

## Software tip: Aconex – ICA Recommendations

The ICA recommendations process utilizes the “Document” and “Workflow” modules in Aconex, as outlined below.

**Step 1:** UNHCR uploads the ICA recommendations matrix in the Aconex Document Register as follows:

- i. Select “Add/Update Documents” from the “Documents” tab and then drag and drop the ICA recommendations matrix.
- ii. Select “Assessment Report” for the document Type.
- iii. Select “Internal Control Assessment” for the Assessment Report Type.
- iv. Choose the overall risk rating from the drop-down menu.
- v. Set the revision number to zero (“0”) and select the status of “Not started”.
- vi. Click “Register” and the document is immediately stored in the Document Register.

**Step 2:** UNHCR sends the ICA recommendations to the partner, as follows:

- i. Select the ICA recommendations matrix from the Document Register (by checking the box in the left column) and transmit it on a workflow by using the “Formal Partner Review” workflow template.
- ii. In the workflow wizard, edit the workflow name to replace “Formal Partner Review” with “ICA recommendations” and to insert the partnership agreement contract number. Add the relevant multi-functional team (MFT) members to be in copy for the first workflow step “Partner Review”. Modify the number of days for each step duration to align with the desired timeline for receiving inputs/updates from the partner.
- iii. Click “Submit” to initiate the workflow.

**Step 3:** The partner reviews the ICA recommendations and sends them back to UNHCR, as follows:

- i. Receive the workflow transmittal, open the “Partner Review” workflow step and download the ICA recommendations.  
**NB:** All MFT members in copy also receive an email notification of the workflow transmittal and can download the ICA recommendations.
- ii. Enter any edits/updates on the recommendations and upload the modified file in the workflow step as the replacement file.
- iii. Complete the workflow step by selecting either “Draft” or “Final” for the review outcome.

**NB:** It does not matter which review outcome the partner selects because the workflow will always proceed to the second step.

**Step 4:** UNHCR opens the “UNHCR Finalization” workflow step, downloads the ICA recommendations and reviews the partner’s feedback.

**a)** If no further consultations are required with the partner, UNHCR selects the review outcome of “Final” and completes the workflow step. The partner and all MFT members in copy from the first step receive the updated version of the ICA recommendations and the workflow ends.

**NB:** UNHCR may make modifications to the ICA recommendations without further feedback from the partner required and this modified file is uploaded into the workflow step before selecting the review outcome of “Final”.

**OR:**

**b)** If not in agreement with the partner’s feedback (major concerns) and the entire workflow review period needs to be reset, UNHCR enters concerns in the downloaded file, uploads the modified ICA recommendations in the workflow step and selects the review outcome of “Draft”. The workflow ends and UNHCR returns to **step 2**.

**OR:**

**c)** If consultations are required with the partner that can be achieved within the deadline of the “UNHCR Finalization” workflow step, UNHCR enters concerns in the downloaded file, uploads the modified ICA recommendations in the workflow step and transmits it on a “Partner Sub Workflow” to reach agreement with the partner, as follows:

- i. Within the sub workflow, the partner selects either “Proceed”, if in agreement with UNHCR’s changes/requests, or “Revise & resubmit” if the partner does not agree with the proposal from UNHCR.
- ii. If the partner selects “Revise & resubmit”, UNHCR can initiate another new “Partner Sub Workflow” until there is mutual agreement on the ICA recommendations.
- iii. Once agreement is met with the partner, the use of the sub workflow process ends, and the final version of the file is automatically sent to the parent “UNHCR Finalization” workflow step that still needs to be completed [return to **step 4a**].

**NB:** The sub workflow timing does not extend the review of the parent workflow step (“UNHCR Finalization”) and falls within the deadline of this parent workflow step.

**NOTE:** This workflow can be initiated and completed more than once during implementation of the partnership agreement, at a frequency agreed between UNHCR and the partner, in order to track the progressive completion and closure of ICA recommendations.