United Nations Public Administration Network

October 2009
UNPANKMPR112

TO: UNPAN Members
DPADM/DESA

FROM: Haiyan Qian
Director, DPADM /UNDESA

SUBJECT: **UNPAN Monthly Knowledge Management Progress Report (No. 112)**

For the month of **September 2009**
I would like to provide you with the following report on the progress made.

SUMMARY:
1) UNPAN Knowledge Management Progress
2) UNPAN Usage Statistics
3) UNPAN Online Training Centre - Progress and Statitics
4) UNPAN Helpdesk

UNPAN Monthly Knowledge Management Progress Report

1. **UNPAN Knowledge Management Progress**

   Overview

   Content Contribution by Type

   Content Contribution by Region

2. **UNPAN Usage Statistics**

   Overview

   Specific Data Analysis

   A. By Content
   - Most visited documents
   - Most visited web pages
   - Most visited documents breakdown by partners
   - Most visited pages breakdown by region

   B. By Visitors
   - Number of visits to UNPAN by country
     Visits to UNPAN by regional geographical distribution
     Number of visits to UNPAN by region and by developing / developed countries

   C. By Traffic Sources
   - Referring domain
   - Search Phases

3. **UNPAN Online Training Centre - Statistics**

   Overview
   - Enrolment
   - Successful Completions
   - UNPAN Online Training Helpdesk Requests

4. **UNPAN Helpdesk Statistics**

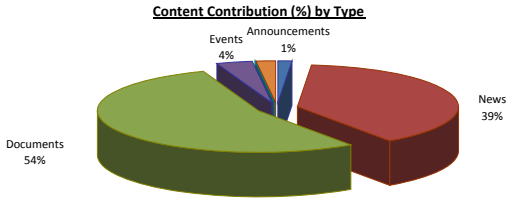
   Feedback from UNPAN Users

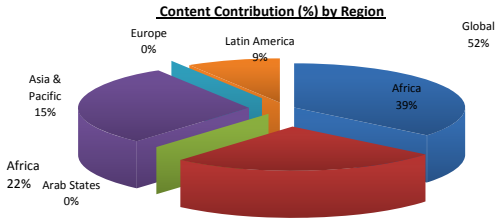
   Service Requests from UNPAN Users

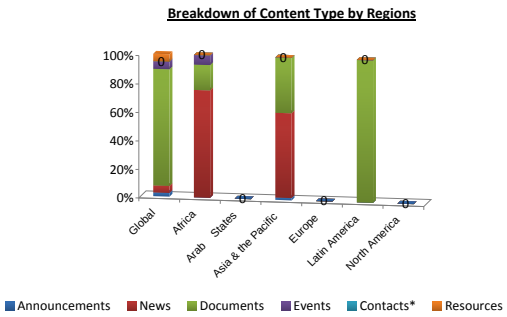
1. UNPAN Knowledge Management Progress

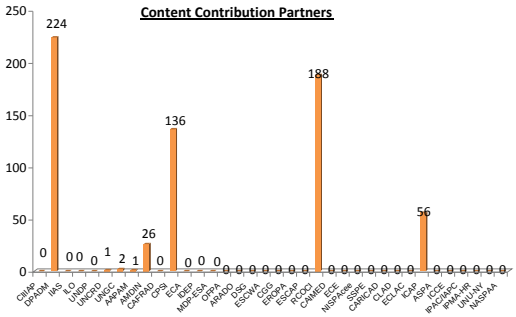
Overview

UNPAN Partners		Content Contribution by Partners in September 2009							Total since 1999
Region	Partner	Announcements	News	Documents	Events	Contacts*	Resources	Total	
Global	CIIIAP							0	
	DPADM	6	11	184	11		12	224	
	IIAS							0	
	ILO							0	
	UNDP							0	
	UNCRD				1			1	
	UNGC			2				2	
	World Bank							0	
	Total : (7)	6	11	186	12	0	12	227	21,996
Africa	AAPAM			1				1	
	AMDIN		23		3			26	
	CAFRAD							0	
	CPSI		100	28	8			136	
	ECA							0	
	IDEP							0	
	MDP-ESA							0	
	OFPA							0	
	Total : (8)	0	123	29	11	0	0	163	5,573
Arab States	ARADO							0	
	DSG							0	
	ESCWA							0	
	Total : (3)	0	0	0	0	0	0	0	1,261
Asia & the Pacific	CGG							0	
	EROPA							0	
	ESCAP							0	
	RCOCI	3	112	73				188	
	Total : (4)	3	112	73	0	0	0	188	13,160
Europe	CAIMED							0	
	ECE							0	
	NISPAcee							0	
	SSPE							0	
	Total : (4)	0	0	0	0	0	0	0	2,069
Latin America	CARICAD							0	
	CLAD							0	
	ECLAC							0	
	ICAP			56				56	
	Total : (4)	0	0	56	0	0	0	56	2,952
North America	ASPA							0	
	ICCE							0	
	IPAC/IAPC							0	
	IPMA-HR							0	
	UNU-NY							0	
	NASPAA							0	
	Total : (5)	0	0	0	0	0	0	0	811
Total	36	9	246	344	23	0	12	634	



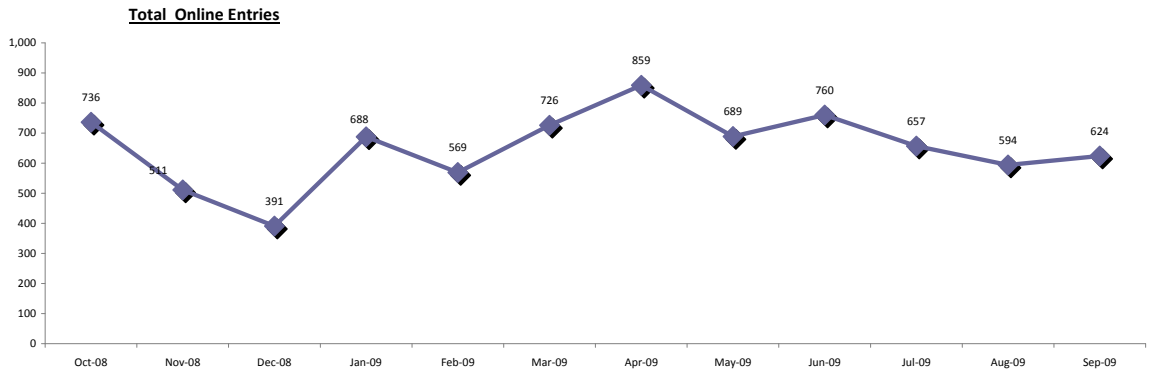


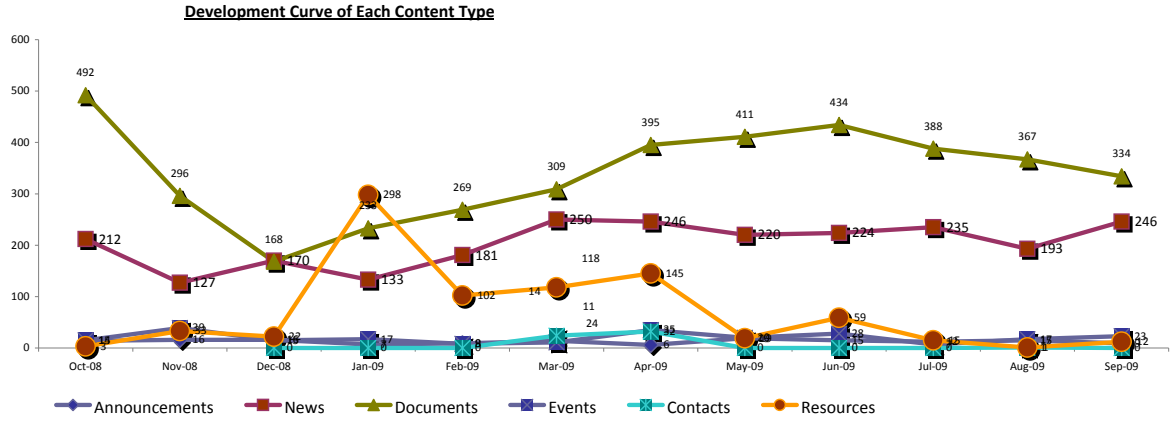




Content Contribution by Type

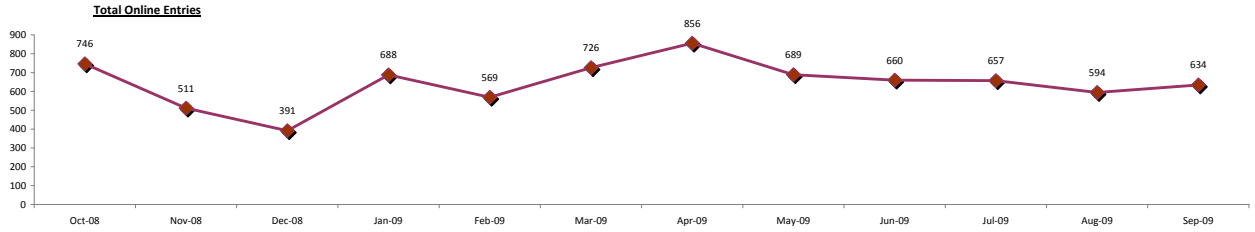
Type	Content Contribution by Month												
	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08	Total
Announcements	7	9	14	6	19	15	12	15	9	14	16	16	**152**
News	133	181	250	246	220	224	235	193	246	212	127	170	**2,437**
Documents	233	269	309	395	411	434	388	367	334	492	296	168	**4,096**
Events	17	8	11	35	20	28	7	17	23	15	39	15	**235**
Contacts	0	0	24	32	0	0	0	1	0			0	**57**
Resources	298	102	118	145	19	59	15	1	12	3	33	22	**827**
Total Content Entries	**688**	**569**	**726**	**859**	**689**	**760**	**657**	**594**	**624**	**736**	**511**	**391**	**7,804**

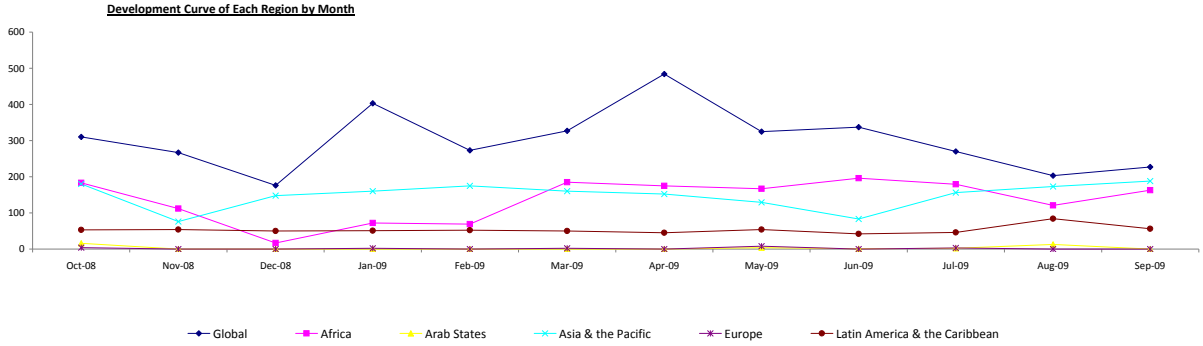




Content Contribution by Region

Region Name	Content Contribution by Region													
	PARTNERS	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08	Total
Global	CIIIAP | DPADM/UNDESA IIAS | ILO | UNDP | UNCRD | UNGC	403	273	327	484	325	337	270	203	227	310	267	176	**3,602**
Africa	AAPAM | AMDIN | CAFRAD | CPSI | ECA | IDEP | MDP-ESA | OFPA	72	69	185	175	167	196	179	121	163	183	112	17	**1,639**
Arab States	ARADO | DSG | ESCWA	0	0	0	0	4	1	2	13	0	16	0	0	**36**
Asia & the Pacific	CGG | EROPA | ESCAP | RCOCI	160	175	160	152	129	83	156	173	188	180	76	148	**1,780**
Europe	CAIMED | ECE | NISPAcee | SSPE	2	0	2	0	8	0	3	0	0	4	0	0	**19**
Latin America & the Caribbean	CARICAD | CLAD | ECLAC | ICAP	51	52	50	45	54	42	46	84	56	53	54	50	**637**
North America	ASPA | ICCE | IPAC/IAPC | IPMA-HR | NASPAA | UNC-NY	0	0	2	0	2	1	1	0	0	0	2	0	**8**
Total Content Entries		**688**	**569**	**726**	**856**	**689**	**660**	**657**	**594**	**634**	**746**	**511**	**391**	**7,721**



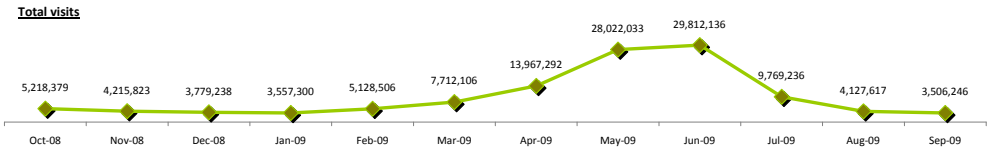


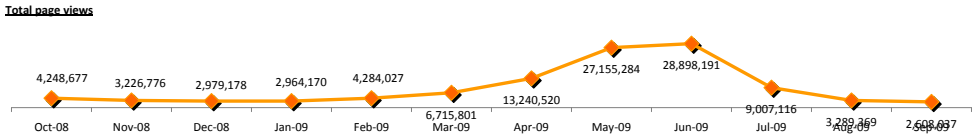
2. UNPAN Usage Statistics

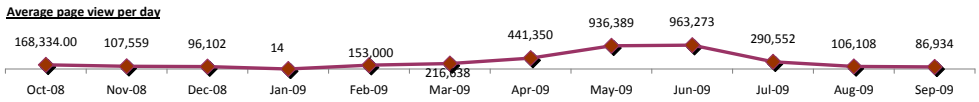
Overview

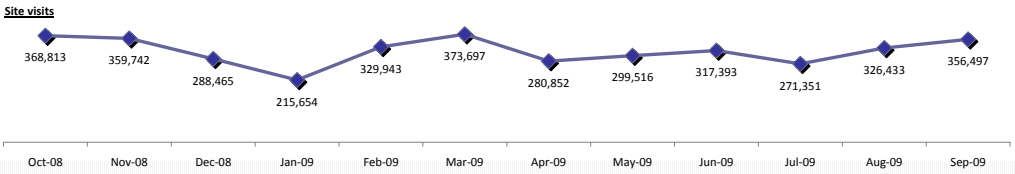
UNPAN	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08
Total hits	3,557,300	5,128,506	7,712,106	13,967,292	28,022,033	29,812,136	9,769,236	4,127,617	3,506,246	5,218,379	4,215,823	3,779,238
Total page views	2,964,170	4,284,027	6,715,801	13,240,520	27,155,284	28,898,191	9,007,116	3,289,369	2,608,037	4,248,677	3,226,776	2,979,178
Average page view per day	13.75	153,000	216,638	441,350	936,389	963,273	290,552	106,108	86,934	168,334	107,559	96,102
Site visits	215,654	329,943	373,697	280,852	299,516	317,393	271,351	326,433	356,497	368,813	359,742	288,465
Average site visits per day	6,956	11,783	12,054	9,361	10,328	10,579	8,753	10,530	11,883	11,897	11,991	9,305
Average visit length (minutes)	29.36	35.50	32.41	23.51	21.52	21.59	22.45	22.59	24.58	26.07	27.28	29.38
Median visit length (muinutes)	4.36	5.3	4.52	4.56	6	6	6.28	3.18	4.46	0.18333333	0.204861	4.47
Visitors	131,389	188,580	217,149	162,989	151,706	159,859	130,140	147,382	170,073	227,465	191,758	170,958
New Visitors (monthly)	112,730	160,798	184,920	139,374	129,055	135,940	109,558	124,479	145,080	195,641	191,758	145,805
Regular visitor	18,659	27,782	32,229	23,615	22,651	23,919	20,582	22,903	24,993	31,824	31,454	25,153
Number of new UNPAN users (self-registration)	121	116	103	109	112	124	142	103	111	122	119	111

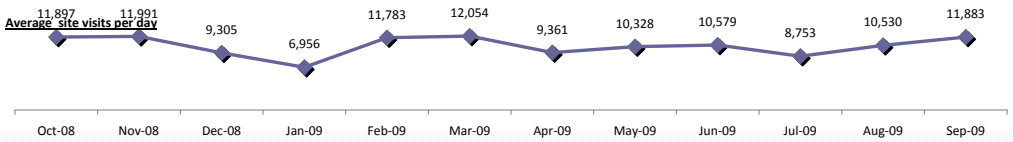
Note: *Self-registrations are available from May 2008, upon launch of the new UNPAN Portal

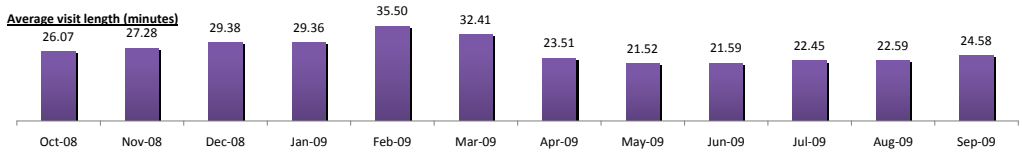


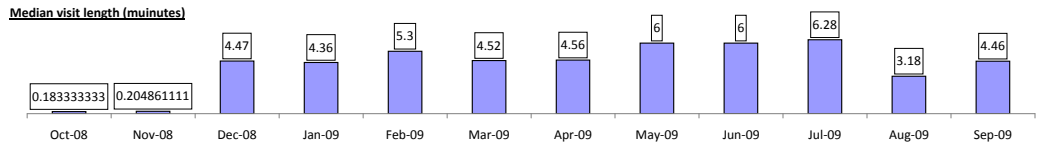


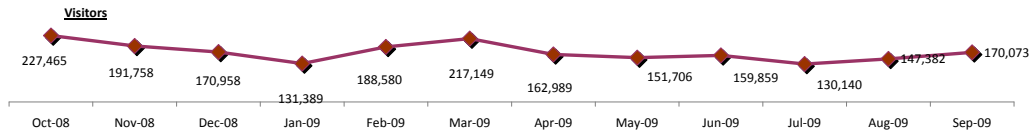


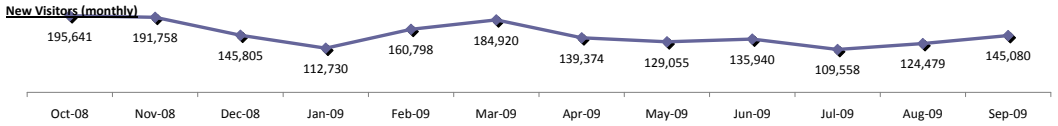


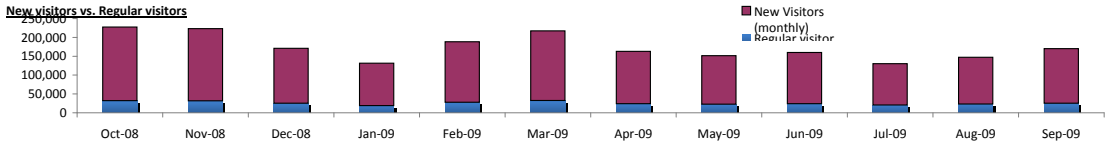


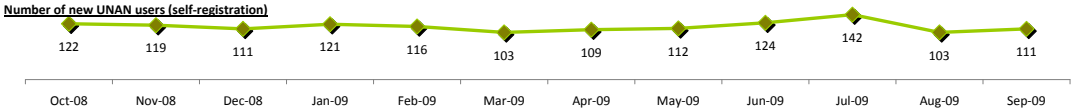



Median visit length (muinutes)
0.183333333
0.204861111
4.47
4.36
5.3
4.52
4.56
6
6
6.28
3.18
4.46
Oct-08
Nov-08
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09


Visitors
227,465
191,758
170,958
131,389
188,580
217,149
162,989
151,706
159,859
130,140
147,382
170,073
Oct-08
Nov-08
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09


New Visitors (monthly)
195,641
191,758
145,805
112,730
160,798
184,920
139,374
129,055
135,940
109,558
124,479
145,080
Oct-08
Nov-08
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09


New visitors vs. Regular visitors
250,000
200,000
150,000
100,000
50,000
0
New Visitors (monthly)
Regular visitor
Oct-08
Nov-08
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09


Number of new UNAN users (self-registration)
122
119
111
121
116
103
109
112
124
142
103
111
Oct-08
Nov-08
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09

Specific Data Analysis *single month

A. By Content

- Most visited documents (top 50)

	Top 50 Documents in September 2009	ORG	URL	Downloads
1	Modernización de los sistemas de información en la Alcaldía de Maracaibo	CLAD	http://unpan1.un.org/intradoc/groups/public/documents/CLAD/clad0038529.pdf	12700
2	UN E-Government Survey 2008 - From E-Government to Connected Government	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf	5573
3	A Guide to a Career with the United Nations	UN	http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN000153.pdf	4467
4	Analyse des facteurs déterminants de la culture du coton au Sénégal (Résumé)	IDEP	http://unpan1.un.org/intradoc/groups/public/documents/IDEP/UNPAN011710.pdf	3266
5	Excellence and Leadership in the Public Sector	UN	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan025513.pdf	3044
6	Recruitment Strategies: Managing/Effecting the Recruitment Process	UN	http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN021814.pdf	2792
7	Leadership Styles (PPP)	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan024704.pdf	2645
8	White Paper - ICT in Education for Development	GAID	http://unpan1.un.org/intradoc/groups/public/documents/GAID/UNPAN034975.pdf	2483
9	Impact of Agrarian Reform on Poverty	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan005112.pdf	2343
10	Graft and Corruption: The Philippine Experience	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan019122.pdf	2000
11	Directory of African Civil Society Organisations in the Field of Conflict...	UN	http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN023849.pdf	1861
12	Johari Window: A Model for Self-awareness, Personal Development... (PPP)	UNSSC	http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan022136.pdf	1791
13	List of NGOs	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan014562.pdf	1626
14	Best Practices in Diversity Management	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan000715.pdf	1510
15	Determination of Operational Objectives with a View to Improving Performance	CAFRAD	http://unpan1.un.org/intradoc/groups/public/documents/CAFRAD/UNPAN020366.pdf	1494
16	Good Practices and Innovations in Public Governance	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un-dpadm/unpan035284.pdf	1441
17	How to Think Like a Knowledge Worker	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan031277.pdf	1366
18	A Digital Shift: Youth and ICT for Development Best Practices	GAID	http://unpan1.un.org/intradoc/groups/public/documents/gaid/unpan036084.pdf	1349
19	Knowledge Content in Key Economic Sectors in...	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN023791.pdf	1246
20	UN Global E-government Readiness Report 2005 - From E-government to E-inclusion	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan021888.pdf	1138
21	Economic Survey of Maharashtra 2007-2008 (India)	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan030171.pdf	1090
22	L'audit Informatique et la Qualité	CAFRAD	http://unpan1.un.org/intradoc/groups/public/documents/cafrad/unpan016352.pdf	1033
23	Corporate Governance and Accounting Standards ...	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN023821.pdf	981
24	Philippines Public Administration Profile	UN	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023241.pdf	967
25	World Public Sector Report 2005	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan021616.pdf	937
26	Stratégies internationales des firmes ... (Résumé)	IDEP	http://unpan1.un.org/intradoc/groups/public/documents/IDEP/UNPAN009813.pdf	929
27	El proceso penal en Guatemala	ICAP	http://unpan1.un.org/intradoc/groups/public/documents/ICAP/UNPAN028378.pdf	913
28	El proceso penal en Nicaragua	ICAP	http://unpan1.un.org/intradoc/groups/public/documents/ICAP/UNPAN028758.pdf	887
29	A Comparative Study of Non Performing Assets in India...	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN013132.pdf	878
30	E-government Development in Indonesia	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN017960.pdf	845
31	Research and Information Resources for Public Administration	ASPA	http://unpan1.un.org/intradoc/groups/public/documents/aspa/unpan020143.pdf	841
32	Privatization and Renationalization in Malaysia: A Survey	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan021546.pdf	835
33	Blink: The Power of Thinking Without Thinking (PowerPoint)	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan021468.pdf	828
34	Indicadores de gestión para las entidades públicas	CLAD	http://unpan1.un.org/intradoc/groups/public/documents/CLAD/clad0047601.pdf	815
35	Good Clinical Practice Guidelines (India)	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan009867.pdf	804
36	Foreign Direct Investment in India: A Critical Analysis...	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan024036.pdf	802
37	Malaysia Quality of Life 2004	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan023805.pdf	791
38	The Effects of Corruption on Economic and Political Development on Armenia	ASPA	http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN000533.pdf	779
39	Conservation of Petroleum-Products and ...	GAID	http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN014008.pdf	776
40	Sustainable Urbanization in the Information Age	GAID	http://unpan1.un.org/intradoc/groups/public/documents/gaid/unpan036083.pdf	771
41	Research Institutes in the UN System	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022689.pdf	761
42	World Public Sector Report 2008: People Matter: Civic Engagement...	UN	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028608.pdf	744
43	Development Administration Newsletter -Issue I 2003- No.106	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN012553.pdf	740
44	National ICT Policy of Cambodia	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan030560.pdf	729
45	Public Sector Innovation Journal- Issue 1- Volume 1	CPSI	http://unpan1.un.org/intradoc/groups/public/documents/cpsi/unpan036078.pdf	723
46	Pakistan Foreign Policy	APCITY	http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN018848.pdf	719
47	UN Global E-government Survey 2004	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN019207.pdf	715
48	World Public Sector Report: Globalization and the State	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan012761.pdf	708
49	India Public Administration Profile	UN	http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN023311.pdf	707
50	World Public Sector Report 2003: E-government at the Crossroads	DPADM	http://unpan1.un.org/intradoc/groups/public/documents/un/unpan012733.pdf	686

- Most visited web pages (top 50)

	Top 50 Website Pages in September 2009	Visits
1	UNPAN- United Nations Public Administration Network > Home Page	27,021
2	UNPAN- United Nations Public Administration Network> Arab Region Survey	2544
3	UNPAN - United Nations Public Administration Network > Desktop Modules> New Articles> RSS	2,449
4	UNPAN - United Nations Public Administration Network > About US	1300
5	UNPAN - United Nations Public Administration Network > Library > Major Publications > UN E-Government Survey	1,263
6	UNPAN- United Nations Public Administration Network> DPADM> Global Forum> 7th Global Forum	774
7	UNPAN- United Nations Public Administration Network > Events> Public Service Day Awards	660
8	UNPAN- United Nations Public Administration Network> DPADM> Products> Thematic Portals> UN NGO IRENE	649
9	UNPAN - United Nations Public Administration Network >Events> Conferences	616
10	UNPAN - United Nations Public Administration Network > DPADM> Products Services> Ethics- Transparency and Accountability	604
11	UNPAN - United Nations Public Administration Network > Directory> World News	542
12	UNPAN Newsletter	534
13	UNPAN- United Nations Public Administration Network>What's New	497
14	GAID Contact Information	481
15	UNPAN Africa	451
16	UNPAN Latin America & Caribbean	423
17	UNPAN- United Nations Public Administration Network> Global Forum	421
18	UNPAN - United Nations Public Administration Network >Intranet Document Portal	372
19	Search Documents	349
20	UNPAN - United Nations Public Administration Network > Intranet> Group> Public Documents> Apcitiy> unpan015658	344
21	UNPAN Site Map	327
22	FAQ	325
23	UNPAN- United Nations Public Administration Network> Intranet> Groups> Public. Documents>untc>unpan003670	317
24	UNPAN - United Nations Public Administration Network > eGov Knowledge Base	315
25	UNPAN- United Nations Public Administration Network> DPADM	304
26	Contact Us	299
27	UNPAN Asia & Pacific	299
28	UNPAN Global	292
29	Capacity Building in Conflict Management	279
30	UNPAN - United Nations Public Administration Network >Intranet> Documents> Public Documents> UN> UNPAN 014270	278
31	UNPAN- United Nations Public Administration Network >Events> Conferences	276
32	UNPAN- United Nations Public Administration Network>Events>Conferences> Browse Conferences	276
33	UNPAN - United Nations Public Administration Network >DPADM> Terms and Privacy	271
34	UNPAN- United Nations Public Administration Network> Ethics	270
35	Online Training Centre	269
36	UNPAN - United Nations Public Administration Network > Thematic Portals> Public Administration Country Profiles	265
37	UNPAN- United Nations Public Administration Network> egovernment	263
38	UNPAN - United Nations Public Administration Network > Regions> Asia Pacific	261
39	UNPAN - United Nations Public Administration Network > Intranet> Group> Public Documents> UN> unpan014578	255
40	UNPAN Arab States	234
41	Thematic Websites	233
42	UNPAN - United Nations Public Administration Network > DPADM> CEPA> 8th Committee of Experts	225
43	UNPAN Polls	221
44	UNPAN- United Nations Public Administration Network> Intranet> Groups> Public. Documents>UN/unpan000219	220
45	UNPAN Members	216
46	The Committee of Experts on Public Administration	204
47	WSIS Implementation Mechanism	203
48	Governance and Public Administation	202
49	UNPAN - United Nations Public Administration Network >Regions> North America	198
50	UNPAN Global	181

Most visited documents breakdown by partners (top 50)

Region	Partner	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08	Total
Global	CIIIAP													
	DPADM	16	12	15	19	19	19	19	19	27	20	18	19	**222**
	IIAS													
	ILO													
	UNDP													
	UNCRD													
	UNGC													
	UNPAN	2	1	1							2	2	2	**10**
	Total : (7)	**18**	**13**	**16**	**19**	**19**	**19**	**19**	**19**	**27**	**22**	**20**	**21**	**232**
Africa	AAPAM		1	2	1	1	1	1	1					**8**
	AMDIN													
	CAFRAD	4	4	3	3	3	3	3	3	2	1	2	2	**33**
	CPSI									1				**1**
	ECA													
	IDEP			1						2				**3**
	MDP-ESA													
	OFPA	1	1	1	1	1	1	1	1				2	**10**
	Total : (8)	**5**	**6**	**7**	**5**	**5**	**5**	**5**	**5**	**5**	**1**	**2**	**4**	**55**
Arab States	ARADO	2	1	2	2	2	2	2	2		3		2	**18**
	DSG													
	ESCWA													**0**
	Total : (3)	**2**	**1**	**2**	**2**	**2**	**2**	**2**	**2**	**0**	**3**	**0**	**2**	**18**
Asia & the Pacific	CGG													
	EROPA		1	1									1	**3**
	ESCAP													
	APCITY/RCOCI	15	15	13	14	14	14	14	14	11	9	9	13	**155**
	Total : (4)	**15**	**16**	**14**	**14**	**14**	**14**	**14**	**14**	**11**	**9**	**9**	**14**	**158**
Europe	CAIMED													**0**
	ECE													
	NISPAcee				1	1	1	1	1					
	SSPE													
	UNSSC	4	4	5	5	5	5	5	5	1	3	4	4	**50**
	Other													**0**
	Total : (4)	**4**	**4**	**5**	**6**	**6**	**6**	**6**	**6**	**1**	**3**	**4**	**4**	**55**
Latin America & the Caribbean	CARICAD													**0**
	CLAD	2	4	1	1	1	1	1	1	2	6	5	2	**27**
	ECLAC													
	ICAP		1	2						2	4	3		**12**
	Total : (4)	**2**	**5**	**3**	**1**	**1**	**1**	**1**	**1**	**4**	**10**	**8**	**2**	**39**
North America	ASPA	4	5	3	3	3	3	3	3	2	2	4	3	**38**
	ICCE													
	IPAC/IAPC													
	IPMA-HR													
	NASPAA													
	Total : (5)	**4**	**5**	**3**	**3**	**3**	**3**	**3**	**3**	**2**	**2**	**4**	**3**	**38**
Total	**35**	**50**	**50**	**50**	**50**	**50**	**50**	**50**	**50**	**50**	**50**	**47**	**50**	**595**

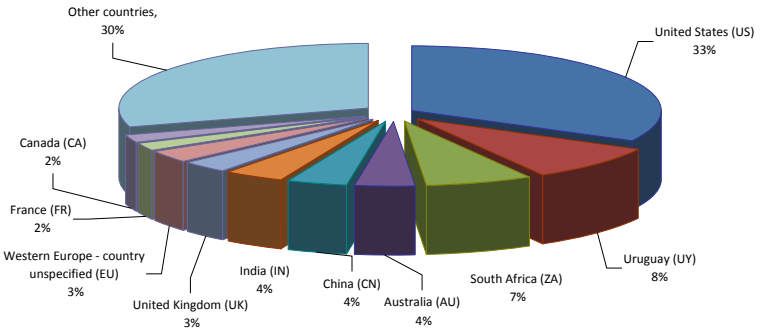
Most visited pages breakdown by region (top 50)

Region	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08	Total
Latin America & the Caribbean	4	3	2	2	2	1	5	1	1	3	4	4	**32**
Asia & the Pacific	4	3	3	2	6	3	3	1	2	5	5	5	**42**
Africa	4	3	2	2	2	1	4	1	2	3	3	4	**31**
Arab States	2	4	2	3	2	2	3	2	2	3	3	4	**32**
TOTAL	**14**	**13**	**9**	**9**	**12**	**7**	**15**	**5**	**7**	**14**	**15**	**17**	**137**
Europe	3	3	2	1	3	2	4	1	0	4	4	3	**30**
North America	3	3	2	2	2	2	3	0	1	3	3	3	**27**
TOTAL	**6**	**6**	**4**	**3**	**5**	**4**	**7**	**1**	**1**	**7**	**7**	**6**	**57**
International	5	5	5	7	16	4	16	4	0	21	21	8	**112**
General Pages	25	26	32	31	17	35	12	40	42	8	7	19	**294**
TOTAL	**30**	**31**	**37**	**38**	**33**	**39**	**28**	**44**	**42**	**29**	**28**	**27**	**406**

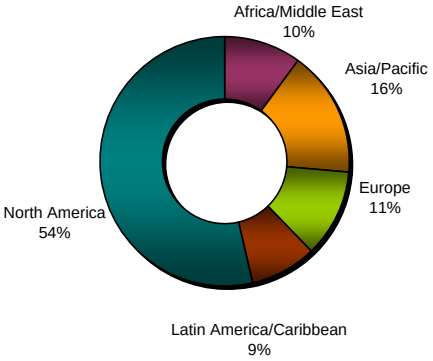
B. Numbers of Visits

- Number of visits to UNPAN by country (top 20)

Sep-09			
	Countries	Visits	Percentage
1	United States (US)	184,813	51.64%
2	Uruguay (UY)	20,752	5.41%
3	South Africa (ZA)	18,609	5.26%
4	Australia (AU)	13,304	4.23%
5	China (CN)	11,322	3.51%
6	India (IN)	9,441	2.96%
7	France (FR)	7,161	1.70%
8	United Kingdom (UK)	6,778	1.95%
9	Western Europe - country unspecified (EU)	6,350	1.62%
10	Malaysia (MY)	4,148	1.67%
11	Singapore (SG)	4,067	1.27%
12	Canada (CA)	3,844	0.95%
13	Korea (South) (KR)	3,631	0.96%
14	Germany (DE)	3,320	1.08%
15	Netherlands (NL)	3,160	0.65%
16	Philippines (PH)	3,058	0.84%
17	Mexico	2,608	0.61%
18	Brazil (BR)	2,327	0.58%
19	Japan	2,046	0.50%
20	Mauritius	2,045	0.49%

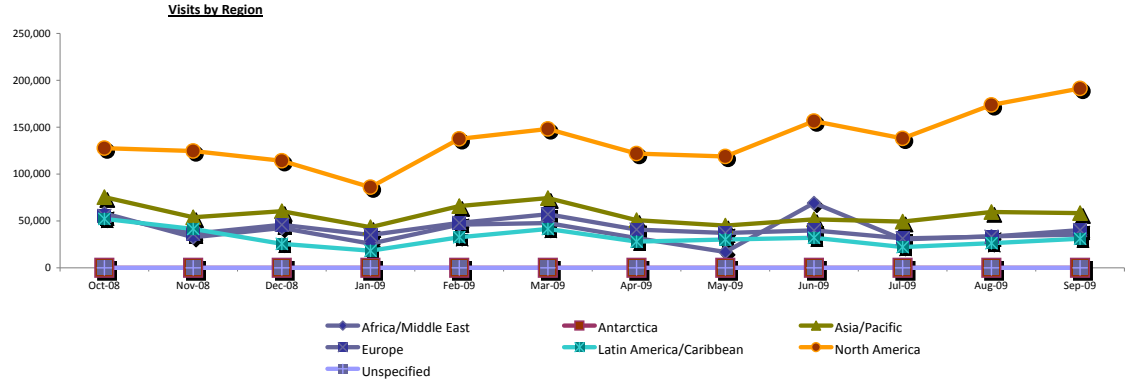


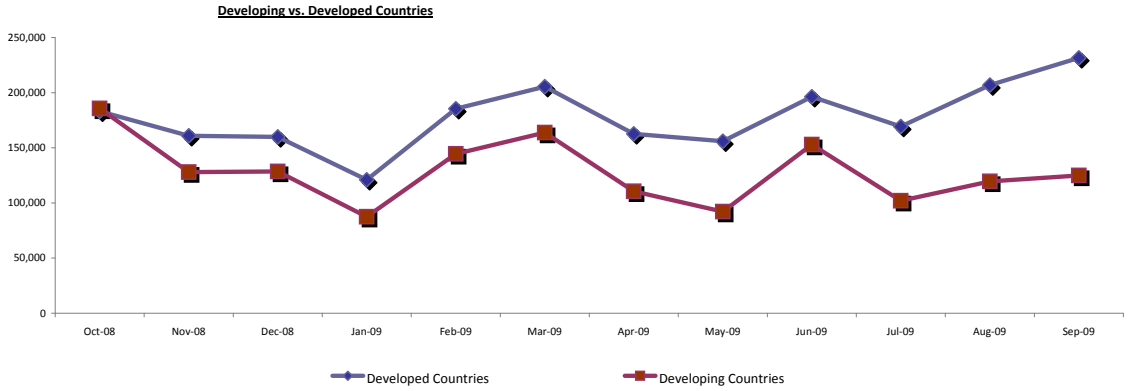
- Visits to UNPAN by regional geographical distribution



- Number of visits to UNPAN by region and by developing / developed countries

	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08
Africa/Middle East	25,826	46,073	47,865	31,770	16,913	69,059	30,386	33,699	35,571	58,186	32,651	42,408
Antarctica	0	0	0	2	0	0	0	0	0	0	0	0
Asia/Pacific	43,399	65,892	74,356	50,796	44,997	51,780	49,371	59,514	58,293	75,369	53,891	60,479
Europe	35,006	47,994	57,209	40,849	37,247	39,953	31,373	33,274	40,344	55,378	36,331	45,861
Latin America/Caribbean	18,211	32,511	41545	27,945	30,174	32,121	22,209	26,292	31,024	52,193	41,433	25609
North America	86,033	137,472	148,202	121,867	118,784	156,410	138,012	173,653	191,265	127,687	124,559	114,107
Unspecified	1	1	0	1	3	1	0	1	0	0	0	1
Developed Countries	121,039	185,466	205,411	162,716	156,031	196,363	169,385	206,927	231,609	183,065	160,890	159,968
Developing Countries	87,437	144,477	163,766	110,512	92,087	152,961	101,966	119,506	124,888	185,748	127,975	128,497





C. Visits by Traffic Sources

- Referring domain (top 20)

Source- Sept-09		Visits
1	Google	89,287
2	Yahoo	18,432
3	Google India	20,027
4	Google France	10,455
5	Google UK	6,597
6	Google South Africa	4,942
7	Google Brazil	5,184
8	Google Canada	3,435
9	Google Venezuela	1,524
10	Google Australia	4,008
11	Google Mexico	4,984
12	Google Spain	2,261
13	Google Peru	2,274
14	Google Germany	1,570
15	Google Columbia	2,742
16	Google Thailand	1,511
17	Google Italy	13,935
18	Google UAE	727
19	Google Chile	801
20	Baidu	756

- Search phases (top 20)

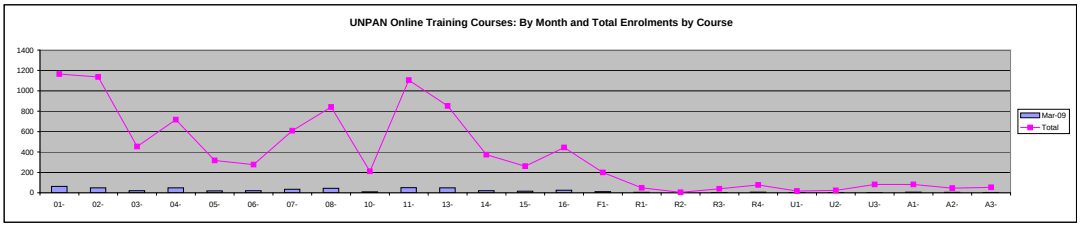
Search Phrases-Sept-09		Referrals
1	agrarian reform in the philippines	426
2	gaid	388
3	johari window	374
4	UNPAN	350
5	recruitment strategies	333
6	united nations careers	330
7	diversity management	283
8	recruitment strategy	257
9	grafting and corruption	254
10	grafting and corruption in the philippines	241
11	leadership styles	195
12	public administration in india	177
13	south african consitiution	176
14	public administration	170
15	audit infomatique	151
16	recruitment process	145
17	accounting standards in india	143
18	development administation	139
19	indian public administration	136
20	un careers	134

3. UNPAN Online Training Centre: Statistics

i) Overview

Total Cumulative Enrolment by Month

ID	Course	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08	Dec-08	Total
01-	Building a Community of Practice	0	24	63	94	119	144	180	217	249	38	18	18	1164
02-	Decentralized Governance	0	17	49	82	126	158	188	209	232	32	27	17	1137
03-	E-Government Interoperability	0	9	21	32	55	67	76	85	91	9	7	2	454
04-	What an e-Gov Leader Should Know - Intro	0	22	48	60	74	94	109	121	139	21	26	4	718
05-	What an e-Gov Leader Should Know - Tactical	0	10	19	27	35	40	49	52	54	12	14	5	317
06-	What an e-Gov Leader Should Know - Strategic	0	10	21	25	32	38	42	44	45	7	7	5	276
07-	Introduction to Electronic Government	0	20	34	46	64	80	91	105	116	23	19	11	609
08-	Knowledge Management in Government	0	18	44	61	84	107	134	159	175	24	26	10	842
10-	Ontology, Semantic Web and e-Government	0	3	10	18	24	31	35	37	39	6	6	2	211
11-	Public Administration Illustrated	0	14	51	79	116	150	175	204	227	45	26	18	1105
13-	Results Based Monitoring and Evaluation	0	19	49	70	90	112	142	156	180	6	26	2	852
14-	Strategic Planning for Electronic Governance	0	9	20	30	39	50	59	66	73	7	14	7	374
15-	Structures & Processes for e-Government	0	9	15	22	30	36	41	46	47	6	5	3	260
16-	Workflow & Business Process for e-Government	0	18	25	37	49	59	71	76	83	15	8	3	444
F1-	L'ethique Dans Le Service public en Afrique	0	3	11	18	25	28	30	34	39	5	3	3	199
R1-	What an e-Gov Leader Should Know - Intro	0	2	5	5	5	7	7	7	8	1	2	0	49
R2-	What an e-Gov Leader Should Know - Tactical	0	0	0	0	0	1	1	0	1	0	1	1	5
R3-	What an e-Gov Leader Should Know - Strategic	0	1	1	1	1	15	18	1	1	0	0	1	40
R4-	Public Property Management	0	2	7	8	12	2	3	19	21	1	2	0	77
U1-	What an e-Gov Leader Should Know - Intro	0	1	1	1	1	2	3	3	4	0	1	0	17
U2-	What an e-Gov Leader Should Know - Tactical	0	1	2	2	2	5	6	3	3	0	0	0	24
U3-	What an e-Gov Leader Should Know - Strategic	0	1	2	3	4	28	**30**	6	6	1	0	0	81
A1-	What an e-Government Leader Should Know- Intro (2009)	0	3	6	7	9	12	**13**	16	16				82
A2-	What an e-Government Leader Should Know- Tactical (2009)	0	2	4	6	6	7	**7**	7	7				46
A3-	What an e-Government Leader Should Know- Tactical (2009)	0	2	3	3	7	9	**10**	9	10				53
	TOTAL	**0**	**220**	**511**	**737**	**1009**	**1282**	**1520**	**1682**	**1866**	**259**	**238**	**112**	**9436**

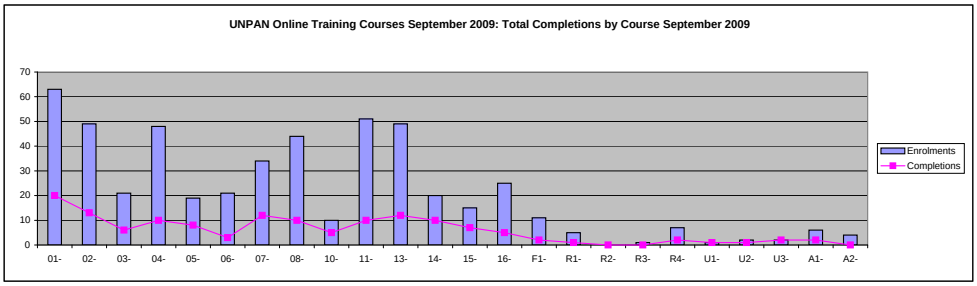


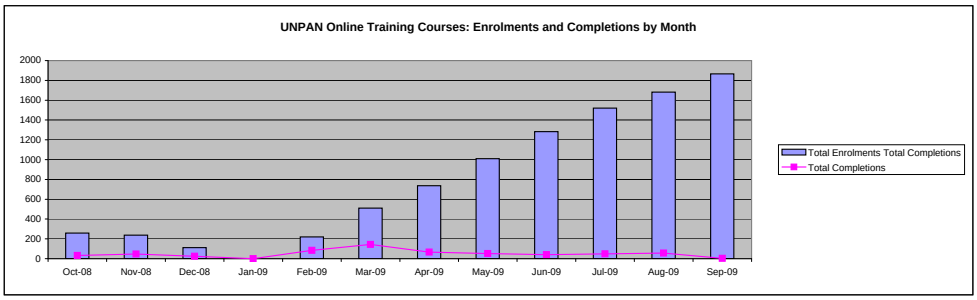
3. UNPAN Online Training Centre: Statistics

i) Overview (cont.)

- Sucessful Completions

ID	Course	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-08	Nov-08
01-	Building a Community of Practice	0	11	20	14	4	5	4	10	0	8	6
02-	Decentralized Governance	0	3	13	6	6	3	9	7	1	4	3
03-	E-Government Interoperability	0	4	6	1	1	4	1	6	0	3	1
04-	What an e-Gov Leader Should Know - Intro	0	3	10	4	4	3	3	3	0	3	7
05-	What an e-Gov Leader Should Know - Tactical	0	5	8	3	3	2	1	3	0	0	5
06-	What an e-Gov Leader Should Know - Strategic	0	6	3	5	3	1	3	1	0	0	2
07-	Introduction to Electronic Government	0	8	12	5	3	2	3	5	0	2	4
08-	Knowledge Management in Government	0	2	10	4	2	7	5	6	1	3	4
10-	Ontology, Semantic Web and e-Government	0	3	5	2	2	1	1	0	0	1	2
11-	Public Administration Illustrated	0	3	10	7	5	5	5	4	0	5	2
13-	Results Based Monitoring and Evaluation	0	8	12	6	5	3	1	4	1	0	2
14-	Strategic Planning for Electronic Governance	0	2	10	2	2	1	4	2	0	1	5
15-	Structures & Processes for e-Government	0	3	7	2	4	1	3	1	0	0	2
16-	Workflow & Business Process for e-Government	0	8	5	4	4	1	4	1	0	3	2
F1-	L'ethique Dans Le Service public en Afrique	0	1	2	1	0	0	0	0	0	0	0
R1-	What an e-Gov Leader Should Know - Intro	0	1	1	0	0	0	0	0	0	0	0
R2-	What an e-Gov Leader Should Know - Tactical	0	0	0	0	0	1	0	0	0	0	0
R3-	What an e-Gov Leader Should Know - Strategic	0	1	0	0	0	0	0	0	0	0	0
R4-	Public Property Management	0	3	2	0	0	0	1	0	0	0	0
U1-	What an e-Gov Leader Should Know - Intro	0	1	1	0	0	0	0	1	0	0	0
U2-	What an e-Gov Leader Should Know - Tactical	0	1	1	0	0	0	0	1	0	0	0
U3-	What an e-Gov Leader Should Know - Strategic	0	1	2	0	1	0	0	1	0	0	0
A1-	What an e-Government Leader Should Know- Intro	0	2	2	0	0	1	0	1	0		
A2-	What an e-Government Leader Should Know-	0	2	0	0	1	0	1	0	0		
A3-	What an e-Government Leader Should Know-	0	2	1	0	2	0	0	0	0		
	TOTAL	**0**	**84**	**143**	**66**	**52**	**41**	**49**	**57**	**3**	**33**	**47**

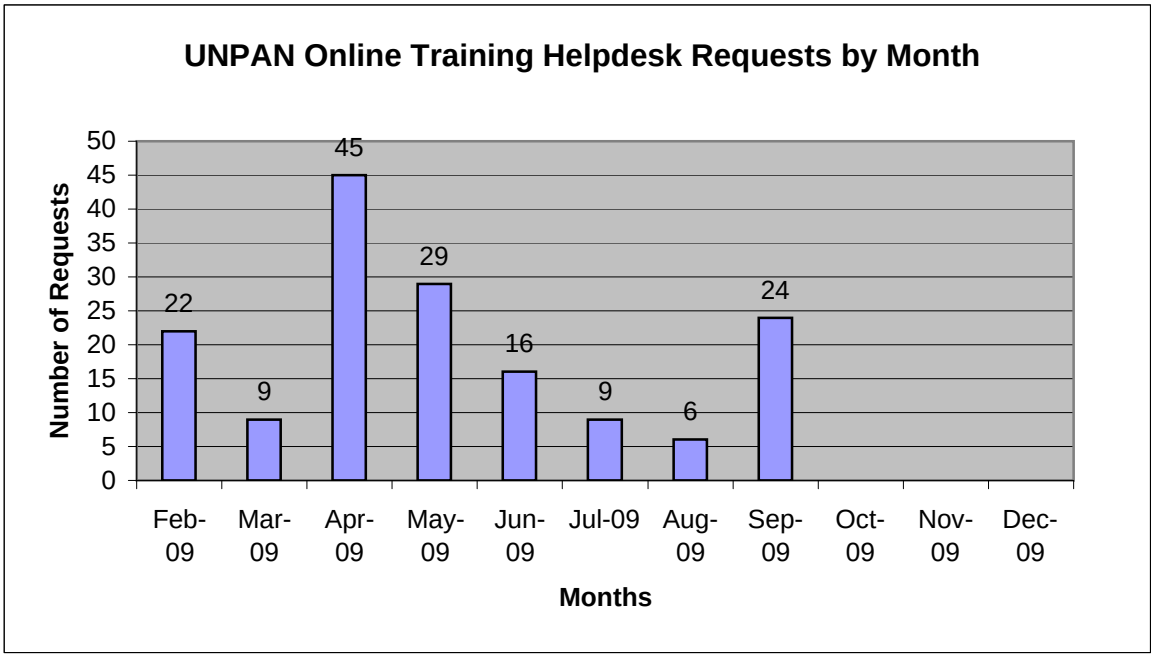




UNPAN Online Training Helpdesk Requests

Requests:

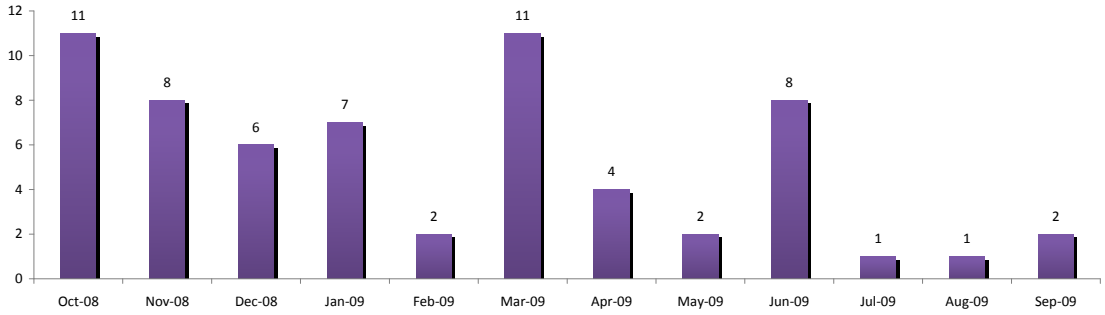
Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
22	9	45	29	16	9	6	24			

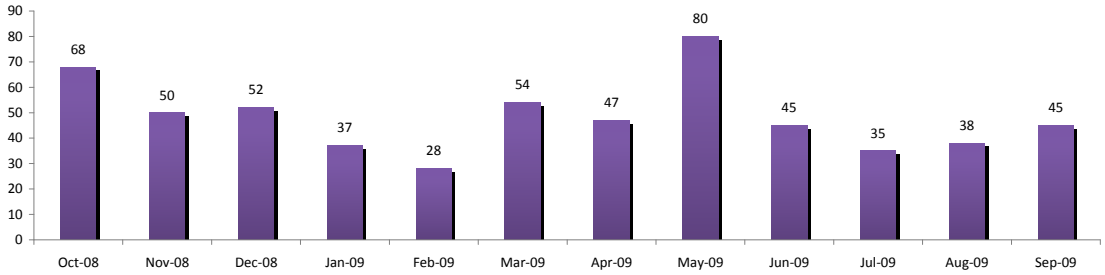


4. UNPAN Helpdesk

i) Feedback from UNPAN users

Feedback in September 2009
2
Total since January 2004
32,261



ii) Service Requests from UNPAN users

Requests in September 2009	
Internal *from Divisional Staff for posting their products on UNPAN	**External** *requests received from UNPAN users for further
24	21
Totals since January 2002	
3,081	5,564