

## FACT SHEET

The Business Operations Strategy (BOS) is a results-based framework that focuses on joint business operations with the purpose of eliminating duplication, leveraging the common bargaining power of the UN and maximizing economies of scale.

The BOS was created in 2012 as a response to a call for simplification and harmonization of the United Nations system. Today, the Secretary-General mandates all UNCTs to ensure compliance with an improved Business Operations Strategy by 2021, in support of a more effective programme delivery on the 2030 Agenda.

The BOS focuses on common services that are implemented jointly or delivered by one UN entity on behalf of one or more other UN entities.

### What's new?

Building on lessons learnt and feedback from numerous country offices that developed a BOS since 2012, the new iteration of BOS is:

**Online** – The Online platform supports the development, implementation, review and reporting of the BOS using country specific data. The platform is pre-loaded with common service data to better guide UNCTs and OMTs through the process.

**Dynamic and adaptable** – It is reviewed and updated yearly to ensure it remains relevant in changing country contexts.

**Focused on quality and cost** – Striving to improve service quality while streamlining processes and

reducing direct costs with standard KPIs and a revamped cost benefit analysis.

**Results oriented** – It has a stronger focus on the implementation of selected common services and on simplified annual reporting of results.

**Promotes environmental sustainability** – Provides an opportunity for UNCTs to improve sustainable development practices bringing us a step closer to the achieving our sustainability goals.

**Dedicated support** - The BOS Task Team provides dedicated support to ensure results.

**The foundation for Common Back Offices** – It aims to build quality into the planning, implementation and reporting of BOS to support a reliable evidence-based foundation for the establishment of Common Back Offices worldwide.

### Benefits of participating in BOS

Participating in the BOS brings many benefits to country operations:

- *Increased support to programme* through linkages with UNSDCF implementation
- *Lower operational costs* through the reduction of duplicative processes
- *Improves the quality of business services*
- *Enhanced ability to track and report* on results
- *Increased management control* focused on prioritized investment
- *Increased UN cooperation* and engagement

