



ARC Platform Reference Guide for the Regional UNDG Performance Management Team



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ARC Platform Reference Guide for the Regional UNDG Performance Management Team

The ARC is an integrated model for the assessment of results and competencies of Resident Coordinators and UN Country Teams working together towards supporting the achievement of the SDGs under the 2030 Agenda. It is the sole performance assessment for Resident Coordinators, and incorporates appraisals of their multi-hatted roles, namely as Humanitarian Coordinator, Designated Official for Safety and Security, and Deputy Special Representative to the Secretary-General, as applicable.

The Regional UNDG Performance Management Team (Regional UNDG PMT) has a central role in the performance appraisal process for RCs and UNCTs. The Regional UNDG PMT is a subset of the Regional UNDG Team, and is composed of the Regional UNDG Chair, and Regional Directors with operational oversight in countries, managerial oversight functions, and at the D2 level or above. The participation in the Regional UNDG performance appraisal meetings is intended to be inclusive of the UN system and may include senior officials from across the Funds, Programmes and Specialized Agencies.

Combining both results assessment and competency assessment in one platform, and underpinned by a conceptual framework that supports mutual accountability, the ARC process and platform provides the following RC and UNCT (as an entity) performance information to the Regional UNDG Performance Management Team for their review and consideration during the performance review process for RCs and UNCTs:

- Inputs from UNDG agencies not represented in the Regional UNDG PMT
- Inputs on DO, HC, and DSRSG roles
- Inputs from OHCHR
- Peer Feedback to RC from UNCT members
- RC Self-Assessment & their self-ratings on results and competencies
- UNCT Self-Assessment (as an entity) & their self-ratings on results and team attributes

The UNCT Members participating in the ARC process, are those identified as the UN's leadership in country. Specific eligibility criteria were designed to ensure compliance to Human Resources guidance, as well as to identify the specific staff members with comparable leadership accountability in their respective agencies for the specified country. This is to ensure that it is the UN leadership in country that is being assessed and held accountable to drive the UN goals in country. This also ensures that the peer feedback received has comparable weight and value to all participants and their managers. The UNCT members will continue to receive their formal annual performance assessment in their respective agencies, and the peer feedback and self-assessment conducted through the ARC will provide an input to their annual performance review on their required leadership role in country. For the first time, supervisors of UNCT members will have a clear articulation of what their staff are

committing to contribute to, and how they are perceived amongst their peers, including the Resident Coordinator. Figure 1 below illustrates the relationships between the different roles in the ARC process.

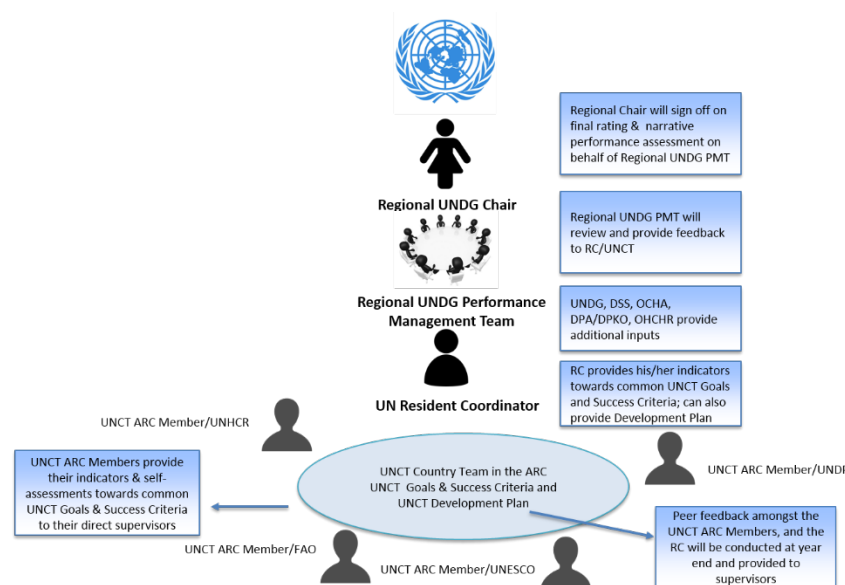


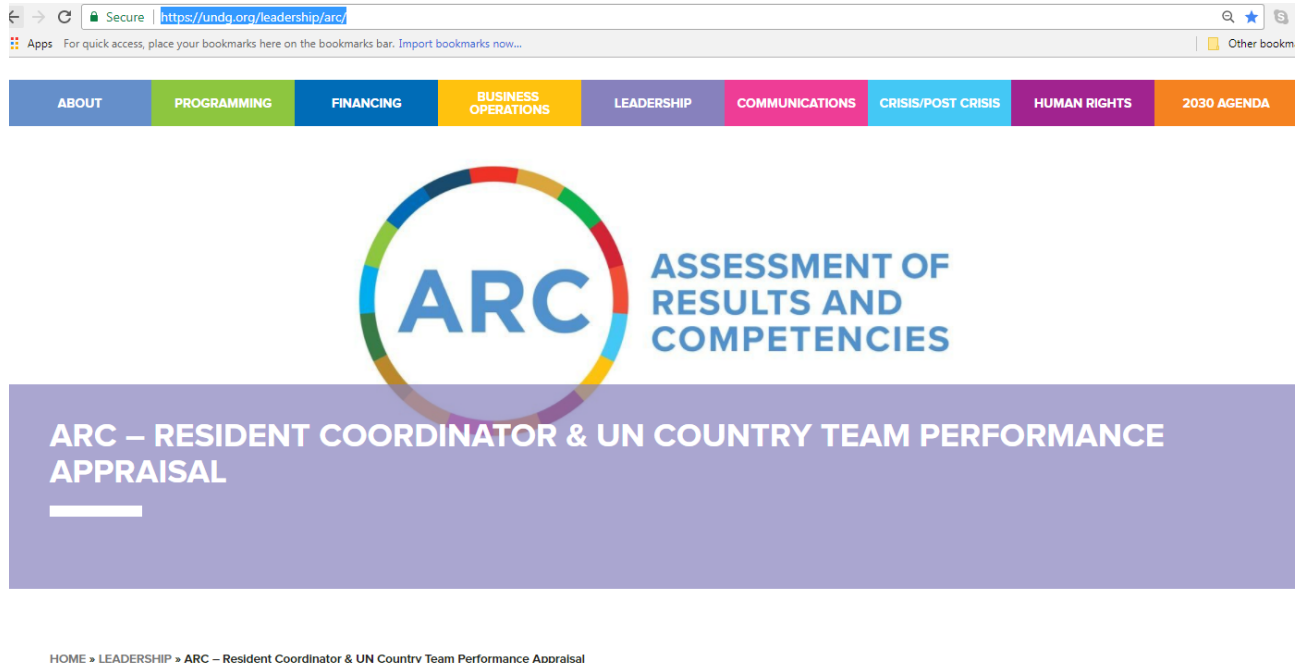
Figure 1 – Infographic representing the different interlocutors during the ARC process

REGIONAL LEVEL ROLES

Regional-UNDG PMT	The Regional UNDG PMT consists of the Regional UNDG Chair and Regional Directors (from across the UNDG at the D2 level) who provide an overall performance assessment for the RC & UN Country Team (as an entity).
Regional UNDG Secretariat/Regional ARC Administrators	Supports the Regional UNDG PMT in the performance appraisal process for the respective region, and ensures RCs and UNCTs (as an entity) comply to the deadlines and inputs required for the ARC

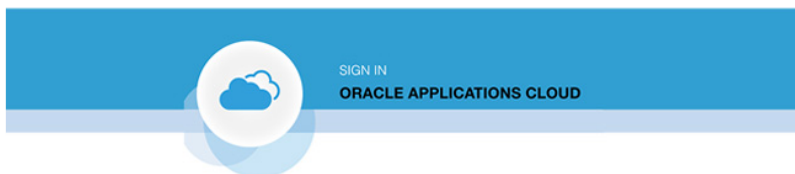
How to access the ARC (Regional Level) Dashboard

1. To access the ARC go to [www.undg.org/leadership/arc/](https://undg.org/leadership/arc/). **Please utilize Chrome or Firefox internet browsers to access the ARC platform. The new internet browser Edge is currently incompatible with the ARC platform.**

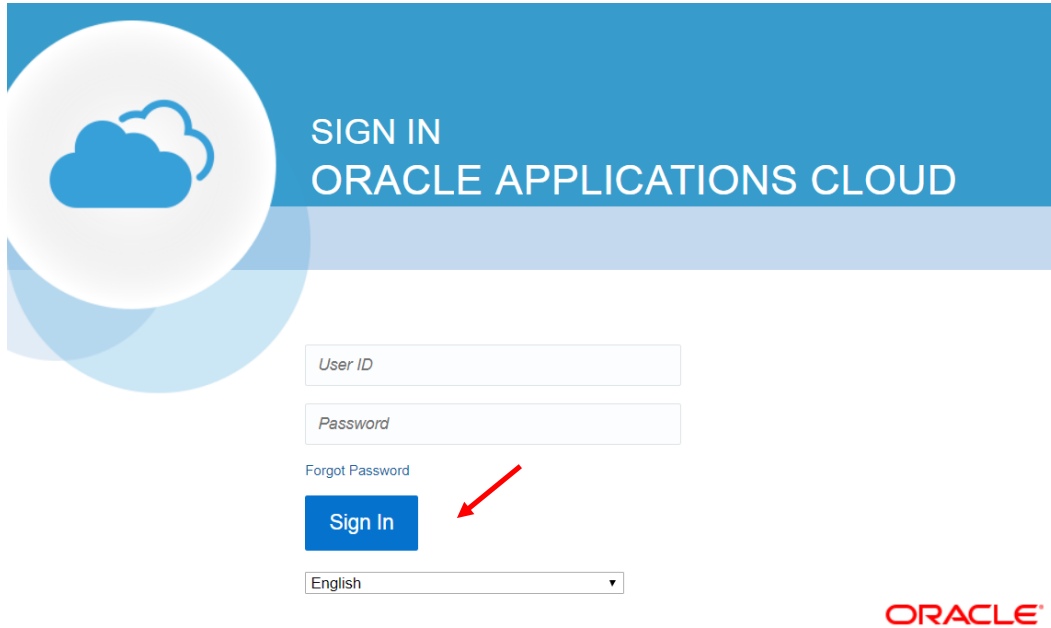


The ARC webpage will link you to the ARC login page:

TO ACCESS THE ARC CLICK HERE:



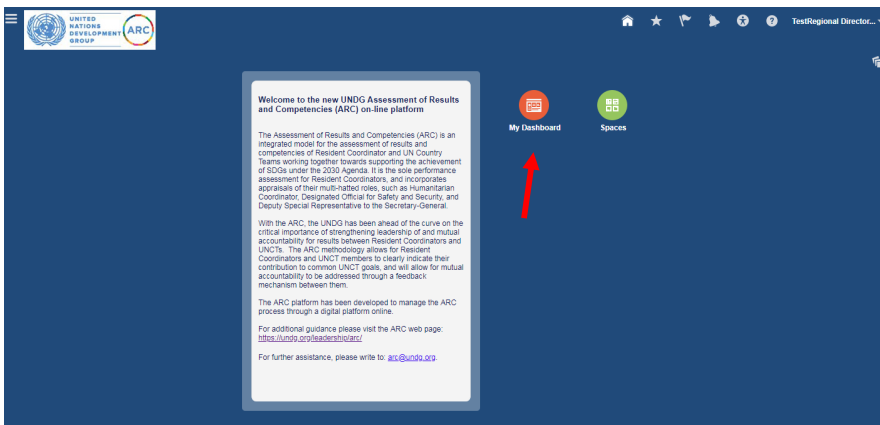
2. Enter your **username** and temporary **password** for the ARC system (this was provided to you by UNDOCO by email). You can change your password afterwards.



The image shows the Oracle Applications Cloud sign-in interface. It features a blue header with the Oracle logo and the text "SIGN IN ORACLE APPLICATIONS CLOUD". Below the header, there are two input fields for "User ID" and "Password". A link for "Forgot Password" is located below the password field. A blue "Sign In" button is positioned below the "Forgot Password" link, with a red arrow pointing to it. At the bottom, there is a language selection dropdown menu set to "English". The Oracle logo is visible in the bottom right corner.

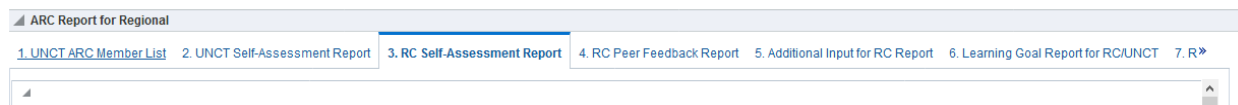
Then, click **Sign In**.

- This action opens the ARC home page unique to the Regional UNDG Performance Management Team.
- The page contains information and links that are specific to your privileges in the ARC system. The privileges in the ARC depend on your job function. You will see the home page below.



3. Click **My Dashboard** to access Regional level reports. The Dashboard will be the only place you will need to go in the ARC platform, for all the information you need for the performance review process.

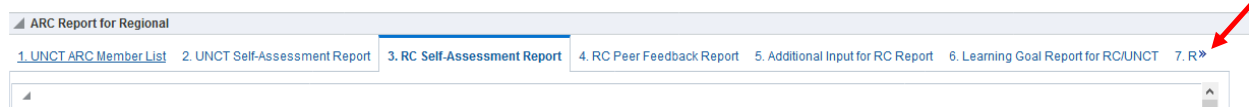
4. The below **dashboard** will appear showing the titles of the Regional level reports for both the RC and UNCT performance appraisal process.



The list of reports which you will use during the Regional UNDG PMT are described in the table below:

1- UNCT ARC Member List	This is a list of the UNCT ARC Members and their contact details per country. The report be generated for the whole region.
2- UNCT Self-Assessment Report	This report shows the self-assessment of the UNCT (as an entity).
3- RC Self-Assessment Report	This report shows the self-assessment of the RC.
4- RC Peer Feedback Report	This Peer Feedback report is the compilation of feedback ratings and any narrative feedback, provided by each UNCT member participating in the ARC to the Resident Coordinator. Only those UNCT members who have created a performance document in the ARC, and thus engaged in the process as required, will be included in the Peer Feedback report to the RC.
5- Additional Input for RC Report	This report includes inputs from DPA/DPKO for the DRSRSG role, UNDSS for the DO role, OCHA for the HC role, and inputs from OHCHR and other UNDG agencies to the RC.
6- Learning Goals Report for RC/UNCT	This report describes the Resident Coordinator and UNCT development and learning goals for the year. For this first year (2017) of use of the online platform, this feature was not rolled out and can be part of the 2018 process and onwards.

5. There are additional reports available in the **Dashboard**. The remaining reports, are to further assist UNDOCO and the Regional UNDG Secretariat in their management and oversight role of the performance appraisal process. These can be accessed by clicking on the double arrow **button** on the far right hand side of the dashboard where the red arrow is pointing.



These are the remaining reports available on the Dashboard:

7- RC Appraisal Report	This report provides the overall performance appraisal narrative and rating, and also includes the narrative self-assessment for the RC. This will become the official record of the final performance appraisal for the RC, and will be shared with the RC once the performance process is finalized.
8- UNCT Appraisal Report	This report provides the overall performance appraisal narrative and rating, and also includes the narrative self-assessment for the UNCT (as an entity). This will become the official record of the final performance appraisal for the UNCT (as an entity), and will be shared with the UNCT once the performance process is finalized.
9- Regional UNDG Performance Management Team List	This is a list of the members of the Regional UNDG Performance Management team for the given year and their contact details by region.
10- RC Indicators Status Report	This report shows the input status of Resident Coordinator's individual indicators towards UNCT Goals and Success Criteria, and what they actually are.
11- UNCT Goals and Success Criteria Report	This report shows all UNCT Goals and Success Criteria per country
12- RC Self-Assessment Status Report	This report provides a status update on completion of the Resident Coordinator's self-assessment.
13- UNCT Self-Assessment Status Report	This report provides a status update on the completion of the UN Country Team's self-assessment (as an entity)
14- RC and UNCT Performance Document Status Report	This report provides a status update of the progression of the performance document through the required steps by the RC and the UNCT (as an entity)

6. For every report in the Dashboard, you will need to select the specific country you are searching for. This will pull up the report for that country. To search by country click on the **triangle** where the red arrow is pointing.



ARC Report for Regional

1. UNCT ARC Member List 2. UNCT Self-Assessment Report 3. RC Self-Assessment Report 4. RC Peer Feedback Report 5. Additional Input for RC Report 6. Learning Goal Report for RC/UNCT 7. R »

UN Country Team: Cameroon_CT Review Period: ARC 2017 Apply

RC Self Evaluation Comp...

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RC Self Evaluation Competency Report

Index Number: 248176 Employee Name: Baiocchi, Allegra
Job Title: UN Resident Coordinator Country: Cameroon_CT
Review Period: ARC 2017

7. As an example, we will show what the RC Self-Assessment report looks like. This is the most common report you will be using in the performance review process. Once you click on the **RC Self-Assessment Report** tab you will see the first section entitled "RC Self Evaluation Competency Report".



ARC Report for Regional

1. UNCT ARC Member List 2. UNCT Self-Assessment Report 3. RC Self-Assessment Report 4. RC Peer Feedback Report 5. Additional Input for RC Report 6. Learning Goal Report for RC/UNCT 7. RC »

UN Country Team: United States_CT Review Period: ARC 2017 Apply

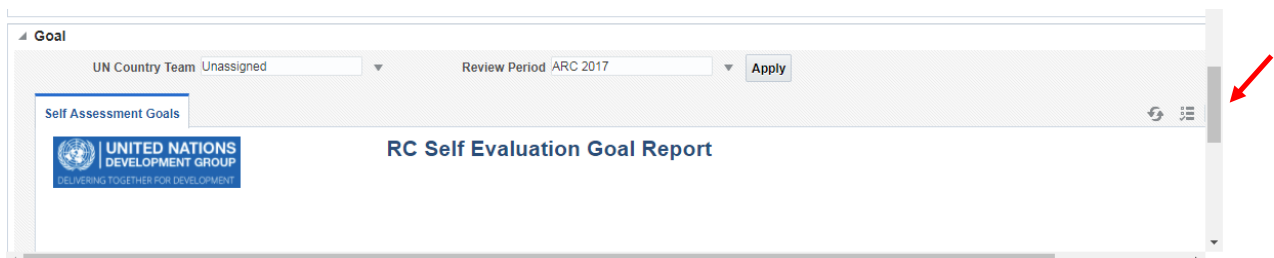
RC Self Evaluation Comp...

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RC Self Evaluation Competency Report

Page Number: 1 of 1

8. Scroll down on the right hand side where the red arrow is located and you will then see the section entitled "**RC Self-Assessment Goal report**".



Goal

UN Country Team: Unassigned Review Period: ARC 2017 Apply

Self Assessment Goals

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RC Self Evaluation Goal Report

9. If you would like to download into Excel or create a PDF and print the report, you will have to **SCROLL** to the right hand side and **CLICK** the button where the red arrow is pointing at the page icon. You will get a menu option for Excel, PDF, or other options.



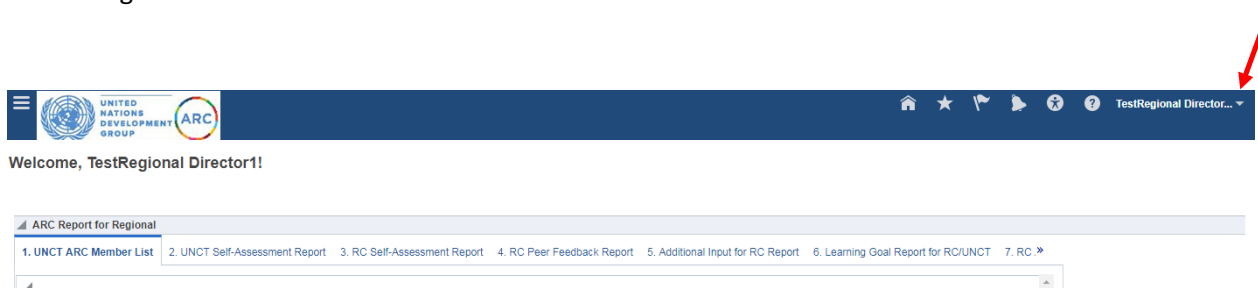
10. You will get a menu option for Excel, PDF, or other options, and can proceed to click your selected option. The report will open in your selected option format and you can save or print the report.



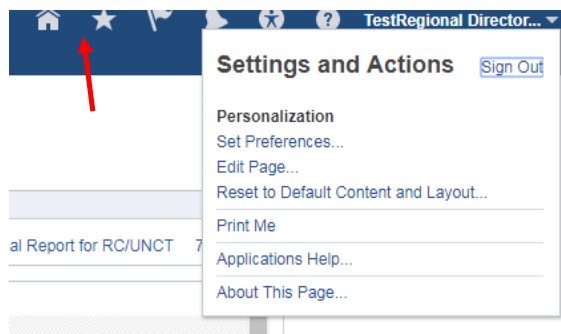
11. Steps 5 to 9 above can also apply to the UNCT Self-Assessment Report as well, and to the remaining reports in the dashboard. You can move from tab to tab to access the reports as required. Some of the reports also provide the option to get a report for the whole region, where appropriate.



12. When you are ready to exit the ARC, click on the **down arrow** next to your name in the top-right corner of the screen.



13. Click **Sign Out**.



Final Outcome of ARC Process for the given year

The main output of the performance appraisal is i) a unified and collective Regional undg Team appraisal statement on RC achievement of results, as well as feedback on competencies, and a single rating for the RC/HC/DO/DSRSG performance on results achievement; ii) a unified and collective Regional undg appraisal statement on UNCT (as an entity) performance based on the achievement of UNCT Goals, as well as feedback on team attributes, and a single rating for the UNCT on their results achievement (as a collective entity); iii) setting expectations through feedback on areas of work to focus on for 2018 for both the RC and the UNCT; and iv) identification of any learning or professional development areas that the RC or UNCT (as an entity) should pursue to strengthen their capacities and performance which can then be captured in the Learning Plan for the following year

Further Support on the ARC

1. For further information on the ARC and access to the FAQs, technical guidance and training packages: <https://undg.org/leadership/arc/>
2. For technical questions on the ARC online platform and to access the helpdesk, as well as any policy related questions email: arc@undg.org