

The Eighth Meeting of the Country Support Unit Network

The Cairo Report

26-28 November 2008



**World Health
Organization**

Table of Contents

<i>List of Acronyms</i>	3
<i>Key Action Points</i>	4
<i>Introduction, objectives and expected outcomes.</i>	6
1. COUNTRY SUPPORT	8
1.1 Review of key action points agreed in the 7 th CSU Meeting	8
1.2 Follow-up on the Recommendations of the Fourth Global Meeting of HWCOs with the Director-General (DG) and Regional Directors (RDs)	9
1.3 Funding Gap.....	9
1.4 Monitoring of Indicators on WHO Country Presence	11
1.5 CSU Network Portal	12
1.6 Horizontal Cooperation (Technical Cooperation among Countries)	14
1.7 Selection, Induction and Development of HWCOs	15
1.8 Mapping and Review of Country Support Function in WHO	16
2. COUNTRY COOPERATION STRATEGY AND REVIEW	18
2.1 Country Cooperation Strategy	18
2.2 Mapping CCS to MTSP and Operational Planning 2010-2011	20
2.3 Country Cooperation Review (CCR).....	21
3. UN REFORM AND HARMONIZATION & ALIGNMENT	22
3.1 UN Reform (CCS and UNDAF).....	22
3.2 Harmonization and Alignment learning toolkit	23
4. AOB	24
4.1 Role of the CSU Network	24
4.2 Next CSU Meeting.....	24
<i>Annex 1: List of Participants</i>	25
<i>Annex 2: Agenda for the 8th Country Support Unit (CSU) Network Meeting - Cairo, 26-28 November 2008</i>	27

List of Acronyms

ADG	Assistant Director General
ARD	Assistant Regional Director
CCO	Department of Country Focus
CCR	Country Cooperation Review
CCS	Country Cooperation Strategy
CSU	Country Support Unit
CVC	Core Voluntary Contributions
DG	Director General
DPM	Director of Programme Management
DRD	Deputy Regional Director
EMR	WHO Eastern Mediterranean Region
GFATM	Global Fund to fight AIDS, Tuberculosis & Malaria
GMG	General Management Cluster
GPG	Global Policy Group
H & A	Harmonization & Alignment
HRS	Department of Human Resources
HWCO	Head of WHO Country Office
MDGs	Millennium Development Goals
MOSS	Minimum Operating Security Standards
MTSP	Medium Term Strategic Plan
OWER	Organization-Wide Expected Results
PML	Department of Global Learning & Performance Management
PRP	Department of Planning, Resource Coordination, & Performance Monitoring
RD	Regional Director
SCC	WHO's Core Presence in Countries
SO	Strategic Objective
TCC	Technical Cooperation among Countries
UNDAF	United National Development Assistance Framework
UNFPA	United National Population Fund
UNRC	United Nations Resident Coordinator
WHA	World Health Assembly

Key Action Points

Key action points

Country Support Function

Improving the monitoring and the use of the Guidelines for Working with Countries:

1. Guidelines for working with country offices to be adapted to take into account regional specificities and adapt the prospective survey questionnaire for regional use.
2. AMRO to circulate adapted versions across the CSU Network for information.
3. Draft a reporting form for incidences for HWCOs to report to their CSUs to be shared by December 10, 2008.
4. CSUs to adapt the draft to their needs, collect information and send back to CCO by 20 January, 2009.
5. In coordination with the relevant units, introduce the guidelines into the induction packages for all new staff at regional and HQ level; and disseminate to existing staff across the Organization.

MOSS-compliance

6. Contact GMG relevant unit to find out the current status of MOSS-compliance in country offices. Collaborate with existing working group, and/or foster the establishment of a working group that includes representation from all relevant units at HQ and regional level. The CSU Network will play a greater advocacy role on this matter.

Country Support Function Survey

7. Regional data will be collected and Country Support Function survey will be finalized.
8. One region will share the methodology of a similar survey conducted previously, with HQ.

Funding gap

9. To gather the information on actual expenditures and implementation capacity and further analyze the magnitude of the funding gap for OWER 12.2, based on its agreed scope, and communicate the findings to PRP through SO 12 facilitators.
10. Active resource mobilization will be undertaken within the corporate resource mobilization framework across the secretariat.
11. Strengthen the communication, advocacy and resource mobilization skills of country teams, to better mobilize resources for country presence.
12. The two million CVC to be distributed according to the accepted proposal.

Monitoring of indicators/mid-term review

13. Regional input based on the two agreed indicators will be sent to CCO by 5 December 2008, for compilation.

CSU Network Portal:

14. Each region will confirm/identify a focal point for the CSU Network Portal. CCO will send a reminder note to CSU by 5 December 2008.
15. An interregional meeting for capacity building of Portal focal points will be held in EMRO.
16. At the request of AMRO, capacity building visits of the Portal focal points from CCO and EMRO will be carried out to sensitize and train counterparts and others.

17. A SharePoint for the preparation of the 5th HWCO Global Meeting will be established.

Selection, induction and development of HWCOS:

18. Network will fully engage in the induction and development of HWCO processes and CCO will integrate into the Global Working Group.

Role of CSU Network:

19. Review the initial objectives of the CSU Network and propose a first draft of revisited objectives, to the Network.
20. Revisited mission objectives and action plan will be agreed upon by the 9th CSU Network Meeting.
21. Briefing material for HWCOS participating in the CSU Network meeting will be provided.

Country Cooperation Strategy

CCS Update and Guide

22. RDs to forward completed CCSs to DG for dissemination to ADsG and senior management at HQ. CCO to send regions a sample letter regarding CCS to be sent from one RD to the DG.
23. Communication will be sent to CSUs calling for regions to express interest in piloting the prototype of the "CCS key" in March/April 2009 in selected countries undergoing CCS process at that time.
24. Actively enhance the use of the CCS for strategic and operational planning at country, regional and HQ levels to ensure consistency.
25. CSUs will encourage continue updating of the CCS briefs.

Mapping of CCS and MTSP

26. PRP and the planning officer Network to simplify communication on the linkage between the CCS and the MTSP, and provide support in the practical use of the mapping tool.

Country Cooperation Review

27. The CCR will be integrated into the CCS corporate tool.
28. To open a SharePoint in the Portal for the next six months to refine the methodology for the CCR as part of the CCS process.

UN Reform and H&A

29. RO will assess country office needs for taking WHO contribution within the UNDAF process and to provide feedback to HQ on progress/issues; and support needed.
30. The scaling up of the H&A capacity building will be the subject of further exchanges with regional offices to identify needs and monitor progress.

AOB

31. Next CSU Network Meeting will be held in AFRO. Date and venue to be confirmed.

Introduction, objectives and expected outcomes.

The eighth meeting of the Country Support Unit (CSU) Network was hosted by the EMRO in Cairo, Egypt from 26-28 November 2008. The meeting was attended by members from five regional CSUs; Heads of WHO Country Offices (HWCOs) (Belize, Egypt, Iran, Malawi, Malaysia and Turkmenistan); a representative of the Department of Programme Planning, Coordination and Performance Monitoring (PRP); and members from Programme Planning, Monitoring and Evaluation (EMRO) and the Department of Country Focus (HQ). The Department of Global Learning & Performance Management (HQ) participated in one session via video-link. The Deputy Regional Director (DRD) EMRO also participated in the resource mobilization session. The list of participants is attached as Annex 1.

Overall objective

To further strengthen the CSU Network in order to improve WHO's performance at country level; by enhancing the core capacity of country offices and the country support function at regional and Headquarters (HQ) levels.

Specific objectives and expected outcomes

The specific objectives of the meeting were:

1. To review implementation of the recommendations of the Seventh CSU Network Meeting.
2. To update on the implementation of key action points of the Fourth Global Meeting of HWCOs with the Director-General and Regional Directors.
3. To enhance the CSU Network members' and Head of WHO Country Offices' input into the design of the Fifth Global Meeting of HWCOs.
4. To review common issues and propose follow-up actions under the six elements of WHO Country Focus Policy:
 - a. Selection, appointment and development of HWCOs.
 - b. WHO country support function: outcomes of the November 2008 survey.
 - c. Funding gaps under OWER 12.2 and monitoring of indicators.
 - d. CCS and Medium Term Strategic Plan mapping; and 2010-2011 work plan development.
 - e. Country Cooperation Review methodology - the way forward.
 - f. UN Reform and United National Development Assistance Framework (UNDAF):
 - i. CCS shaping the health dimension of UNDAF; and
 - ii. Region/country needs for the 60 next UNDAFs.

The expected outcomes of the meeting were thus as follows:

1. CSU Network updated on:
 - a. Status of the implementation of the recommendations of the Seventh CSU Network Meeting.
 - b. Status of the implementation of key actions points agreed at the Fourth Global Meeting of HWCOs with the Director-General and Regional Directors.
 - c. Selection and appointment of HWCOs
 - d. Status of CCS and CCS Corporate Guide

2. Ways to strengthen WHO country support function identified; based on the November 2008 survey.
3. Resource mobilization strategy and immediate actions to address the funding gap under OWER 12.2 agreed upon.
4. Agreement reached on the use of findings from the mapping of the CCS strategic agenda and strategic objectives of the Medium Term Strategic Plan.
5. Country Cooperation Review methodology: current status and way forward.
6. HWCOS and country team induction and capacity development:
 - a. Agreement reached with PML on induction and country staff development programme.
 - b. Scaling-up of harmonization and alignment toolkit.
 - c. Resource mobilization.
7. Proposal to ensure effective WHO contribution to the 60 forthcoming UNDAFs.
8. Agreement on the initial design methodology for the Fifth Global Meeting of HWCOS.
9. CSU Network Portal: Agreement on next steps.

1. COUNTRY SUPPORT

1.1 Review of key action points agreed in the 7th CSU Meeting

To facilitate follow-up of the 7th CSU Network Meeting, a table of key action points from the meeting was shared with participants. All but one action point related to the cost of ensuring 'realistic' MOSS-compliance had been followed-up. Discussion focused on implementation of the Guidelines for Working with WHO Country Offices, and the challenges of MOSS-compliance.

Improving the monitoring and use of the Guidelines for Working with Countries

WHO has defined a set of Guidelines for Working with Countries, however their application has not been systematic. While parachuting has reduced substantially, cases are still occurring. There is some concern that this is because many staff are not aware of Guidelines. Some HWCOS have developed strategies for coping with parachuting cases.¹ EURO has implemented a region-wide procedure of having the HWCOS authorize the travel of technical experts and staff from regions and HQ, to their country. This has significantly reduced the number of parachuting cases in the Region. Nonetheless, clear reporting and monitoring mechanisms need to be established. Regions and HQ should be reminded of proper communication channels and procedures.

Key action points:

Improving the monitoring and the use of the Guidelines for Working with Countries:	Action by
1. Guidelines for Working with Country Offices to be adapted to take into account regional specificities and the prospective survey questionnaire to be adapted for regional use.	AMRO
2. AMRO to circulate adapted versions across the CSU Network for information.	AMRO
3. Draft a reporting form for incidences for HWCOS to report to their CSUs to be shared by December 10, 2008.	CCO and EURO
4. CSUs to adapt the draft reporting form to their needs; collect information; and send back to CCO by 20 January, 2009.	All CSUs
5. In coordination with the relevant units, introduce the guidelines into the induction packages for all new staff at regional and HQ level; and disseminate to existing staff across the Organization.	All CSUs

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