



United Nations
Educational, Scientific and
Cultural Organization

Sector for External Relations and Cooperation

To all Permanent Delegations to
UNESCO

3 December 2008

Ref.: ADG/ERC/08/M.88

Subject: **Information Technologies facilities provided by UNESCO to
Permanent Delegations**

Madam/Sir,

Following the adoption by the General Conference of the Directives concerning the use of the name, acronym, logo and Internet domain names of UNESCO in November 2007 and the subsequent recommendations of the "Audit of UNESCO Email services" conducted by IOS in June 2008, the Secretariat presented to the 169th session of the Headquarters Committee a contractual framework related to IT facilities provided by UNESCO to Permanent Delegations.

Further to the adoption by the Headquarters Committee of document 169 COM/SIEGE/4 (copy attached), I would like to inform you on this new contractual framework which addresses two aspects:

1. the access to internal network and E-mail facilities by Permanent Delegations within the UNESCO premises;
2. the creation, implementation, hosting and management of Permanent Delegations' and National Commissions' websites.

This new contractual framework should improve the quality of services provided and the level of IT security, as well as bring clarity to the related workflows and procedures.

To facilitate their implementation, the Secretariat developed a Help Package, available on-line at <http://erc.unesco.org/websitetoolkit>, to provide basic guidance and methodological support for the development of Permanent Delegations and National Commissions websites. The Help Package will evolve and be enriched following the evolution of technology and services provided; therefore I invite you to consult it regularly.

My colleagues and I are, of course, at your disposal for any improvement that might prove useful in the light of your experience in this area and I am sure that we can rely on your cooperation in its application.

Please accept, Madam/Sir, the assurances of my highest consideration.

Ahmed Sayyad
Assistant Director-General
for External Relations and Cooperation