

## Major Programme 5 – INFORMATION SUPPORT SERVICES

### Introduction

The provision of information is a central function of the Agency. It includes enabling Member States, the scientific community and other members of civil society to access the work of the Agency. It allows the projection of the Agency and its mission objectively to a larger audience and provides the basis for communication during intergovernmental discussions. Such a function requires that information be available to the staff of the Agency in order to make their work both more effective and more efficient. Various components of Agency-wide information support are grouped in this major programme to ensure that information services are available in a timely, cost effective and easily accessible way. The customer service orientation will be reinforced throughout the major programme.

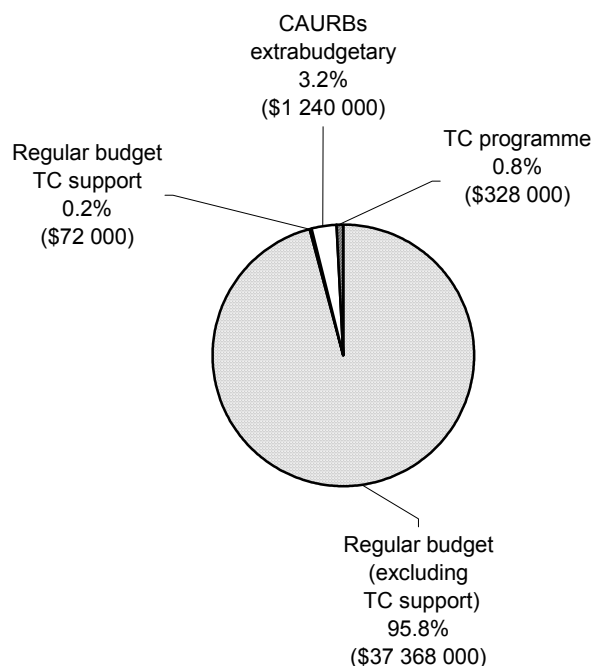
### Objective

- To increase access to, and understanding of, information about the Agency's role and activities on the part of the Member States, the scientific community, non-governmental organizations and the general public, with emphasis on proactive press work;
- To improve ICT services to all Agency programmes; and to meet the needs for processing and exchange of information within

the Secretariat and with Member States through the development of an adequate ICT infrastructure, information systems and all types of information resources.

<b>Outcomes</b>
<ul style="list-style-type: none"> <li>— Timely provision of high quality information by the Agency on the peaceful uses of nuclear energy for sustainable development.</li> <li>— Increased recognition by policy makers and the general public of the Agency's role in the safe, secure and peaceful applications of nuclear technology.</li> <li>— Full use of innovative information technology products and services by Agency programmes, Member States and civil society.</li> </ul>
<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>— Level of positive media coverage on nuclear matters as well as the Agency and its role regarding the peaceful uses of nuclear energy, including its safety and security, as well as the benefits derived from the applications of nuclear technology.</li> <li>— Level of satisfaction of the Agency's ICT users regarding the availability of electronic information and its user friendliness.</li> <li>— Cost effectiveness of information support services such as translation, publishing and printing.</li> </ul>

## Total Resources for Information Support Services in 2004–2005



	2004	2005	Total for biennium
Regular budget (excluding TC support)	18 684 000	18 684 000	37 368 000
Regular budget TC support	36 000	36 000	72 000
Subtotal regular budget:	18 720 000	18 720 000	37 440 000
CAURBs extrabudgetary	620 000	620 000	1 240 000
Funds from UN organizations	-	-	-
TC programme	160 000	168 000	328 000
<b>TOTAL</b>	<b>19 500 000</b>	<b>19 508 000</b>	<b>39 008 000</b>

The total resources for implementing Major Programme 5, which are illustrated in the table and chart above, amount to \$39 008 000 for the biennium. The regular budget constitutes 96% (\$37 440 000) of this amount (at 2004 prices). The regular budget includes increases of \$612 000 for both 2004 and 2005, compared with 2003 (at 2003 prices). The additional funding is needed to replace income under the heading “Reimbursable work for others” previously contributed by UNIDO, which has served notice of withdrawal from the common ICT services. Since the costs of this service are largely fixed, the loss of income cannot be fully absorbed without seriously jeopardizing the required operations and service levels provided to Agency programmes. It is, therefore, necessary to seek compensation from the regular budget for the reduction in these funds.

\$72 000 of the regular budget funding or 0.2% of total resources will be used to support technical co-operation programmes worth \$328 000.

Extrabudgetary funding expected (\$1 240 000) accounts for the remaining 3.2%, all of which relates to the funding of CAURBs. There is a further \$3 340 000 for CAURBs for which there is no funding available from any source.

Summary data on the regular budget proposals, extrabudgetary resources expected to be available and CAURBs for which no funding is available are set out — by project, subprogramme and programme — in the table following this text. The table at the end of this major programme text shows the comparison of regular budget estimates with the 2003 adjusted budget at the subprogramme level. Details of unfunded activities/means of implementation are set out in the project descriptions.