

Seventh Meeting of the Country Support Unit Network

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Table of Contents

i.	Key action points.....	1
1.	Introduction.....	3
2.	Review of key action points of the 6 th CSU Network meeting.....	4
	2.1. Country Focus Policy: country support function.....	4
	2.2. Compliance of Minimum Operating Security System (MOSS)	5
3.	Follow-Up of Recommendations of the Fourth Global Meeting of Heads of WHO Country Offices with the Director-General and Regional Directors: The role of the CSU Network in timely implementation of the action points.....	6
4.	Resource mobilization strategy for Strategic Objective 12	7
5.	CCS analytical framework: CCS and Medium-Term Strategic Plan (MTSP) mapping exercise....	8.
6.	Monitoring of indicators on country presence.....	10
7.	CCS e-guide: key issues and dissemination strategy	11
8.	CSU Network portal.....	13
9.	UN Reform - outcome of Rwanda meeting.....	14
10.	Alignment and harmonization learning toolkit - update and agreement for scaling up plan.....	15
11.	Country Cooperation Review.....	16
12.	Any other business.....	18
	12.1 Endorsement of CCS documents.....	18
	Annex 1: Agenda.....	19
	Annex 2: List of participants.....	20



Key Action Points

Country Focus Policy

1. As requested by the Directors of Programme Management (DPM) group in their meeting on 19-20 March 2008 and recommended in the Assistant Directors-General' Retreat on 11 April 2008, the Country Support Unit (CSU) Network will carry out an analysis of the roles/functions and nature of work being carried out by 'country support units/teams' of departments in Headquarters and in the regional offices, and to propose options for better harmonizing 'country support', using a corporate definition.
2. To bridge the funding gap under Strategic Objective 12 , the Network will develop a two-page proposal identifying the nature and magnitude of funding gaps and promote active mobilization of resources to finance this gap by different voluntary source, within the corporate resource mobilization framework. The proposal will be shared with DPMs and Assistant Directors-General through the office of the Representative of the Director-General for Partnerships and United Nations Reform (DGR).

Follow up of the Fourth Global Meeting of Heads of WHO Country Offices (HWCO) with the Director-General and Regional Directors

3. Progress will be reported semi-annually to the Global Policy Group (GPG), beginning in June 2008. Regional Country Support Units will follow up with respective co-leads in regions and at Headquarters to monitor the implementation of the key action points and feed into the development of the progress reports. The progress report to be submitted by DGR in June 2008 should seek GPG's agreement on possible dates for the Fifth Global HWCO Meeting.
4. The Department of Country Focus (CCO) will share the *Questionnaire for Monitoring of Implementation of the Guidelines on Working with WHO Country Offices* with all regional CSUs for their use as appropriate.

Country Cooperation Strategy

5. Each regional CSU will use existing and available opportunities and fora in the region and in countries to disseminate the new CCS e-Guide. These might include Regional HWCO meetings, new staff inductions and regional/country-level technical meetings.
6. CCO will follow up with individual CSUs on the endorsement of CCS documents to facilitate the official transmission of each finalized CCS from the Regional Director to the Director-General for Headquarters-wide dissemination and support.
7. The working group led by the WHO Regional Office for the Eastern Mediterranean (EMRO) will prepare a draft analytical report of the findings of the global CCS and the Medium-Term Strategic Plan (MTSP) mapping exercise. Depending on need, more than one report may be prepared for different target audience levels. The draft report(s) is (are) to be shared with the CSU Network for corporate agreement before finalization and dissemination.
8. With regards to the monitoring of indicators of the Organization-Wide Expected Result 2 of Strategic Objective 12, the Network should provide clear definitions and criteria for regions to ensure proper reporting of the two indicators: 12.2.1 and 12.2.2.

UN Reform and Alignment and Harmonization

9. The CSU Network will foster exchange of information on issues and challenges regarding United Nations (UN) reform within the three levels of the Organization. It is understood that the current fast changing environment does not allow the issuance of a general guidance on how to constructively engage WHO country offices in the UN reform agenda.
10. The CSU Network will contribute to develop a forum/platform, building on the existing UN reform support team, to identify existing gaps and mobilize necessary resources for ensuring effective backstopping to Regional Offices to support and inform:
 - i. The eight pilot countries
 - ii. 35 new UN Development Assistance Framework (UNDAF) processes
 - iii. Self starters
 - iv. All WHO country offices
11. With regards to the Alignment and Harmonization toolkit:
 - i. Headquarters will make available to Regional Offices the generic Alignment and Harmonization toolkit in English, French and Spanish.
 - ii. Regional Offices will finalize a Plan of Action for scaling up the toolkit and to specify the required support from Headquarters.
 - iii. Both Headquarters and the regions will report to the CSU Network on progress and lessons learned.

Country Cooperation Review

12. A two pager clarifying the definition and principles of the Country Cooperation Review (CCR) and identifying key lessons from previously conducted CCRs will be made available for use in the development of forthcoming CCS processes.

CSU Network Portal

13. A small meeting of available CSU Network portal administrators will be organized. The concrete outcome of this meeting should be a proposal on the use of the portal for: i) global monitoring of CCSs showing current status and renewal processes; ii) platform for development of new CCSs; and iii) displaying findings of the CCS and MTSP mapping exercise. This proposal is to be submitted to the Eighth CSU Network meeting in October 2008.

Minimum Operating Security Standards (MOSS)

14. The CSUs will work with the relevant General Management Cluster (GMG) unit to foster an analysis to estimate the required costs to ensure a "realistic" MOSS compliance, and identify financial gaps to make sure that there is adequate provision of resources under Strategic Objective 13. The Network should mainly play an advocacy role in this matter.

1. Introduction

The Seventh Meeting of the Country Support Unit (CSU) Network, hosted by the Department of Country Focus in Headquarters was held from 13-14 May 2008 in Geneva, Switzerland. The meeting was attended by members of five regional office CSUs, selected Heads of WHO Country Offices, the Representative of the Director-General for Partnerships and United Nations Reform (DGR), representatives from the Department of Programme Planning, Resource Coordination and Performance Monitoring (PRP), and the Partnerships and United Nations (UN) Reform/Coordination with the United Nations and other Intergovernmental Agencies (PUN/UNI) unit, and members of the Department of Country Focus. The agenda of the meeting as well as the list of participants can be found in Annexes 1 and 2 respectively.

1.1 Overall objective of the meeting

To further strengthen the Country Support Unit Network in order to improve WHO's performance at country level through enhancing core capacity of country offices and country support function at regional and Headquarters levels.

1.2 Specific objectives

The specific objectives of the meeting were as follows:

1. To review implementation of the recommendations of the 6th CSU Network Meeting
2. To identify role of the Network in the implementation of key action points of the 4th Global HWCOs Meeting
3. To discuss ways of mobilizing required OS resources to bridge funding gaps to support country focus across the organization
4. To review common activities under the six elements of WHO Country Focus Policy using the Country Focus Policy Road map:
 - a. Country cooperation strategy (CCS) e-Guide - key issues, if any, and agreement for dissemination strategy
 - b. Mapping of CCS strategic agenda and strategic objectives of the Medium-Term Strategic Plan (MTSP)
 - c. WHO country cooperation review - update on methodology development and plan for 2008
 - d. Scaling up of alignment and harmonization learning toolkit - update and agreement for scaling up plan
 - e. UN reform - outcome of Rwanda meeting
 - f. CSU Network portal - update

1.3 Expected outcomes

The expected outcomes of the meeting were the following:

1. Progress of the Fourth Global Meeting of Heads of WHO Country Offices action points reviewed and role of CSUs identified for timely implementation of the action points;
2. Identified possible next steps for resource mobilization to support country focus as agreed in the Strategic Objective 12 retreat;
3. Key issues on CCS e-Guide agreed, if any, and dissemination strategy clarified;
4. Next steps agreed on mapping of CCS strategic agenda and strategic objectives of the WHO Medium-Term Strategic Plan to inform the Headquarters work plans for 2010-2011;
5. Progress reported and scaling up of the alignment and harmonization learning toolkit plan agreed;
6. Outcomes of the UN Reform pilots meeting in Kigali, Rwanda reviewed, and measures identified to support country offices;
7. Identified ways for further enhancing the use of the CSU Network portal

2. Review of key action points of the 6th CSU Network meeting

2.1 Country Focus Policy: country support function

The issue of the existence of "country support teams" in HQ clusters and departments was raised at the meeting of DPMs in March and the retreat of ADsG in April 2008. The exact role and functions of these teams are less understood. Greater analysis needs to be done to assess the type of work that is being carried out by these entities to ensure there is no duplication of work and more importantly, to ensure there is greater articulation and communication between these teams and the regions. Regional Offices and Headquarters need to be involved in both normative work and technical support but a proper balance should be found.

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