Informational Meeting on Conference Services for Permanent Missions

Monday, 16 November 2015
3:00 to 5:00 p.m.
Room VII, Palais des Nations, Geneva

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

3:10 p.m. Overview of the Division

3:30 p.m. Conference Services practical guidelines
- Booking a meeting room
- Role of Meeting Servicing Assistants
- Documents classification and prioritization
- Interpretation dos and don’ts
- Where to find information and documentation

4:15 p.m. Q & A

5:00 p.m. Reception hosted by the Division of Conference Management
Overview of the Division

• **Interpretation Service**

• **Languages Service**

• **Production and Support Service**

• **Central Planning and Coordination Service**
Structure of the Interpretation Service

Interpretation Service
Office of the Chief

- Arabic Interpretation Section
- Chinese Interpretation Section
- English Interpretation Section
- French Interpretation Section
- Russian Interpretation Section
- Spanish Interpretation Section
Interpretation Service

• There are 100 staff interpreters, who are helped by freelance interpreters as per the need;

• English, French, Russian and Spanish interpreters work into their native languages from at least two of the official languages;

• Arabic and Chinese interpreters work into and from their native languages and are required to have an excellent command of one foreign language, normally English or French.
Interpretation Service

• Simultaneous interpretation in the official languages of the United Nations to an average of 2,600 meetings per year including:
  — UN Conferences at the Geneva Headquarters
  — Conferences held away from the Headquarters
  — Special Rapporteurs and other field missions
Overview of the Division

• Interpretation Service
• Languages Service
• Production and Support Service
• Central Planning and Coordination Service
What does the Languages Service do?

Translation and editing in six official languages for some 50 bodies of the United Nations system

Human rights, Disarmament, Climate change, Desertification, Codification of international law, Macro-and micro-economics, Trade promotion, Transportation, Transportation of dangerous goods

- In 2014, 57 million words were translated in-house and 16 million words were translated contractually.
- As of 31 October 2015, 44 million words were translated in-house and over 16 million words were translated contractually.
TESS

• The **Terminology Unit** maintains a terminology database in all six languages. A short presentation will follow;

• The **Reference Unit** provides precedents to translators in all six languages in order to reduce research time needed for translating and ensure consistency in language use throughout series of documents on the same subject matter;

• The **six Text Processing Units** produce print-ready documentation, which is sent to the Production and Support Service for printing;

• The **Contractual Unit** is responsible for sending documents for external translation to contractors who will provide services in the 6 official languages. These contractors are either individuals or companies that are listed in a common roster.
Overview of the Division

• Interpretation Service
• Languages Service
• Production and Support Service
• Central Planning and Coordination Service
Production and Support Service

- Publishing
- Distribution
- Information Technology
Sustainable Publishing

- Reduced copies
- Recycled paper
- Vegetable inks

ISO certified since 2010
CLIENT

CONTENT

DESIGN

PRODUCTS
Production workflow

Publications

- Computer to plate
- Graphic Design
- Desktop Publishing

Production Office

- Offset Printing
- Binding

Documents

ODS/Server

- Digital Printing

(out)
Braille Services

Braille embossing
available upon request
Digital Document Distribution

- Official Document System (ODS)
- Secretariat Websites
- Tablets
- QR Codes
Hard Copy Distribution

• Distribution Counters (0800 – 1800)
  ✓ Door 40, Second Floor, E Building
  ✓ Door 6, 3rd Flr, C Building, C-337

• Pigeonholes (0800 – 1900)
  ✓ Quai 49 (E Building)

• Meeting Rooms
Other services

• WiFi
  ✓ Throughout Palais des Nations

• Cyber Café
  ✓ First floor of the E building near the Serpent Bar
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Conference Services Practical Guidelines

- Booking a meeting room
- Role of Meeting Room Assistants
- Documents classification and prioritization
- Interpretation dos and don’ts
- Where to find information and documentation
  - Presentation of new DCM website
  - UNTERM
Facilities

• 30 rooms in the Palais des Nations; two rooms at Palais Wilson;
• Accommodate 12 to 1,939 delegates;
• Complemented by office space near meeting areas;
• 14 rooms equipped for simultaneous interpretation six official languages; 8 rooms in five languages;
• Sound recording or automatic sound amplification;
• All conference rooms equipped with WiFi and most with a multimedia projector;
• Videoconferencing or audioconferencing services upon special request.
What MMS can do for you

• Allocation of rooms
• Physical setup, infrastructure, services
• Assistance in the rooms
• Calendar and non-calendar meetings
• An experienced team of conference staff assists in the planning and servicing over 10,000 meetings per year.
OHCHR, UNFCCC and UNECE held the largest number of meetings
How the booking process works

In order to process your query, you will need to provide:

• Date and timetable;
• Number of participants;
• Title and context of the meeting;
• As well as any other meeting requirements, such as languages of interpretation, if any and other technical requirements;
• Based on that information and depending on availability, MCPU will allocate a room to you, and advise you of further steps to be taken prior to the booking;
• Once a room has been allocated, submit your request via eMeets which is the electronic conference management system used at all UN duty stations. Every Permanent or Observer Mission has a generic username and password that gives you access to eMeets;
• A detailed seven minute tutorial on room booking is available on the website of the Division of Conference Management at www.unog.ch/conferences.
Meetings Coordination and Planning Unit stands ready at any time to provide you with any help, guidance and assistance you may require prior and during the room booking process.

Telephone: (022) 917-3668;
E-mail: MMS@unog.ch
Conference Services Practical Guidelines

- Booking a meeting room
- **Role of Meeting Room Assistants**
- Documents classification and prioritization
- Interpretation dos and don’ts
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The role Meeting Servicing Assistants
Conference Services Practical Guidelines

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Translation/Revision – Principal Users for 2014

- Human Rights Council and Treaty Bodies: 67.7%
- Economic Commission for Europe: 13.0%
- Trade and Development Board and functional commissions: 5.8%
- Conference on Disarmament: 3.7%
- Others: 9.8%
Principal Clients- pages* Translated and/ or Revised

* page = 330 words
Provision of official documentation

• Documents managed in line with pertinent rules and guidelines:
  ✓ Editorial directives;
  ✓ Submission, processing and issuance within prescribed timelines (10-4-6/ 8-4-4 rules);
  ✓ Prioritization based on categories (pre-, in- & post-); and timely versus late.

• In compliance with integrated global management requirements as conference servicing practices and procedures have to be harmonized across duty stations;

• Also assigned to service conferences outside Geneva for which DCM coordinates remote translation and availability of documents on site, including UNFCCC and UNCCD conferences;

• Upstream and downstream services before and after submission.
Upstream Planning

Advance workload forecasting and slotting of documentation

• Substantive secretariats documentation forecasts reviewed, negotiated and approved in line with:
  ✓ Clear legislative mandates and budgetary entitlements, as necessary;
  ✓ Feasibility of submission and request dates in line with established patterns;
  ✓ Established word limits, e.g. 10,700 or 8,500 words;
  ✓ Overall volume of documentation;

• Parliamentary documents slotted based on agreed submission/issuance dates and volume of text;

• Mutual commitment i.e. the substantive department agreeing to submit by the agreed deadline and DCM agreeing to issue in time (in 4 weeks for documents within established limits);

• Forecasting information shared with DCM processing sections/units for capacity planning purposes.
Downstream Management

Documents submitted by substantive secretariats and assigned for processing

- Documents cross checked upon submission to ensure that they comply with forecast and criteria set for official UN documentation;

- Documents scheduled for processing according to type of submission (in-, pre- and post session documents) and submission compliance, i.e. timely vs. late submitted;

- Guidance and feedback to submitting departments;

- Coordination of all required actions and monitoring of jobs to ensure:
  - Timely issuance and availability in time for conferences
  - Simultaneous distribution in all languages

- Permanent Missions can manage receipt of hard copies;

- Official documents can be accessed on ODS
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How to get the best from your interpreters

- A short clip produced by interpreters to provide guidance to speakers at international conferences.
- Aim is to help you communicate your message.
Please Avoid

• Mobile phones or computers near microphones;
• Placing headsets/ear pieces near microphones;
• Speaking over background music;
• Phone or Skype links;
• Remote participation unless booked well in advance through MMS to ensure you have a properly equipped room and a sound check can be conducted with interpreters to make sure the videoconference will be possible.
Communicate

• Provide any speeches, speaking notes, background documents or an oral briefing. On the day via the Meeting Service Assistants and also in advance to:
  
  programmer-int@unog.ch

• Present and communicate. If a native speaker listening live cannot follow, neither can delegates listening through interpretation.

• Think about being interpreted, allow time for a reaction and for the interpreters to finish with a 4-11 second time lag.
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Where to find information and documentation

New and improved DCM website

NEW!

Targeted tailor-made information
The United Nations Terminology Database

- Multilingual terminology management system
- Global Terminology Project
- Over half million multilingual records:
  - Terminology
  - Nomenclature
  - Phraseology
  - Proper Names
  - Country Names
- All UN Secretariat Duty Stations / Regional Commissions
- Public, web based access:
  untermportal.un.org
Example
Global Terminology

• Global project
  ✓ standardization
  ✓ harmonization
  ✓ consolidation
  ✓ feedback

• Fully integrated with other tools in the document processing chain
  ✓ consistency
  ✓ global teamwork
Future

- Global terminology consolidation
- Global production
- Thematic focus
- Collaboration with external partners
- Include external data
  - (UNDP, IMO, IATE (European Union), …)
- Disseminate UN terminology