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

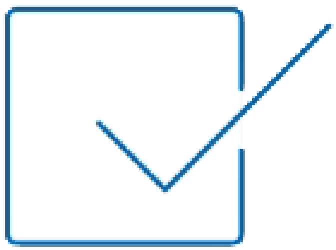
Both UNHCR and partners can raise an appreciation or recommendation.

Users can select the type of feedback

Appreciation

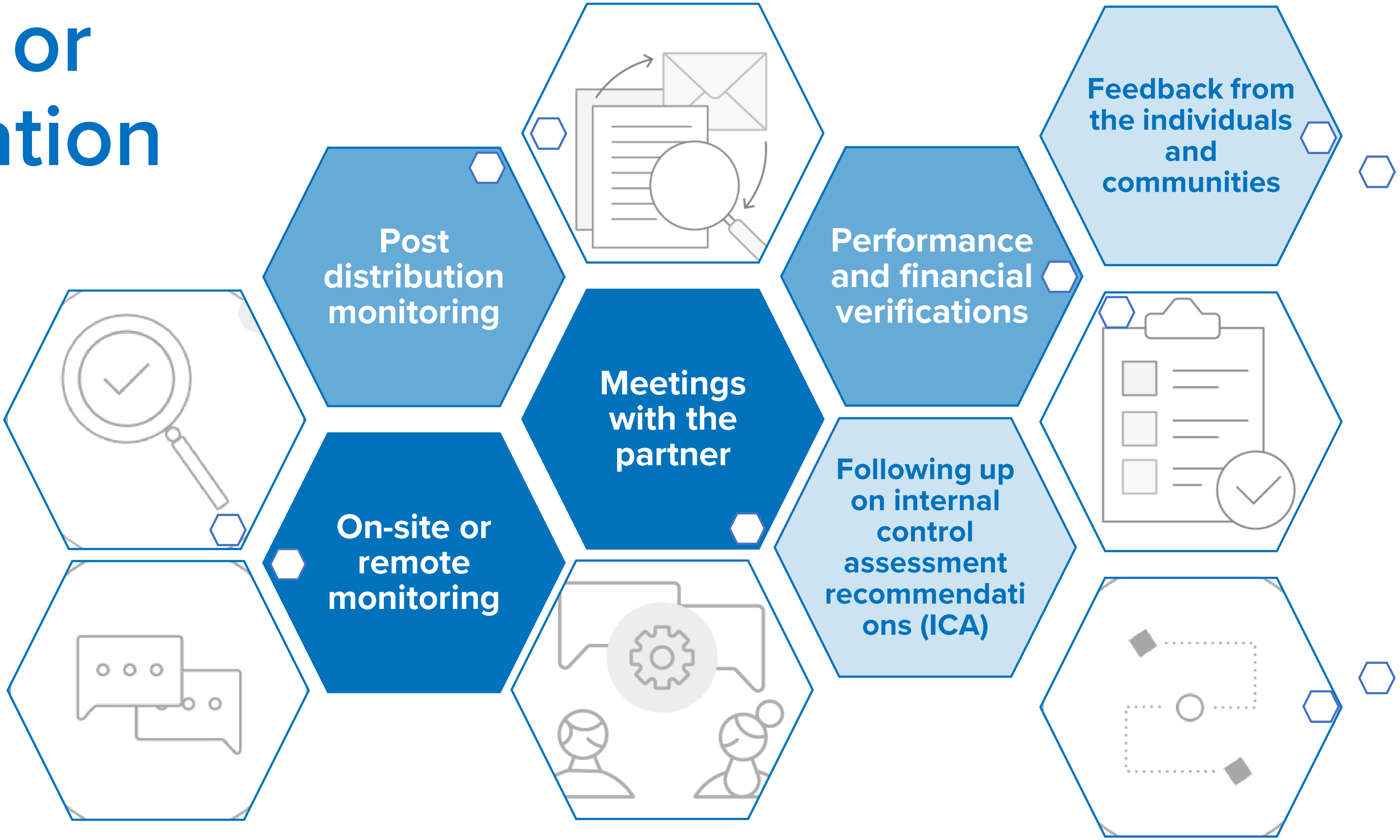
Is used to acknowledge and document good practice

Recommendation

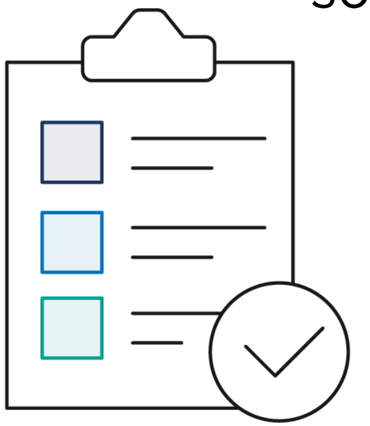


Is used when findings require follow-up action within a given timeframe

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

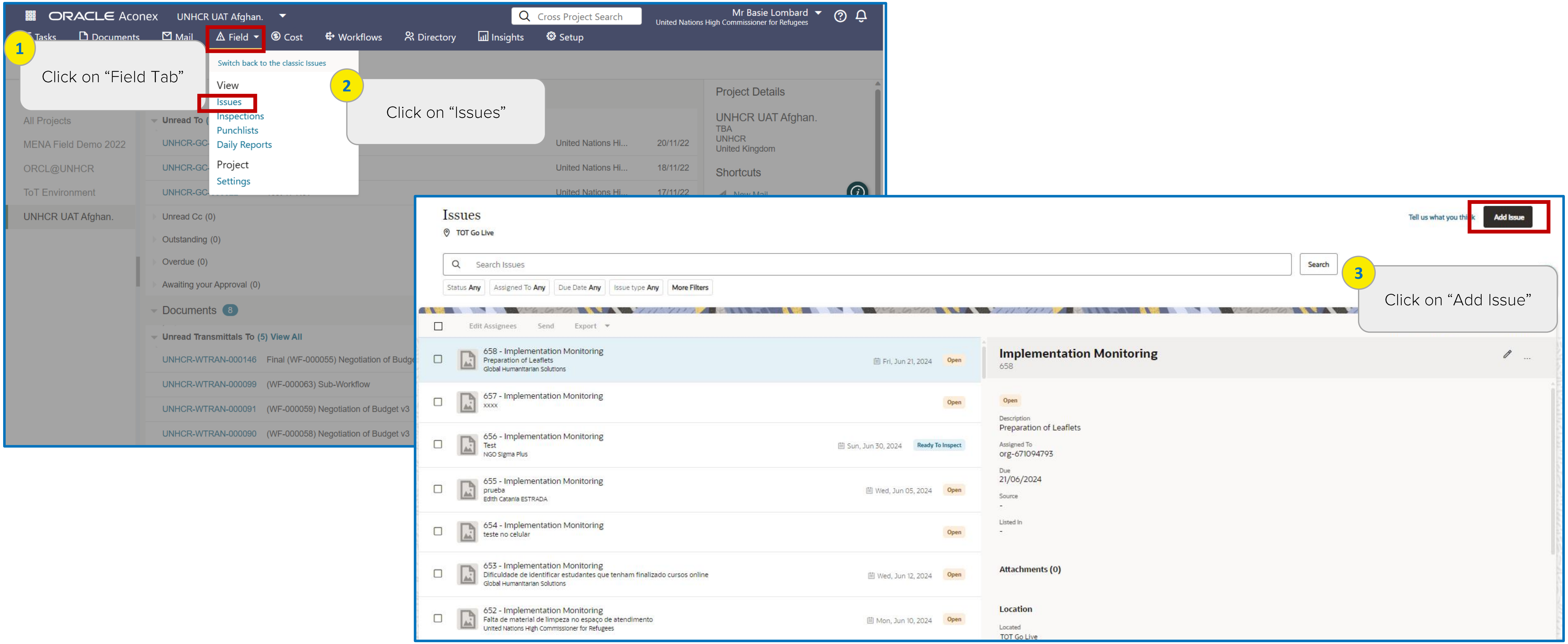
The Inspector Administrator carries out the following steps to assign Field Module roles:

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

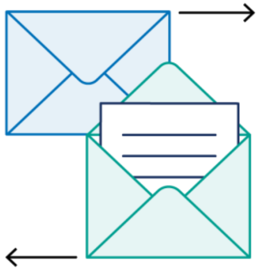


Click on link to access video on “How to navigate the FIELD MODULE”

Field - Issues and Inspections (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.

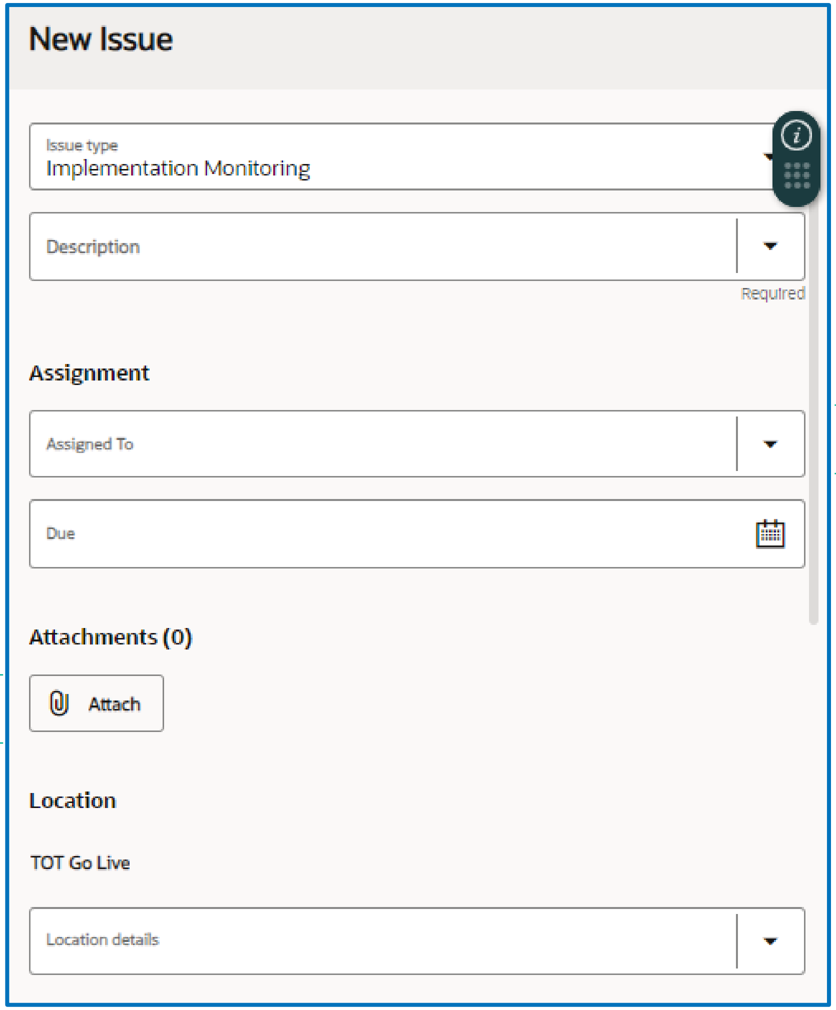
2. **Assignee:** an entity/person within an organization, who:
   1. *Receives* the Field/Issue and acts on it, as necessary.
   2. *Address* the Field/Issue by taking the necessary actions/recommendations within the indicated deadline.
   3. *Marks* the Field/Issue as “Ready to Inspect” after addressing the issue, or “Dispute Issue” if not in agreement.

Keep in mind: the initiator of an issue should be the one <u>to close it</u> 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.’



1 Select the **issue type**.

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

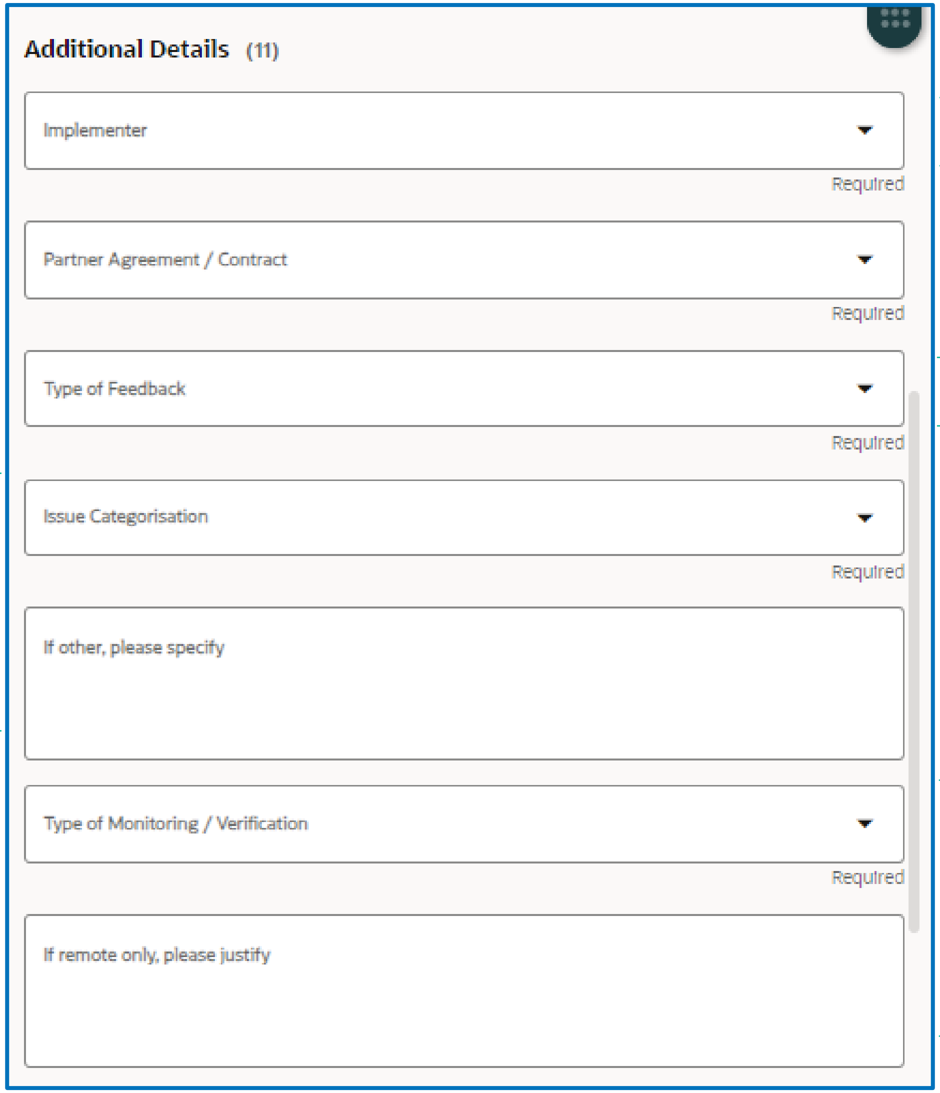
3 Select the partner organization or a colleague within your organization to whom you want to assign the issue from the drop-down list.

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

5 Attach any relevant supporting document or a photo.

6 Indicate the exact location, as applicable.

Creating an Issue



7

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

8

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

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.

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

12

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

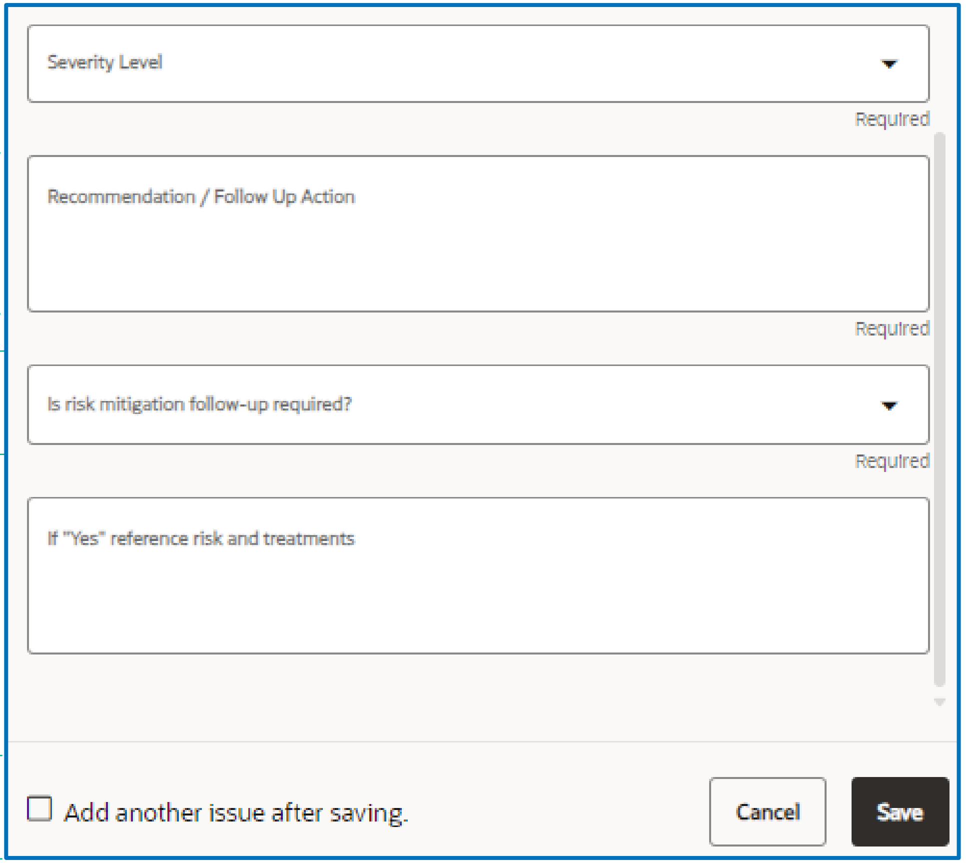
- **High:** if the issue is very urgent.
- **Low:** if the issue is not urgent.
- **Medium:** if the issue is somehow urgent.

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"?



15

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

16

Click 'Save' if you want to proceed or 'Cancel' if you want to cancel.

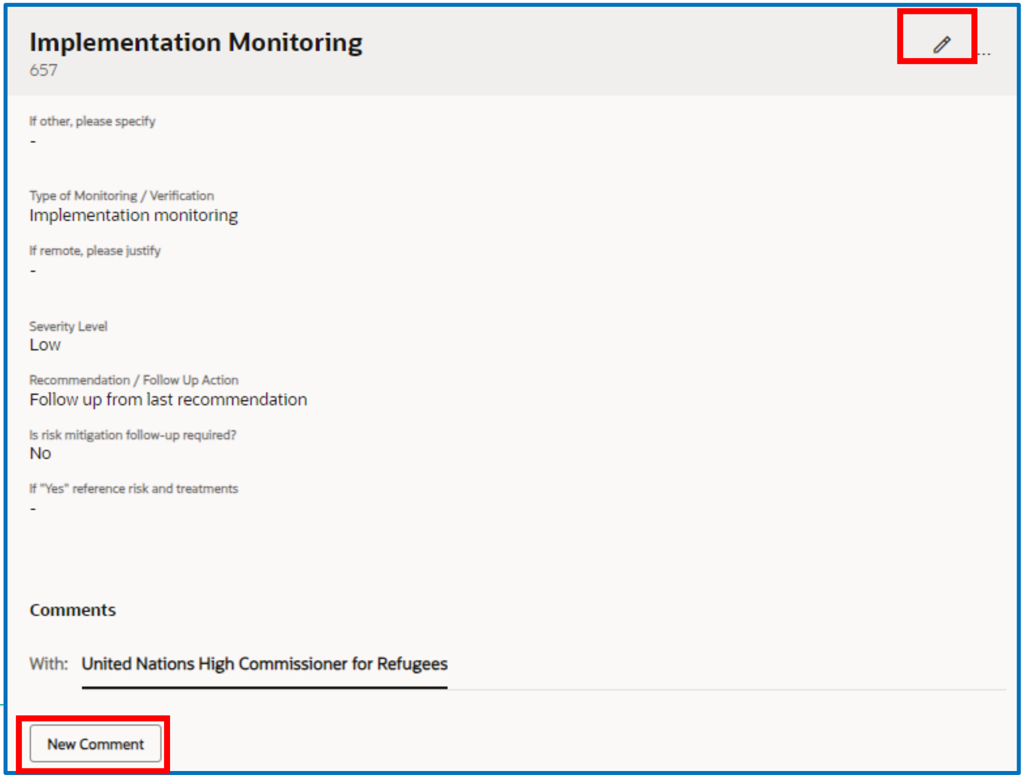
Check the box if another issue needs to be created after saving the current one.

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.

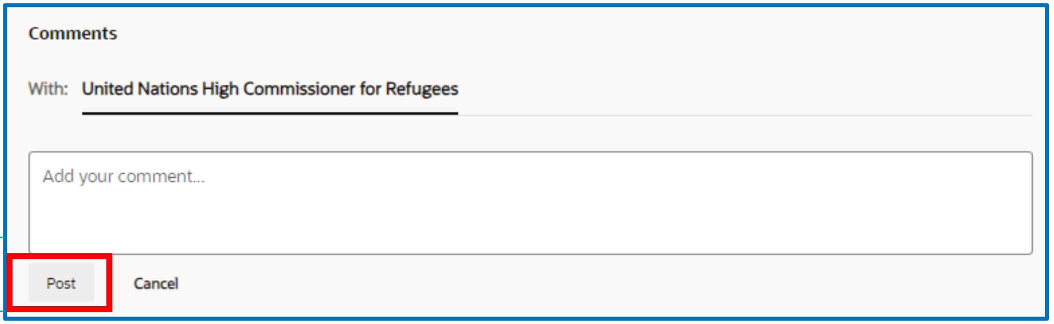
There are three options for feedback on the issue and actions taken.



1

Option 1:

Click “New Comment” to add any relevant comments.



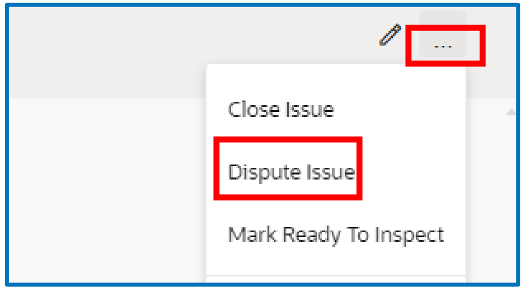
2

Click ‘Post’ to save the note.

3

Option 2:

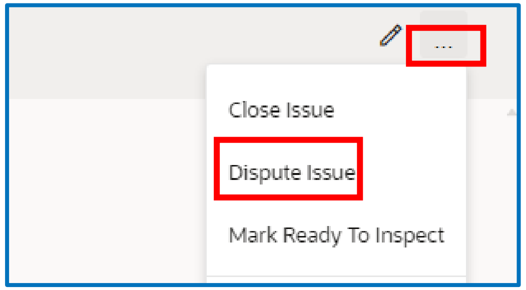
Click the pencil sign to open the issue form and make any necessary edits or reassign it to a colleague within your organization for further action.



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.

UNHCR
The UN Refugee Agency

Closing a Field/Issue

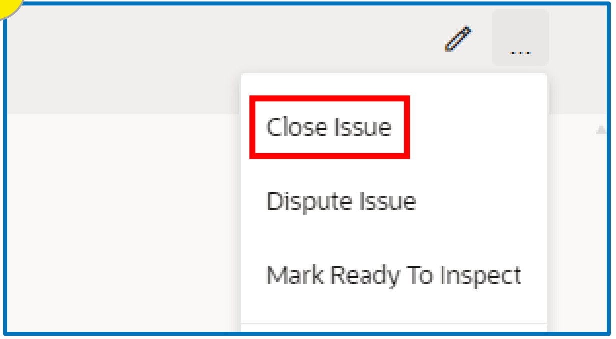
Closing a Field/Issue

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 is 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**.

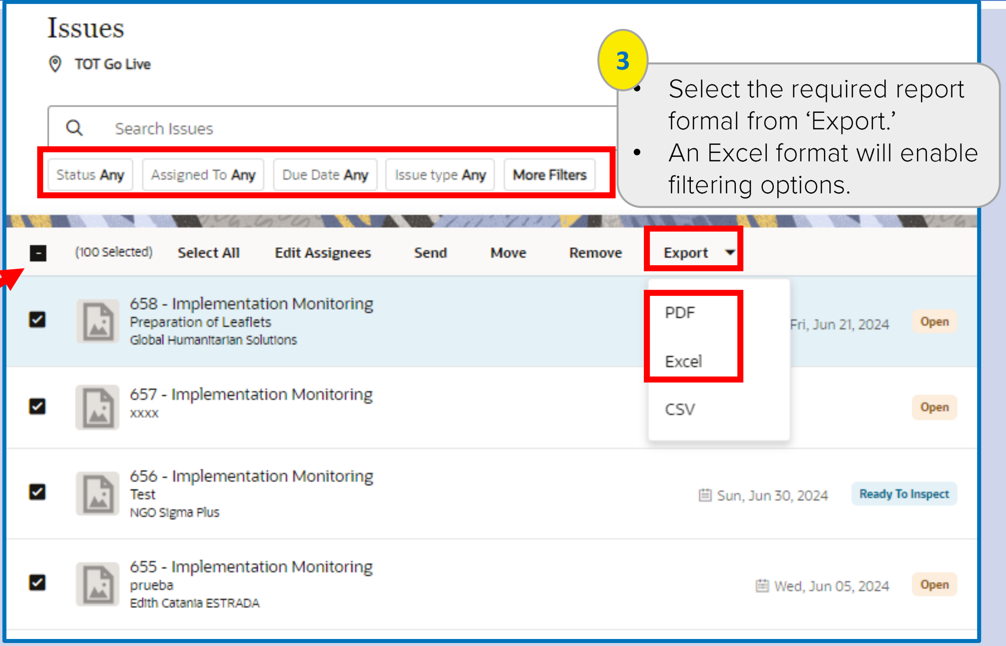
Generating Field/Issue Reports

- Two options for generating field issues reports.

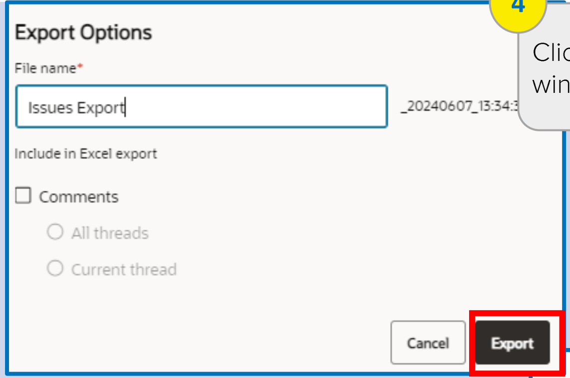
Option 1

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.

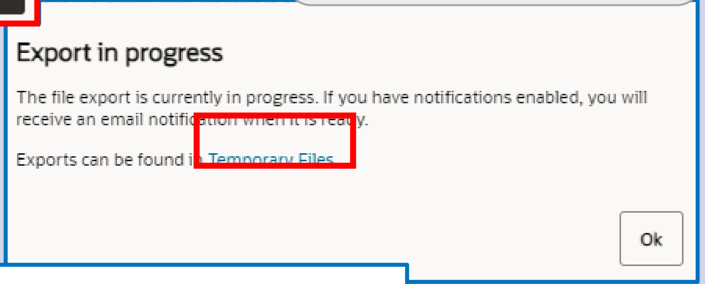


3
- Select the required report formal from 'Export.'
- An Excel format will enable filtering options.

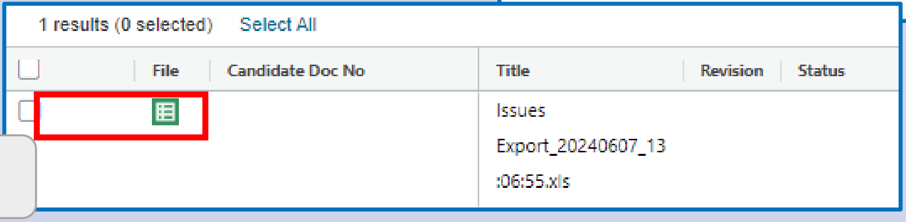


4
Click 'Export' in the pop-up window that opens.

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

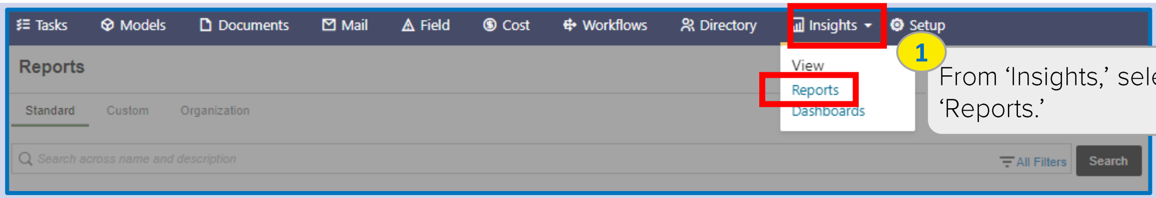


6
Download the file.

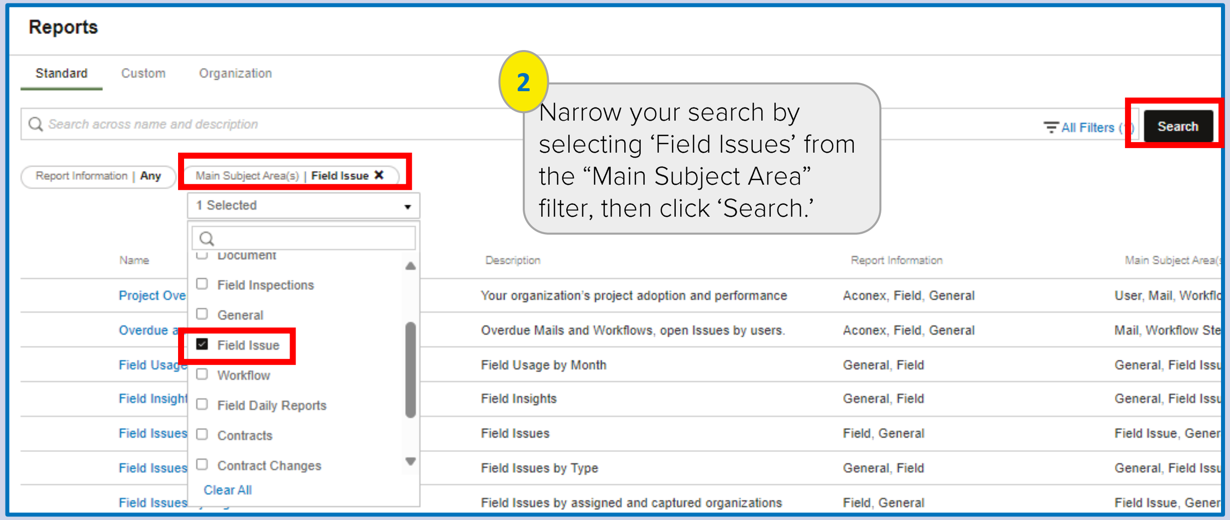


Generating Field Issue Reports

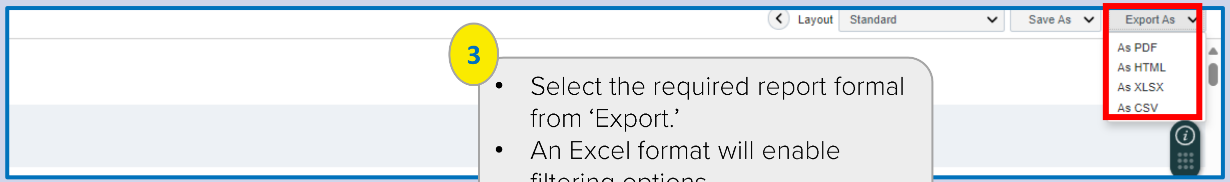
Option 2



1 From ‘Insights,’ select ‘Reports.’



2 Narrow your search by selecting ‘Field Issues’ from the “Main Subject Area” filter, then click ‘Search.’



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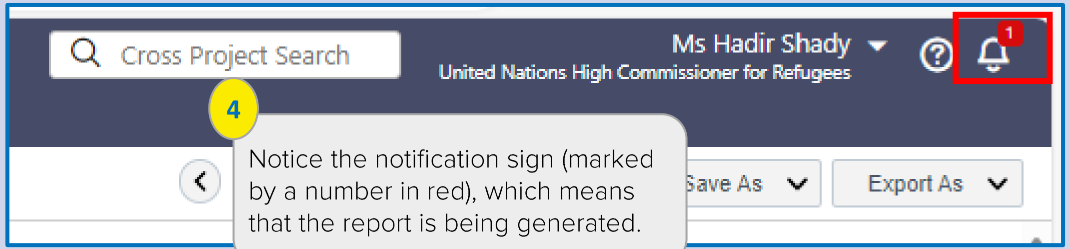
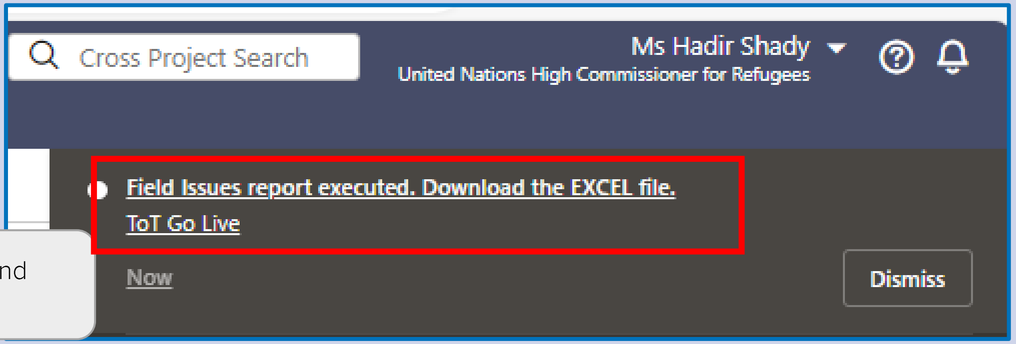


4 Notice the notification sign (marked by a number in red), which means that the report is being generated.



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

THANK YOU!