	1 400	1 265	1 400	1 400
11. The Economic and Social Council and its subsidiary bodies and functional commissions	300	365	300	300
12. Permanent and observer missions to the United Nations	30	48	30	30
13. Other requesters	470	310	470	470
Meetings without interpretation for:	9 850	5 814	9 850	9 850
14. The Security Council and its sanctions committees and subsidiary working groups	100	40	100	100
15. The General Assembly and its Main Committees and subsidiary bodies	1 800	1 979	1 800	1 800
16. The Economic and Social Council and its subsidiary bodies and functional commissions	450	895	450	450
17. Permanent and observer missions to the United Nations	3 100	811	3 100	3 100

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
18. Other requesters	4 400	2 089	4 400	4 400

E. Enabling deliverables

Publishing services: publications, official records (approximately 2,600 verbatim records annually) and other materials in all official languages for hard copy and digital distribution; 20,000 parliamentary documents printed, bound and distributed; 180 publications and other materials in hard copy; and materials available in digital format.

Conference management, Geneva

Subprogramme 2

Planning and coordination of conference services

Objective

- 2.71 The objective, to which this subprogramme contributes, is to ensure efficient, effective and multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Geneva.

Strategy

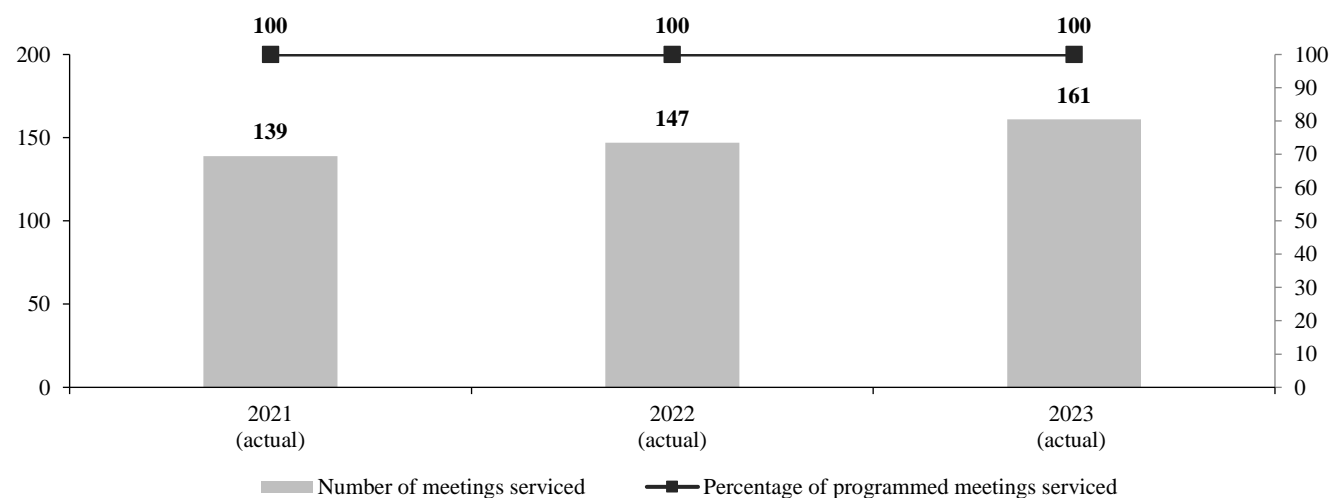
- 2.72 To contribute to the objective, the subprogramme will, in coordination with the other duty stations, and in addition to the activities indicated in paragraph 2.33 above:
- (a) Manage reduced room capacity and other constraints resulting from renovation works under the strategic heritage plan of the United Nations Office at Geneva by optimizing the utilization of the limited available conference facilities and the temporary conference structure on the Office's grounds;
 - (b) Maintain, in coordination with relevant entities and the strategic heritage plan, business continuity capabilities in accordance with existing mandates.
- 2.73 The above-mentioned work is expected to result in:
- (a) Improved conference services and related procedures;
 - (b) The full, effective and efficient delivery of all mandated calendar meetings and participants experiencing a conference that is comparable in quality to fully in-person meetings if the need for multiple participation modalities were to arise;
 - (c) The timely and simultaneous issuance of parliamentary documents in all six official languages.

Programme performance in 2023

Additional four weeks of meetings of the Human Rights Council successfully serviced

- 2.74 In October 2022, the Human Right Council adopted decision HRC/DEC/51/101, by which it extended its minimal annual meeting time by four weeks starting in 2023. Implementation of that decision presented challenges, given the reduced availability of conference facilities associated with the ongoing strategic heritage plan renovations at the Palais des Nations and the continued increase in the meeting workload in general. The subprogramme enhanced coordination with the Human Right Council and engaged in careful planning with all service providers to facilitate the smooth integration of the additional four weeks of meetings into the 2023 work programme.
- 2.75 Progress towards the objective is presented in the performance measure below (see figure 2.VIII).

Figure 2.VIII
Performance measure: meetings serviced with interpretation



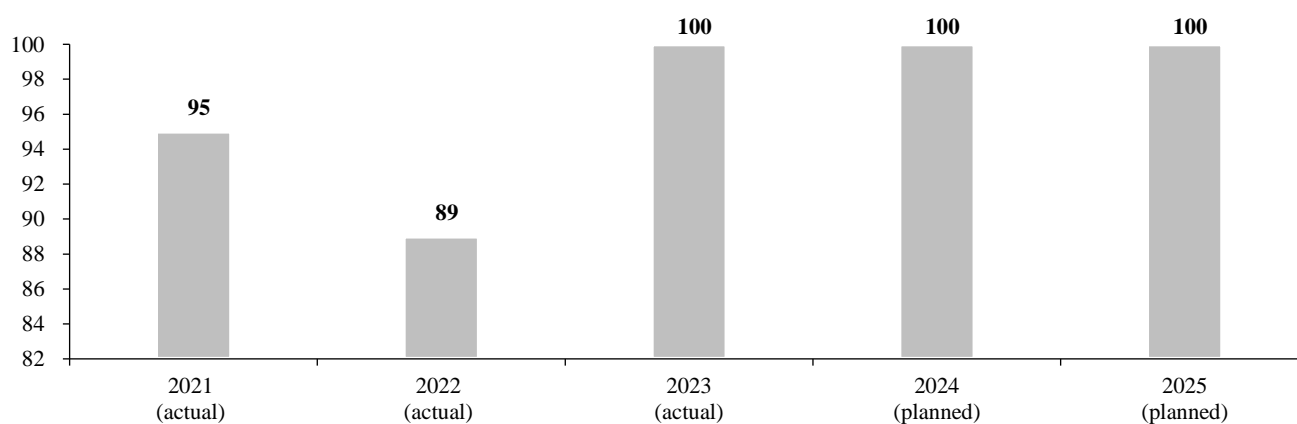
Planned results for 2025

Result 1: enhancing delegates' experience in obtaining conference services – lessons from applied innovations

Programme performance in 2023 and target for 2025

- 2.76 The subprogramme's work contributed to 100 per cent of overall client satisfaction with the provision of conference services, which met the planned target.
- 2.77 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.IX).

Figure 2.IX
Performance measure: overall client satisfaction with the provision of conference services
(Percentage)



Result 2: timely and reliable reporting of key performance indicators across duty stations made available to Member States

Programme performance in 2023 and target for 2025

- 2.78 The subprogramme's work contributed to all indicators covering the entire span of conference management activities being available in new gData dashboards, with globally harmonized methodologies being applied to some indicators, which met the planned target.
- 2.79 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.15).

Table 2.15
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	Availability of some indicators and reports for mandated reporting to Member States	All indicators available in new gData dashboards, with globally harmonized methodologies for some indicators	Mandated reporting of all indicators to Member States consistent with globally harmonized methodologies	Mandated reporting of all indicators to Member States based on gData reports

Result 3: global gateway for servicing conferences and meetings

Proposed programme plan for 2025

- 2.80 To further streamline and optimize the processes for meeting requests and to consolidate the entry points for clients at all duty stations, the subprogramme will contribute to the implementation of a global gateway, in line with paragraph 2.41 above.

Lessons learned and planned change

- 2.81 In line with the lesson learned described in paragraph 2.42 above, the subprogramme, in coordination with the other duty stations, will implement a global gateway that enables requests for services to be submitted through a single web interface.
- 2.82 Expected progress towards the objective is presented in the performance measure below (see table 2.16).

Table 2.16
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	—	—	A subset of clients can request meeting services in Geneva through One-Stop Shop	All clients at all duty stations can request meeting services, obtain cost estimates and receive a single bill through One-Stop Shop

Deliverables

2.83 Table 2.17 lists all deliverables of the subprogramme.

Table 2.17

Geneva, subprogramme 2: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	12 000	8 478	12 000	9 000
1. Meetings of intergovernmental and expert bodies on human rights, including the Human Rights Council and the treaty bodies	3 750	3 449	3 750	3 750
2. Meetings of intergovernmental and expert bodies on the environment, including the Conference of the Parties to the United Nations Framework Convention on Climate Change	2 000	1 568	2 000	1 600
3. Meetings of intergovernmental and expert bodies on cooperation for development, including the United Nations Conference on Trade and Development and the Economic Commission for Europe	1 950	1 181	1 950	1 250
4. Meetings of intergovernmental and expert bodies on disarmament, including the Conference on Disarmament	700	505	700	500
5. Other	3 600	1 775	3 600	1 900
B. Generation and transfer of knowledge				
Technical materials (number of materials)	1	1	1	1
6. Annual calendar of conferences and meetings in Geneva	1	1	1	1
C. Substantive deliverables				
Consultation, advice and advocacy: informational session for 70 permanent missions.				
D. Communication deliverables				
Outreach programmes, special events and information materials: language-day celebrations for the six official languages, the International Day of Sign Languages and International Mother Language Day.				
External and media relations: press conferences and public briefings.				

Subprogramme 3 Documentation services

Objective

2.84 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Geneva.

Strategy

2.85 To contribute to the objective, the subprogramme will continue, in coordination with the other main conference-servicing duty stations and in addition to the activities indicated in paragraph 2.46 above, to:

- (a) Participate in the global innovation projects of the Department, including gDoc and gText, leverage information technology tools, including eLUNa, provide input to UNTERM and maintain its repository of Geneva-specific reference material for in-house and external language professionals;

- (b) Reinforce communication to ensure that terminology creation standards remain aligned in UNTERM, in collaboration with New York;
- (c) Continuously improve recruitment methods for temporary language staff and individual language contractors.

2.86 The above-mentioned work is expected to result in:

- (a) The timely availability of high-quality documents, issued simultaneously in the official languages, in compliance with existing mandates;
- (b) The consistent use of official terminology in the official languages;
- (c) Improved access to knowledge resources through the provision of machine-readable documents.

Programme performance in 2023

Member States benefit from more accurate legal terminology records in the United Nations Terminology Database

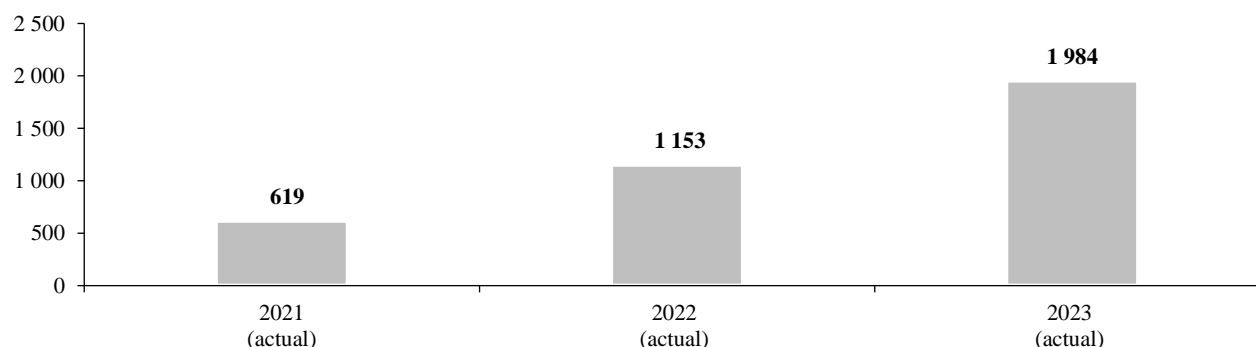
2.87 In its resolution [77/255](#), the General Assembly requested the Secretary-General to maintain and update the Organization's official terminology portal, UNTERM, with a view to achieving, among others, harmonization of the terminology used at all duty stations. When UNTERM was launched, legacy records were imported into the portal and were not reviewed for consistency. Some of these records belong to the "Law" domain, which is managed by the United Nations Office at Geneva.

2.88 In 2023, the subprogramme expanded the pilot project on legal terminology in the six official languages with the following priorities: (a) deleting obsolete records; (b) amending inaccurate records; and (c) establishing new records in response to feedback from users. This approach relied on close cooperation among terminologists, legal experts, translators, editors and linguistic support assistants in Geneva and across duty stations, in particular at Headquarters and in Vienna. As a result, 1,984 legal records were created or updated in UNTERM during the year, enabling the harmonization of legal terminology across duty stations.

2.89 Progress towards the objective is presented in the performance measure below (see figure 2.X).

Figure 2.X

Performance measure: number of new or updated legal records available in the United Nations Terminology Database (annual)



Planned results for 2025

Result 1: documentation needs of Member States met through succession planning

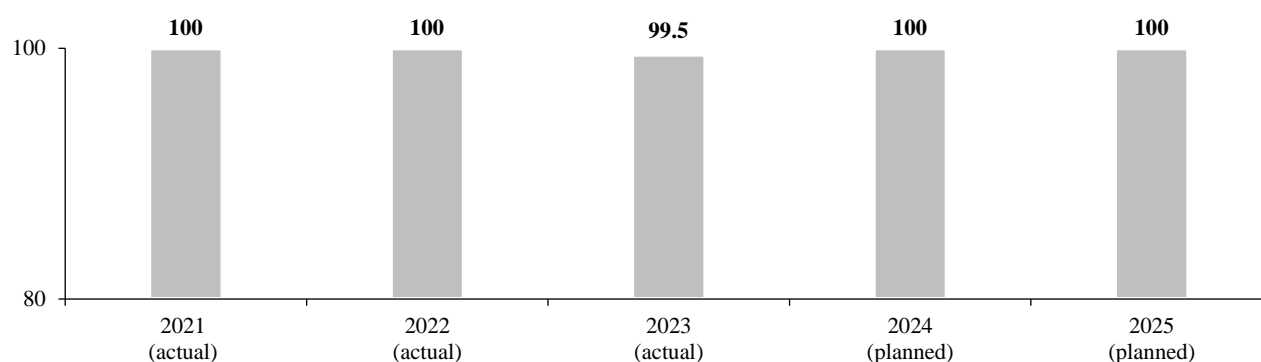
Programme performance in 2023 and target for 2025

- 2.90 The subprogramme's work contributed to meeting the documentation needs of Member States, with 99.5 per cent of documents (all but 8 of the 166 documents submitted) issued in a timely manner, which did not meet the planned target of 100 per cent of timely issuance of documents that were submitted on time and within the word limit.
- 2.91 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.XI).

Figure 2.XI

Performance measure: timely issuance compliance for documents that were submitted on time and within the word limit

(Percentage)



Result 2: innovation in action: leveraging machine-readable documents

Programme performance in 2023 and target for 2025

- 2.92 The subprogramme's work contributed to Human Rights Council resolutions and decisions being automatically generated, on a pilot basis, in machine-readable format in line with the Akoma Ntoso standard, which exceeded the planned target.
- 2.93 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.18).

Table 2.18

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Resolutions adopted by the General Assembly at its seventy-fifth session available in machine-readable format in line with the Akoma Ntoso standard for the United Nations	User requirements validated and standardized markup available for Human Rights Council resolutions in machine-readable format in line with the Akoma Ntoso standard	Human Rights Council resolutions and decisions automatically generated in machine-readable format on a pilot basis in line with the Akoma Ntoso standard	Availability of resolutions adopted by the Human Rights Council in machine-readable format in line with the Akoma Ntoso standard, with visualizations	Availability of further refinements, including through master data, to facilitate information retrieval by Member States

Result 3: high-quality multilingual documentation through a translation quality management framework

Proposed programme plan for 2025

- 2.94 The subprogramme, in coordination with the other duty stations, will continue to implement a translation quality management framework, as described in paragraph 2.54 above.

Lessons learned and planned change

- 2.95 In line with the lesson learned described in paragraph 2.55 above, the subprogramme will ensure the application of the quality assurance processes included in the framework to support the continued provision of high-quality documents to Member States.
- 2.96 Expected progress towards the objective is presented in the performance measure below (see table 2.19).

Table 2.19

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	—	Member States provide feedback on their satisfaction with the linguistic quality of translated documents through the annual survey on conference services Responses received in 2023 indicate satisfaction with translation quality	Member States provide feedback through new mechanism(s) aligned with the new translation quality framework, indicating that translation quality meets their needs and expectations	Member States indicate that translation quality meets their needs and expectations to the same extent as in 2024

Deliverables

- 2.97 Table 2.20 lists all deliverables by the subprogramme.

Table 2.20

Geneva, subprogramme 3: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Parliamentary documentation (number of documents)	550	587	550	580
Summary records of:				
1. Meetings of intergovernmental and expert bodies on human rights	490	508	490	520
2. Meetings of intergovernmental and expert bodies on legal affairs	35	45	35	50
3. Other meetings	25	34	25	10

<i>Category and subcategory</i>	<i>2023 planned</i>	<i>2023 actual</i>	<i>2024 planned</i>	<i>2025 planned</i>
Documentation services for meetings (thousands of words)	73 000	84 510	73 000	83 000
4. Editing, translation and desktop publishing of documents for intergovernmental and expert bodies on human rights, including the Human Rights Council and the treaty bodies	42 250	50 760	42 250	51 500
5. Translation and desktop publishing of documents for intergovernmental and expert bodies on cooperation for development, including the United Nations Conference on Trade and Development and the Economic Commission for Europe	16 000	20 088	16 000	18 500
6. Editing, translation and desktop publishing of documents for intergovernmental and expert bodies on legal affairs, including the International Law Commission	4 850	2 623	4 850	2 500
7. Translation and desktop publishing of documents for intergovernmental and expert bodies on disarmament, including the Conference on Disarmament	3 500	3 560	3 500	3 500
8. Translation and desktop publishing of documents for intergovernmental and expert bodies on the environment, including the Conference of the Parties to the United Nations Framework Convention on Climate Change and the Conference of the Parties to the United Nations Convention to Combat Desertification	2 400	3 408	2 400	3 200
9. Editing, translation and desktop publishing of documents for other intergovernmental and expert bodies	4 000	4 071	4 000	3 800
C. Substantive deliverables				
Databases and substantive digital materials: UNTERM, comprising some 685,000 records.				
E. Enabling deliverables				
Correspondence and documentation services: documentation services; approximately 300 non-parliamentary documents provided to 13 client departments; and mandated publications for the International Law Commission in the six official languages.				

Subprogramme 4 Meetings and publishing services

Objective

- 2.98 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Geneva.

Strategy

- 2.99 To contribute to the objective, the subprogramme will, in coordination with the other duty stations and in addition to the activities, except for verbatim reporting, indicated in paragraph 2.59 above:
- (a) Lead innovation projects, including Indico.UN and fully automated speech-to-text (FAST) technology, and participate in full in the global innovation projects of the Department, including eAPG;
 - (b) Provide digital documentation to delegates in a structured and integrated way.
- 2.100 The above-mentioned work is expected to result in:
- (a) More effective utilization and expanded provision of the Organization's meetings and publishing services;
 - (b) Greater access for meeting participants and end users of publishing services to United Nations products to maximize their engagement with the intergovernmental process.

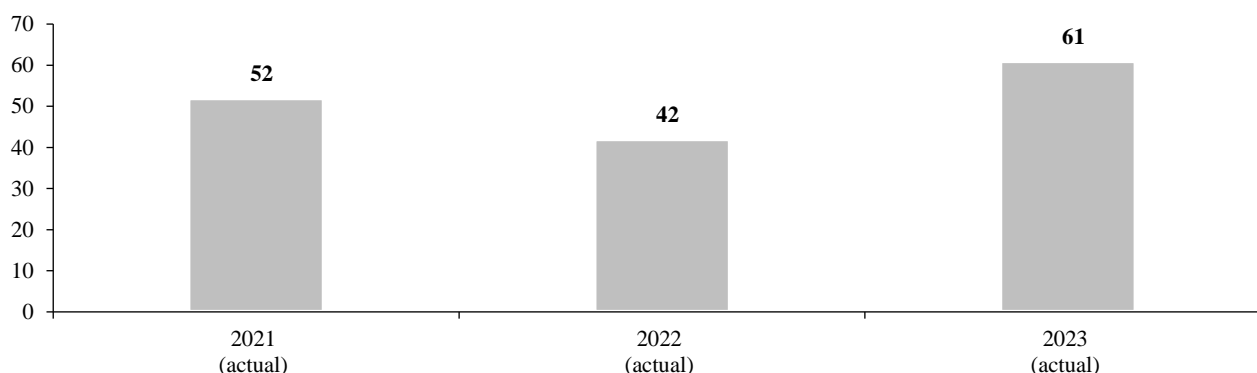
Programme performance in 2023

Expanded range of accessible publishing products

- 2.101 The subprogramme, in recognizing the important role of accessible publishing products and facilitating more inclusive engagement in the intergovernmental process, increased its efforts to expand the range of publishing products, including web and print publications, videos and photos.
- 2.102 Aligning itself with the United Nations Disability Inclusion Strategy, the subprogramme applied the principles of universal design to its products, which led to the implementation of several key accessibility features, such as the use of increased font sizes and enhanced contrast that enhance the readability for those with visual impairments. Moreover, the products are designed to be visually simple and intuitive, which allows users of all abilities to navigate and understand the content with ease. Videos and photos now also contain multilingual subtitles and alt-text captions, making them more accessible to individuals with hearing impairments and those who prefer or require text-based content.
- 2.103 Progress towards the objective is presented in the performance measure below (see figure 2.XII).

Figure 2.XII

Performance measure: number of new accessible publishing products made available



Planned results for 2025

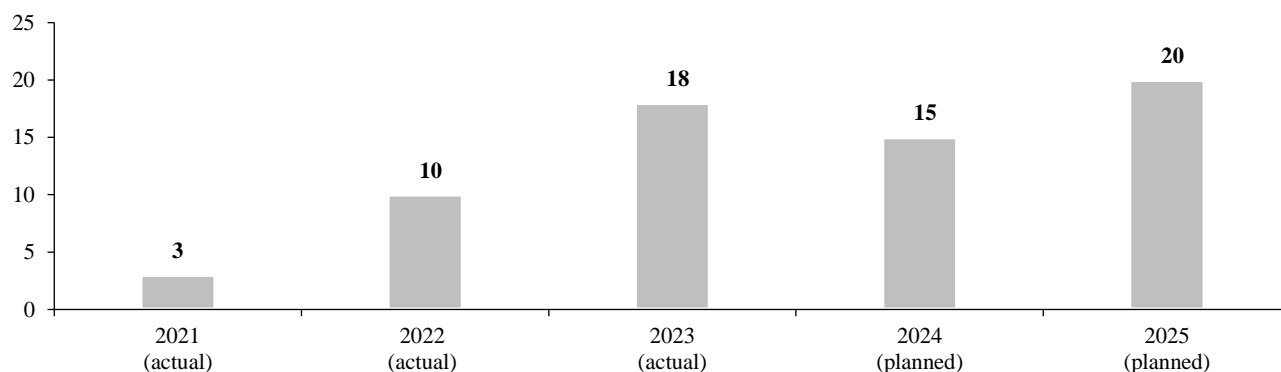
Result 1: contingency plans for maintenance of a broad array of sustainable conference-servicing modalities technically accessible to all

Programme performance in 2023 and target for 2025

- 2.104 The subprogramme's work contributed to 18 per cent of calendar meetings with virtual document distribution, which exceeded the planned target of 10 per cent.
- 2.105 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.XIII).

Figure 2.XIII

Performance measure: percentage of calendar meetings with virtual document distribution



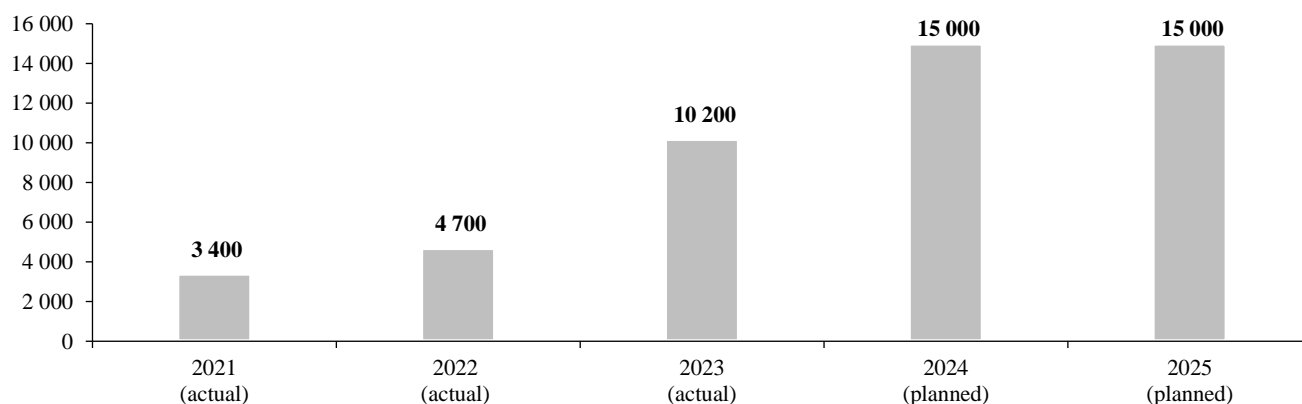
Result 2: automatic transcription in all languages through the use of fit-for-purpose technologies

Programme performance in 2023 and target for 2025

- 2.106 The subprogramme's work contributed to 10,200 of hours of meeting recordings transcribed in 2023, which exceeded the planned target of 10,000 hours.
- 2.107 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.XIV).

Figure 2.XIV

Performance measure: number of hours of meeting recordings transcribed per year



Result 3: increased interpretation services available to meet the growing demand of Member States for meetings with interpretation

Proposed programme plan for 2025

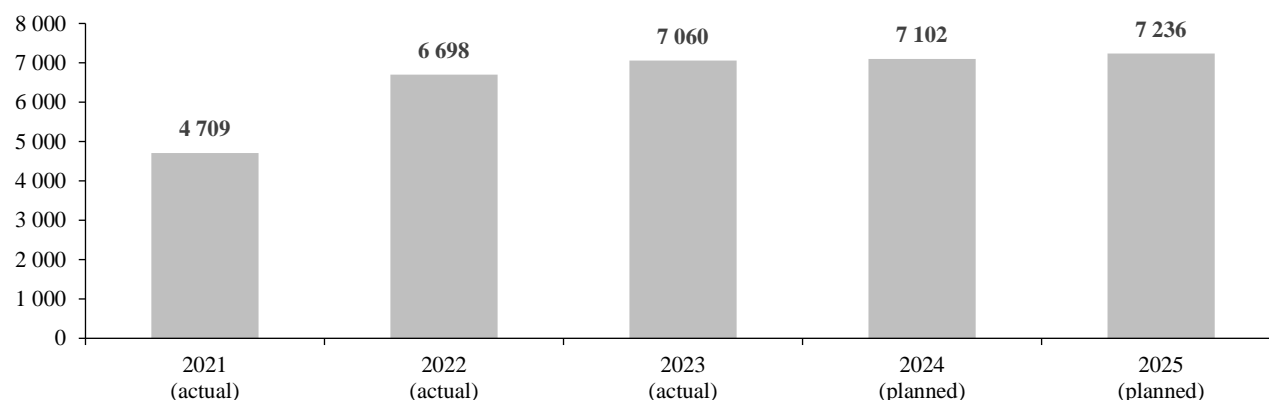
- 2.108 To accommodate the rapid return to normal schedules of conferences and meetings serviced by the subprogramme, notwithstanding shortages in the labour market of freelance interpreters, the subprogramme, in collaboration with the other duty stations, has intensified its recruitment efforts in line with paragraph 2.67 above.

Lessons learned and planned change

- 2.109 In line with the lesson learned described in para 2.68 above, the subprogramme will continue its recruitment and training efforts and, in parallel, will refine gMeets data flows and the interpretation assignment application, eAPG, to support capacity-planning and the global management of freelancers.
- 2.110 Expected progress towards the objective is presented in the performance measure below (see figure 2.XV).

Figure 2.XV

Performance measure: global number of meetings held with interpretation



Deliverables

- 2.111 Table 2.21 lists all deliverables for the subprogramme.

Table 2.21

Geneva, subprogramme 4: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	3 200	3 056	3 200	3 200
Meetings with interpretation for:				
1. Intergovernmental and expert bodies on human rights, including the Human Rights Council and the treaty bodies	1 530	1 669	1 530	1 850
2. Intergovernmental and expert bodies on the environment, including the Conference of the Parties to the United Nations Framework Convention on Climate Change	50	54	50	50
3. Intergovernmental and expert bodies on cooperation for development, including the United Nations Conference on Trade and Development and the Economic Commission for Europe	860	800	860	800
4. Intergovernmental and expert bodies on disarmament	240	252	240	250
5. Other meetings	520	281	520	250
E. Enabling deliverables				
Publishing services: design and layout of publications, multimedia products, web pages, outreach materials and other products, formatted for hard-copy and digital distribution to more than 50 client entities based in Geneva and at the request of entities outside Geneva.				

Conference management, Vienna

Subprogramme 2

Planning and coordination of conference services

Objective

- 2.112 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Vienna.

Strategy

- 2.113 To contribute to the objective, the subprogramme will, in coordination with the other duty stations, and in addition to the activities indicated in paragraph 2.33 above:
- (a) Optimize capacity for meetings and documentation services in a globally coordinated manner;
 - (b) Engage in continuous dialogue and regular consultations with Member States and substantive and technical secretariats to respond early to any changing conference-servicing and documentation needs of all Vienna-based international organizations;
 - (c) Continue to develop innovative processes and best practices to meet the evolving needs of global conference servicing and leverage new technologies, including for business continuity within existing mandates.
- 2.114 The above-mentioned work is expected to result in:
- (a) The cost-effective use of conference servicing resources in the context of the mandated meetings of the client bodies;
 - (b) Responsive conference services that provide a broader range of client service modalities;
 - (c) The timely and simultaneous issuance of parliamentary documents in all six official languages.

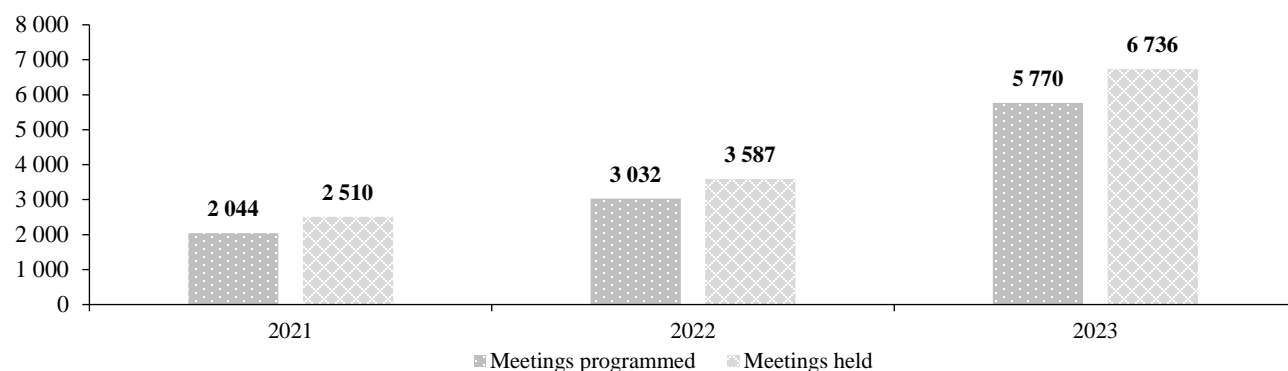
Programme performance in 2023

Increased number of meetings serviced within existing resources

- 2.115 In Vienna, an increased number of meetings were serviced in 2023 within existing resources, including through the reprofiling and training of staff in other areas to perform meeting service tasks. In 2023, 6,736 meetings were held, which exceeded the number of planned meetings by 17 per cent.
- 2.116 Progress towards the objective is presented in the performance measure below (see figure 2.XVI).

Figure 2.XVI

Performance measure: number of meetings programmed, compared with number of meetings held



Planned results for 2025

Result 1: harmonized documentation and tools for stakeholders, including Member States

Programme performance in 2023 and target for 2025

- 2.117 The subprogramme's work contributed to the timely processing and issuance of documentation for clients at all offices, which met the planned target.
- 2.118 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.22).

Table 2.22

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Documentation planning streamlined for clients at 2 duty stations through the deployment of the documentation planning module, with testing at the 2 remaining offices	Single global entry point for all documentation needs for clients at all offices through the deployment of client request module in gDoc Timely processing and issuance of documentation through the deployment of the documentation management, language, issuance and distribution modules in gDoc	Timely processing and issuance of documentation for clients at all offices through the deployment in Vienna of the gDoc issuance and distribution modules	Benefits in cost-effectiveness realized by all stakeholders from global harmonized documentation tool and workflow	Further benefits in cost-effectiveness realized by all stakeholders from technological developments in documentation workflows and planning

Result 2: timely and reliable reporting of key performance indicators across duty stations made available to Member States

Programme performance in 2023 and target for 2025

- 2.119 The subprogramme's work contributed to all indicators covering the entire span of conference management activities being available in new gData dashboards, with globally harmonized methodologies being applied to some indicators, which met the planned target.

- 2.120 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.23).

Table 2.23
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
–	Availability of some indicators and reports for mandated reporting to Member States	All indicators available in new gData dashboards, with globally harmonized methodologies for some indicators	Mandated reporting of all indicators to Member States consistent with globally harmonized methodologies	Mandated reporting of all indicators to Member States based on gData reports

Result 3: global gateway for servicing conferences and meetings

Proposed programme plan for 2025

- 2.121 To further streamline and rationalize the processes for meeting requests and to consolidate the entry points for clients at all duty stations, the subprogramme will contribute to the implementation of a global gateway in line with paragraph 2.41 above.

Lessons learned and planned change

- 2.122 In line with the lesson learned described in paragraph 2.42 above, the subprogramme, in coordination with the other duty stations, will implement a global gateway that enables requests for services to be submitted through a single web interface.
- 2.123 Expected progress towards the objective is presented in the performance measure below (see table 2.24).

Table 2.24
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
–	–	A subset of clients can request meeting services in Vienna through One-Stop Shop	All clients can request meeting services in Vienna through One-Stop Shop	All clients at all duty stations can request meeting services, obtain cost estimates and receive a single bill through One-Stop Shop

Deliverables

- 2.124 Table 2.25 lists all deliverables of the subprogramme.

Table 2.25

Vienna, subprogramme 2: deliverables for the period 2023–2025, by category and subcategory

<i>Category and subcategory</i>	<i>2023 planned</i>	<i>2023 actual</i>	<i>2024 planned</i>	<i>2025 planned</i>
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	5 770	6 736	5 890	4 900
1. Meetings of the Commission on Narcotic Drugs, the Commission on Crime Prevention and Criminal Justice, the Conferences of the States Parties to the United Nations Conventions against Corruption and Transnational Organized Crime and the ad hoc committee of the General Assembly to elaborate an international convention on the misuse of information technologies, as well as other subsidiary bodies (United Nations Office on Drugs and Crime)	2 880	3 300	3 060	2 250
2. Meetings of the International Narcotics Control Board	110	124	110	160
3. Meetings of the Committee on the Peaceful Uses of Outer Space and its subcommittees	560	606	560	560
4. Meetings of the United Nations Commission on International Trade Law and its working groups	220	175	130	160
5. Meetings of the United Nations Scientific Committee on the Effects of Atomic Radiation	90	126	90	110
6. Meetings of the United Nations Industrial Development Organization	450	446	380	390
7. Meetings of the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization, Working Groups A and B	1 060	732	1 060	770
8. Other meetings	400	1 227	500	500
B. Generation and transfer of knowledge				
Technical materials (number of materials)	252	252	252	252
9. Annual calendar of conferences and meetings in Vienna	1	1	1	1
10. Daily “master final” programme of meetings of intergovernmental bodies	251	251	251	251
C. Substantive deliverables				
Consultation, advice and advocacy: informational session for 152 permanent missions in Vienna.				
D. Communication deliverables				
Outreach programmes, special events and information materials: language day celebrations of the six official languages.				

Subprogramme 3 Documentation services

Objective

- 2.125 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Vienna.

Strategy

- 2.126 To contribute to the objective, the subprogramme will, in coordination with the other duty stations and in addition to the activities indicated in paragraph 2.46 above:
- (a) Participate in the global innovation projects of the Department, including gDoc and gText, leverage information technology tools, including eLUNa, provide input to UNTERM and maintain its repository of Vienna-specific reference material for in-house and external language professionals;
 - (b) Provide guidance to producers and users of terminology to ensure that terminology creation standards remain aligned in UNTERM;

- (c) Pursue dialogue with substantive secretariats and Member States to respond to their needs, requirements and priorities, and rigorously plan and coordinate documentation workflows and capacity.
- 2.127 The above-mentioned work is expected to result in:
- (a) The timely availability of high-quality documents, issued simultaneously in the official languages, in compliance with existing mandates;
 - (b) The consistent use of official terminology in the official languages;
 - (c) Improved access to knowledge resources through the provision of machine-readable documents.

Programme performance in 2023

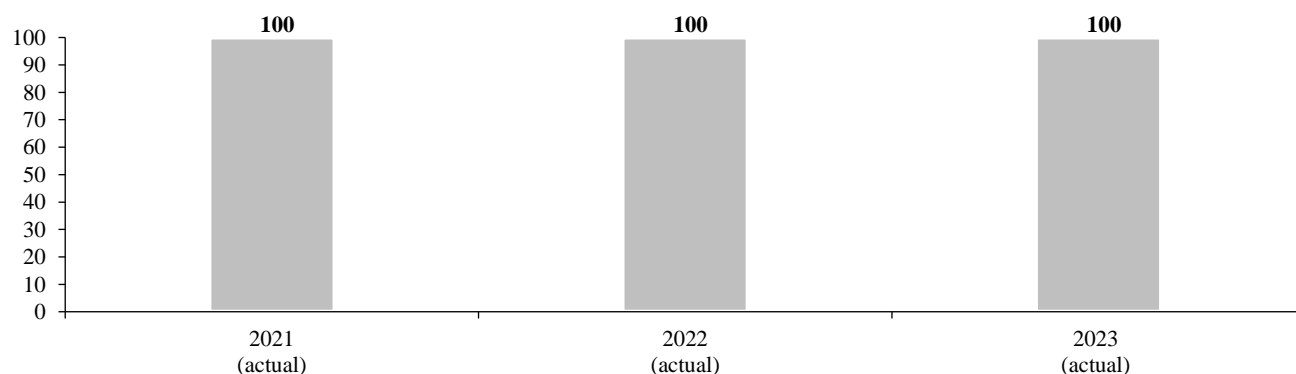
Simultaneous issuance of draft provisions to Member States for their multilingual negotiation of the cybercrime convention

- 2.128 In preparation for the second session of the Ad Hoc Committee to Elaborate a Comprehensive International Convention on Countering the Use of Information and Communications Technologies for Criminal Purposes, in 2022 Member States submitted numerous lengthy draft provisions, which were based on existing legal instruments and contained sensitive legal terms. Given that those contributions would form the building blocks of the future convention, it was important that the subprogramme, in editing and translating them, ensure consistency between the proposed draft provisions and the existing legal instruments, as well as consistency among the provisions themselves, in the six official languages. However, because the contributions had been submitted at short notice owing to the impact of COVID-19-related uncertainties on the organization of the session, the subprogramme processed them urgently to avoid compromising simultaneous issuance and could not engage in consistency work usually done to prepare for the next session.
- 2.129 In 2023, the subprogramme undertook intensive preparations in advance of the sessions, researching and comparing existing legal instruments, preparing terminology and translation guidelines and interacting closely with the substantive secretariat on drafting matters. This preparatory work allowed the subprogramme to consistently edit and translate the large volume of draft provisions submitted in 2023 without this affecting the simultaneous issuance of documentation in the six official languages, enabling smooth multilingual negotiations among Member States.
- 2.130 Progress towards the objective is presented in the performance measure below (see figure 2.XVII).

Figure 2.XVII

Performance measure: simultaneous issuance of documents in the six official languages

(Percentage)



Planned results for 2025

Result 1: sustainable quality for the benefit of intergovernmental processes

Programme performance in 2023 and target for 2025

- 2.131 The subprogramme's work contributed to consistent satisfaction of Member States with documentation quality by piloting a common framework of best practices, which met the planned target.
- 2.132 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.26).

Table 2.26

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Increase in translation workload standards implemented	Sustainable quality assurance and quality control of self-revised translation enabled by the establishment of a quality framework comprising common best practices	Consistent satisfaction of Member States with documentation quality by piloting a common framework of best practices	Consistent satisfaction of Member States with documentation quality by drawing on the lessons learned from piloting and as needed, to update a common framework of best practices	Consistent satisfaction of Member States with documentation quality through implementation of translation quality management framework

Result 2: innovation in action: leveraging machine-readable documents

Programme performance in 2023 and target for 2025

- 2.133 The subprogramme's work contributed to United Nations Commission on International Trade Law (UNCITRAL) summary records being automatically generated in a machine-readable format on a pilot basis in line with the Akoma Ntoso standard, which met the planned target.
- 2.134 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.27).

Table 2.27

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Resolutions adopted by the General Assembly at its seventy-fifth session available in machine-readable format in line with the Akoma Ntoso standard for the United Nations	User requirements validated through an assessment of the feasibility of converting certain UNCITRAL document types into machine-readable format	UNCITRAL summary records automatically generated in machine-readable format on a pilot basis in line with the Akoma Ntoso standard	Availability of UNCITRAL model laws and conventions in machine-readable format in line with the Akoma Ntoso standard, with visualizations	Availability of further refinements, including through master data, to facilitate information retrieval by Member States

Result 3: high-quality multilingual documentation through a translation quality management framework

Proposed programme plan for 2025

- 2.135 The subprogramme, in coordination with the other duty stations, will continue to implement the translation quality management framework, as described in paragraph 2.54 above.

Lessons learned and planned change

- 2.136 In line with the lesson learned described in paragraph 2.55 above and building on the best practices mentioned in para 2.131 above, the subprogramme will ensure the application of the quality assurance processes included in the framework, to provide consistently high-quality documents to Member States.
- 2.137 Expected progress towards the objective is presented in the performance measure below (see table 2.28).

Table 2.28

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	—	Member States provide feedback on their satisfaction with the linguistic quality of translated documents through the annual survey on conference services Responses received in 2023 indicate satisfaction with translation quality	Member States provide feedback through new mechanism(s) aligned with the new translation quality framework, indicating that translation quality meets their needs and expectations	Member States indicate that translation quality meets their needs and expectations to the same extent as in 2024

Deliverables

- 2.138 Table 2.29 lists all deliverables of the subprogramme.

Table 2.29

Vienna, subprogramme 3: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Documentation services for meetings (thousands of words)	24 400	24 360	26 400	25 180
1. Editing, translation and desktop publishing of documents for the Commission on Narcotic Drugs, the Commission on Crime Prevention and Criminal Justice and the Conferences of the States Parties to the United Nations Conventions against Corruption and Transnational Organized Crime, as well as other subsidiary bodies (United Nations Office on Drugs and Crime)	10 300	9 705	11 300	10 300
2. Editing, translation and desktop publishing of documents for the International Narcotics Control Board	3 600	3 100	4 200	3 150
3. Editing, translation and desktop publishing of documents for the Committee on the Peaceful Uses of Outer Space and its subcommittees	2 400	2 500	2 800	2 550

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
4. Editing, translation and desktop publishing of documents for the United Nations Commission on International Trade Law and its working groups	6 000	6 400	6 030	6 575
5. Editing, translation and desktop publishing of documents for the United Nations Scientific Committee on the Effects of Atomic Radiation	100	105	70	105
6. Translation and desktop publishing of documents for the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization, Working Groups A and B	1 000	850	1 000	1 000
7. Translation and desktop publishing of documents for the United Nations Industrial Development Organization	1 000	1 700	1 000	1 500

C. Substantive deliverables

Databases and substantive digital materials: UNTERM, comprising some 685,000 records.

E. Enabling deliverables

Correspondence and documentation services: documentation services of more than 5 million words of non-parliamentary documents and publications in all official languages.

Subprogramme 4 Meetings and publishing services

Objective

- 2.139 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Vienna.

Strategy

- 2.140 To contribute to the objective, the subprogramme will, in coordination with the other duty stations and in addition to the activities, except for verbatim reporting, indicated in paragraph 2.59 above:
- (a) Provide interpretation and publishing services in the official languages for United Nations entities and governing bodies operating from Vienna, as well as for other Vienna-based organizations;
 - (b) Utilize data-driven methodologies to ensure maximum responsiveness to client needs, including by increasing the pool of freelance interpreters;
 - (c) Ensure the sustainability and accessibility of publishing services, including by expanding the array of e-publishing products.
- 2.141 The above-mentioned work is expected to result in:
- (a) Optimized interpretation services that are responsive to new and emerging conference services needs;
 - (b) Member States receiving visually informative content that is processed and distributed with minimal environmental impact.

Programme performance in 2023

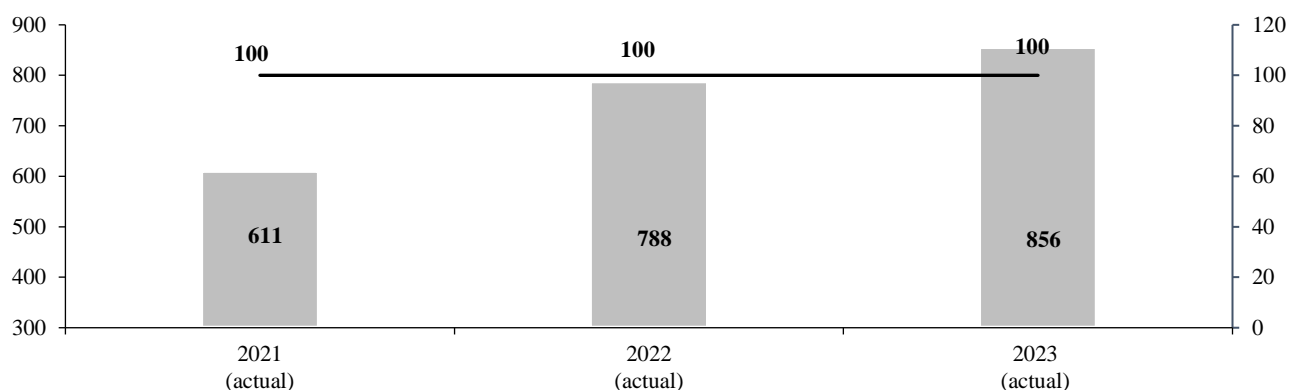
More efficient use of interpretation resources

- 2.142 The subprogramme continued to experience heightened demand for interpretation services. The subprogramme met 100 per cent of requests for interpretation services. Through the optimization of interpreters' workload and the harmonization of recruitment practices across duty stations, the subprogramme serviced more meetings with interpretation than in 2022.

2.143 Progress towards the objective is presented in the performance measure below (see figure 2.XVIII).

Figure 2.XVIII

Performance measure: percentage of requests for meetings with interpretation services met/number of interpretation teams deployed (annual)



Planned results for 2025

Result 1: contingency plans for maintenance of a broad array of sustainable conference-servicing modalities technically accessible to all

Programme performance in 2023 and target for 2025

- 2.144 The subprogramme's work contributed to the availability of a broader spectrum of client-responsive formats for presenting data, which met the planned target.
- 2.145 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.30).

Table 2.30

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Initial meetings held with substantive secretariats of Vienna-based organizations to present modern formats for conveying data to Member States	Modern data presentation and innovative e-book formats were piloted and fine-tuned	Broader spectrum of client-responsive formats is available for presenting technical data to Member States	Greater accessibility of publications and availability of more client-driven content and formats	Consistent visualization elements and functions for presenting technical data are available to Member States

Result 2: improved discoverability and accessibility of publications through the use of fit-for-purpose technologies

Programme performance in 2023 and target for 2025

- 2.146 The subprogramme's work contributed to improving the accessibility and discoverability of publications by including improved accessibility elements, such as alternative text descriptions for tables and figures for key publications, which met the planned target.
- 2.147 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.31).

Table 2.31
Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	Vienna-based organizations have metadata included in their publications to improve discoverability, along with a social media product to support the online promotion of their publications	Alternative text descriptions for tables and figures for some publications available to support accessibility and updated metadata guidelines to improve discoverability	Improved discoverability of publications in all six official languages	Improved digital publications and metadata with higher levels of accessibility and discoverability

Result 3: increased interpretation services available to meet the growing demand of Member States for meetings with interpretation

Proposed programme plan for 2025

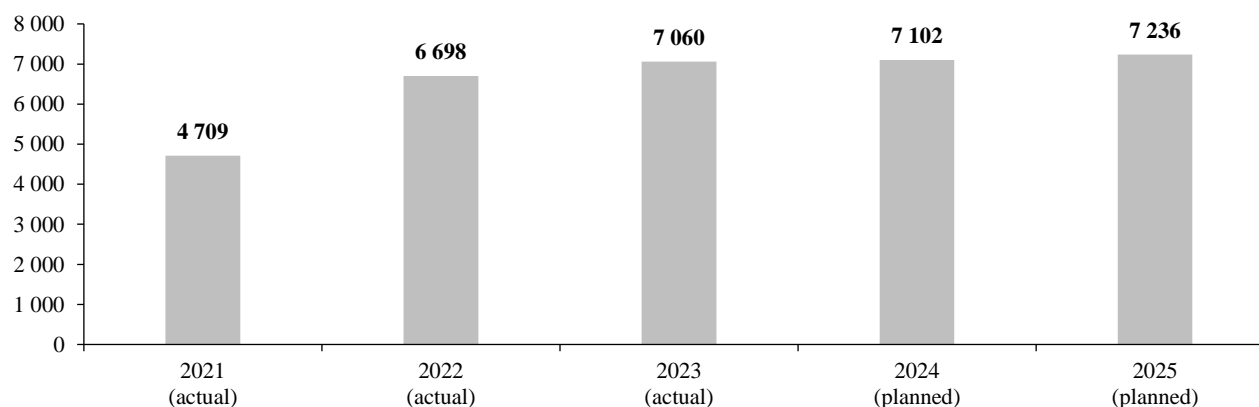
- 2.148 To accommodate a rapid return to normal schedules of conferences and meetings serviced by the subprogramme, notwithstanding the shortage of freelance interpreters in the labour market, the subprogramme, in collaboration with the other duty stations, has intensified its recruitment efforts in line with paragraph 2.67 above.

Lessons learned and planned change

- 2.149 In line with the lesson learned described in para 2.68 above, the subprogramme will continue its recruitment and training efforts and, in parallel, will refine gMeets data flows and the interpretation assignment application, eAPG, to support capacity-planning and the global management of freelancers.
- 2.150 Expected progress towards the objective is presented in the performance measure below (see figure 2.XIX).

Figure 2.XIX

Performance measure: global number of meetings held with interpretation



Deliverables

2.151 Table 2.32 lists all deliverables of the subprogramme.

Table 2.32

Vienna, subprogramme 4: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	815	856	702	786
Meetings with interpretation for:				
1. The Commission on Narcotic Drugs, the Commission on Crime Prevention and Criminal Justice and the Conferences of the States Parties to the United Nations Conventions against Corruption and Transnational Organized Crime, as well as other subsidiary bodies (United Nations Office on Drugs and Crime)	340	254	322	276
2. The International Narcotics Control Board	60	57	60	60
3. The Committee on the Peaceful Uses of Outer Space and its subcommittees	60	102	60	60
4. The United Nations Commission on International Trade Law and its working groups	130	96	70	100
5. The United Nations Scientific Committee on the Effects of Atomic Radiation	10	8	10	10
6. The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization, Working Groups A and B	60	71	60	70
7. The International Atomic Energy Agency	100	151	90	180
8. The United Nations Industrial Development Organization	55	63	30	30
9. Other	–	54	–	–
E. Enabling deliverables				
Publishing services: correspondence for 7 United Nations entities; and layout and design of publications, multimedia products, web pages, outreach materials and other products in the 6 official languages for hard-copy and digital distribution to the Vienna client group, and at the request of entities outside Vienna.				

Conference management, Nairobi

Subprogramme 2

Planning and coordination of conference services

Objective

2.152 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Nairobi.

Strategy

2.153 To contribute to the objective, the subprogramme will, in coordination with the other duty stations and in addition to the activities indicated in paragraph 2.33 above:

- (a) Provide substantive and organizational support to the main intergovernmental bodies headquartered in Nairobi and to other non-calendar intergovernmental bodies, such as those under the substantive coordination of the United Nations Environment Programme (UNEP) and the United Nations Human Settlements Programme (UN-Habitat);

- (b) Optimize capacity for meetings and documentation services in a globally coordinated manner;
- (c) Engage in regular consultations with Member States and substantive and technical secretariats to respond immediately to any changing conference-servicing and documentation needs of the Nairobi-based clients;
- (d) Contribute to innovative processes and best practices to meet the evolving needs of global conference servicing and leverage new technologies, including for business continuity within existing mandates;
- (e) Streamline workflows relating to conference service requests.

2.154 The above-mentioned work is expected to result in:

- (a) An increased number of meetings of intergovernmental bodies provided with adequate conference services;
- (b) An enhanced user experience, in particular with regard to the advance planning of events, including better budgeting, resulting in improved deliberations and decision-making processes of the bodies and organs serviced;
- (c) The timely and simultaneous availability of parliamentary documents in all six official languages.

Programme performance in 2023

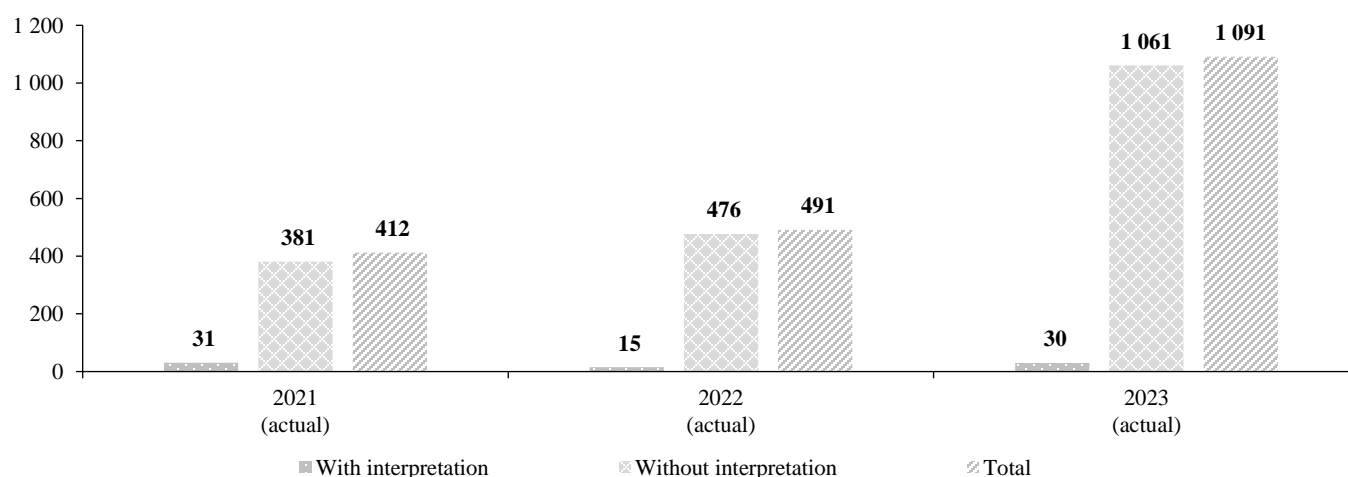
Effective consultations of bodies entitled to meeting services on an “if available” basis

2.155 In 2023, the subprogramme received a significantly higher-than-expected number of meeting requests from bodies entitled to meeting services on an “if available” basis, which required coordination with clients to tailor programmes of work so that these could be met. The surge in demand was generated by the new intergovernmental processes mandated by the United Nations Environment Assembly in 2022 aimed at establishing a legal instrument on plastic pollution and a science policy panel on chemicals and waste, and by the unforeseen hosting in Nairobi of the intersessional bodies and a resumed Conference of the Parties to the Convention on Biological Diversity.

2.156 Progress towards the objective is presented in the performance measure below (see figure 2.XX).

Figure 2.XX

Performance measure: number of meetings serviced on an “if available” basis



Planned results for 2025

Result 1: planning process for meetings and events automated and simplified to improve user experience

Programme performance in 2023 and target for 2025

- 2.157 The subprogramme's work contributed to the launch of the gMeets/One-Stop Shop interface for all clients in Nairobi and the finalization of the development and testing of the pre-meeting request planning tool, including its automated scenario planning feature, which met the planned target.
- 2.158 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.33).

Table 2.33

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
Identification of areas for automation in the process prior to the submission of meeting requests	Availability of a pilot gMeets/One-Stop Shop interface for clients Pre-meeting request planning tool for clients and meetings/events planners developed and tested by users	Improved user experience through implementation of automated scenario planning tool that reduces iterations for requests from 6 to 4 Integrated One-Stop Shop interface available to all clients	Availability of further refinements and functionality improvements to One-Stop Shop and the automated scenario planning tool based on survey and analysis of user experience	Single bill for each meeting/event obtained through One-Stop Shop

Result 2: timely and reliable reporting of key performance indicators across duty stations made available to Member States

Programme performance in 2023 and target for 2025

- 2.159 The subprogramme's work contributed to all indicators covering the entire span of conference management activities being available in new gData dashboards, with globally harmonized methodologies being applied to some indicators, which met the planned target.
- 2.160 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.34).

Table 2.34

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	Availability of some indicators and reports for mandated reporting to Member States	All indicators available in new gData dashboards, with globally harmonized methodologies for some indicators	Mandated reporting of all indicators to Member States consistent with globally harmonized methodologies	Mandated reporting of all indicators to Member States based on gData reports

Result 3: global gateway for servicing conferences and meetings**Proposed programme plan for 2025**

- 2.161 To further streamline and optimize the processes for meeting requests and to consolidate the entry points for clients at all duty stations, the subprogramme will contribute to the implementation of a global gateway, in line with paragraph 2.41 above.

Lessons learned and planned change

- 2.162 In line with the lesson learned described in paragraph 2.42 above and the need for efficient cost consolidation of all Nairobi-based meeting services, the subprogramme will refine its local cost estimation tool and work to link it to the global gateway, in line with paragraph 2.157 above.
- 2.163 Expected progress towards the objective is presented in the performance measure below (see table 2.35).

Table 2.35

Performance measure

<i>2021 (actual)</i>	<i>2022 (actual)</i>	<i>2023 (actual)</i>	<i>2024 (planned)</i>	<i>2025 (planned)</i>
–	A subset of clients can request meeting services in Nairobi through One-Stop Shop	All clients can request meeting services in Nairobi through One-Stop Shop	All clients can obtain cost estimates for meeting services in Nairobi through local applications	All clients at all duty stations can request meeting services, obtain cost estimates and receive a single bill through One-Stop Shop

Deliverables

- 2.164 Table 2.36 lists all deliverables of the subprogramme.

Table 2.36

Nairobi, subprogramme 2: deliverables for the period 2023–2025, by category and subcategory

<i>Category and subcategory</i>	<i>2023 planned</i>	<i>2023 actual</i>	<i>2024 planned</i>	<i>2025 planned</i>
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	3 275	5 295	5 000	5 500
1. Meetings of the United Nations Environment Assembly and subsidiary bodies	75	84	250	200
2. Meetings of the UN-Habitat Governing Council, Assembly, Executive Board and subsidiary bodies	50	255	150	235
3. Meetings of the Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services	20	73	50	70
4. Meetings of the Parties to the Montreal Protocol on Substances that Deplete the Ozone Layer/Vienna Convention for the Protection of the Ozone Layer	50	218	100	80
5. Meetings on the Basel Conventions on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal, the Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade and Stockholm Convention on Persistent Organic Pollutants.	105	264	120	130
6. African Ministerial Conference on the Environment	10	48	–	10
7. Conference of the Parties to the Minamata Convention on Mercury	20	69	–	50

<i>Category and subcategory</i>	<i>2023 planned</i>	<i>2023 actual</i>	<i>2024 planned</i>	<i>2025 planned</i>
8. Conference of the Parties to the Convention on Biological Diversity	10	232	50	50
9. Meetings of regional and other groupings of Member States	200	885	450	600
10. Meetings of other intergovernmental or expert bodies and on programme delivery facilitation	2 735	3 167	3 830	4 075

C. Substantive deliverables

Consultation, advice and advocacy: informational services and advice to the Bureau of the UN-Habitat Executive Board, the Committee of Permanent Representatives to UNEP and the United Nations Environment Assembly; and orientation sessions for new members of the Committee of Permanent Representatives to UNEP and of the Committee of Permanent Representatives to UN-Habitat.

Subprogramme 3 Documentation services

Objective

- 2.165 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Nairobi.

Strategy

- 2.166 To contribute to the objective, the subprogramme will, in coordination with the other duty stations and in addition to the activities indicated in paragraph 2.46 above:
- (a) Participate in the global innovation projects of the Department, including gDoc and gText, leverage information technology tools, including eLUNa, provide input to UNTERM and maintain its repository of Nairobi-specific reference material for in-house and external language professionals;
 - (b) Pursue dialogue with substantive secretariats and Member States to respond to their needs, requirements and priorities, and rigorously plan and coordinate documentation workflows and capacity;
 - (c) Provide report-writing services for substantive secretariats of various multilateral environmental agreements.
- 2.167 The above-mentioned work is expected to result in:
- (a) The timely availability of high-quality documents, issued simultaneously in the official languages, in compliance with existing mandates;
 - (b) The consistent use of official terminology in the official languages;
 - (c) Improved access to knowledge resources through the provision of machine-readable documents for the United Nations.

Programme performance in 2023

Parliamentary documents held in Nairobi since the 1970s digitized to enrich intergovernmental debate and retain historical knowledge and information

- 2.168 The Division of Conference Services in Nairobi holds a wealth of archival material of resolutions and reports of multilateral processes involved in the protection of the environment. These include documents of: the United Nations Conference on the Human Environment held in 1972, which led

to the establishment of UNEP; the UNEP Governing Council since its inception in 1973; and the Governing Council of the United Nations Human Settlements Programme dating back to 1978. In line with paragraph 79 of General Assembly resolution [77/255](#), in September 2023 the subprogramme began to digitize that archival material for publishing on the Official Document System. The digitization work is expected to be completed by mid-2024.

2.169 Progress towards the objective is presented in the performance measure below (see table 2.37).

Table 2.37

Performance measure

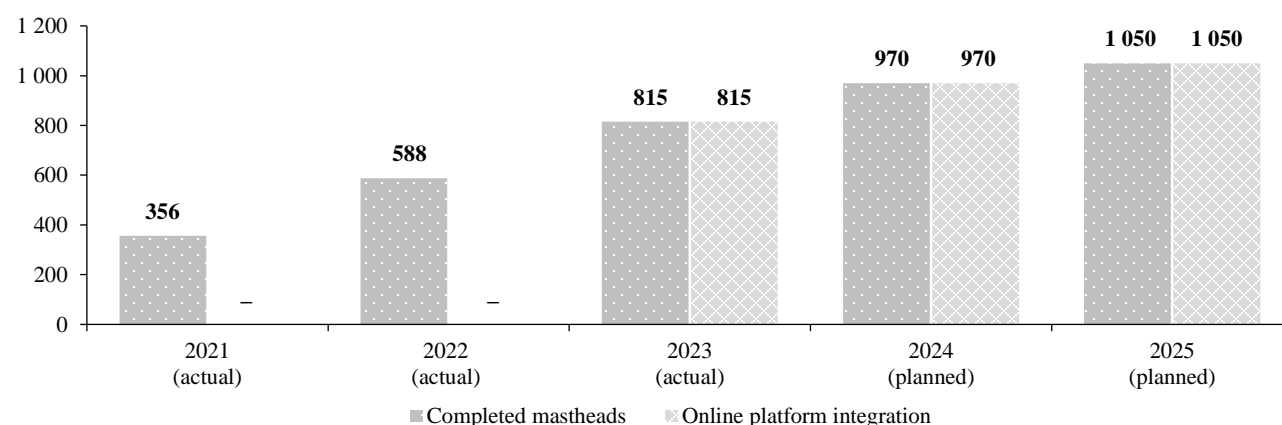
2021 (actual)	2022 (actual)	2023 (actual)
–	–	More than 400 documents available in digital format on the Official Document System to retain historical knowledge and information

Planned results for 2025
Result 1: new mastheads for templates available to secretariats of meeting bodies on an online platform
Programme performance in 2023 and target for 2025

2.170 The subprogramme's work contributed to the preparation of 815 mastheads, all of them integrated into an online platform, which exceeded the planned target of 707 completed mastheads and 212 mastheads integrated into an online platform.

2.171 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.XXI).

Figure 2.XXI

Performance measure: number of mastheads available on online platform

Result 2: innovation in action: leveraging machine-readable documents
Programme performance in 2023 and target for 2025

2.172 The subprogramme's work contributed to United Nations Environment Assembly resolutions being automatically generated in machine-readable format, on a pilot basis, in line with the Akoma Ntoso standard, which met the planned target.

- 2.173 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.38).

Table 2.38
Performance measure

<i>2021 (actual)</i>	<i>2022 (actual)</i>	<i>2023 (actual)</i>	<i>2024 (planned)</i>	<i>2025 (planned)</i>
Resolutions adopted by the General Assembly at its seventy-fifth session available in machine-readable format in line with the Akoma Ntoso standard for the United Nations	User requirements validated through a feasibility assessment consisting of converting United Nations Environment Assembly resolutions into a machine-readable format	United Nations Environment Assembly resolutions automatically generated in machine-readable format on a pilot basis in line with the Akoma Ntoso standard	Availability of United Nations Environment Assembly resolutions generated in machine-readable format in line with the Akoma Ntoso standard, with visualizations	Availability of further refinements, including through master data, to facilitate information retrieval by Member States

Result 3: high-quality multilingual documentation through a translation quality management framework

Proposed programme plan for 2025

- 2.174 The subprogramme, in coordination with the other duty stations, will continue to implement a translation quality management framework, as described in paragraph 2.54 above.

Lessons learned and planned change

- 2.175 In line with the lesson learned described in paragraph 2.55 above, the subprogramme will ensure the application of the quality assurance processes included in the framework to consistently provide high-quality documents to Member States.
- 2.176 Expected progress towards the objective is presented in the performance measure below (see table 2.39).

Table 2.39
Performance measure

<i>2021 (actual)</i>	<i>2022 (actual)</i>	<i>2023 (actual)</i>	<i>2024 (planned)</i>	<i>2025 (planned)</i>
—	—	Member States provide feedback on their satisfaction with the linguistic quality of translated documents through the annual survey on conference services Responses received in 2023 responses indicate satisfaction with translation quality	Member States provide feedback through new mechanism(s) aligned with the new translation quality framework, indicating that translation quality meets their needs and expectations	Member States indicate that translation quality meets their needs and expectations to the same extent as in 2024

Deliverables

2.177 Table 2.40 lists all deliverables of the subprogramme.

Table 2.40

Nairobi, subprogramme 3: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Documentation services for meetings (thousands of words)	9 400	10 847	9 000	9 250
Editing, translation and desktop publishing of documents for:				
1. The United Nations Environment Assembly and subsidiary bodies	500	34	600	100
2. The UN-Habitat Governing Council, Assembly, Executive Board and subsidiary bodies	1 500	1 255	800	1 250
3. The Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services	700	689	800	800
4. The Meetings of the Parties to the Montreal Protocol on Substances that Deplete the Ozone Layer/Vienna Convention for the Protection of the Ozone Layer	1 200	1 632	900	900
5. The Conference of the Parties to the Basel, Rotterdam and Stockholm Conventions on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal, on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade, and on Persistent Organic Pollutants	1 500	3 120	1 800	1 800
6. The African Ministerial Conference on the Environment	100	75	50	100
7. The Conference of the Parties to the Minamata Convention on Mercury	1 000	936	–	1 000
8. The intergovernmental negotiating committee on plastic pollution to develop an international legally binding instrument on plastic pollution, including in the marine environment	600	288	600	–
9. The ad hoc open-ended working group on a science-policy panel to contribute further to the sound management of chemicals and waste and to prevent pollution	800	140	600	–
10. Other intergovernmental bodies	1 500	2 678	2 850	3 300
C. Substantive deliverables				
Databases and substantive digital materials: UNTERM, comprising some 685,000 records.				

Subprogramme 4 Meetings and publishing services

Objective

2.178 The objective, to which this subprogramme contributes, is to ensure efficient and effective multilingual deliberation and decision-making processes of intergovernmental and expert bodies and conferences serviced by the United Nations in Nairobi.

Strategy

2.179 To contribute to the objective, the subprogramme will, in coordination with the other duty stations and in addition to the activities, except for verbatim reporting, indicated in paragraph 2.59 above, provide meeting and publishing services to the main intergovernmental bodies headquartered in Nairobi and to other non-calendar-intergovernmental bodies or secretariats requesting interpretation and publishing services.

2.180 The above-mentioned work is expected to result in:

- (a) Servicing capacity aligned with expected increases in meeting demand;

- (b) Enhanced accessibility and continued sustainability of publishing services and of conference support services for meetings participants.

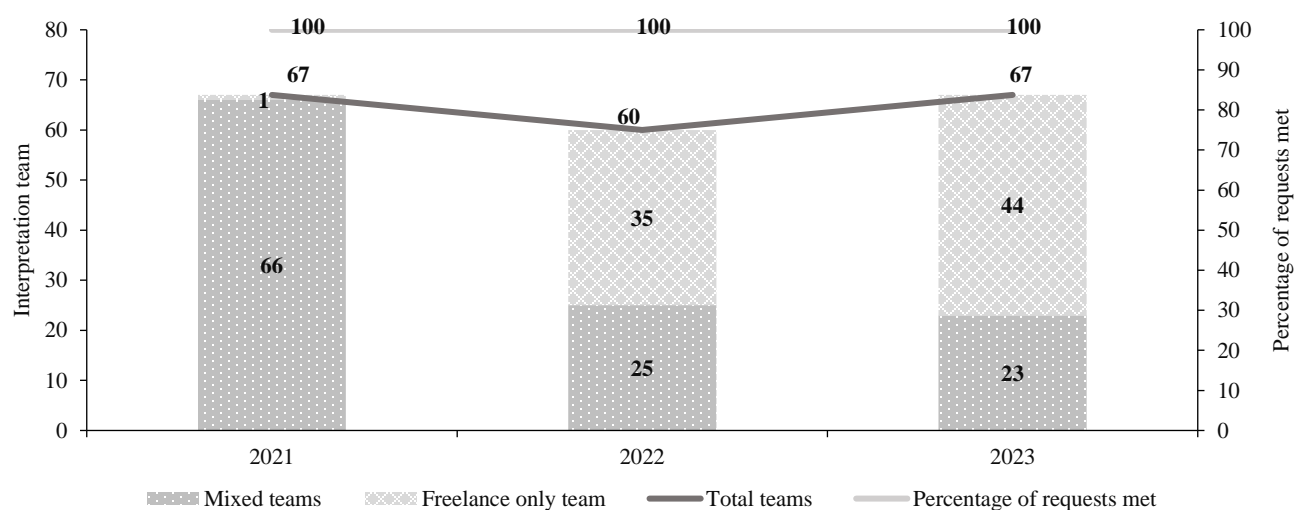
Programme performance in 2023

All requests for interpretation of non-calendar meetings of technical and expert bodies met, notwithstanding in-house capacity being exceeded

- 2.181 In 2023, the subprogramme received competing requests to provide interpretation services for non-calendar technical and expert meetings of bodies that exceeded in-house capacity. The subprogramme, in consultation with the requesting secretariats, provided interpretation to those bodies on a fully reimbursable basis by deploying a larger number, compared with previous years, of teams comprising only of freelance interpreters (44, compared with 35 in 2022 and 1 in 2021). Quality control was performed by the Chief Interpreter through spot-checks of sound recordings and consultations with requesting secretariats.
- 2.182 Progress towards the objective is presented in the performance measure below (see figure 2.XXII).

Figure 2.XXII

Performance measure: percentage of requests met for interpretation at non-calendar meetings of technical and expert bodies



Planned results for 2025

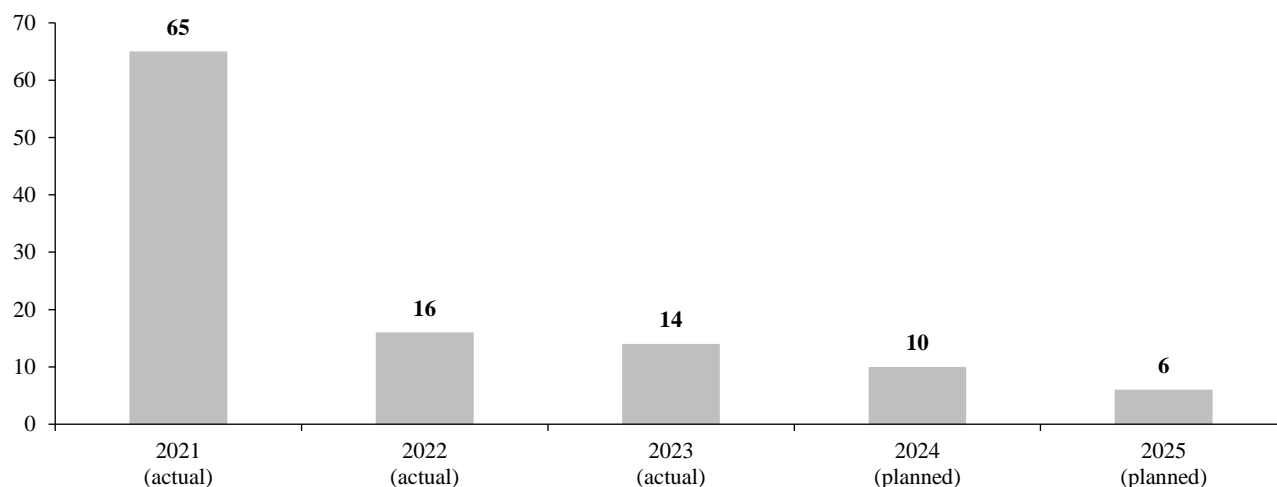
Result 1: contingency plans for maintenance of a broad array of sustainable conference-servicing modalities that are technically accessible to all

Programme performance in 2023 and target for 2025

- 2.183 The subprogramme's work contributed to the training of 14 new freelance interpreters in the use of remote simultaneous interpretation platforms for business continuity purposes, which did not meet the planned target of 80 freelance interpreters trained. The target was not met because, other than those 14 interpreters, all the freelance interpreters who have worked for the United Nations Office at Nairobi and are on the global language register had been trained in previous years.
- 2.184 Progress towards the objective and the target for 2025 are presented in the performance measure below (see figure 2.XXIII).

Figure 2.XXIII

Performance measure: number of freelance interpreters trained in the use of remote simultaneous interpretation platforms for contingencies and business continuity purposes (annual)



Result 2: enhanced accessibility and usability of publications through the use of defined best practices and fit-for-purpose digital technologies

Programme performance in 2023 and target for 2025

- 2.185 The subprogramme's work contributed, through the application of accessibility guidelines, to a small subset of publications being updated to enhance their discoverability and accessibility, which met the planned target.
- 2.186 Progress towards the objective and the target for 2025 are presented in the performance measure below (see table 2.41).

Table 2.41

Performance measure

2021 (actual)	2022 (actual)	2023 (actual)	2024 (planned)	2025 (planned)
—	—	A small subset of publications updated that apply the guidelines to enhance their discoverability and usability	Improved discoverability and usability of publications in all official languages	Improved digital publications and metadata with higher levels of accessibility and discoverability

Result 3: increased interpretation services available to meet the growing demand of Member States for meetings with interpretation

Proposed programme plan for 2025

- 2.187 To accommodate a rapid return to normal schedules of conferences and meetings serviced by the subprogramme, notwithstanding a shortage of freelance interpreters in the labour market, the subprogramme, in collaboration with the other duty stations, has intensified its recruitment efforts in line with paragraph 2.67 above.

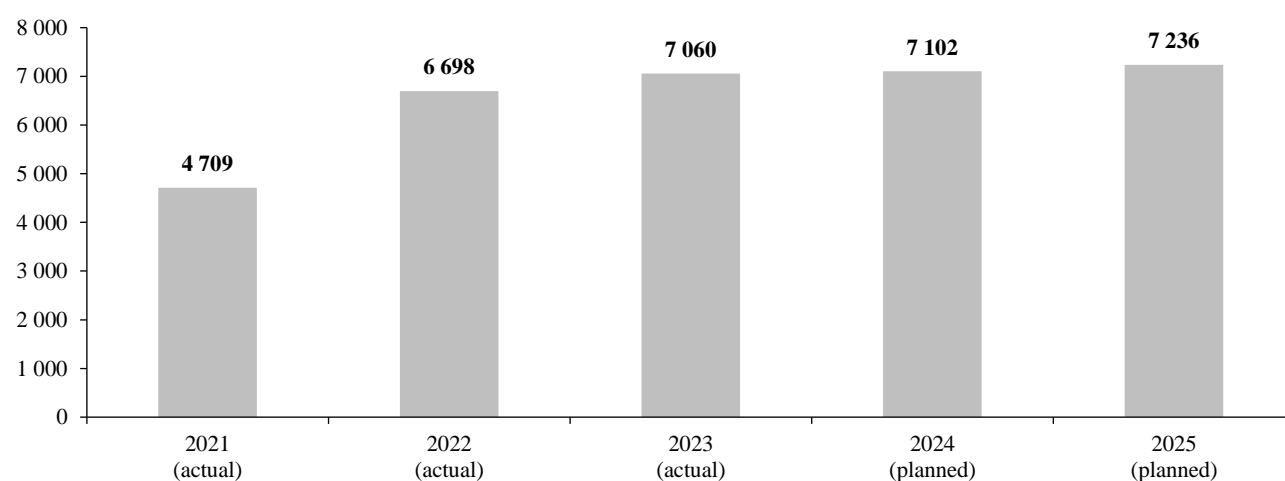
Lessons learned and planned change

2.188 In line with the lesson learned described in paragraph 2.68 above, the subprogramme will continue its recruitment and training efforts and, in parallel, will refine gMeets data flows and the interpretation assignment application, eAPG, to support capacity-planning and the global management of freelancers.

2.189 Expected progress towards the objective is presented in the performance measure below (see figure 2.XXIV).

Figure 2.XXIV

Performance measure: global number of meetings held with interpretation



Deliverables

2.190 Table 2.42 lists all deliverables of the subprogramme.

Table 2.42

Nairobi, subprogramme 4: deliverables for the period 2023–2025, by category and subcategory

Category and subcategory	2023 planned	2023 actual	2024 planned	2025 planned
A. Facilitation of the intergovernmental process and expert bodies				
Conference and secretariat services for meetings (number of three-hour meetings)	460	484	350	400
Meetings with interpretation for:				
1. The United Nations Environment Assembly and subsidiary bodies	10	7	27	4
2. The UN-Habitat Governing Council, Assembly, Executive Board and subsidiary bodies	30	30	12	20
3. The Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services	20	24	20	20
4. The Parties to the Montreal Protocol on Substances that Deplete the Ozone Layer/ Vienna Convention for the Protection of the Ozone Layer	23	25	20	20
5. The Conference of the Parties to the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal, the Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade and the Stockholm Convention on Persistent Organic Pollutants	37	36	29	37
6. The African Ministerial Conference on the Environment	20	20	–	20
7. The Conference of the Parties to the Minamata Convention on Mercury	10	14	–	10

Section 2 General Assembly and Economic and Social Council affairs and conference management

<i>Category and subcategory</i>	<i>2023 planned</i>	<i>2023 actual</i>	<i>2024 planned</i>	<i>2025 planned</i>
8. The Conference of the Parties to the Convention on Biological Diversity	10	30	20	10
9. Other intergovernmental or expert bodies and on programme delivery facilitation	300	297	222	259

E. Enabling deliverables

Publishing services: Design and layout of publications, multimedia projects such as motion-graphic videos, outreach and visibility materials, formatted for both hard copy and digital distribution provided to more than 40 client entities in Nairobi.