

Project **R**eporting **O**versight and **M**onitoring **S**olution

Working better together

Field Issues: Appreciations and Recommendations

PROMS Field/Issues



A real-time implementation monitoring tool

- While the approach of identifying and raising **recommendations** and **appreciations** between partners and UNHCR **has not changed**.
- **PROMS Field module** digitalizes the process for ease of follow-up and immediately archived for reference.
- **Progress, recommendations and challenges can be recorded and flagged** between organizations and relevant colleagues for action.
- **Automated reminders** in accordance with deadlines set **make it easier to follow-up and record action taken**.

Implementation monitoring

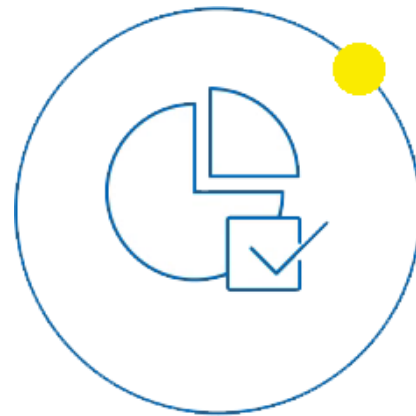


Raising appreciations and recommendations stems from findings during or related to...

**Implementation
Monitoring**



**Performance and
Financial
Verifications**



Assessments



**Risk treatment
plans**



PROMS Field/Issue



Both UNHCR and partners can raise an appreciation or recommendation.

Users can select the type of feedback

Appreciation



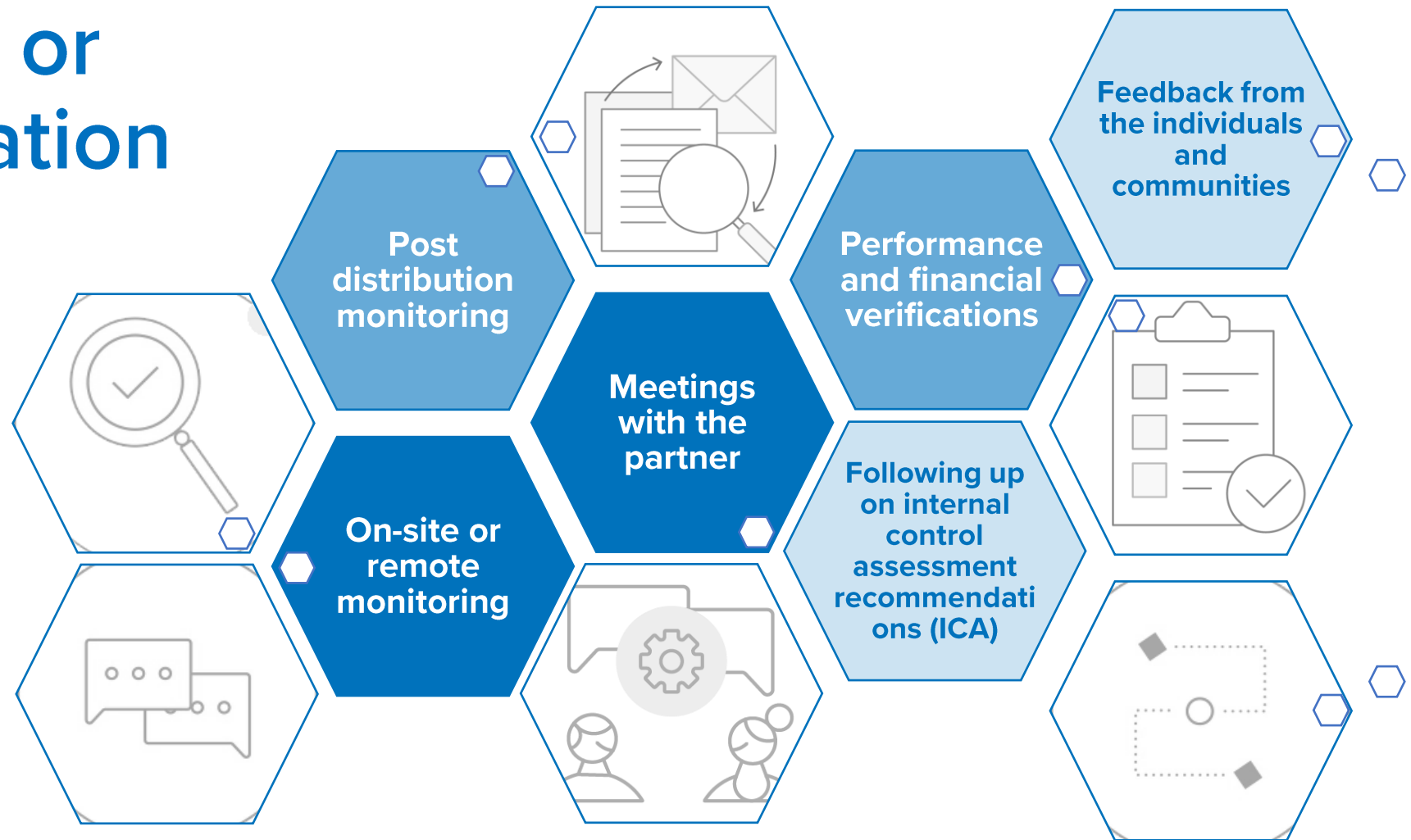
Is used to acknowledge and document good practice

Recommendation



Is used when findings require follow-up action within a given timeframe

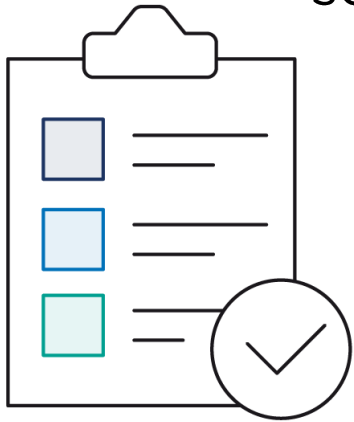
Identifying an appreciation or recommendation



Role assignment for PROMS Field module



The Inspector Administrator: is typically performed by a senior function in the UNHCR operation (i.e. programme) and in the partner organization, and is someone who can:



- *Perform* all actions under the Inspector role.
- *Manage* the organizations their organization works with.
- *Manage* the access to Aconex Field for people in their organization, except Project Administrators.
- *Receives* a summary notification email at the end of the day that includes all Field/Issues assigned to the Inspector Administrator's organization.

The Inspector: is typically performed by somebody in the Multi-Functional Teams, including Project Control, Programme and Results Managers, and is someone who can:

- *Create and assign Field Issues*, within the same organization for a partner organization for further actions, and *close Field Issues*.

Assigning Field Module roles in Aconex by UNHCR Operations and Partners



The Inspector Administrator carries out the following steps to assign Field Module roles:



1. Click on 'Field' and select 'Setting.'
2. Select "Field Directory," and in the dropdown menu find "Your Organization" and "Organizations you work with."
3. Select "Your organization" for all UNHCR Field users and select "Organizations you work with" when reviewing partner current roles.
4. To add a user, click "Add User," type the name in the search field, then select the correct name.
5. Assign the appropriate user role and click 'Save.'

For UNHCR, see [UNHCR Project Creation and Partner Onboarding and Partner Onboarding Handout](#) for more details.

For partners, see [Partner On-Boarding Hand-Out](#), for more details.

Creating a Field/Issue

1 Click on "Field Tab"

2 Click on "Issues"

3 Click on "Add Issue"

The screenshot displays the Oracle Aconex interface for the project "UNHCR UAT Afghan". The top navigation bar includes tabs for Tasks, Documents, Mail, Field, Cost, Workflows, Directory, Insights, and Setup. The "Field" tab is selected, and a dropdown menu is open, showing options like View, Issues, Inspections, Punchlists, Daily Reports, Project, and Settings. The "Issues" option is highlighted. The main content area shows a list of issues, including "658 - Implementation Monitoring" and "657 - Implementation Monitoring". The right sidebar displays details for the selected issue, including a description, assigned user, due date, and location.

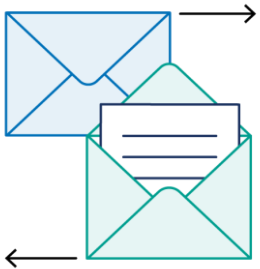


Click on link to access video on "How to navigate the FIELD MODULE"
[Field - Issues and Inspections \(aconex.com\)](https://aconex.com)

Initiates and assigns Field/Issues



For each Field/Issue, there are two roles:



- 1. Initiator:** an entity or a person within an organization, who:
 - *Creates* a Field/Issue and fills the ‘implementation monitoring’ form.
 - *Assigns* the Field/Issue to an assignee, who could be a partner organization or a colleague within the initiator’s same organization.
 - *Closes* the Field/Issue, once it is addressed by the assignee.
- 2. Assignee:** an entity/person within an organization, who:
 1. *Receives* the Field/Issue and acts on it, as necessary.
 2. *Address* the Field/Issue by taking the necessary actions/recommendations within the indicated deadline.
 3. *Marks* the Field/Issue as “Ready to Inspect” after addressing the issue, or “Dispute Issue” if not in agreement.



Keep in mind: the initiator of an issue should be the one to close it once it is addressed by the assignee.



Creating a Field Issue

Creating an Issue

Make sure to fill all fields, especially those marked as 'Required.'

2 Write a brief **description** of the issue.

4 Indicate the due date you need this issue to be addressed.

5 Attach any relevant supporting document or a photo.

1 Select the **issue type**.

3 Select the partner organization or a colleague within your organization to whom you want to assign the issue from the drop-down list.

6 Indicate the exact location, as applicable.

New Issue

Issue type

Implementation Monitoring

Description

Required

Assignment

Assigned To

Due

Attachments (0)

Attach

Location

TOT Go Live

Location details

Creating an Issue

8

Select the **partner contract number** from the dropdown list.

10

Select an **issue categorization**, to which the issue is related, from the dropdown list:

- Asset management
- Budgetary controls
- Construction and infrastructure
- Eligibility of expenses claimed
- Expenditure comparable to results
- Financial and project records
- Funds/cash management
- Goods for distribution
- Human resources and payroll
- Operational context
- Other
- Procurement
- Protection and solution

If 'Other' is selected, then specify in the following field.

These categorizations closely follow the question categories of the project performance and financial verification (PMC02 and PMC03) inspection forms.

Additional Details (11)

Implementer Required

Partner Agreement / Contract Required

Type of Feedback Required

Issue Categorisation Required

If other, please specify

Type of Monitoring / Verification Required

If remote only, please justify

7

Select the **implementer** from the drop-down list.

9

Select an option from the **type of feedback** from the drop-down list:

- An **appreciation** to acknowledge good work, or
- A **recommendation** to request an action.

11

Select the **type of monitoring/verification** from the drop-down list:

- **N/A:** if the issue is not related to monitoring or verification.
- **Onsite:** If the issue is identified through a physical visit.
- **Remote:** if the issue is identified remotely or through a desk review.

If 'Remote' is selected, then justify in the following field.

Creating an Issue

13 Indicate the exact recommendations and follow-up actions to be taken by the assignee.

14 Select **Yes** or **No** to answer "Is risk mitigation follow-up required"?

16 Click 'Save' if you want to proceed or 'Cancel' if you want to cancel.
Check the box if another issue needs to be created after saving the current one.

The form is titled "Creating an Issue" and contains the following fields and controls:

- Severity Level:** A drop-down menu with a downward arrow. A "Required" label is to its right. Callout 12 points to this field.
- Recommendation / Follow Up Action:** A large text area. A "Required" label is to its right. Callout 13 points to this field.
- Is risk mitigation follow-up required?:** A drop-down menu with a downward arrow. A "Required" label is to its right. Callout 14 points to this field.
- If "Yes" reference risk and treatments:** A large text area. Callout 15 points to this field.
- Footer:** Contains a checkbox labeled "Add another issue after saving.", a "Cancel" button, and a "Save" button. Callout 16 points to the "Save" button.

12 Select the **severity level** from the drop-down list:

- **High:** if the issue is very urgent.
- **Low:** if the issue is not urgent.
- **Medium:** if the issue is somehow urgent.

15 If '**Yes**' is selected, mention the relevant risk and treatment plan.



Addressing a Field/Issue

Addressing a Field/Issue

The **assignee** of an issue reviews the issue details, any supporting documents, and the recommendations for follow-up actions.

There are three options for feedback on the issue and actions taken.

1 Option 1:

Click “New Comment” to add any relevant comments.

2

Click ‘Post’ to save the note.

The screenshot shows the 'Implementation Monitoring' form. At the top right, a pencil icon and three dots are highlighted with a red box. Below the form fields, a 'New Comment' button is highlighted with a red box. At the bottom of the form, a 'Post' button is highlighted with a red box. The form fields include: 'If other, please specify', 'Type of Monitoring / Verification' (Implementation monitoring), 'If remote, please justify', 'Severity Level' (LOW), 'Recommendation / Follow Up Action' (Follow up from last recommendation), 'Is risk mitigation follow-up required?' (No), and 'If "Yes" reference risk and treatments'. The 'Comments' section shows a comment from 'United Nations High Commissioner for Refugees'.

3

Option 2:

Click the pencil sign to open the issue form and make any necessary edits or reassign it to a colleague within your organization for further action.

4

Option 3:

If not in agreement with the issue, select “Dispute Issue” from the three dots.

5

Once the issue is addressed, the assignee selects “Mark Ready to Inspect” option from the three dots, notifying the issue initiator that the recommendations and necessary actions have been carried out and the issue is addressed.

This screenshot shows a dropdown menu with three options: 'Close Issue', 'Dispute Issue', and 'Mark Ready To Inspect'. The 'Dispute Issue' option is highlighted with a red box.

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Closing a Field/Issue

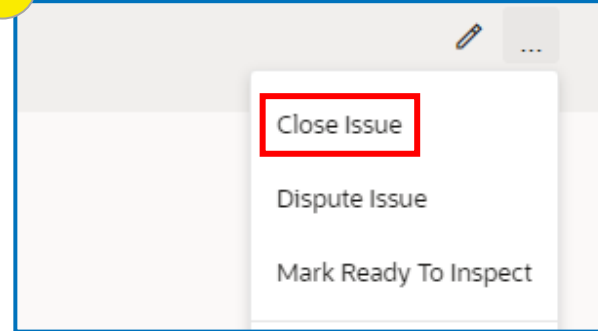
Closing a Field/Issue

1

To close an issue, the **initiator** carries out the following actions according to the status:

- If the **assignee** has marked the issue as “**Dispute Issue**,” then the initiator to communicate with the assignee to reach an understanding and a consensus about the issue. Depending on the agreement, previous steps carried out by the initiator could be revisited, as appropriate, or go to step 2 if it will be agreed to close the issue.
- If the **assignee** has addressed the issue and marked it as “Mark Ready to Inspect,” the initiator reviews issue notes (if any), any edits/updates to the issue form done by the assignee and checks through other verification modalities as well to make sure that the issue is addressed as per the recommendations and within the deadline. If this is the case, go to step 2.

2



To close the issue, click the three dots and select “Close Issue.”



Monitoring the Status of Field/Issues and Generating Field/Issue Reports

Monitoring the Status of Field/Issues



- The status of all Field/Issues can be monitored through generating a **report**.



- UNHCR and partner organizations should monitor the status of all Field/Issues initiated by them or assigned to them.



- All Field/Issues are **addressed** as per the **recommendations** and within the **indicated deadlines**.

Generating Field/Issue Reports



- Two options for generating field issues reports.

Option 1

1 Use the filter options to narrow down the search, as required, then click 'Search.'

- Select all results generated by checking the first box. Otherwise, go to step 2.

2 If no filters are selected, then check the first box to select all available issues.

3 Select the required report format from 'Export.'

- An Excel format will enable filtering options.

4 Click 'Export' in the pop-up window that opens.

5 "Click 'Temporary Files' to access the downloaded report that is saved in the 'Document Register.'"

6 Download the file.

Issues

TOT Go Live

Search Issues

Status Any Assigned To Any Due Date Any Issue type Any More Filters

(100 Selected) Select All Edit Assignees Send Move Remove Export

- ☒ 658 - Implementation Monitoring Preparation of Leaflets Global Humanitarian Solutions Fri, Jun 21, 2024 Open
- ☒ 657 - Implementation Monitoring xxx Fri, Jun 21, 2024 Open
- ☒ 656 - Implementation Monitoring Test NGO Sigma Plus Sun, Jun 30, 2024 Ready To Inspect
- ☒ 655 - Implementation Monitoring prueba Edith Catania ESTRADA Wed, Jun 05, 2024 Open

Export Options

File name* Issues Export _20240607_13:34:3

Include in Excel export

☐ Comments

☐ All threads

☐ Current thread

Cancel Export

Export in progress

The file export is currently in progress. If you have notifications enabled, you will receive an email notification when it is ready.

Exports can be found in Temporary Files

Ok

1 results (0 selected) Select All

<input type="checkbox"/>	File	Candidate Doc No	Title	Revision	Status
<input type="checkbox"/>			Issues Export_20240607_13:06:55.xls		

Generating Field Issue Reports



Option 2

1 From 'Insights,' select 'Reports.'

2 Narrow your search by selecting 'Field Issues' from the "Main Subject Area" filter, then click 'Search.'

3 Select the required report format from 'Export.'

4 Notice the notification sign (marked by a number in red), which means that the report is being generated.

5 Find the downloaded report and click on it to open it.

Field Issues report executed. Download the EXCEL file. ToT Go Live

Name	Description	Report Information	Main Subject Area(s)
Project Overview	Your organization's project adoption and performance	Aconex, Field, General	User, Mail, Workflow
Overdue Mails and Workflows	Overdue Mails and Workflows, open Issues by users.	Aconex, Field, General	Mail, Workflow Step
Field Usage by Month	Field Usage by Month	General, Field	General, Field Issue
Field Insights	Field Insights	General, Field	General, Field Issue
Field Issues	Field Issues	Field, General	Field Issue, General
Field Issues by Type	Field Issues by Type	General, Field	General, Field Issue
Field Issues by assigned and captured organizations	Field Issues by assigned and captured organizations	Field, General	Field Issue, General



THANK YOU!