Informational meeting on Conference Services

Innovation at the heart of conferencing
ROOM XII
PALAIS DES NATIONS
GENÈVA

MONDAY
3 FEBRUARY
2020
3 to 5 p.m.

INFORMATIONAL MEETING
ON CONFERENCE SERVICES
FOR PERMANENT MISSIONS

PROVISIONAL PROGRAMME

3 p.m.
Welcome and introduction
Ms. Fatima Valero, Director General,
United Nations Office at Geneva
Mr. Camer Manual Fanas, Director,
Division of Conference Management

3.15 p.m.
Innovation

3.35 p.m.
Client focused servicing

3.50 p.m.
Coffee break

4.05 p.m.
Resources, challenges & opportunities

4.20 p.m.
Q & A

5.00 p.m.
Closing and visit of interpretation booths

UNITED NATIONS
GENÈVA
DIVISION OF CONFERENCE MANAGEMENT

beyond
Agenda

PART 1

3:00 p.m. Welcome and introduction
Ms. Tatiana Valovaya, Director-General, United Nations Office at Geneva
Ms. Corinne Momal-Vanian, Director, Division of Conference Management

3:10 p.m. Resources, challenges & opportunities
(Corinne Momal-Vanian)

3:20 p.m. Innovation & client focused servicing
Updates to the XB calculator tool (Daiva Kazdaile)
Meeting Advisory and guidance services (Anna Banchieri)
Immediate feedback mechanism (Aoife Leahy)
List of speakers (Mingliang Zhuang)
Documents Helpdesk at Door 40 (Hendrik Colas)
FAST (Sofia Lobanova)
Indico update (Frank Moser/ Nzete Da Sama Itoua)
Queue management (Frank Moser)

4:00 p.m. Coffee break

PART 2

4:10 p.m. Accessibility (Garry Mullender)

4:20 p.m. UN Geneva website & Wayfinding (Anna Sims)
Information for meeting participants (Müge Olcay Suardet)

4:30 p.m. Q & A

5:00 p.m. Closing & visit of interpretation booths
Why we exist

• Key platform for international dialogue and diplomacy
• Provision of high-quality logistical and substantive services
• Drive by commitment to multilingualism
• Many high-level and sensitive political discussions are also organized in Geneva
• Focus on six main goals
Who we are

553 STAFF
53 NATIONALITIES
50 AVERAGE AGE

44 %
56 %
<table>
<thead>
<tr>
<th>TRANSLATION</th>
<th>TEXT PROCESSING</th>
<th>PRINTING</th>
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<tbody>
<tr>
<td>INTERPRETATION</td>
<td>PRÉCIS-WRITING</td>
<td>BUSINESS ANALYSIS</td>
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<tr>
<td>TERMINOLOGY</td>
<td>EDITING</td>
<td>DOCUMENTS DISTRIBUTION</td>
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<td>E-PUBLISHING</td>
<td>REFERENCING</td>
<td>IT SUPPORT</td>
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<tr>
<td>MEETINGS MANAGEMENT</td>
<td>PLANNING</td>
<td>GRAPHIC DESIGN</td>
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<td>DOCUMENT MANAGEMENT</td>
<td>EVALUATION</td>
<td>KNOWLEDGE MANAGEMENT</td>
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In 2019 UNOG provided services to 12,371 meetings. Nearly 20% (2,488) of which took place outside Geneva.

3,249 meetings were held with interpretation and 9,122 without.

Some 241,000 pages were translated in official documents and publications, making the work of the United Nations widely accessible.
DCM meetings serviced in 2019

With interpretation
Without interpretation

[Bar chart showing the number of DCM meetings serviced with and without interpretation from 2006 to 2019.]
In 2019, DCM provided meeting services to 245 clients.
In 2019, DCM provided meeting services to 94 clients.
Resources, challenges & opportunities
Workload and resources

- Increasing demand for meetings and related services (+30% from 2011)
- High demand for documentation processing (+7% between 2008 and 2017)
- Decrease in resources by 7.5% since 2012 and high reliance on funds for temporary assistance (TAM).

593 posts*
257 G-level/ 336 P-level
Secretary-General’s emergency special measures to address the liquidity crisis

No provision of services to meetings of intergovernmental bodies outside of normal official hours

Lunchtime sessions can no longer be serviced

Uncertainty about the liquidity situation of the United Nations remains. It may impact the extent and timing of the availability of resources to the Secretariat in 2020
Guidelines on limiting meeting duration

Meetings normally should be held during regular meeting hours, namely, from 10 a.m. to 1 p.m. and from 3 p.m. to 6 p.m., on working days;

General Assembly resolution 56/242 of 18 January 2002
Innovation & client focused servicing
Conferencing Today and Tomorrow—understanding your needs

• How to enhance your conferencing experience today
• How needs will evolve in the next 5-10 years
• Analysis of services, innovations and conferencing technologies
• Several forms of engagement
  ✓ One on one Interviews
  ✓ On-the-spot interviews
  ✓ Survey
  ✓ Workshop
• November 2018 through first quarter of 2019
First Wave of 8 Projects identified

Projects underway/ completed on the following:

✓ Meeting Advisory and Guidance Services
✓ In-Room Contact Directory
✓ Feedback Mechanism on Meeting Servicing
✓ Internal Navigation
✓ Accessibility Assistance
✓ New Document Formats
✓ Speech-to-Text Service
✓ Half-day Interpretation Billing
Future
Projects
Feasibility
(some already implemented)

Feasibility of the following will be assessed:

✓ Documentation totems
✓ Conference information kiosks
✓ Enhanced support of conference officers
✓ Electronic delegate statements
✓ Display speaker list
✓ Facilitate use of audience engagement app E.g. Slido
✓ Meetings app
✓ XB calculator expansion
UNOG Conferences and Events: Cost Estimate Calculator

OVERVIEW:

- Online tool that enables users to generate cost estimates on a “self-service” basis
- Meetings and events not covered by regular budget resources
- Cost estimates for meetings/conferences and cultural events inside Palais des Nations, Geneva only
- Does not indicate availability of services, existing room booking practices apply
UNOG Conferences and Events: Cost Estimate Calculator

What’s included?

➢ Scope includes full range of conferencing service providers

➢ Includes direct and derived services and overtime costs

➢ One consolidated cost estimate in USD for all Service Providers

For access:

➢ Please contact Ms. Daiva Kazdaile (kazdaileviciene@un.org) or Ms. Renu Goel (renu.goel@un.org)

➢ URL: https://conf.unog.ch/xbccalculator
Meeting advisory &
guidance services

• Comprehensive compendium of services developed in consultation with DCM and UNOG stakeholders to meet the clients’ needs.

• Provides clear guidance on each step of the planning & execution phases of major conferences/events that involve multiple service providers.

Future actions:

• Compendium will be made available on the new UNOG website in an interactive format.

• A system to designate “Meeting/Event Coordinators“ within MMS for major conferences/events will be put in place.

• MMS will nominate fully trained staff on a rotational basis, to all major conferences/events.

ORGANISING LARGE CONFERENCES/EVENTS AT UNOG: COMPENDIUM OF SERVICES

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SERVICES and CONTACTS</th>
<th>CLIENT'S REQUIREMENTS AND OTHER REMARKS/INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEETING ROOM RESERVATION</td>
<td>The first step to organise an event/conference at UNOG is to secure the conference room(s), done through electronic system (Meets). To initiate the reservation, please contact Meetings Management Section at: T: + 41.22.917.36.68 - <a href="mailto:rams@un.org">rams@un.org</a> Reservation of conference rooms based on number of participants and meeting requirements.</td>
<td></td>
</tr>
<tr>
<td>REGISTRATION</td>
<td>Participants registration is done through the Indico system (<a href="https://reg.unog.ch">https://reg.unog.ch</a>), once the meeting request has been approved in Meets. Support on how participants can register in Indico is provided by the Indico team at: <a href="mailto:support.accreditation@un.org">support.accreditation@un.org</a></td>
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</table>
Meeting organizers highlighted the need for a simple mechanism to provide immediate feedback at the end of meetings on their experience and key services received from UNOG.

Objective: Devise a user-friendly and low-cost feedback mechanism.

Approved proposal: Innovative tool Sli.do would be used on the final day of meetings to gauge the experience of the delegates and meeting organizers alike.

Consultation with the major DCM and UNOG stakeholders, namely, CPCS, IS, PSS, Office of the Director/DCM, Technical Services.

Concise and limited number of questions to encourage a high response rate.

Examples:
✓ Were you satisfied by the overall services provided? Yes/No
✓ Please rate the following service provided today (insert service) on a sliding scale from poor to outstanding.
✓ An open text option would also be provided to allow for the clients to provide more detailed feedback: Do you have any suggestions on what we could do better? (open text window)

Ongoing steps:
❑ Engage with meeting organizers and seek consent for the feedback gathering exercise.
❑ Train colleagues in the use of Sli.do.
❑ Collect raw data, analyze and channel to the respective stakeholders on a regular basis.
UN Docs Helpdesk
eDocumentation navigation training available, by appointment, in English/French/Russian and Spanish languages. Remote assistance via telephone also available upon request.

Assistance in documentation retrieval and/or printing available for Delegates, new staff and other grounds pass holders. Provision of documentation may also be made available for on-screen review, if preferred.

Upon advance request, sets of documents may be made available with documents provided onto a USB stick or in hardcopy.

Hours of operation: 8:30 – 12:30 and 13:30 to 17:30

Contact info: distribution-counters@un.org

Telephone # 022-917-4900
A NEW SERVICE FOR DELEGATES!

Delegates seeking assistance with printing documentation for conferences or who wish to receive advice on how to access documents electronically may now make use of the new client services offered at the “UN documents Helpdesk” at the Distribution Counter located at Door 40 in Building E of the Palais des Nations.

Key features of the “UN Docs Helpdesk” include:

- A dedicated team possessing knowledge and experience in UN documentation.
- Personalized and rapid on-the-spot response for delegates wishing to search for, print, share and download documents during the working hours of 8:30 to 12:30 and 13:30 to 17:30.
- On-hand guidance on the use of relevant applications to perform searches and advice on a variety of print, share and download options.
- Remote assistance for those clients who prefer to email distribution-counters@un.org or call-in at 022 917-4700, rather than visit in-person.
- Upon advance request, sets of documents may be made available on memory sticks or in hardcopy ahead of meetings.

Any feedback or question? Write to distribution-counters@un.org!
FAST
FULLY AUTOMATED SPEECH TO TEXT
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. I am important. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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I AM IMPORTANT

Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nulla pariatur?
Fully Automated Speech2Text (FAST) made available through Indico

- **Training** – Real world data to advance (by training) an existing Speech2Text provided by WIPO AI. Training data consists of combined audio and transcripts of meetings held at UNOG.

- **Benchmark** – UN Gold Standard was developed to assess the quality of existing solutions (for UN meetings).

- **Quality** – FAST powered by WIPO AI outperforms commercial products provided by Google and Microsoft. Currently, app. 80% accuracy.

- **Indico** – Event page in Indico as a nexus of valuable info for meeting participants.
ENGLISH PILOT ran in Oct-Dec 2019.

ENGLISH FOR 3 TO 4 COMMITTEES PER DAY throughout 2020.

LINKS ON INDICO, integration with the Digital Recordings.

AR, CH, ES, FR, RU + Gold Standard coming.
Go to Slido.com enter code: #UNOG or scan QR code
Towards Indico.UN version 2
Indico.UN basic info

New address since end November:  indico.un.org

Technical support:  support.accreditation@un.org
Telephone or Ext:  +41 22 917 2400

Available M-F from 0730 – 1830

Extended support available upon request on a cost recovery basis
Indico.UN is growing – more locations, more events

Indico processed 454 events as of the end of 2017

Two years later, Indico processed 2,631 events

End of 2017

End of 2019
Major upgrade to version 2 underway

1. **New functionality in CERN Indico version 2**
   - Overall upgrade of the system with a more modern look and feel
   - More flexibility and features for event organizers and participants

2. **Indico.UN version 2**
   - All the functionality of CERN Indico version
   - Plus existing Indico.UN version 1 features
   - Version 2 will bring in more UN Secretariats, duty stations, Permanent Missions and UN field missions
   - As Participant: The possibility to have a unique profile across more organizations and events.
Global participant with one unique profile

With its growing use and acceptance cross organizations, Indico will allow you to have ONE unique profile all over the world for most your meetings.
As a PARTICIPANT

Synchronize personal calendar (Outlook, Google calendar, ...) with your entity or category events calendar

Better integration with existing tools for an enhanced Delegates’ experience and participation

- Official documents, background documents, ...
- Indoor navigation
- Mobile App
- FAST (Speech-to-text) and Digital Recordings
- ...
Project background

- Plan the best time to GO

After five minutes, a customer perceives their wait time to be twice the actual wait. — WALL STREET JOURNAL
“I pre-registered, but I’m running late for my meeting, and worried security lines are super crowded”

“I need a break for lunch and I would like to visit SAFI too, but I do not know where to go first”

“I would like to visit the United Nations during my trip to Geneva, but I do not know if I have enough time”
INSPIRATION

Museum

Airports

Restaurants

LONG WAIT

Libraries

Theme parks
Real time occupancy rate and waiting times through sensors

Only ANONYMIZED DATA
Multiple channels

• Before the visit: UNOG website, Indico and future mobile application

• At the venue: Large Screen, Totem & Kiosk
Coffee break
4:00 to 4:10 p.m.
UNDIS – INDICATOR 6.1

MEETS REQUIREMENTS

Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed.

Policies and guidelines on accessibility of conference services and facilities are in place and accessibility targets are established and met.
STANDARD OPERATING
PROCEDURE

Step-by-step guidance to meeting organizers for all stages of the process, from accessible conference announcements to accreditation procedures and delivery of inclusive events.
SOP OUTCOMES

- ANNOUNCEMENTS – WEB ACCESSIBILITY
- INDICO – EVENTS PAGE
- INDICO – REGISTRATION
- SECURITY CHECK AND ACCREDITATION
- REASONABLE ACCOMMODATION
INDICO – EVENTS PAGE

31 December 2021
Palais des Nations
Europe/Zurich timezone

Overview
Timetable
Registration
Digital Recordings

Support
Email: xxxx@mailinator.com

Palais des Nations (MAP HERE)
Geneva, Switzerland

Starts 31 Dec 2021 08:00
Ends 31 Dec 2021 18:00

How to Create and Activate an Indico Account
UNOG Accessibility Guide

The accessibility support team can be contacted here:
@un.org

Powered by Indico
Brought to you by UNOG
Contact us

UNOG
UNOG

Conferences
ACCESSIBILITY

Are you a person with disability? *

-- Choose a value --

If YES, proceed to the section ACCESSIBILITY REQUIREMENTS below.

Are you a support person? *

-- Choose a value --

If YES, please enter the name of the person you are supporting.

If YES, please indicate your support function.

-- Choose a value --
ADVANTAGES OF REGISTRATION

E-mail instruction to approach door at Pregny without queueing

Information can be sent to Security Services:

- Facilitating access
- Vital information in cases of emergency
TWO LEVELS OF ACCESSIBILITY

BROAD STANDARDS IN PLACE
GENERAL CONDITIONS FOR EVERY MEETING

REASONABLE ACCOMMODATION
FULLY ACCESSIBLE MEETINGS WITH ENTITLEMENT (CRPD, HRC accessible panels)

Or

AT REQUEST OF ORGANISER ON EXTRA-BUDGETARY BASIS
Reasonable Accommodation

- Real-time captioning
- Sign language interpreting
- Documentation in Braille
- Braille embossing of statements
## SUMMARY TABLE OF SIDE-EVENT DETAILS

To be returned to the Secretariat, insert your e-mail here at least one month before the start of the session.

<table>
<thead>
<tr>
<th>Title of Event (max. 60 characters)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Date, Starting and Finishing Times</td>
<td></td>
</tr>
<tr>
<td>Name of Organising Entity</td>
<td></td>
</tr>
<tr>
<td>Name of Contact Person</td>
<td></td>
</tr>
<tr>
<td>E-mail address</td>
<td></td>
</tr>
<tr>
<td>Mobile telephone no.</td>
<td></td>
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</tbody>
</table>

**General Characteristics of Meeting**

<table>
<thead>
<tr>
<th>Public/Private</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Announcement of Event on Screens at Doors 6 &amp; 40 (Y/N)</td>
<td></td>
</tr>
<tr>
<td><strong>Expected no. of speakers (incl. interventions from the floor)</strong></td>
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</tbody>
</table>

**Specific Requirements**

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AVAILABLE ON UNOG WEBSITE

Standard Operating Procedure (SOP)

The Division of Conference Management has issued a Standard Operating Procedure (SOP) for the organization of accessible meetings, with a view to implementing the United Nations Disability Inclusion Strategy at the United Nations Office at Geneva.

The SOP provides detailed step-by-step guidance to meeting organizers for all stages of the process, from accessible conference announcements to accreditations procedures and delivery of inclusive events.

The following information on accessibility is provided as part of UNOG’s efforts to make its meetings and conferences more accessible.

Registering on Indico - creating an account - Step-by-step guide

Accessibility Guide at a glance

Please help us serve you better! Complete our evaluation survey!
• **New design system** – Atomic Design allows us to be more granular in our design, and makes the website look more consistent

• **New benefits** – using this new system makes sure that pages are working as intended (responsive, accessible, mobile friendly)

• **We need you!** – We need volunteers to help test the site, during March and April. Please let us know if you’re interested

• **Launch dates** – Soft launch: end of February; Public launch: June 2020
Indoor Navigation and Wayfinding

• **Indoor navigation app** — Development is being managed by our colleagues in ICTS. The app will guide users within the Palais, with accessibility built in by default. Trial run starting 3rd February, testing routes in the E building

• **Navigational Videos** — these videos guide viewers from Pregny Gate, through door 40, to meeting rooms throughout the Palais.

• **Google Maps** — almost all locations in the Palais have now been claimed on Google Maps.
Go to Slido.com
enter code: #UNOG
or scan QR code
Join at
slido.com
#UNOG

you Ask → we answer
Where to find information and documentation

DCM website with pages in all 6 languages

Targeted tailor-made information

Multilingual pages in all 6 languages
Information for meeting participants

• Single point of entry
• Useful information at your fingertips
• Mobile app
Go to Slido.com enter code: #UNOG or scan QR code
Please tell us what you think....

English

French
Planning and Business Continuity

SHP CONSTRUCTION AND RENOVATION TIMELINE

* The dates shown represent the planned start and finish dates for the works in each building
** To be delivered in phases from April 2020
Temporary Conference Facility – Ariana

- To ensure UN Geneva's ability to hold meetings and events throughout the SHP project, a Temporary Infrastructure for Conferences “Ariana” is being constructed.

- The flexible space of the new temporary facility will first be divided into three conference rooms of 200 seats each.

- The space is to be reconfigured into a large 600 seats conference room in 2022 until 2024 during the renovation of Building E.

- The facility will be dismantled upon completion of the SHP project.
Impact on meeting and event planning

- No mandated conferences are foreseen for relocation outside of Geneva
- Calendar meetings will take priority
- Side events for calendar meetings will be reduced
## Impact on meeting and event planning

### May 2020 to May 2021
- **Rooms open:**
  - Building AB – Rooms X, XI, XII and XIV: 3 medium, 1 small room
  - Building C – Rooms I, II, IV and Council Chamber: 1 large, 3 small rooms
  - Building S – Rooms S1, S2, S3, S4: 4 small rooms
  - Building E – Rooms XVII, XVIII, XXI, XXII, XXIII, XXIV, XXV, XXVI, XXVII, XIX, XX:
    6 large, 5 medium rooms

* Temporary Infrastructure for Conference (TIC):
  - 3 rooms of 200 seats available from April 2020

69% capacity incl. Ariana

### June 2021 – July 2022
- **Rooms open:**
  - Building A / AC – Rooms III, V, VII, VIII, IX, VI, XV, ASSEMBLY HALL, Room XVI:
    1 Extra large, 1 large, 5 medium, 2 small rooms
  - Concordia – 5 small rooms
  - Building E – Rooms XVII, XVIII, XXI, XXII, XXIII, XXIV, XXV, XXVI, XXVII, XIX, XX:
    6 large, 5 medium rooms

* Temporary Infrastructure for Conference (TIC):
  - 3 rooms of 200 seats available from April 2020

92% capacity incl. Arian

### August 2022 – August 2024
- **Rooms open:**
  - Building A / AC – Rooms III, V, VII, VIII, IX, VI, XV, ASSEMBLY HALL, Room XVI:
    1 Extra large, 1 large, 5 medium, 2 small rooms
  - Concordia – 5 small rooms
  - Building S – Rooms S1, S2, S3, S4: 4 small rooms
  - Building AB – Rooms X, XI, XII and XIV: 3 medium, 1 small room
  - Building C – Rooms I, II, IV and Council Chamber: 1 large, 3 small rooms

* Temporary Infrastructure for Conference (TIC):
  - 1 room of 600 seats available from August 2022

* Chinese Donation – Council Cinema

60% capacity incl. Arian
Conference Room Reservation

• **Current reservation procedure remains in place**

• **Very limited number of small rooms available during the SHP**

• **Room availability will be restricted and dates may need to be reviewed**

• **Flexibility is required in room choice and dates**

• **Small meetings space encouraged to use office**