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Administrative, financial and institutional matters

Budget performance for the biennium 2018–2019

Budget performance for the biennium 2018–2019 as at 30 June 2019

Note by the Executive Secretary

Addendum

**Programme performance data for the period from 1 January 2018 to
30 June 2019**

Summary

This document contains performance data for all objectives presented in the revised work programme of the secretariat for the biennium 2018–2019 in document FCCC/SBI/2017/INF.13. It should be considered in conjunction with document FCCC/SBI/2019/14, which contains the report on budget performance and programme delivery for the biennium 2018–2019 as at 30 June 2019, and document FCCC/SBI/2019/14/Add.2, which provides details of the activities and outputs for the same biennium.



Abbreviations and acronyms

Annex I Party	Party included in Annex I to the Convention
APA	Ad Hoc Working Group on the Paris Agreement
BUR	biennial update report
CDM	clean development mechanism
CMA	Conference of the Parties serving as the meeting of the Parties to the Paris Agreement
CMP	Conference of the Parties serving as the meeting of the Parties to the Kyoto Protocol
COP	Conference of the Parties
CO ₂ eq	carbon dioxide equivalent
GHG	greenhouse gas
IPCC	Intergovernmental Panel on Climate Change
NAZCA	Non-State Actor Zone for Climate Action
NDC	nationally determined contribution
non-Annex I Party	Party not included in Annex I to the Convention
REDD+	reducing emissions from deforestation; reducing emissions from forest degradation; conservation of forest carbon stocks; sustainable management of forests; and enhancement of forest carbon stocks (decision 1/CP.16, para. 70)
SBSTA	Subsidiary Body for Scientific and Technological Advice
SDG	Sustainable Development Goal

Programme performance data for the period from 1 January 2018 to 30 June 2019¹

Table 1

Objectives, expected results, performance indicators and performance data for the Executive Direction and Management programme

Objective 1: provide effective technical expertise and technical support to Parties to facilitate ongoing negotiations under the Convention and its Kyoto Protocol and the swift completion of the Paris Agreement work programme

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Optimal technical support is provided by the secretariat for Parties to advance negotiations under the Convention and its Kyoto Protocol and to complete the Paris Agreement work programme	Level of satisfaction of Parties with the secretariat's support of negotiation sessions. Baseline: in 2013, 66 per cent of survey respondents either agreed or strongly agreed with the statement that the secretariat supported the intergovernmental process effectively. Target: 75 per cent	Capacity constraints prevented the secretariat from conducting a survey in the reporting period, but it is planning to conduct one in the first half of 2020

Objective 2: enable and support Parties in the implementation of the Convention, the Kyoto Protocol and the Paris Agreement and the mobilization of climate action as an integral element of the 2030 Agenda for Sustainable Development

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
The secretariat responds effectively to the priorities set by Parties in constructing an enhanced, rules-based system under the Convention, with a focus on new mandates arising from the Paris Agreement	Level of satisfaction of Parties with the work of the secretariat. Baseline: in 2013, 92 per cent of survey respondents somewhat agreed, agreed or strongly agreed with the statement that their level of satisfaction with the work of the secretariat was consistently high. Target: 95 per cent	Capacity constraints prevented the secretariat from conducting a survey in the reporting period, but it is planning to conduct one in the first half of 2020
Support provided by the United Nations, intergovernmental agencies and other stakeholders to Parties in the implementation of the Convention, the Kyoto Protocol and the Paris Agreement is enhanced, with a wide network of non-Party stakeholders directly supporting and contributing to the implementation of the Convention and its outcomes	Number of active partnerships with stakeholder groups (United Nations entities, cities, subnational governments, faith-based organizations, the military, women, legislators, investors, business and others) that contribute to the implementation of the Convention and its outcomes. Baseline: 50. Target: 75	87 partnerships were active, including with United Nations entities and members of the Marrakech Partnership for Global Climate Action
United Nations entities and other stakeholders coordinate efforts to provide the information, tools and support that Parties need to integrate gender considerations into their climate policies and plans, including NDCs, national adaptation plans and technology action plans	Number of United Nations entities and other stakeholders that collaborate with the secretariat on workshops, training or awareness-raising events related to gender-responsive climate policies and plans. Baseline: 10. Target: 15	The secretariat engaged with 20 United Nations entities and other stakeholders to deliver capacity-building and training to support Parties in integrating gender considerations into their national climate policies and plans through workshops, webinars, dialogues and other events

¹ For details of the activities and outputs referred to herein, see document FCCC/SBI/2019/14/Add.2.

Objective 3: provide optimal support to the UNFCCC intergovernmental process in its oversight of the global response to climate change

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
All facets of intergovernmental climate change meetings are well organized. Appropriate procedural, substantive and logistical support is provided to Parties	Level of satisfaction of Parties with the secretariat's support of negotiation sessions. Baseline: in 2013, 66 per cent of survey respondents either agreed or strongly agreed with the statement that the secretariat supported the intergovernmental process effectively. Target: 75 per cent. Baseline: in 2013, 60 per cent of survey respondents either agreed or strongly agreed with the statement that the secretariat provided good advice on procedures and content for mandated conferences, meetings and events. Target: 75 per cent	Capacity constraints prevented the secretariat from conducting a survey in the reporting period, but it is planning to conduct one in the first half of 2020
The COP, the CMP, the CMA and their Bureau are well informed and able to carry out their functions effectively	Level of satisfaction of the COP, CMP and CMA Presidencies and Bureau with the secretariat's support. Baseline: in 2013, 100 per cent of survey respondents either agreed or strongly agreed with the statement that the secretariat provides appropriate and effective support in logistical arrangements for Bureau meetings. Target: 100 per cent. Baseline: in 2013, 88 per cent of survey respondents either agreed or strongly agreed with the statement that the secretariat provided optimal support to enable Bureau members to guide the intergovernmental process. Target: 100 per cent	Capacity constraints prevented the secretariat from conducting a survey in the reporting period, but it is planning to conduct one in the first half of 2020

Objective 4: strengthen the secretariat's capacity to respond to the evolution of the international climate change regime by adapting skill sets, streamlining services, adopting innovative approaches to work and enhancing its role as the global hub for official data and information on climate change

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Secretariat staff are geographically diverse and balanced in gender	Percentage of staff at the Professional level and higher from non-Annex I Parties. Baseline: 48 per cent. Target: 50 per cent Percentage of women in posts at the Professional level and higher. Baseline: 41 per cent. Target: 45 per cent	45 per cent of staff at the Professional level and higher were from non-Annex I Parties as at 30 June 2019 42 per cent of posts at the Professional level and higher were filled by women as at 30 June 2019
Secretariat staff are highly motivated, thereby contributing to the efficiency and effectiveness of the organization	Job satisfaction of staff. Baseline: 77 per cent. Target: 80 per cent	Data for the reporting period are not available
The secretariat has the required financial resources to implement mandates given to it by Parties	Amount of supplementary funding raised by the secretariat from sources other than Parties. Baseline: USD 2.34 million in the period 2015–2016. Target: USD 3 million	Supplementary funding totalling USD 12.1 million was raised

Table 2

Objectives, expected results, performance indicators and performance data for the Adaptation programme
Objective 1: support Parties, in particular developing country Parties, in assessing impacts, risks and vulnerability and in developing, implementing, monitoring, evaluating and reporting on adaptation plans, policies and actions in line with the global goal on adaptation referred to in the Paris Agreement^a

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
The implementation of the Nairobi work programme on impacts, vulnerability and adaptation to climate change is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	100 per cent of mandated outputs (25 of 25) were delivered on time
The process to formulate and implement national adaptation plans, including its review in 2018, is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	100 per cent of mandated outputs (seven of seven) were delivered on time
The work of the Least Developed Countries Expert Group is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	100 per cent of mandated outputs (45 of 45) were delivered on time, in line with the work programme of the Least Developed Countries Expert Group
The work of the Adaptation Committee is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	100 per cent of mandated outputs (31 of 31) were delivered on time, in line with the workplan of the Adaptation Committee
Work on loss and damage under the Warsaw International Mechanism for Loss and Damage associated with Climate Change Impacts and the work of its Executive Committee is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	100 per cent of mandated outputs (24 of 24) were delivered on time, in line with the workplan of the Executive Committee of the Warsaw International Mechanism for Loss and Damage associated with Climate Change Impacts

Objective 2: support Parties, in particular developing country Parties, in improving the scientific basis for international climate policy, action and assessment, in periodically reviewing the adequacy of the global goal to limit global warming to well below 2 °C above pre-industrial levels and in taking stock globally of the implementation of the Paris Agreement^b

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Work by the Convention bodies on matters related to science, research and systematic observation is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	All mandated outputs (two of two) were delivered on time
	Number of international and regional programmes and organizations taking part in the research dialogue under the Convention. Baseline and target: 15	The number of programmes and organizations was 42
Consideration of the scope of the next periodic review of the adequacy of, and overall progress towards, the long-term global goal is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	All mandated outputs (one of one) were delivered on time
Preparatory work for the global stocktake and any related action is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	All mandated outputs (one of one) were delivered on time

Objective 3: support Parties and the intergovernmental process by facilitating adaptation-related reporting and the fulfilment of transparency requirements under the Paris Agreement, ensuring synergy and integration of climate action with the SDGs, strategically engaging with a wide range of stakeholders and effectively disseminating authoritative data and information^c

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Work on adaptation-related reporting and transparency requirements under the Paris Agreement is facilitated and supported	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	All mandated outputs (six of six) were delivered on time
Synergy and integration of climate action with the SDGs is enhanced	Requested input to the SDG process delivered and delivered on time. Baseline and target: 100 per cent delivery rate of input requested	All input requested by the United Nations Department of Economic and Social Affairs to support the work of the Inter-agency and Expert Group on SDG Indicators was delivered on time ^d
A wide range of stakeholders is engaged in the implementation of all relevant mandates, including through the technical examination process on adaptation and the Local Communities and Indigenous Peoples Platform	Proportion of mandated outputs delivered and delivered on time. Baseline and target: 100 per cent	All mandated outputs relating to the technical examination process on adaptation (four of four) and the Local Communities and Indigenous Peoples Platform (four of four) were delivered on time
Comprehensive and user-friendly information is made available in a timely manner	The information on the UNFCCC web pages dedicated to adaptation is regularly updated. Baseline and target: main web pages are updated within two weeks after major conferences and other events, such as meetings of groups or committees, workshops or expert meetings Number of visits to the UNFCCC web pages dedicated to adaptation and number of downloads of publications. Baseline: number of unique visits to the adaptation web pages in 2016: 272,828 (8.2 per cent increase from 2015); number of unique visits to the science web pages in 2016: 32,032 (14.0 per cent decrease from 2015). Target: adaptation web pages: 280,000 (± 10 per cent) unique visits; science web pages: 35,000 (± 10 per cent) unique visits	The main web pages were updated within two weeks after major conferences and other events During the migration of the UNFCCC website in April 2018, the Adaptation programme streamlined its web pages and reduced the number of individual pages by 25 per cent. The navigation menu was reorganized to enable many web pages to be accessed directly from it. Those measures have had, and will continue to have, an impact on the number of visits, as fewer web pages and more direct access results in fewer visits but enhanced usability Adaptation and resilience web pages: 145,000 unique visits Science web pages: 45,000 unique visits

^a Article 4, paras. 8–9, and Articles 5, 9, 10 and 12 of the Convention, Article 8 of the Paris Agreement and decisions 5/CP.7, 28/CP.7, 1/CP.10, 2/CP.11, 4/CP.11, 1/CP.13, 8/CP.13, 1/CP.16, 6/CP.16, 5/CP.17, 7/CP.17, 3/CP.18, 11/CP.18, 12/CP.18, 2/CP.19, 17/CP.19, 18/CP.19, 2/CP.20, 2/CP.21, 3/CP.21, 4/CP.21, 19/CP.21, 3/CP.22, 4/CP.22, 5/CP.22, 6/CP.22, 5/CP.23 and 10/CP.24.

^b Article 2, Article 4, para. 1(g–h), and Articles 5, 9 and 12 of the Convention and decisions 8/CP.3, 14/CP.4, 5/CP.5, 11/CP.9, 5/CP.10, 11/CP.13, 9/CP.15, 1/CP.16, 2/CP.17, 16/CP.17, 1/CP.18, 1/CP.21 and 1/CP.22.

^c Decisions 2/CP.11, 1/CP.13, 1/CP.16, 6/CP.16, 2/CP.19, 17/CP.19, 1/CP.21 and 1/CP.22.

^d For further information, see <https://unstats.un.org/sdgs/indicators/indicators-list/>.

Table 3

Objectives, expected results, performance indicators and performance data for the Finance, Technology and Capacity-building programme
Objective 1: support Parties and the intergovernmental process by, inter alia, catalysing cooperation among Parties and relevant stakeholders and facilitating the work of the Standing Committee on Finance so as to stimulate the mobilization, delivery and transparency of climate finance and thereby enable the effective implementation of the Convention and the Paris Agreement^a

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Effective support is provided in the implementation of the work programme of the Standing Committee on Finance	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	All mandated outputs (52 of 52) were delivered on time
Effective support is provided for mandated activities relating to tracking and transparency of climate finance	Number of stakeholders, particularly from the private sector and international financial institutions, actively engaged in the work programme of the Standing Committee on Finance as well as in work related to transparency of support under the APA and the SBSTA. Baseline: 50. Target: 50	50 climate finance stakeholder representatives attended activities relating to transparency of support, including during the preparation of the 2018 Biennial Assessment and Overview of Climate Finance Flows
Effective support is provided to the intergovernmental process relating to Article 9 of the Paris Agreement, and the mobilization and delivery of climate finance to support the implementation of the Paris Agreement is facilitated	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	All mandated outputs (15 of 15) were delivered on time

Objective 2: support Parties and the intergovernmental process by catalysing cooperation among Parties and relevant stakeholders, including by facilitating the work of the Technology Executive Committee, so as to stimulate the development and transfer of technologies and thereby enable the effective implementation of the Convention and the Paris Agreement^b

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Effective support is provided for intergovernmental work and negotiations on issues relating to technology development and transfer	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	All mandated outputs (six of six) were delivered on time
Effective support is provided in facilitating the implementation of Article 10 and other technology-related provisions of the Paris Agreement, including those related to the technology framework	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	All mandated outputs (nine of nine) were delivered on time
Effective support is provided for the implementation of the workplan of the Technology Executive Committee and in facilitating effective interaction between the Technology Executive Committee and the Climate Technology Centre and Network	Proportion of mandated outputs delivered and delivered on time. Baseline: 90 per cent. Target: more than 90 per cent Number of stakeholders contributing to the implementation of the workplan of the Technology Executive Committee. Baseline: 23 institutions. Target: more than 23 institutions	All mandated outputs (81 of 81) were delivered on time 106 stakeholders were involved in the work of the Technology Executive Committee

Objective 3: support Parties and the intergovernmental process by catalysing cooperation among Parties and relevant stakeholders, including by facilitating the work of the Paris Committee on Capacity-building, so as to stimulate action and ensure coherent delivery of capacity-building support and thereby enable the effective implementation of the Convention, the Kyoto Protocol and the Paris Agreement^c

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Effective support is provided for intergovernmental negotiations on issues relating to capacity-building	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	All mandated outputs (18 of 18) were delivered on time
	Number of stakeholders involved in the Durban Forum on capacity-building. Baseline: 300. Target: 300	220 stakeholders were involved in the 7 th and 8 th Durban Forums
Successful organization of the meetings of the Paris Committee on Capacity-building and the implementation of its workplan	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	All mandated outputs (21 of 21) were delivered on time
	Number of stakeholders actively involved in the implementation of the workplan of the Paris Committee on Capacity-building. Baseline: not applicable. Target: 20	60 stakeholders were actively involved in the implementation of the workplan of the Paris Committee on Capacity-building

^a Article 11 of the Convention, Article 9 of the Paris Agreement and decisions 1/CP.13, 1/CP.16, 2/CP.17, 3/CP.17, 1/CP.18, 3/CP.19, 5/CP.20, 1/CP.21 and 1/CMP.3.

^b Decisions 4/CP.7, 3/CP.13, 4/CP.13, 1/CP.16, 2/CP.17, 4/CP.17, 1/CP.18, 13/CP.18, 14/CP.18, 25/CP.19, 17/CP.20, 1/CP.21, 13/CP.21, 14/CP.22 and 15/CP.22.

^c Article 4, para. 5, of the Convention, Article 10(e) of the Kyoto Protocol, Article 11 of the Paris Agreement and decisions 2/CP.7, 3/CP.7, 1/CP.16, 2/CP.17, 13/CP.17, 1/CP.18, 21/CP.18 and 1/CP.21.

Table 4

Objectives, expected results, performance indicators and performance data for the Mitigation, Data and Analysis programme

Objective 1: support the implementation of the current measurement, reporting and verification framework, with an emphasis on transparency and mitigation ambition, and the development and implementation of the Paris Agreement work programme, in particular for transparency, NDCs and response measures^a

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
The data related to measurement, reporting and verification communicated by Parties to the secretariat have been managed and disseminated in accordance with the relevant guidelines and procedures	Share of mandated reports or data submissions in the mandated formats from Parties that are received, processed and made available on the UNFCCC website within three days of receipt. Baseline: 100 per cent. Target: 100 per cent	100 per cent of national inventory reports (110 of 110) and standard electronic format tables (175 of 175), 95 per cent of common reporting format tables (124 of 130), 100 per cent of national communications from 18 Annex I Parties, 100 per cent of biennial reports from 18 Parties, 94 per cent of national communications from 33 non-Annex I Parties, and 100 per cent of BURs from 26 Parties were processed and made available on the UNFCCC website within three days of receipt. Technical issues delayed the processing of some submissions of common reporting format tables and national communications
The mandated reporting and review processes for GHG inventories from	Number of GHG inventory reviews for Annex I Parties conducted during the	Reviews for 47 Annex I Parties were conducted. The objective

Annex I Parties have been implemented in accordance with the relevant guidelines and procedures	biennium within the mandated time frame. Baseline: 88. Target: 88	of conducting 88 reviews in the reporting period was not achieved because of lack of supplementary funding
The mandated international assessment and review process for developed countries has been implemented in accordance with the relevant guidelines and procedures	Number of multilateral assessment summary reports of developed country Parties made available on the UNFCCC website in the biennium within the mandated time frame. Baseline: 44. Target: 44	11 multilateral assessment summary reports were published on time. All reports, indicated as the target, are expected to be published by the end of the biennium, within the mandated time frame
The mandated international consultation and analysis process for developing countries has been implemented in accordance with the relevant guidelines and procedures	Number of records of the facilitative sharing of views of developing country Parties made available on the UNFCCC website in the biennium within the mandated time frame. Baseline: not applicable. ^b Target: 48	21 records were made available on time. All 33 BURs of developing countries were analysed, and 29 technical analysis summary reports of BURs were published on the UNFCCC website
	Number of technical assessment reports made available on the REDD+ web platform within the mandated time frame. Baseline: not applicable. ^c Target: 16	12 technical assessment reports were made available on the REDD-plus web platform within the mandated time frame
Support has been provided for the development of the guidelines, rules and modalities under the Paris Agreement, and for the transition to their implementation, with a focus on transparency, NDCs and response measures	Percentage of arrangements for mandated technical working sessions (such as workshops or round tables), and preparation of the related documentation (such as workshop reports), undertaken within the mandated time frame. Baseline: not applicable. ^d Target: 100 per cent for all arrangements	No requests were received to organize any technical working sessions
	Percentage of mandated inputs from Parties, such as submissions of views or proposals, processed and made publicly available within three working days of receipt in intersessional periods and within one working day during sessional periods. Baseline: not applicable. Target: 100 per cent for all inputs	Six official submissions from Parties were received under the APA in 2018 (three on agenda item 3 and three on agenda item 5) and 12 submissions from Parties were received under the SBSTA in 2019; all of the submissions (100 per cent) were made publicly available within three working days of receipt

Objective 2: support Parties in the implementation of their NDCs and related measures in collaboration with other stakeholders and in pursuance of synergy with national development objectives and the SDGs^e

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
NDCs submitted by Parties have been processed and managed in accordance with the relevant guidelines and procedures	Share of NDCs submitted by Parties that are maintained in the NDC registry in accordance with the related standard operational procedures to be developed in accordance with decisions of the CMA. Baseline: not applicable. ^f Target: 100 per cent of all NDCs submitted or revised	100 per cent of NDCs (22) were submitted and processed, bringing the total number of NDCs recorded in the registry to 185 (184 first NDCs and 1 second NDC)
Support has been provided to Parties for the preparation and implementation of their NDCs	Number of engagements (queries or targeted advice) with Parties in relation to the preparation or implementation of NDCs or long-term low-emission development strategies. Baseline and target: not applicable ^g	There were over 240 engagements with Parties (more than 200 in relation to NDCs and more than 40 in relation to long-term low-emission development strategies)

	Number of initiatives to enhance coherence between NDCs and the SDGs organized in collaboration with bilateral or multilateral organizations to support implementation of NDCs. Baseline and target: not applicable ^g	Five initiatives were implemented in collaboration with the United Nations Development Programme and other partners (addressed as part of the regional NDC dialogues)
Support has been provided to Parties in strengthening their mitigation actions	Proportion of eligible submissions to the REDD+ web platform ^h and the Lima REDD+ information hub on the UNFCCC website that are approved and made publicly available online within three working days of receipt. Baseline: 100 per cent. Target: 100 per cent	100 per cent (117 of 117) of eligible submissions were approved and made publicly available within three working days of receipt
	Number of UNFCCC inputs to collaborative activities with relevant international stakeholders aimed at enhancing support and implementation of actions in various sectors and addressing specific GHGs by Parties and other stakeholders. Baseline and target: not applicable ^g	There were six inputs to collaborative activities (publication of two technical documents, and four webinars on the compendiums on GHG baselines and monitoring)
	Number of topical technical expert meetings held in conjunction with sessions of the subsidiary bodies. Baseline: not applicable. ^f Target: two broad meetings and four focused events per session	Five topical technical expert meetings were held, including two broad technical expert meetings held in conjunction with sessions of the subsidiary bodies and three focused regional technical expert meetings

Objective 3: facilitate increasing the ambition and capacity of Parties and other stakeholders to respond to the evolving needs and opportunities of the climate change process, in particular with regard to transparency, NDCs and response measuresⁱ

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Support has been provided to developing countries for their implementation of the reporting guidelines under the Convention	Number of national experts from developing countries trained in preparing national communications and BURs. Baseline: not applicable. ^b Target: 450 through regional training workshops and 990 through webinars	448 national experts from developing countries were trained through regional training workshops (187 were trained on reporting mitigation and adaptation action in national communications and BURs; and 261 were trained (including through the Climate Action and Support Transparency Training) on how to build sustainable national GHG inventory management systems and use the 2006 IPCC Guidelines for National Greenhouse Gas Inventories)
		513 national experts were trained through webinars
		490 national experts were trained through quality assurance workshops for national GHG inventories and systems
	Number of new training materials developed. Baseline: not applicable. ^j Target: one set of new training materials covering	One set of training materials on reporting adaptation action was revised and a new set on

	the modalities, procedures and guidelines for the transparency framework under the Paris Agreement	institutionalizing data management was developed; both include a module on the modalities, procedures and guidelines for the enhanced transparency framework
Support has been provided for capacity-building with respect to mitigation and NDCs	Number of initiatives for supporting the preparation and implementation of NDCs as well as increasing mitigation ambition in which the secretariat is engaged as an advisory partner. Baseline and target: not applicable ^k	The secretariat was engaged as an advisory partner in three initiatives, including regional dialogues and events at regional climate weeks
Support has been provided for the strengthening of action to address the impacts of response measures	Proportion of mandated outputs (reports, technical papers and training modules) made available by the secretariat within the mandated time frame. Baseline: 100 per cent. Target: 100 per cent	100 per cent of mandated outputs were delivered within the mandated time frame (three reports were prepared, events were held at regional climate weeks and three regional workshops were organized)

^a Articles 4, 8 and 12 of the Convention, Articles 3, 5, 7 and 8 of the Kyoto Protocol, Articles 4, 13 and 17 of the Paris Agreement and decisions 9/CP.2, 3/CP.5, 4/CP.5, 6/CP.5, 17/CP.8, 12/CP.9, 1/CP.10, 7/CP.11, 1/CP.16, 9/CP.16, 2/CP.17, 19/CP.18, 20/CP.18, 13/CP.19, 14/CP.19, 20/CP.19, 22/CP.19, 24/CP.19, 13/CP.20, 14/CP.20, 15/CP.20, 1/CP.21, 1/CP.22, 5/CMP.1, 13/CMP.1, 14/CMP.1, 15/CMP.1, 22/CMP.1, 27/CMP.1, 2/CMP.7, 6/CMP.9, 4/CMP.11 and 1/CMA.1.

^b The baseline value for submissions of BURs cannot be defined with reasonable accuracy because the number of such submissions is dependent upon external factors, such as the availability of funding for BUR preparation. At the time of the preparation of this document, the final number of BUR submissions in the biennium 2016–2017 was not known.

^c The baseline value cannot be defined with reasonable accuracy because the number of such submissions is dependent upon external factors.

^d The baseline value cannot be defined with reasonable accuracy because the expected result is new and dependent upon the nature of future mandates; comparable values for the biennium 2016–2017 are not available.

^e Articles 8 and 12 of the Convention, Articles 4 and 17 of the Paris Agreement and decisions 2/CP.13, 4/CP.15, 1/CP.16, 2/CP.17, 1/CP.18, 9/CP.19, 10/CP.19, 11/CP.19, 12/CP.19, 13/CP.19, 14/CP.19, 15/CP.19, 1/CP.21, 16/CP.21, 17/CP.21, 18/CP.21, 1/CP.22, 2/CMP.7 and 1/CMA.1.

^f The baseline value cannot be defined with reasonable accuracy because the expected result is new and dependent upon the nature of future mandates; comparable values for the biennium 2016–2017 are not available.

^g The baseline and target values cannot be defined with reasonable accuracy because the expected result is new and highly dependent upon the nature of future mandates; comparable values for the biennium 2016–2017 are not available.

^h <http://redd.unfccc.int>.

ⁱ Articles 4 and 12 of the Convention, Articles 2 and 3 of the Kyoto Protocol, Articles 13 and 17 of the Paris Agreement and decisions 17/CP.8, 1/CP.10, 1/CP.13, 5/CP.15, 1/CP.16, 1/CP.17, 2/CP.17, 8/CP.17, 14/CP.17, 2/CP.18, 16/CP.18, 18/CP.18, 19/CP.19, 20/CP.19, 1/CP.21, 11/CP.21, 1/CP.22, 20/CP.22, 5/CMP.7 and 1/CMA.1.

^j The baseline value cannot be defined with reasonable accuracy because the activity (development of modalities, procedures and guidelines for the transparency framework) is new; comparable values for the biennium 2016–2017 are not available.

^k It is not possible to forecast the number and nature of such initiatives with reasonable accuracy because the activity is new; comparable values for the biennium 2016–2017 are not available.

Table 5

Objectives, expected results, performance indicators and performance data for the Sustainable Development Mechanisms programme

Objective 1: support the ongoing work of the intergovernmental bodies relating to the Convention, Kyoto Protocol mechanisms (CDM and joint implementation) and Article 6 of the Paris Agreement^a

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Intergovernmental body support provided for the work relating to the Convention and Article 6 of the Paris Agreement	Proportion of outputs under the Convention and Article 6 of the Paris Agreement delivered to the COP and the CMA and delivered on time. Baseline: not applicable. ^b Target: 100 per cent	100 per cent (three of three) of the mandated outputs were delivered under the SBSTA in 2019

Intergovernmental body support provided for the work relating to the Kyoto Protocol mechanisms	Proportion of outputs delivered to the CMP and delivered on time. Baseline: not applicable. ^b Target: 100 per cent	100 per cent (four of four) of outputs mandated by the CMP were delivered in accordance with the specified time frame
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Objective 2: support and optimize the operation of the CDM^c

<i>Expected results</i>	<i>Performance indicators^d</i>	<i>Performance data</i>
Meetings of the CDM Executive Board and its panels and working groups are efficiently organized and well supported	Proportion of meeting documents made available in accordance with the rules of procedure of the CDM Executive Board. Baseline: 92 per cent. Target: 100 per cent	100 per cent (64 of 64) of meeting documents were made available in accordance with the rules and procedures
	Proportion of mandated outputs delivered and delivered on time. Baseline: 92 per cent. Target: 100 per cent	99 per cent (122 of 123) of mandated outputs were delivered on time; one product was delayed due to a delay in the submission of input from an external provider
Operation of the CDM is facilitated efficiently	Proportion of methodology cases (new methodologies and revision of existing ones) processed within the specified time frame. Baseline: 100 per cent. Target: 100 per cent	100 per cent of methodology cases (37 of 37) (new methodologies and revision of existing ones) were processed within the specified time frame
	Proportion of new registrations processed within the specified time frame. Baseline: 92 per cent. Target: 100 per cent	98 per cent (50 of 51) of new projects and programmes of activities were registered within the specified time frame (for the affected case, the delay was two days)
	Proportion of issuance instructions processed within the specified time frame. Baseline: 84 per cent. Target: 100 per cent	96 per cent (1,008 of 1,048) of project issuance instructions were processed within the specified time frame (for the affected cases, the average delay was 1.6 days) and 98 per cent (220 of 224) of issuance instructions for programmes of activities were processed within the specified time frame (for the affected cases, the average delay was 1.25 days)
	Proportion of applications for accreditation processed within the specified time frame. Baseline: 86 per cent. Target: 100 per cent	100 per cent (two of two) of applications for accreditation were processed within the specified time frame
Participation in CDM projects and programmes of activities is facilitated	Number of standards developed or simplified that are relevant to low-income communities (including the development of standardized baselines). Baseline: 34 standards, 12 standardized baselines. Target: 50 standards developed or simplified	40 of 52 standards developed or simplified were relevant to low-income communities (including the development of standardized baselines). Development was dependent on the number of methodological submissions received
	Number of countries with 10 or more registered CDM projects. Baseline: 42. Target: 45	37 countries had 10 or more registered projects and 10 countries had 10 or more registered programmes of activities
	Number of registrations of programmes of activities in underrepresented regions. Baseline: 247. Target: 300	77 programmes of activities were registered in 65 countries with fewer than 10 CDM activities

Objective 3: support and optimize the operation of joint implementation^e

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Meetings of the Joint Implementation Supervisory Committee and of its panels and working groups are efficiently organized and well supported	Proportion of meeting documents made available in accordance with the rules of procedure of the Joint Implementation Supervisory Committee. Baseline: 100 per cent. Target: 100 per cent	100 per cent (three of three) of meeting documents in 2018 were made available
	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	100 per cent (four of four) of mandated outputs for 2018 were delivered on time

Objective 4: support climate action^f

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Coordinated and enhanced secretariat support across various programmes of the high-level champions and promotion of climate action by non-Party stakeholders	Percentage increase in voluntary commitments registered on the NAZCA platform by non-Party stakeholders compared with the previous biennium. Baseline: not applicable. ^g Target: 100 per cent	The NAZCA platform contained 20,035 commitments from 12,468 stakeholders as at 30 June 2019, representing a 63 per cent increase in commitments (7,486 new commitments) and a 45 per cent increase in stakeholders (6,896 new stakeholders) compared with the previous 18-month reporting period
Mobilization, through the Marrakech Partnership for Global Climate Action, of actors to implement action towards achieving the goals of the Paris Agreement	Number and type of requests for climate action support received from Parties. Baseline: not applicable	The Marrakech Partnership is aimed at non-Party stakeholders; 150 engagements for outreach to non-Party stakeholders were conducted
	Number and type of requests for climate action support received from non-Party stakeholders. Baseline: not applicable	200 non-Party stakeholders were engaged in the Marrakech Partnership
Further development of the NAZCA platform, with regular updates on progress and commitments	Percentage of planned improvements implemented on the basis of the approved work programme for NAZCA and the platform. Baseline: not applicable. Target: 100 per cent	100 per cent of planned improvements were implemented

^a Article 4, para. 2(a), and Article 8, para. 2, of the Convention, Articles 3, 6, 12 and 17 of the Kyoto Protocol, Article 6 of the Paris Agreement and decisions 1/CP.13, 1/CP.16, 1/CP.21, 1/CMP.1, 1/CMP.6, 3/CMP.6, 4/CMP.6 and 7/CMP.6.

^b The baseline value cannot be defined with reasonable accuracy because the expected result is highly dependent upon the nature of future mandates; comparable values for the biennium 2016–2017 are not available.

^c Article 12 of the Kyoto Protocol and decisions 2/CMP.1 to 8/CMP.1, 1/CMP.2, 2/CMP.3, 2/CMP.4, 2/CMP.5, 3/CMP.6 and 7/CMP.6.

^d The budget performance for the biennium 2016–2017 as at 30 June 2016 was used as the baseline.

^e Article 6 of the Kyoto Protocol and decisions 9/CMP.1, 10/CMP.1, 2/CMP.2, 3/CMP.2, 3/CMP.3, 5/CMP.4, 3/CMP.5 and 4/CMP.6.

^f Decisions 1/CP.20, para. 21, and 1/CP.21, paras. 117, 118 and 120.

^g The baseline value cannot be defined with reasonable accuracy because the expected result is new and dependent upon the nature of future mandates; comparable values for the biennium 2016–2017 are not available.

Table 6

Objectives, expected results, performance indicators and performance data for the Administrative Services programme**Objective 1: ensure effective management and allocation of financial resources and administration of internal control procedures in adherence to the approved budget and donor requirements^a**

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Parties are kept fully informed with regard to the receipt and utilization of financial resources	Official documents on financial and budgetary matters are made available to Parties in a timely manner. Baseline: four to six budgetary reports per biennium and two audited financial statements per biennium. Target: four to six budgetary reports per biennium, two audited financial statements per biennium and additional financial information provided on the UNFCCC website	21 official documents were made available on time
Coherence and transparency in fundraising and the use of funds	Proportion of donor reports submitted on time. Baseline: 80 per cent. Target: 90 per cent	As a result of insufficient resources, 54 per cent (45 of 84) of donor reports were completed and submitted on time
Optimal budget implementation rate	Expenditure level compared with the approved budget and available cash. Baseline: 99 per cent. Target: 99 per cent	63.4 per cent of the approved core budget was spent during the reporting period
Compliance with United Nations Financial Regulations and Rules and UNFCCC financial procedures	Implementation rate of audit recommendations relating to financial and administrative matters. Baseline: 80 per cent. Target: 90 per cent	Of the 18 recommendations issued on the 2017 financial statements, 61 per cent were implemented or closed in 2018; in the audit of the 2018 financial statements, 23 new recommendations were issued

Objective 2: facilitate the timely recruitment and the retention of staff who meet the highest standards of efficiency, competence and integrity in order to create the conditions for the best possible performance of mandated activities^b

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Competent, motivated and geographically diverse staff balanced in gender are recruited and retained ^c	Proportion of qualified (eligible) candidates in the applicant pool for fixed-term appointments. Baseline: 22.5 per cent. Target: 23.5 per cent	33 per cent of candidates in the applicant pool were eligible
	Proportion of female candidates in the applicant pool for fixed-term selection processes at all levels. Baseline: 7.6 per cent. Target: 8 per cent	55 per cent of candidates at all levels were female; 37 per cent of applicants at the Professional level and higher were female
	Proportion of qualified (eligible) candidates from non-Annex I Parties in the applicant pool for fixed-term selection processes at the Professional level and higher. Baseline: 11.2 per cent. Target: 13 per cent	11 per cent of qualified (eligible) candidates were from non-Annex I Parties
Staff are provided with appropriate training and development opportunities, enabling them to achieve their full potential at work	Average number of days per year spent by staff members on learning and development activities. Baseline as at December 2016: 2.6 days. Target: 2.9 days	Staff members spent on average 2.8 days on learning and development activities

and allowing the organization to fulfil its mandates

Objective 3: support secretariat operations by managing the procurement process efficiently and effectively, providing efficient travel and travel-related services to participants and staff and ensuring the provision of an appropriate physical working environment^d

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
The travel of delegates and staff to official meetings is arranged effectively and efficiently	Proportion of participants attending meetings versus nominations. Baseline: 85 per cent. Target: 85 per cent	92 per cent of nominated participants attended the meetings
The procurement of goods and services is carried out in a cost-effective and efficient manner in accordance with United Nations regulations and rules and UNFCCC policies	Percentage of procurement cases processed within established time frames. Baseline: 99 per cent. Target: 99 per cent	93 per cent of procurement cases were processed within established time frames
	Average number of responses received per tender. Baseline: 3.66. Target: 5	On average, 4.5 responses were received per tender
	Average percentage difference between the price of offers selected and the highest offers received. Baseline: 32 per cent. Target: 33 per cent	38 per cent was the average percentage difference
The work environment in the secretariat is adequate, productive and sustainable	Per capita carbon footprint of the secretariat's facility operations and travel. Baseline: 10 t CO ₂ eq. Target: 7.5 t CO ₂ eq	The per capita carbon footprint was 6.2 t CO ₂ eq in 2018

^a Article 8, para. 2(f), of the Convention, Article 14, para. 2, of the Kyoto Protocol, Article 17, para. 2, of the Paris Agreement and decision 15/CP.1.

^b Article 8, para. 2(f), of the Convention, Article 14, para. 2, of the Kyoto Protocol and Article 17, para. 2, of the Paris Agreement.

^c For additional performance indicators related to this expected result, see the first expected result under objective 4 in table 1.

^d Article 8, para. 2(f), of the Convention, Article 14, para. 2, of the Kyoto Protocol and Article 17, para. 2, of the Paris Agreement.

Table 7

Objectives, expected results, performance indicators and performance data for the Conference Affairs Services programme

Objective 1: advance the intergovernmental climate change process and the implementation of the Convention, the Kyoto Protocol and the Paris Agreement by facilitating the participation and collaboration of representatives of Parties at UNFCCC conferences and events

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Parties are well informed of conference arrangements and able to register participants	Level of satisfaction of delegates with registration services. Baseline: 90 per cent. Target: 90 per cent or more	Owing to understaffing due to secretariat-wide financial constraints, the programme was not in a position to conduct a client survey in 2018 or in the first half of 2019. With temporary support for the second half of 2019 onward, and with a newly enhanced Management and Coordination Unit, the programme will be able to reinstate client surveys from COP 25
	Percentage of Party representatives requesting participation who are registered for conferences. Baseline: 100 per cent. Target: 100 per cent	100 per cent of Party representatives requesting participation were registered

Seamless running of all events requiring protocol and/or external relations support	Level of satisfaction of delegates with protocol services. Baseline: 85 per cent. Target: 85 per cent or more	Owing to understaffing due to secretariat-wide financial constraints, the programme was not in a position to conduct a client survey in 2018 or in the first half of 2019. With temporary support for the second half of 2019 onward, and with a newly enhanced Management and Coordination Unit, the programme will be able to reinstate client surveys from COP 25
Effective management of funding available for the participation of Parties in UNFCCC conferences	Share of available funding fully utilized so as to maximize the number of representatives of eligible Parties attending conferences. Baseline: 100 per cent. Target: 100 per cent	93 per cent of available funding was fully utilized

Objective 2: advance the intergovernmental climate change process and the implementation of the Convention, the Kyoto Protocol and the Paris Agreement by facilitating enhanced observer engagement at UNFCCC conferences and events

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Effective support is provided for intergovernmental negotiations on the enhancement of effective observer engagement	Number of organizations for which the COP disagrees with the eligibility assessment made by the secretariat. Baseline and target: zero	No eligibility assessments were declined by the COP
Eligible members of civil society and intergovernmental organizations are admitted by the COP and allowed to attend sessions, within the capacity limit	Percentage of facilitated requests to make a submission to the negotiation process that are addressed. Baseline: 100 per cent. Target: 100 per cent	100 per cent (234 of 234) of requests were addressed
	Percentage of facilitated requests to intervene in plenary and contact group meetings and in-session workshops that are addressed. Baseline: 100 per cent. Target: 100 per cent	100 per cent (141 of 141) of requests were addressed
Efforts of observer organizations to highlight their contributions are facilitated, space permitting	Percentage of side event and exhibit applications processed. Baseline: 100 per cent. Target: 100 per cent	100 per cent (1,553 of 1,553) of side event and exhibit applications were processed
	Percentage of confirmed side events and exhibits implemented (excluding those cancelled). Baseline: 100 per cent. Target: 100 per cent	100 per cent of side events and exhibits (436 of 436 and 237 of 237, respectively) were implemented

Objective 3: support the intergovernmental climate change process and the implementation of the Convention, the Kyoto Protocol and the Paris Agreement by providing high-quality documentation in a timely manner

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Official documents are made available to stakeholders on time and in all six official languages of the United Nations, where applicable and possible	Percentage of documents submitted to the programme in accordance with United Nations deadlines that are made available to Parties, observers and other stakeholders on time. Baseline: 100 per cent. Target: 100 per cent	100 per cent of documents (473 of 473) were made available on time

High-quality documentation-related services are provided	Level of satisfaction with documentation-related services, as evidenced by the results of external and internal client surveys. Baseline: 85 per cent. Target: 85 per cent or higher	Owing to understaffing due to secretariat-wide financial constraints, the programme was not in a position to conduct a client survey in 2018 or in the first half of 2019. With temporary support for the second half of 2019 onward, and with a newly enhanced Management and Coordination Unit, the programme will be able to reinstate client surveys from COP 25
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Objective 4: provide suitable premises and comprehensive, state-of-the-art logistical and technical support for meetings so that negotiation and implementation can proceed smoothly and productively

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Efficient and fully functional conference facilities for climate change negotiations are planned and provided to participants in a timely manner	Level of participant satisfaction with the quality of conference services provided at sessions. Baseline: 85 per cent. Target: 85 per cent or more	Owing to understaffing due to secretariat-wide financial constraints, the programme was not in a position to conduct a client survey in 2018 or in the first half of 2019. With temporary support for the second half of 2019 onward, and with a newly enhanced Management and Coordination Unit, the programme will be able to reinstate client surveys from COP 25

Table 8

Objectives, expected results, performance indicators and performance data for the Communications and Outreach programme

Objective 1: accelerate climate action of Parties and non-Party stakeholders within and outside the UNFCCC process so as to foster higher ambition and the implementation of the Convention, the Kyoto Protocol and the Paris Agreement

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Increased number of activities within and outside the UNFCCC process by governmental and non-Party stakeholders to foster the full implementation of the Convention, the Kyoto Protocol and the Paris Agreement	Number of announcements via the UNFCCC Newsroom per year on climate activities reported by Parties. Baseline: 250. Target: 500	The UNFCCC Newsroom team published 425 announcements on climate activities in English, 277 in Spanish and 246 in French
	Number of commitments reported by non-Party stakeholders on the NAZCA platform per year. Baseline: 12,000. Target: 18,000	20,035 commitments were reported by 12,468 stakeholders, which represents a 63 per cent increase in commitments (7,486 new commitments) and a 45 per cent increase in stakeholders (6,896 new stakeholders) compared with the previous reporting period
Effective support is provided for intergovernmental negotiations on issues related to Article 6 of the Convention (Action for Climate Empowerment)	Proportion of mandated outputs delivered and delivered on time. Baseline: 100 per cent. Target: 100 per cent	100 per cent (three of three) of the mandated outputs were delivered on time

Momentum for Change recognizes climate solutions and is the communication and outreach vehicle for supporting engagement with non-Party stakeholders on climate action, education and behavioural change and with youth	Number of Momentum for Change page views on the UNFCCC website. Baseline: 0.22 million. Target: 0.22 million	Inadequate resources to monitor the activity
	Number of Momentum for Change meetings per year. Baseline: 8. Target: 10	10 meetings (via telephone, conference calls or in person) with the Advisory Panel and 10 meetings (in 2018, one in New York and nine at COP 24) with stakeholders

Objective 2: communicate authoritative, relevant and timely information to Parties, non-Party stakeholders and the public regarding the UNFCCC process and action on climate change under and outside the Convention

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
The UNFCCC is recognized as the centre for climate communication and the coordinator of communication on climate change and sustainable development in the United Nations system	Number of joint communication activities per year on climate change and sustainable development across the United Nations system. ^a Baseline: 200. Target: 300	Regular meetings of the United Nations Climate Change Communication group were held to coordinate system-wide communication. Communication strategies and plans were prepared for key events, such as the forty-eighth and fiftieth sessions of the subsidiary bodies, COP 25, the launch of the IPCC Special Report on Climate Change and Land ^b and the signing of a memorandum of understanding between the UNFCCC and the International Renewable Energy Agency. The secretariat undertook more than 300 joint activities across the United Nations system
The UNFCCC website and its social media channels are recognized as the leading sources of wide-ranging, relevant, timely and comprehensive information on climate change and the UNFCCC process	Number of web media files downloaded per year. ^c Baseline: 11.7 million. Target: 11.7 million	In April 2018, with the full relaunch of the UNFCCC website, a new analytics tool was set up to track downloads, user numbers and visits. The new tool calculates downloads differently from the previous one, causing a discrepancy in the figures between this and the previous reporting period. The performance indicator was therefore adjusted in the work programme for 2020–2021. In total, 4.6 million documents were downloaded in the reporting period
	Number of website visits and page views. Baseline: 3.4 million visits, 7.9 million page views. Target: 3.4 million visits, 7.9 million page views	14 million page views were generated by 3.5 million users in 6 million user sessions
	Number of followers and fans on social media channels. Baseline: 0.2 million for Facebook, 0.4 million for Twitter and 0.05 million for Instagram. ^d Target: 0.3 million for Facebook, 0.6 million for Twitter and 0.08 million for Instagram	The number of followers and fans was 0.48 million for Facebook, 0.61 million for Twitter and 0.36 million for Instagram
Global and specialist media and non-governmental organizations are informed about the progress and decisions made in the	Number of media and outreach products. ^e Baseline: 200. Target: 200	More than 200 media and outreach products were delivered

intergovernmental process and of its objectives

Objective 3: improve knowledge-sharing and information management, including by facilitating UNFCCC document search and retrieval

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Internal communication, collaboration and knowledge-sharing is improved through the use of appropriate tools and systems	Percentage of content uploaded to the secretariat's intranet independently by staff (without assistance from the programme's Knowledge Management team). Baseline: 30 per cent. Target: 75 per cent	71 per cent of the content was uploaded independently to the secretariat's intranet, including workspaces for collaboration
	Active users of the intranet as a percentage of total staff, measured by page views of news and announcements. Baseline: 20 per cent. Target: 45 per cent	38 per cent of staff were active users of the intranet
	Level of staff satisfaction with the secretariat's intranet. Baseline: 77 per cent. Target: 85 per cent	Not surveyed in the reporting period
Parties, observers, secretariat staff and the public have access to well-organized and easily retrievable official documentation on the climate change negotiation process	Percentage of official documents tagged with UNFCCC taxonomy ^f terms. Baseline: 96 per cent. Target: 100 per cent	100 per cent (499 of 499) of official documents published in the reporting period were tagged
Records are managed in accordance with the secretariat's policy and guidelines	Share of retention schedules reviewed and updated, and improved retention schedules approved by senior management, enabling the secretariat to destroy its obsolete records and guaranteeing that records with continuing value are kept. Baseline: 50 per cent. Target: 100 per cent	100 per cent of retention schedules were reviewed and 89 per cent updated
	Share of physical inactive records in the secretariat's physical records management system tied with functional classification and retention schedule metadata. Baseline at the end of 2016: 88 per cent. Target: 100 per cent	97 per cent of physical inactive records were tied with functional classification metadata that were tied with retention schedules

^a For example, speeches, articles, statements, news stories, editorials, briefing notes and reports.

^b IPCC. *Climate Change and Land: An IPCC Special Report on Climate Change, Desertification, Land Degradation, Sustainable Land Management, Food Security, and Greenhouse Gas Fluxes in Terrestrial Ecosystems*, 2019. <https://www.ipcc.ch/site/assets/uploads/2019/08/Fullreport-1.pdf>.

^c Web media files include PDF, JPG, PPT, DOC and AVI files.

^d Social media engagement as at the end of 2016: Facebook, 205,677 fans; Twitter, 447,547 followers; and Instagram, 48,603 followers.

^e Media products include speeches, press releases, editorials, statements and interviews by the Executive Secretary and senior managers.

^f Taxonomy involves developing a system for describing, identifying, naming and classifying documents to facilitate searching for them on the website using keywords.

Table 9

Objectives, expected results, performance indicators and performance data for the Information and Communication Technology programme
Objective 1: maintain and strengthen the secretariat's information technology infrastructure underpinning the secretariat's electronic communications and information systems^a

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Support services meet user requirements	Proportion of information technology service requests responded to and completed within 90 days. Baseline: 80 per cent. Target: 90 per cent	66 per cent of requests (18,932 of 28,893) were responded to and completed within 90 days. The major migration of the in-house data centre to the cloud-based infrastructure affected the service level management tool and the performance target of 90 per cent could not be achieved
Business-enabling systems, including collaboration and web services, are operated and maintained at agreed service levels	Average percentage availability of business-enabling systems during service hours. Baseline: 95 per cent. Target: 98 per cent	All business-enabling systems reached the availability target of 98 per cent, excluding during the planned maintenance in January 2019 when a major relocation of infrastructure hosting services was successfully implemented
Communications and data centres and their related infrastructure services are supplied in accordance with agreed service levels	Percentage availability of infrastructure services during service hours. Baseline: 95 per cent. Target: 98 per cent	The performance target of 98 per cent availability was reached

Objective 2: support the UNFCCC intergovernmental process, including through the delivery of required information technology services for the meetings of governing and subsidiary bodies and other meetings and workshops of Parties and non-Party stakeholders^b

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Conferences and workshops are supported by effective and efficient information technology services	Proportion of conferences and workshops serviced at the agreed levels. Baseline and target: 100 per cent	100 per cent of workshops (72 of 72) were serviced
Secure means of collaboration and communication are provided within the secretariat and between the secretariat and the stakeholders	Proportion of collaboration and communication services provided at the agreed levels. Baseline and target: 100 per cent	100 per cent of services were provided (including 1,383 meetings that offered virtual participation as an option, and two meetings that were organized for virtual participation only)
Business information and communication technology solutions enable the secretariat to effectively use organizational resources and facilitate processes in compliance with internally and externally agreed standards	Proportion of information and communication technology solutions delivered. Baseline and target: 100 per cent	100 per cent of solutions were delivered (for 154 business-enabling and mandated systems)

Objective 3: build and maintain the information systems required for the implementation of the Convention, the Kyoto Protocol and the Paris Agreement and support the regulatory systems under the Kyoto Protocol^c

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
Mandated systems are provided to enable the compilation, analysis and management	Proportion of mandated systems meeting the specified requirements	Six of six systems met mandated requirements; 9 of 10

of data (GHG data, tabular data in Parties' submissions and other data)	and delivered on time. Baseline: 80 per cent. Target: 90 per cent	enhancements to the systems were delivered on time (90 per cent)
Mandated systems are provided to support the review of national communications, inventories, biennial reports, BURs, NDCs and nationally appropriate mitigation actions and the publication of results and submissions to advance measurement, reporting and verification	Proportion of mandated systems meeting the specified requirements and delivered on time. Baseline: 80 per cent. Target: 90 per cent	11 of 11 systems met the specified requirements; two of two enhancements to the systems were delivered on time (100 per cent)
Additional required systems are provided to support the implementation of the Convention, the Kyoto Protocol and the Paris Agreement and the regulatory systems under the Kyoto Protocol	Proportion of mandated systems meeting the specified requirements and delivered on time. Baseline: 60 per cent. Target: 70 per cent	18 of 18 systems met the specified requirements; nine of nine enhancements to the systems were delivered on time (100 per cent)

^a Article 8, para. 2, of the Convention, Article 14, para. 2, of the Kyoto Protocol and Article 17 of the Paris Agreement.

^b Article 8, paras. 2 and 12, of the Convention, Article 14 of the Kyoto Protocol and Article 17 of the Paris Agreement.

^c Article 12 of the Convention, Articles 5, 6, 7, 8, 12 and 17 of the Kyoto Protocol and Article 17 of the Paris Agreement.

Table 10

Objectives, expected results, performance indicators and performance data for the Legal Affairs programme

Objective 1: provide legal advice and services to Parties and stakeholders on the implementation of the Convention, the Kyoto Protocol and the Paris Agreement and the mobilization of climate action, as well as for the intergovernmental negotiations of the supreme and subsidiary bodies

<i>Expected results</i>	<i>Performance indicators</i>	<i>Performance data</i>
The Convention, the Kyoto Protocol, the Paris Agreement and any related legal instruments are interpreted and implemented in accordance with relevant legal, procedural and institutional requirements	Number of complaints made by Parties and other stakeholders regarding the timeliness and soundness of legal advice and services provided by the secretariat that are not resolved within six months. Baseline: zero. Target: zero	No complaints
The supreme, subsidiary and constituted bodies established under the Convention, the Kyoto Protocol and the Paris Agreement function and operate in accordance with legal, procedural and institutional requirements	Number of complaints made by Parties with respect to the timeliness and soundness of legal advice and services provided by the secretariat to the supreme and subsidiary bodies established under the Convention, the Kyoto Protocol and the Paris Agreement that are not resolved within six months. Baseline: zero. Target: zero	No complaints
	Number of concerns, issues or disputes raised by public or private entities against constituted bodies under the Convention and its Kyoto Protocol, or members of these bodies, that are not resolved within six months. Baseline: zero. Target: zero	No concerns, issues or disputes
	Number of complaints made by Parties with respect to the timeliness and soundness of the information, legal advice and services provided by the secretariat with respect to the electoral process that are not resolved within six months. Baseline: zero. Target: zero	No complaints

Timely and sound legal support, advice, information and tools are provided to secretariat programmes, partner organizations and Parties on the implementation of action on climate change at the national and regional level in the context of the SDGs

Number of complaints made by Parties with respect to the timeliness and soundness of the information, legal advice and services provided by the secretariat that are not resolved within six months. Baseline: zero. Target: zero

No complaints

Objective 2: provide legal advice and services related to the administration and operations of the secretariat and the international climate change regime in order to safeguard the interests, privileges and immunities of the secretariat and the regime^a

Expected results

The operations of the secretariat and the international climate change regime are conducted in accordance with applicable United Nations regulations and rules and the legislative authority of the supreme bodies of the international climate change regime

Performance indicators

Proportion of legal instruments between the secretariat and governments, service providers and partner organizations that are concluded in a legally sound manner. Baseline: 100 per cent. Target: 100 per cent

Number of concerns raised by the Board of Auditors and the Office of Legal Affairs of the United Nations on the adequacy and appropriateness of legal arrangements entered into by the secretariat that are not resolved within six months. Baseline: zero. Target: zero

Performance data

100 per cent of legal instruments (197 of 197) were concluded in a legally sound manner

No concerns

Objective 3: facilitate the effective operation of the compliance mechanism of the Kyoto Protocol^b

Expected results

The Compliance Committee under the Kyoto Protocol takes decisions on the basis of the best available information

Performance indicators

Level of satisfaction expressed by members and alternate members of the Committee regarding the secretariat's support. Baseline and target: a high level of satisfaction expressed by the majority of members and alternate members of the Committee

Performance data

100 per cent of the members and alternate members of the Committee who responded to a survey conducted in June 2019 for the reporting period expressed high or very high levels of satisfaction with the support provided by the secretariat to the Committee

The CMP is provided with appropriate and effective advice and support in developing policy guidance for the Compliance Committee

Number of complaints raised by Parties with respect to the legal advice and support provided by the secretariat in developing policy guidance that are not resolved within six months. Baseline and target: zero

No complaints

Information on action taken by the Compliance Committee is made available to relevant actors, including the public, in a clear and timely fashion

Percentage of Compliance Committee documents issued within the required time frame. Baseline: 95 per cent. Target: 98 per cent

100 per cent of the documents were issued within the time frame set out in the relevant decision or agreed by the Committee

^a Article 8 of the Convention, Article 14 of the Kyoto Protocol and Article 17 of the Paris Agreement.

^b Decisions 27/CMP.1, 4/CMP.2, 4/CMP.4 and 8/CMP.9.