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**Assembly of States Parties**

Distr.: General  
9 August 2005

Original: English

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**Fourth session**

The Hague

28 November to 3 December 2005

**Report on the impact of staff increases on the  
Information and Communication Technologies Section  
pursuant to paragraph 18 of Part II of the Official Records  
of the Third Session of the Assembly**

1. Having endorsed the recommendations of the Committee on Budget and Finance (CBF) regarding the proposed budget for 2005 of the Information and Communication Technologies (ICT) sub-programme,<sup>1</sup> the Assembly of States Parties (ASP) requested that “the Committee ensure that its dialogue with the Registrar on the next draft programme budget reflect the impact on the Information and Communication Technologies Section of any increase in the staff of the Court”.<sup>2</sup>
2. The ICT proposed budget for 2005 for goods (furniture and equipment) was directly aligned with the requested basic and conditional staffing table. Since the majority of other conditional budgets were approved, and the ICT Section’s conditional budget for staff, goods and services was not approved, the impact would have been that incoming new users would not have had workstations, printers or licensed software in 2005. To mitigate the risk, the ICT Section was exceptionally allowed to purchase PCs, printers and software licences in advance, using 2004 funds to cover the expected shortfall in 2005.
3. Since June 2004, the increase in users has resulted in a twofold increase in applications and data traffic and a 30 per cent increase in hardware, telephones, system software, network switches and information security requirements.
4. The 2004/2005 installation base to support workstations is currently:
  - 550 users on the network as of 31 July 2005<sup>3</sup>
  - 15 new users a month (staff, general technical assistance, interns, etc.)
  - 600 service calls per month on average to the ICT Service Desk.
5. The approved number of posts for 2005 for the Service Desk to deal with these requests (1<sup>st</sup> and 2<sup>nd</sup> line support) was three, while 3<sup>rd</sup> line support had five approved staff. To mitigate the risks in

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<sup>1</sup> *Official Records of the Assembly of States Parties to the Rome Statute of the International Criminal Court, Third session, The Hague, 6-10 September 2004 (International Criminal Court publication), Part II.A.2, para 18.*

<sup>2</sup> *Ibid.*

<sup>3</sup> 320 staff, 100 general technical assistance, 15 elected officials, 80 interns, 35 project contractors.

staffing, the ICT Section was allowed to reprioritize its approved budget to cover normal operations with five general technical assistance (GTA) staff, as follows:

- three in the Service Desk (1<sup>st</sup> and 2<sup>nd</sup> line), increasing to six, and
- two in network, server and communications support (3<sup>rd</sup> line), increasing to seven.

6. Without the GTA, the ICT Service Desk would have had three staff members (one Service Desk staff member to provide support for every 200 users by December 2005). The recognized average industry standard for this type of service is one service desk assistant for every 75 users, with a standard deviation of 25, and with 100 as the absolute maximum recommended level.

7. In 3<sup>rd</sup> line support of system administration, the same staff performing maintenance-related work for the expanding user base on the existing information systems and infrastructure are also tasked to work on the various approved ICT projects requested by customers. This is considered a risk to the organization since certain staff should remain dedicated to maintaining the infrastructure, while different staff members work on the projects. This is particularly important in an organization where information security is considered critical, since staff members need to ensure that the various system security logs are constantly monitored.

8. The typical results of this type of understaffing in service sections are that response times are low; reliability of solutions becomes inadequate; overtime is high; and users are not adequately trained on equipment.

9. In its report, the CBF stated that the workload for additional GS-OL posts was not yet established.<sup>4</sup>

10. The workload for the ICT Section is as follows:

- Maintaining the networks and applications and increasing the capacity of the network at the Arc, including systems for the courtrooms and pre-trial chamber;
- Maintaining the network in Saturnusstraat (training and storage depot);
- Building and maintaining a secure network for the Secretariat of the ASP in The Hague city centre;
- Building and maintaining a secure local area network, communications infrastructure, video conferencing and workstation set-up in Kinshasa, Bunia, Kampala and Chad;
- Continuous support for the existing 550 users;
- Installation and support for digital signatures and encryption of the network;
- Full production support for 15 applications and databases, including e-mail, extranets, intranet, SAP, TRIM and the Electronic Court System;
- Building of separate test and development networks and services for the major applications to ensure continuity of services and reduce the risk of performing updates to live production systems;
- Training staff in the use of in-house applications and hardware;
- Ensuring that adequate, secure communication facilities are provided for investigators and security officers in the field.

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<sup>4</sup> *Official Records of the Assembly of States Parties to the Rome Statute of the International Criminal Court, Third session, The Hague, 6-10 September 2004 (International Criminal Court publication), Part II.A.8(b) para 79.*