Software tip: Aconex – Implementation Monitoring Issues

During implementation monitoring, UNHCR or a partner (as an initiator) can raise a recommendation, or an appreciation using Field "Issues" and assign it to the other party for their follow-up/consideration (as an assignee).

Step 1: Initiator raises a recommendation or an appreciation, as follows:
   i. Click "Issues" from the dropdown menu under the "Field" tab on the modules ribbon.
   ii. Click "Add Issue" to create an Issue form.
   iii. Select "Implementation Monitoring" for the 'Issue Type'.
   iv. Fill out the required fields, including the "Issue Categorization" that corresponds to the category for the recommendation/appreciation.
   v. Assign the Issue to the assignee, with a due date, for their follow-up and save the form.

Step 2: Assignee receives the "Issue", as follows:
   i. Inspection Administrator of the assignee organization (UNHCR or the partner) receives a summary email notification at the end of the day with the Issue assigned to their organization.
   ii. Inspector Administrator can reassign the Issue to the relevant colleague, as applicable or reviews it.

Step 3: Assignee reviews and updates the Issue, as follows:
   i. Review the Issue details, edit data fields, attach documents and add notes (as required).
   ii. Update the status of the Issue, as follows:
      • If not in agreement with the recommendation/appreciation, select the status option "Dispute Issue" and save the form.
        NB: Initiator can close the Issue before any action is taken.
      • If assignee has taken the required action(s), select the status option "Mark Ready to Inspect" and save the form.
   iii. Reassign the Issue back to the initiator if further action from the initiator is required and select a due date (as applicable).

Step 4: Initiator reviews the assignee's feedback in the Issue, as follows:
   i. Inspector Administrator of the initiator's organization receives a summary email notification at the end of the day that action has been taken for the Issue.
   ii. Inspector Administrator can reassign the Issue to the initiator, as applicable.
   iii. If initiator is satisfied and agrees with the action taken by the assignee (including if the assignee selected "Dispute Issue"), select "Close Issue" and the Issue is closed.

OR:

If initiator does not agree with the action taken by the assignee, add comments, edit data fields (as applicable) and reassign the Issue back to the assignee (return to **Step 2**).

Note: After an Issue has been assigned once, when it is updated and saved in the Field module, the updated version is immediately visible to the other party, even when that said Issue has not been reassigned. The Issue does not need to be reassigned for the initiator or assignee to make further edits to the Issue. However, reassigning the Issue ensures the initiator/assignee can be notified of the follow-up action required by them, inclusive of the deadline (if a due date has been set).