

Computer and Telecommunication System for National and International Drug Control

Support Facilities Terms of Reference

DRAFT

I. EXECUTIVE SUMMARY

1. The United Nations International Drug Control Programme (UNDCP) is seeking to establish support facilities to serve national drug control administrations that use the National Database System (NDS 4.0). NDS is an information system, which facilitates the management and reporting of drug control information. This primarily helps the respective national administrations to keep track of both licit and illicit production, manufacture, trade in narcotic drugs, psychotropic substances and precursors, as well as facilitating treaty-based drug statistics to be provided to the Secretary-General.
2. The system enables national administrations to enter drug statistics into an electronic database, aggregate them and produce, in electronic or printed form, convention based reports to be submitted to the Secretary General. Moreover, the system can produce and track the import/export certificates, authorizations, licenses, endorsements, etc... The system is able to transmit documents electronically, including but not limited to Internet e-mail. The system offers a multi-level view of the data that ranges from individual transactions to summary by country. Thus, the system can be utilized on any of the following levels of sophistication according to the National users' needs:
 - 2.A. Facilitate the management of the national level of drug control activities that span both the licit and illicit trafficking (seizures).
 - 2.B. Facilitate the communication and exchange of drug control related information on both the national and the international levels.
 - 2.C. Facilitate the preparation of the reports to be submitted to the Secretary General with conformity to the international drug control conventions.
3. Governments that are using NDS have indicated the need for on-going support in using the system. Therefore, UNDCP has decided to establish regional support facilities. UNDCP envisions the role of the support facilities to be of dual nature. On the one hand, the support facilities are going to provide help-desk facilities to existing NDS users. On the other hand, the support facilities are going to help in expanding the regional usage of the system through facilitating further installations. The services would cover basic technical assistance and issues related to drug control.
4. UNDCP intends to cooperate with hosting countries in establishing three support facilities that cover the following three regions: the Americas, Europe

and Africa, and Asia and Australia. The support facilities are going to be managed through UNDCP-HQ in Vienna, Austria.

5. UNDCP is going to provide the staff cost and operational costs of the support facilities, while the hosting governments are going to provide office space and communication infra-structure to the support facilities. The intended size of a support facility is one staff member. The effort of this staff member is likely to be the collective effort of part-time efforts of several staff members. The type of activities exercised by the support facility is diverse in nature. Thus, the collective effort of several staff members is needed to provide the support facilities for system users. The services provided by the support facilities include substantive, technical and promotion activities.

II. Support Facilities' Objective

The main objective behind establishing the support center is facilitate the use of the system by national drug-control administrations for the purposes of managing drug-control related information on both the national and international levels and to assist in fulfilling the reporting requirements to the Secretary General.

To fulfill the above objective, several categories of activities are going to be provided by the support facilities. The following are the groups of activities that are going to be provided:

Substantive activities

- Collect user requirements
- Collect changes in user requirements
- Collect users requests for enhancements
- Assist in defining the users specific data like the specific preparations that a government has licensed
- Assist in adapting the system reports to the layout of specific user documents such as in the case of import/export documents

Promotion activities

- Contact potential system users and introduce the system to them
- Conduct system presentations on the value of the system use and its features

Coordination activities

- Assist in the communication among regional NDS users and promote electronic document exchange
- Communicate new users requests to UNDCP and coordinate new installations
- Assist in organizing regional workshops to facilitate existing users interaction and utilization of electronic document exchange

 Technical activities

- Perform system installations upon agreement with UNDCP – HQ
- Performing upgrades of the current system installations to NDS 4.0
- Assist in solving system related technical problems to guarantee smooth system operation
- Assist the local system administrators in performing maintenance activities
- Provide training in the use of system features
- Assist in converting the existing governments' data to be moved into the system
- Assist in customizing the system report templates
- Assist in obtaining local hardware and software support for the system users
- Assist the system users in performing electronic document exchange activities
- Communicate with UNDCP – HQ users requests and technical needs

III. Support facilities' staff

To be able to perform the above support activities, a diverse range of qualifications is needed. Thus, UNDCP envisions the part-time use of several staff members that would accumulate to the efforts of one full-time staff member that has the qualifications to perform all the of above tasks. Drug-control officials have the substantive knowledge to perform the substantive tasks, and the promotion tasks. Senior officials have the skills required to conduct the coordination tasks. Finally, technical staff members have the skills and knowledge required for performing technical tasks. Thus, the following is the distribution of effort required for performing all of the support facilities tasks.

Staff Member	Type of Tasks	Effort Required
Senior Drug-Control Officer	Coordination	%25
Drug-Control Officer	Substantive and Promotion	%25
Technical Officer	Technical	%50

IV. Action Time Line

Activity / Duration	MAY 2000	JUN 2000	JUL 2000	AUG 2000
Finalizing review of NDS 4.0				
Contacting prospect governments and organizations for hosting the support facilities				
Recruiting staff for the support facilities and staff training takes place in conjunction of setting up the support facilities environment				
Announcing the support facilities and their contact information to the NDS user community and initiating the support facilities activities (this is an on-going task)				