
General management: progress report

Report by the Secretariat

1. This document summarizes progress made in the area of general management since the thirteenth meeting of the Programme, Budget and Administration Committee in January 2011, focusing primarily on WHO's Global Management System. A short update is also provided on progress made in implementing the risk management framework. A proposal is made to rationalize the periodicity of reporting on managerial issues to the Programme, Budget and Administration Committee.

2. The title of the provisional agenda item was adapted to avoid overlap with the broader reporting on reform by the Director-General, which will be considered by the Sixty-fourth World Health Assembly.¹

THE GLOBAL MANAGEMENT SYSTEM

3. As planned, the Global Management System was fully implemented in the African Region as of 4 January 2011. The Regional Office in Brazzaville (Congo), the 46 country and liaison offices, and the three intercountry support teams are now connected within a single integrated management system, as well as with the other regions that are using the System. Having reached this important milestone, over 8000 WHO staff members² are now using the Global Management System across the world.

4. The implementation of the System in the African Region has progressed smoothly, thanks to the application of lessons learnt from earlier roll-outs as well as careful preparatory work. The health technical units continue their programme implementation as planned; no major business disruptions have been observed. Users of the System are being supported through local and global helpdesks as well as through special clinics that were put in place in the Regional Office. Training of end-users is continuing, as is the work to modify the administrative processes, procedures and practices used in the Region so as to better align them with the System and the new ways of working it has introduced.

5. The Global Service Centre is providing support to the African Region – in both French and English languages – for processing of staff contracts and payments and for supplier orders, as well as for contracts and payments to suppliers of goods and services. A slow but steady increase in the

¹ See document A64/4.

² See document A64/36.

transaction volumes has been observed since roll-out. As at March 2011 the Global Service Centre was coping well with the additional workload. A review of the capacity of the Centre will be carried out once the full impact of the System's roll-out in the African Region is known.

6. The use of the System in the African Region represents the final milestone for the implementation of the Global Management System project. However, an upgrade of the System should be envisaged and planned to reflect the evolution of technology. In this regard, the Secretariat has started work on the roadmap for the further development of the Global Management System. This includes continuing efforts to ensure harmonization between PAHO's management information system and the Global Management System.

ENTERPRISE RISK MANAGEMENT

7. Since the thirteenth meeting of the Committee in January 2011, the enterprise risk management framework currently in use in the general management area has also been discussed with the other clusters at headquarters. The objective was to introduce the approach, framework and tools developed by the General Management cluster; and to initiate discussion of the best ways in which the risk management approach can be applied. As a result of this dialogue, an adjusted framework of risk assessment and management will be developed by the Secretariat for further consideration.

PERIODICITY OF REPORTING

8. Given that the Global Management System has now been rolled out, and that reporting on progress in May is necessarily limited by the short interval since the January meeting, the Secretariat proposes to reduce the periodicity of reporting on managerial and administrative issues to the Programme, Budget and Administration Committee to once a year only. This change is proposed to take effect from January 2012, with the annual report being presented to the fifteenth meeting of the Committee.

ACTION BY THE PROGRAMME, BUDGET AND ADMINISTRATION COMMITTEE

9. The Committee is invited to note the report and to comment on the proposal made in paragraph 8 above.

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