



# OpSys

## 2nd Programme User Committee

20 April 2016



- 1. (10.00) Validation of the agenda + minutes of meeting**
- 2. (10.10) Update on Opsys programme**
  - ✓ Essentials
  - ✓ Communication
  - ✓ Meetings calendar
- 3. (10.30) Project 1**
  - ✓ Update: planning, team, achievements/issues, D-UG P1, change management
  - ✓ Project charter: business requirements
  - ✓ Next steps
- 4. (11.50) Projects 2A and 2B**
  - ✓ Project 2A: business case,/scope, next steps
  - ✓ Preparation project 2B: scope, Cost benefits analysis, state of play
- 5. (12.20) wrap-up**



### Essentials:

- ✓ Key reminders (scope/structure, planning, organigramme)
- ✓ 1st steering committee outcomes
- ✓ Cooperation days
- ✓ Membership and EU Delegations state of play

# OPSYS SCOPE



# HIGH LEVEL PLAN



2016				2017				2018				2019				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
1. Result management and operational entities				Production pilot phase												
2A. Operational backbone / Action and level 1 commitment								?								
Preparation		2B. Operational backbone / Contract and level 2 commitment						?								
				3. Implementation and evaluation <i>(complementary to 1, 2A and 2B)</i>												
						4. Programming processes and preparation of actions <i>(complementary to 1 and 2A)</i>										
								?	5. Tendering <i>(complementary to 2B and 3)</i>							

# ORGANIGRAMME



	COORDINATION BUSINESS DEVCO/NEAR/FPI	KEY ACTORS	COORDINATION IT DEVCO/NEAR/FPI
<b>PROGRAMME</b>	<b>PROGRAMME MANAGER</b> Denis THIEULIN <b>COORDINATOR BUSINESS MANAGERS</b> Paul RIEMBAULT	DEVCO 05, R6 NEAR Liaison officer FPI PUC	<b>PROGRAMME MANAGER</b> Fabrice VAN OOST <b>COORDINATOR IT PROJECT MANAGER</b> Dris RACHIK
<b>TRANSVERSAL PROJECTS</b> Architecture & re-use ⇒ MIS re-use analysis Data model & Taxonomy Data migration Change management	<b>BUSINESS MANAGER</b> <i>Paul RIEMBAULT ff</i> Fabian VERHOEVEN Nicola CANNAROZZI Michel LONNEUX <i>To be determined</i>	DEVCO R6, 05, R1, 06 NEAR R2, R3 FPI FPI.1 DIGIT B1, B4, B5	<b>IT PROJECT COORDINATOR</b> Alessandro LIGI Dorin MOISE C. CHAUVIERE Vincent ANCIAUX <i>To be determined</i>
<b>CORE PROJECTS</b> Project 1 (Results & op. ent.) Project 2A (Action mgmt. & I1) Project 2B (CBA analysis)	<b>BUSINESS MANAGER</b> Lucile PETITPIERRE Fabian VERHOEVEN Jean-Yves PONCELET	DEVCO NEAR FPI • D-UG Experts • D-UG Users • D-UG Process owners <b>BUDG and DIGIT</b>	<b>IT PROJECT MANAGER</b> Eric PASTELEUR Carmelo INFOSINO <i>To be determined</i>



## 1<sup>st</sup> steering committee outcomes (25/02/2016)

- ✓ PSC and PUC mandates adopted
- ✓ Endorsement of the organigramme and high level planning
- ✓ Validation of project 1 business case

### 2016 IT Budget

- ✓ Project 1: 500 k€ unlocked with the business case;  
Remaining 500 k€ with the project charter
  - ✓ 2,100 k€ for projects 2A and 2B to be decided in July
- Reminder: 2016 Business budget adopted (2,300 k€)



## Cooperation days (1-2/03/2016)

- ✓ Plenary
- ✓ Workshop with 12 EU Del incl FPI/Mexico: mutual understanding on the definition of project/programme operational perimeter
- ✓ NEAR workshop (what EU Del want to see in a new system)



## PUC Membership incl EU Delegations

- ✓ HQ membership completed
- ✓ EU Delegations: in progress but to be completed:
  - DEVCO area: Peru, **Ethiopia**, Malawi, **Brazil**, **Pakistan**, Afghanistan (missing: another ACP)
  - NEAR area: *to be confirmed*: **Morocco**, **Ukraine**, Georgia?, Belarus?, **Bosnia and Herzegovina**



## Opsys communication

- ✓ Still working on a communication plan according to PM2 standards (stakeholders matrix, meetings structure, media)
- ✓ On the media part/communication channels:
  - Intranet page (Martin Pav): all staff
  - Capacity4dev group (Coralie Mugerin): PUC
  - Confluence: experts working on Opsys
  - Note DG to all staff (NEAR, FPI?)



## Opsys meetings calendar 2016

- ✓ *DEVCO ITSC: 13 May 2016 (project charter P1)*
- ✓ ***PUC 3: 20 May 2016 (BC P2A, state of play P2B)***
- ✓ *PSC 2: (tbc) 3 June 2016 (cost benefit analysis)*
- ✓ *IT Board: End of June 2016*
- ✓ *EU Delegations workshop (+PUC): early September*
- ✓ ***PUC 4: 1st half of October 2016***
- ✓ ***PUC 5: End of November 2016 (project 1 pilot)***

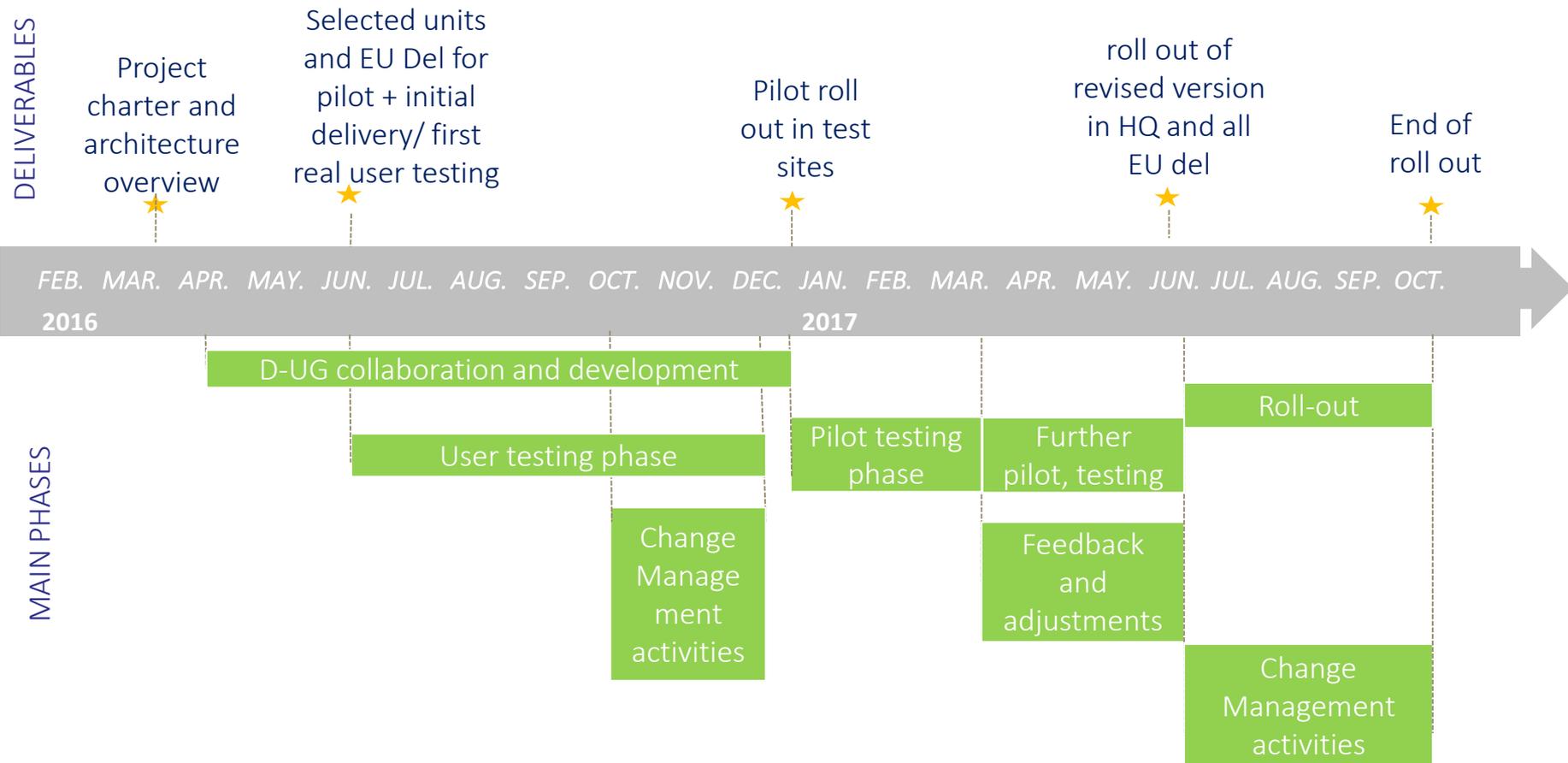
## 3. Project 1 presentation

- ✓ Planning
- ✓ Team
- ✓ Achievements/issues/next steps
- ✓ change management
- ✓ Business needs

# PLAN PROJECT 1



## Plan of the Project 1 – result management and operational entities



# OpSyS Project 1 - team



European  
Commission

## OpSyS Project 1

### Business Manager (BM)

DEVCO 05 - Lucile PETITPIERRE

### IT project manager (ITPM)

DEVCO R6 - Eric PASTELEUR

### Domain User Group 1 (D-UG 1)

#### Process owners

DEVCO 06, NEAR A4-A3, FPI 01

#### Geographic & thematic units

Operational units Representatives  
from DEVCO, NEAR, FPI

#### Pilot EUDs

Brazil, Ukraine, Ethiopia, Pakistan  
+ IPA, ENI South, sub-Saharan  
francophone Africa

#### Pool of experts

Experts on specific topics

### Agile project team 1 (APT 1)

#### Product owner

DEVCO R6 - Giuliano ROSCIGLIONE

#### Scrum master

DEVCO R6 - to be defined

#### Architecture Owner

DEVCO R6 - Johan GAUDIN

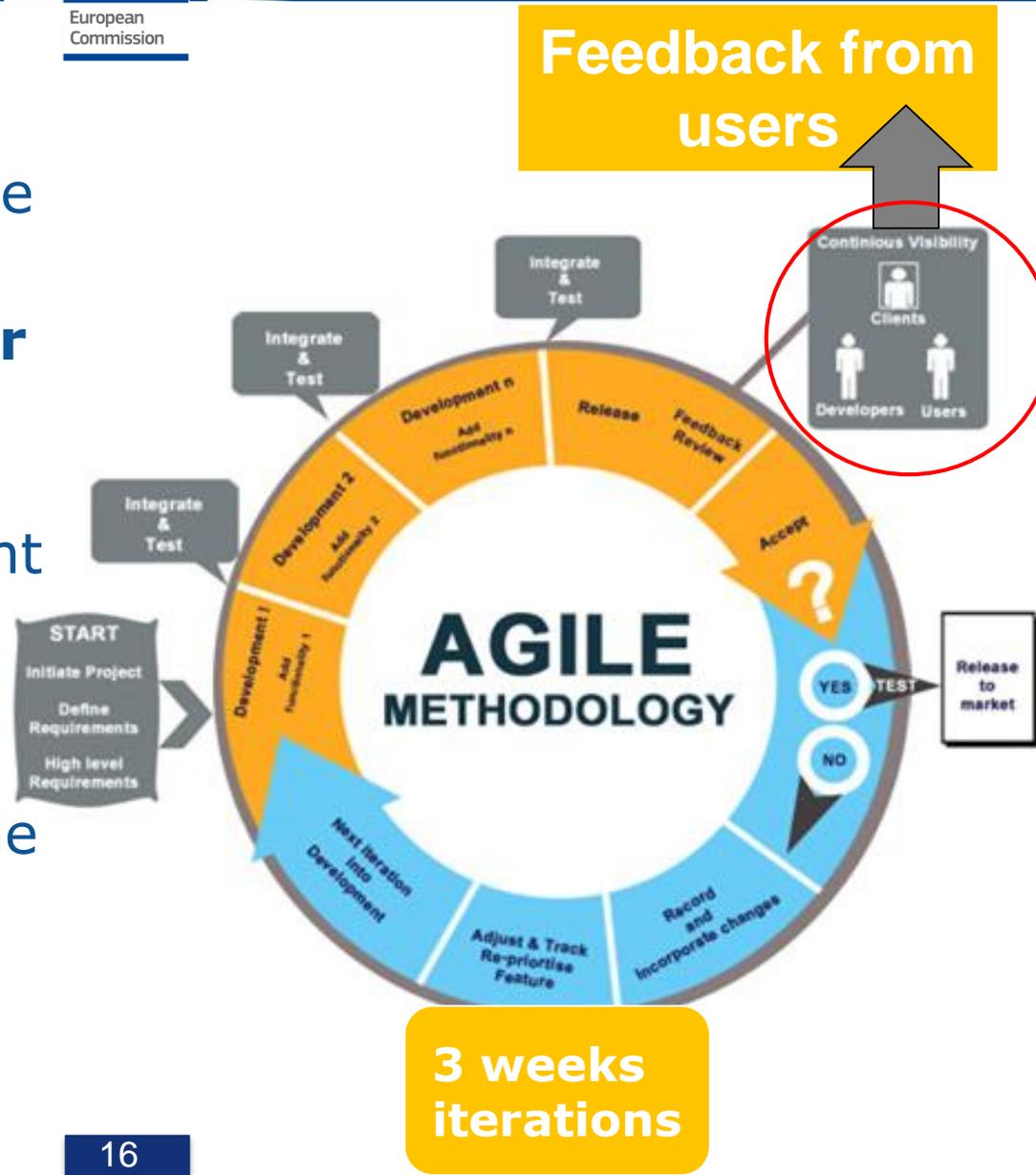
#### Dev team

DEVCO R6 - developers

# Some Agile Key Characteristics



- Focus on delivering value early and **frequently**
- Continuous **stakeholder involvement at all levels**
- Incremental development with **short cycles**
- Scope management by continuous **(re)prioritisation** of the work items



## Strategic Objectives

- Increasing productivity (efficiency, processes)
- Improving quality (data/operations)
- Shifting to a result orientation mind-set
- Transparency/ Connecting to external partners

**Vision:** Users will shape their operational portfolio and manage automated results

## 6- External access (first phase)

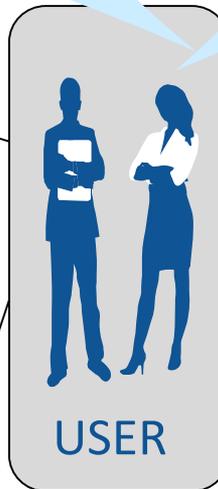
- Implementing partners will be able to provide direct inputs on results

## 5- User experience

- Internal portal for a single access to operational systems
- Harmonised and intuitive user interface

## 4- Integration & interoperability

- Data legacy
- Progressive integration with EU websites, EAMR, GIS, ROM, EVAL, etc.



## 1- Operational entities (prerequisite)

- Programming – access data
- Action, Contract – access data
- Projects/programmes – create and manage

## 2- Results

- Logframes; EU indicators
- Baseline and target
- Achieved results

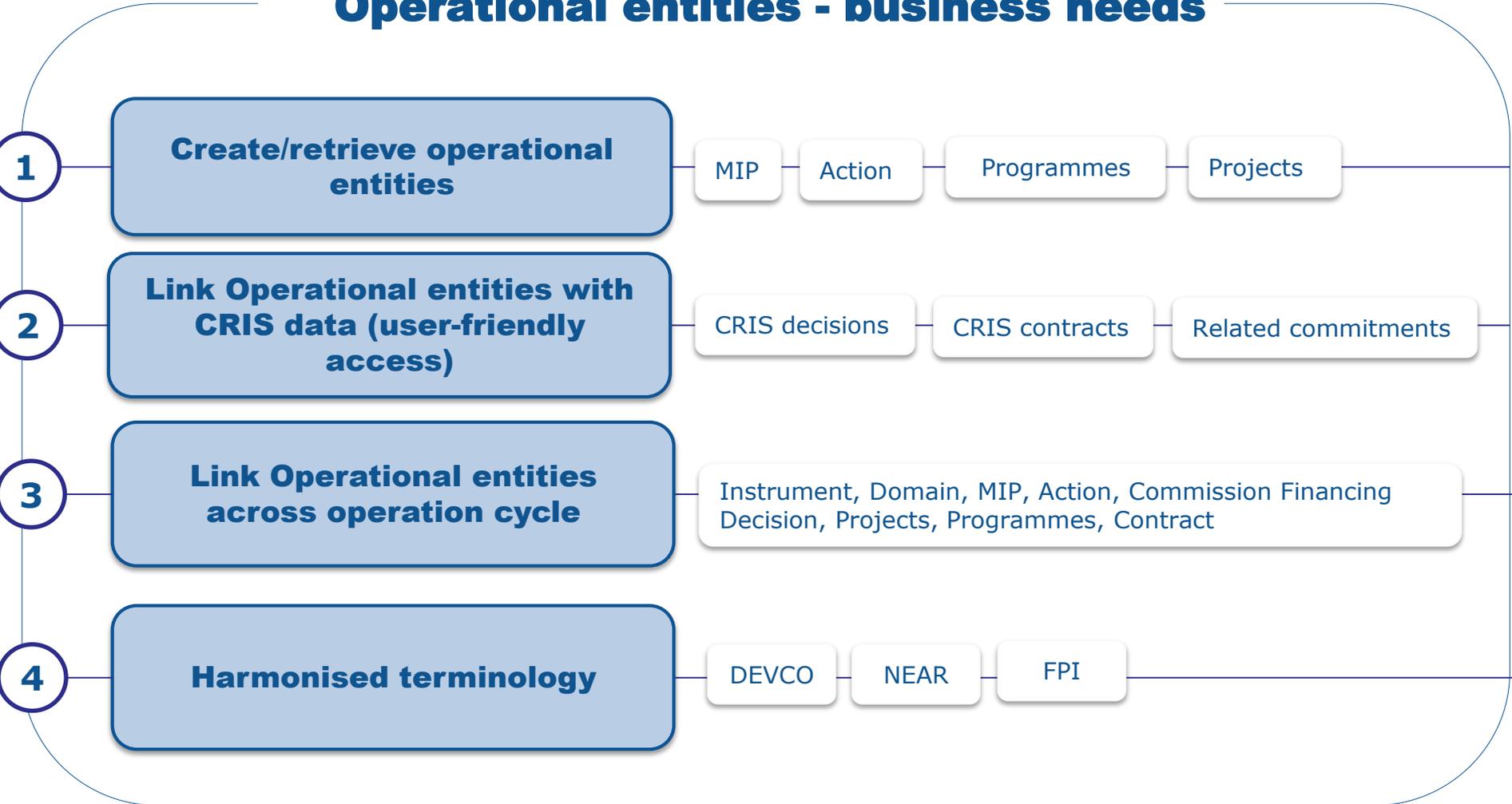
## 3- Monitoring (first phase)

- Monitoring outputs and activities from the implementing partner
- Plan and monitor key events and activities from the EC Operational manager

# 1. Operational entities



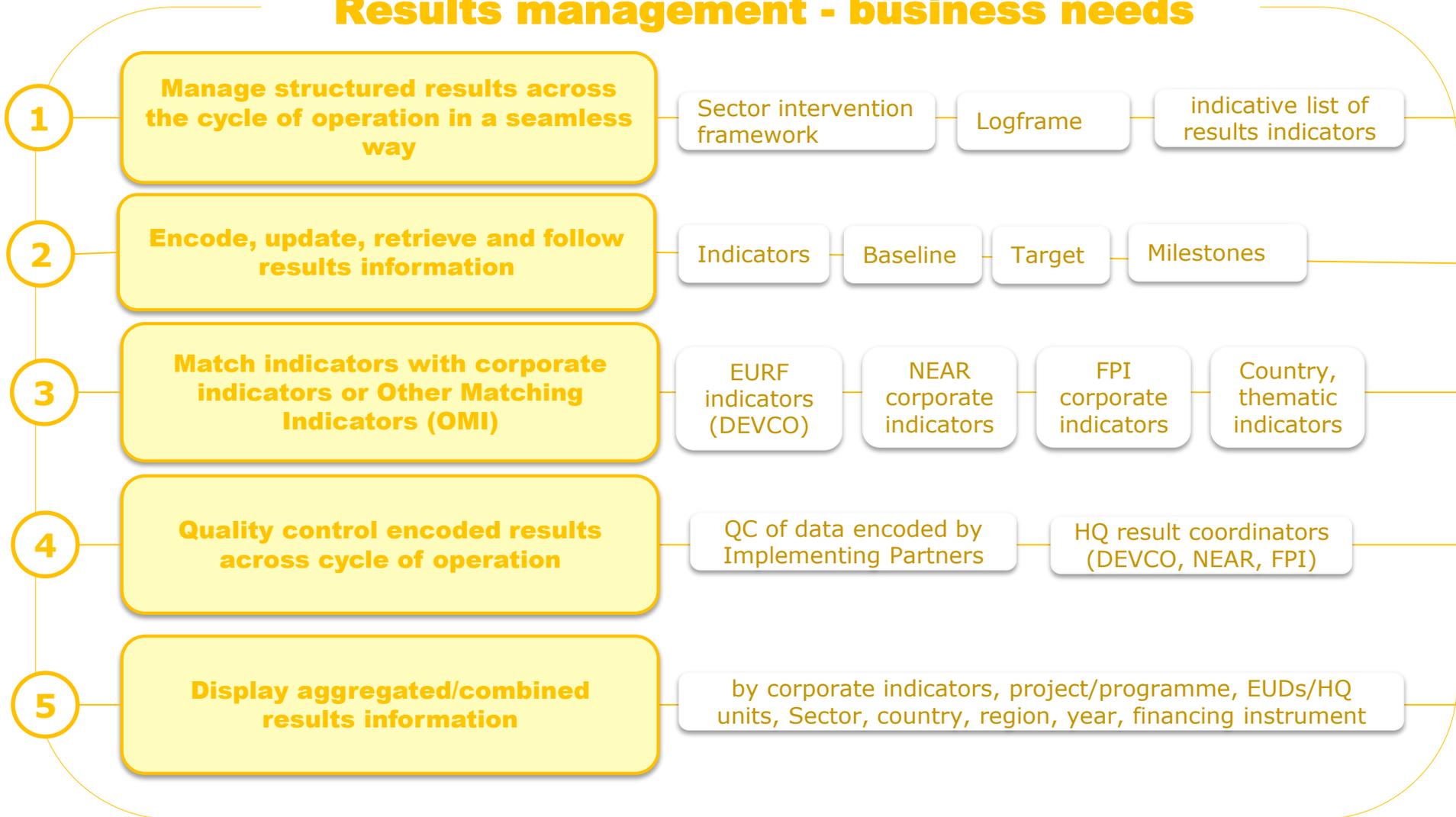
## Operational entities - business needs



# 2. Results management



## Results management - business needs



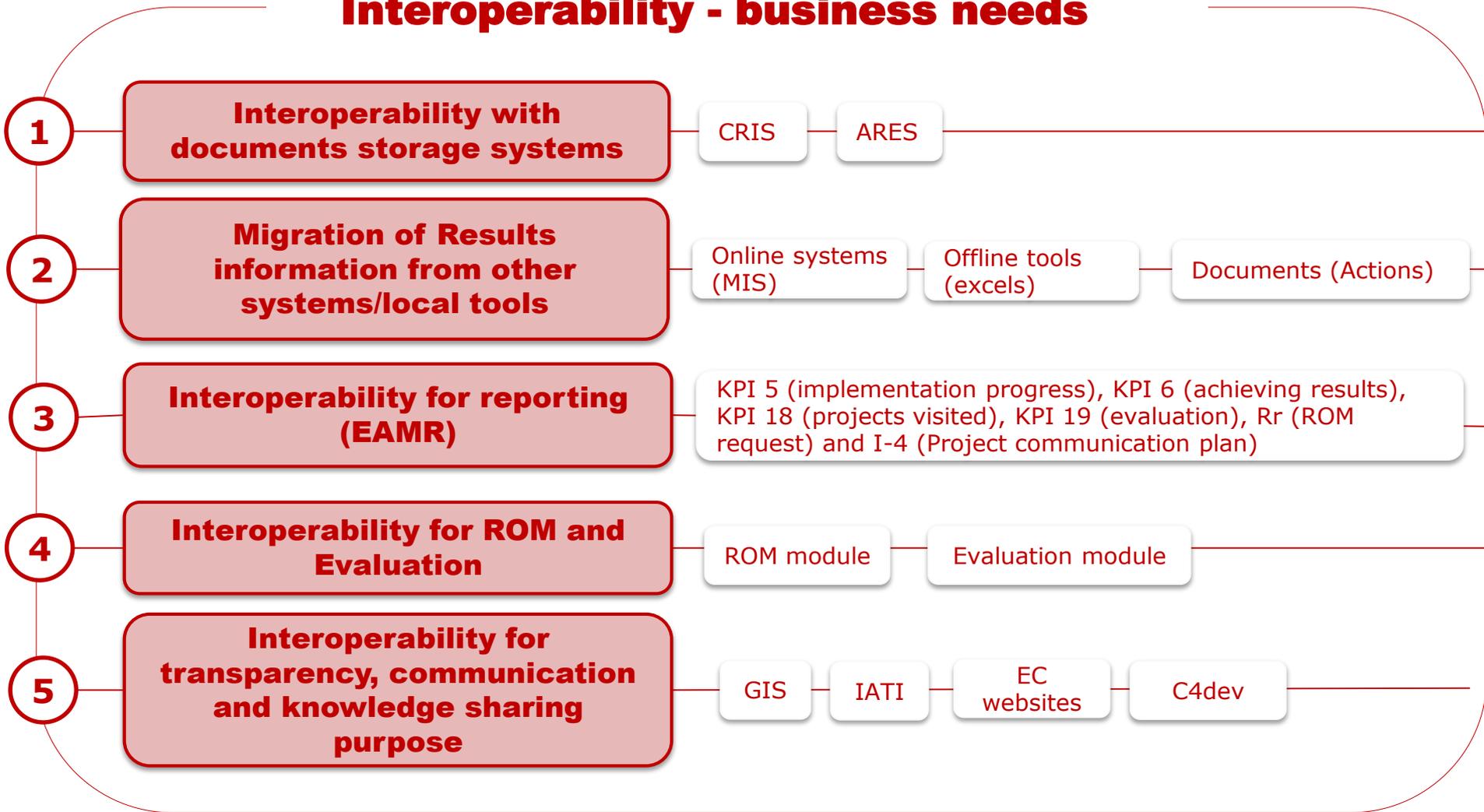
## Monitoring - business needs



# 4. Interoperability



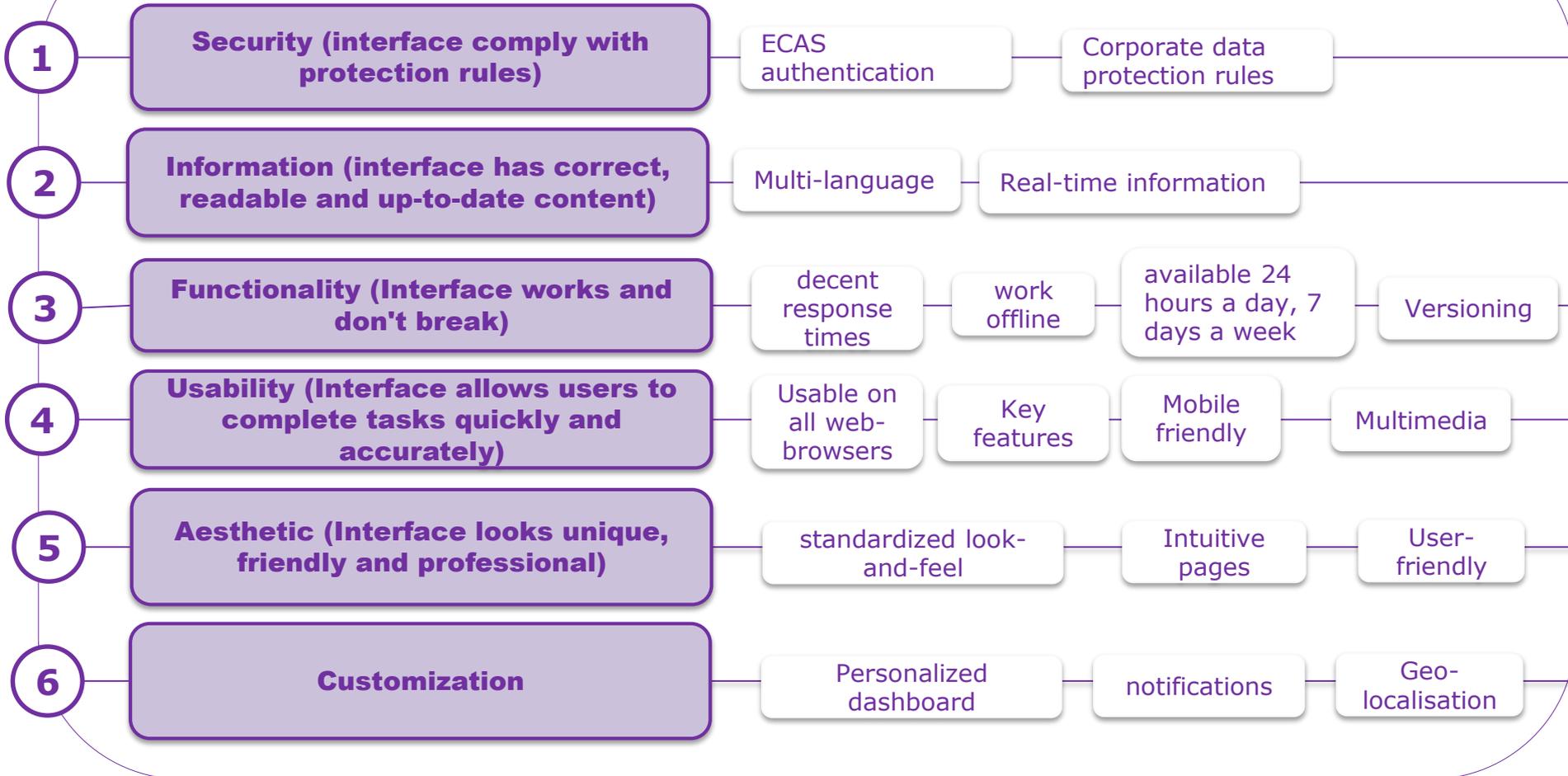
## Interoperability - business needs



# 5. User experience



## IT features - business needs



# 6. External Access



## External access - business needs

1

**Provide permission to external user to provide inputs**

Direct encoding by IP

Internal DEVCO/NEAR/FPI validation

2

**Provide permission to external user to visualize information**

External user access to visualize information (upon approval)

## Achievements / next steps

---

- **Business case and Project charter**
  - ✓ BC approved by PSC on March 2
  - ✓ PC sent to PSC for comments on 20/04; to be approved by ITSC on 13/05
- **D-UG and pool of experts**
  - ✓ First D-UG meeting scheduled on 22/04 to discuss business needs
- **IT**
  - ✓ System Architecture put in place
  - ✓ Web services able to extract data from CRIS available
  - ✓ Agile team under constitution
- ✓ First iteration scheduled for beginning of May – focus on operational entities

## ISSUES

- **NEAR** → representatives for D-UG still to be appointed

## Change management strategy

---

- ✓ Change management strategy note drafted to be approved by PSC/ITSC
- ✓ Communication and training plan to be further developed
- ✓ 1 Brussels workshop with pilot EUDs planned in July or September 2016
- ✓ Induction workshops with pilot EUDs scheduled in October-December 2016

## Stakeholders involvements to be completed:

---

- ✓ **Senior managers sponsors to be identified**

Leaders and managers actively engaged in leading the change. Sponsorship will allow to gain support and buy – in within the end-user community.

*Your views on that for DEVCO, NEAR, FPI*

- ✓ **Change network to be confirmed**

Network of individuals to help empower the users and generate a clear vision. Help the end user of the new processes and systems.

*It could comprise Head of Cooperation, Head of Units, focal points for results, ROM experts, any other idea?*

## 4. Projects 2A & 2B presentation

- ✓ Scope
- ✓ State of play
- ✓ Key challenges and opportunities



## Vision:

Users will manage Actions & L1 commitments and their related Portfolio

### 1 - Programming

- Create and manage a MIP
- *Validation process / responsibilities*
- Collaborative work
- Amendments

### 2 - Actions

- Create and manage an Action
- *Validation process (QSG) / responsibilities*
- Collaborative work
- Manage Operational data from the Action documents & Financing agreements
- Manage Action programmes (corresponding to Commission Decision)
- Amendments

### 3 - Level-1 commitments

- Creation of one/several L-1 commitment(s)
- Manage L1 commitments not related to an Action
- ABAC data
- Validation and responsibilities (one single workflow with Action)

### 4 - Main budgetary functionalities

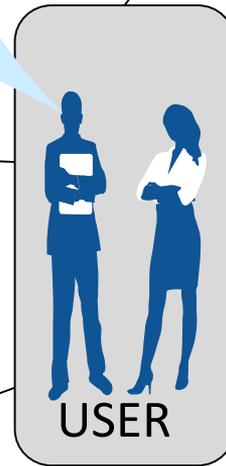
- Flexible Budget allocation (Analytical breakdown)
- Financial breakdown (allocation to BL, follow-up: RAC, RAL...)
- Link to Deviations & Prior approvals

### 5 – Sector Tagging

New data collection process for reporting, statistics & exchange of best practices (ex: sector + free tagging)

### 6 - Interoperability

- Data legacy (complexity – no 1-to-1 matching CRIS-OPSYS)
- Interoperability/Integration with Opsys project 1, ABAC, AUDIT, ROM, EVAL, BPC, MIS, DECIDE



## ACTION & LEVEL-1 COMMITMENTS

### STATE OF PLAY

---

- ✓ **Business Case** – finalisation of the estimations and technical scenarios
- ✓ **Dependencies:**
  - CBA on Release 2B: reuse of COMPASS?
    - Improvement of the workflow management
    - Work on a *template-approach* for the financial part
    - Paperless and e-signature
  - BUDG: availability of ABAC web services

### CALENDAR

---

- ✓ **Business Case** : to be approved by end-May
- ✓ **Project Charter**: to be approved in July?

## ACTION & LEVEL-1 COMMITMENTS

### KEY CHALLENGES AND OPPORTUNITIES

---

#### ✓ Challenges :

- Shift from a financial to an operational management-based system (operational entities)
- Unified Interface & technical constraints
- Migration of data from CRIS to OPSYS

#### ✓ Opportunities:

- Automation between various levels (no double-encoding)
- Data structured / reused
- Reliability and sustainability => data quality
- User-friendliness & Time efficiency

# PROJECT 2B - SCOPE



**Vision:** Users will manage Contracts & L2 commitments and their related Portfolio

## 1 – Contract preparation

- Including forecasting

## 2 – Contract Award

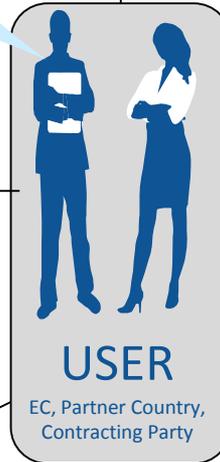
- Link with award procedure (Prospect)

## 3 - Level-2 commitments

- Creation of one/several L-2 commitment(s)
- Manage L2 commitments not related to an Action / a L1 commitment
- ABAC data
- Validation and responsibilities

## 4 – Contract Implementation

- Flexible Budget allocation (Analytical breakdown)
- Link to Deviations & Prior approvals
- Management of subcontracting (// Iperseus)
- Expert Management
- Payments
- Deliverables
- Report Management
- Correspondence management
- Amendments
- Stakeholders management



## 6 - Interoperability

- Data legacy (complexity – no 1-to-1 matching CRIS-OPSYS)
- Interoperability/Integration with Opsys project 1, ABAC, AUDIT, ROM, EVAL, BPC, MIS, DECIDE

## 5 – Sector Tagging

New data collection process for reporting, statistics & exchange of best practices (ex: sector + free tagging)



## LEVEL-2 COMMITMENTS / CONTRACTS

### STATE OF PLAY

---

- ✓ **Cost Benefits Analysis** on possible reuse of EC solutions to manage Contracts: gap analysis for each contracting modality (PAGODA, budget support, trust funds,...) – results expected in June.

#### Candidates are:

- DG RTD: Grant Management Suite (GMS): ongoing gap analysis ; includes COMPASS (workflow engine)
- DIGIT: e-procurement suite (mainly pre- and post-award)

#### Our red lines:

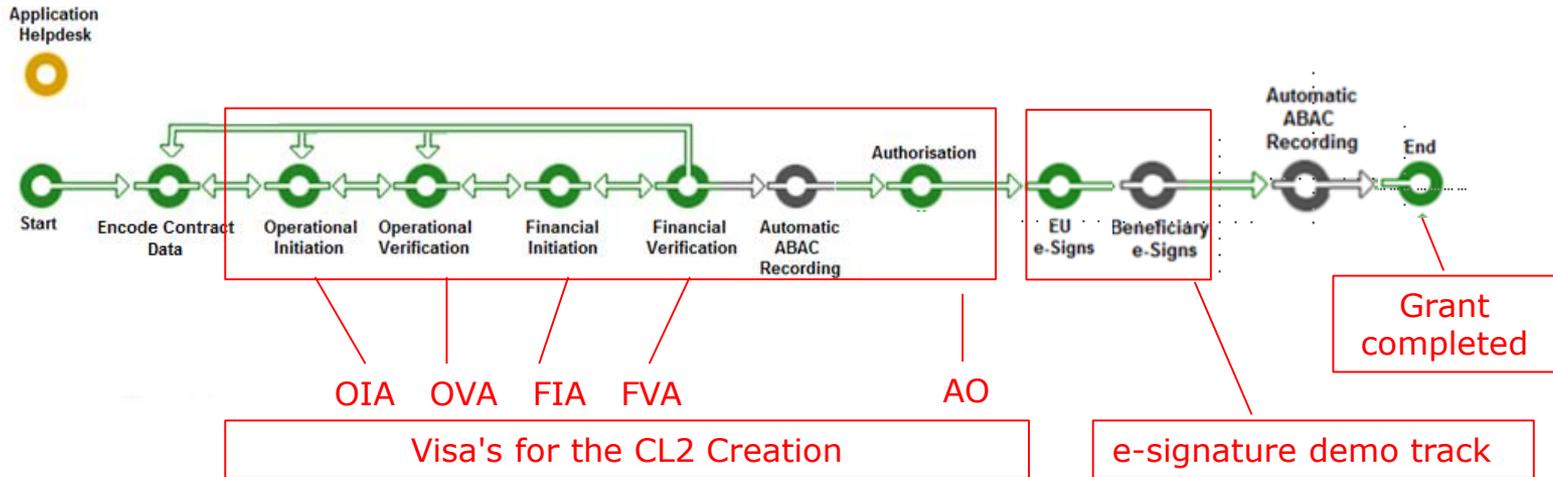
- Unique User interface (common for all OPSYS modules)
- Use of PROSPECT for management of Grants

---

### OPPORTUNITIES (same challenges as project 2A)

- ✓ **Paperless:** Possibility to sign contracts electronically and accessible to external actors
- ✓ **Business process Alignment:** between various contract modalities
- ✓ **Improved workflow management:** easy to assign tasks to roles and to follow-up
- ✓ **Increased Data Quality:** *template-approach* for the financial part

## Compass – CRIS workflow steps correspondance



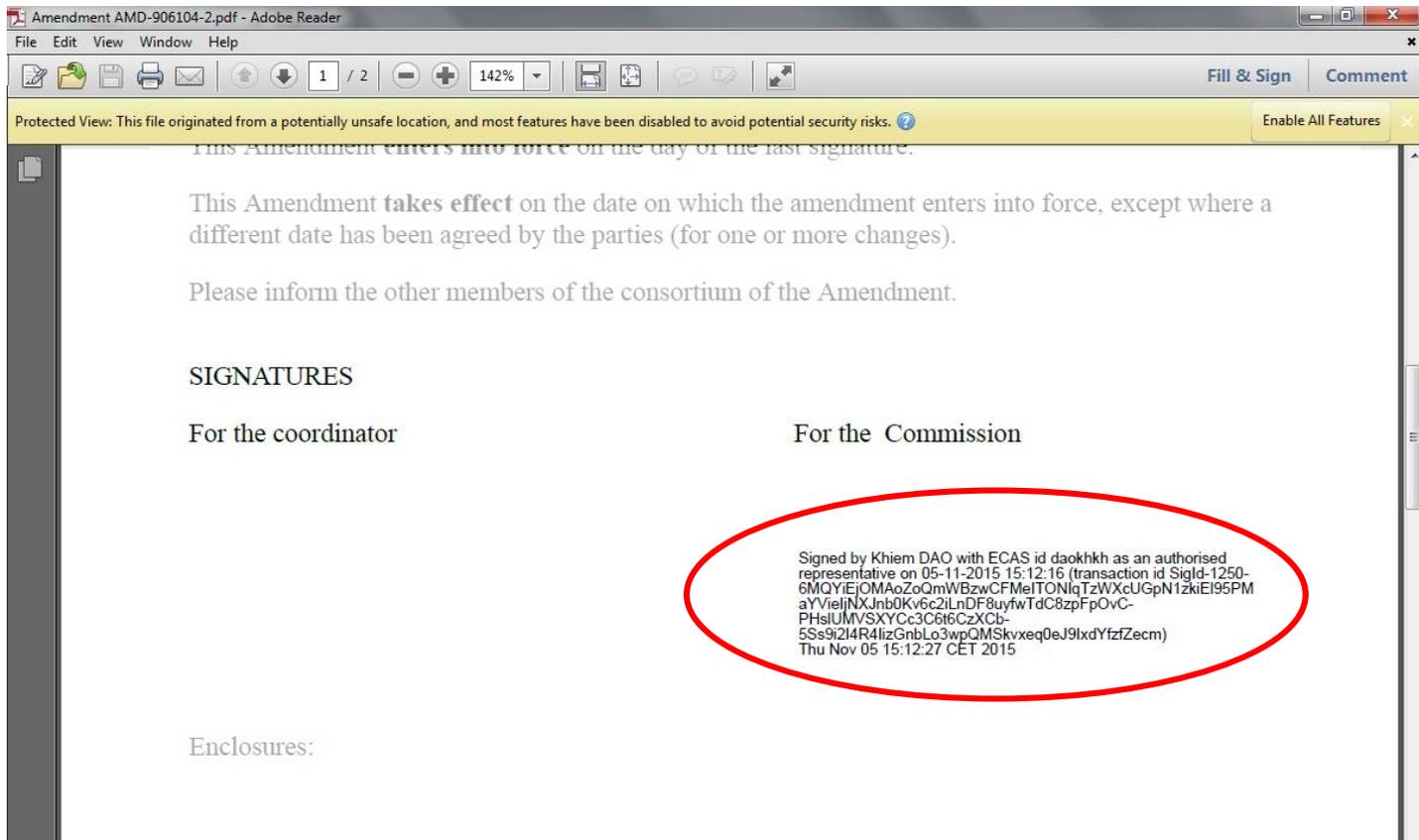
### COMPASS

Encode Contract Data  
Operational Initiation (OIA)  
Operational Verification (OVA)  
Financial Initiation (FIA)  
Financial Verification (FVA)  
Authorization (AO)

### CRIS

ENCOD  
GESTOPE  
RESPOPE  
GESTFIN  
RESPFIN  
ORDO

## Grant document with the e-signature



Amendment AMD-906104-2.pdf - Adobe Reader

File Edit View Window Help

1 / 2 142%

Fill & Sign Comment

Protected View: This file originated from a potentially unsafe location, and most features have been disabled to avoid potential security risks. Enable All Features

This Amendment enters into force on the day of the last signature.

This Amendment **takes effect** on the date on which the amendment enters into force, except where a different date has been agreed by the parties (for one or more changes).

Please inform the other members of the consortium of the Amendment.

**SIGNATURES**

For the coordinator

For the Commission

Signed by Khien DAO with ECAS id daokhkh as an authorised representative on 05-11-2015 15:12:16 (transaction id Sigld-1250-6MOYIEJOMAoZoQmWBzwCFMeITONlqTzWXcUGpN1zkiE195PM aYVielNXJnb0Kv6c2iLnDF8uyfwTdC8zpFpOvC-PHslUMVSYXc3C6t6CzXCb-5Ss9i2i4R4lizGnbLo3wpQMSkvxeq0eJ9lxdYfzfZecm) Thu Nov 05 15:12:27 CET 2015

Enclosures:

# Annexes – not for presentation

# A BRIEF HISTORY



**April 2015:** Opsys vision adopted by DEVCO IT SC

**June 2014:**  
CRIS ABAC rationalisation  
CRIS phasing out

**August 2015:** creation of a dedicated unit, DEVCO 05

**September 2015:**  
red light from IT Board: re-use issues

**June 2015, July 2015:**  
endorsement by FPI and NEAR IT SC

**January 2016:** 05 team completed, green light from IT Board



Opsys programme will gradually offer improved **OPERATIONAL PROCESSES AND TOOLS** to DEVCO/NEAR/FPI staff from end users to top managers in order to manage efficiently their portfolio of projects/programmes throughout the cycle of operations.

---

Through a **FLEXIBLE AND AUTOMATED SYSTEM**, our staff will be able to easily access information on projects/programmes, prepare, validate and monitor them as well as manage results with 'no re-encoding' principle.

---

Our staff will be able to do **COLLABORATIVE WORK**, get input from **EXTERNAL PARTNERS** and to feed reporting and communication tools for a greater transparency.

### Strategic Objectives:

- Increasing productivity (efficiency, processes)
- Improving quality (data/operations)
- Shifting to a result orientation mind-set
- Transparency/ Connecting to external partners

### 10- non functional requirements

- Interoperability (no re encoding), connectivity, one stop shop, confidential data, ...

### 9- enabling reporting transparency and communication

- Missing data for IATI, standard project view, easing business intelligence

### 8- knowledge management

- Useful practices, data/information tagging

### 7- Sector context

- Supporting budget support, joint programming

### 6- Results management

- Capturing logframes & targets, matching with EU indicators, measurement

### 1- Operational entities

- Shift from financial to result based mind-set
- Programming, action and project levels

### 2- External collaboration

- Access for implementing partners
- Access EEAS & EU MS for joint programming
- Access for other partners

### 3- Internal collaboration

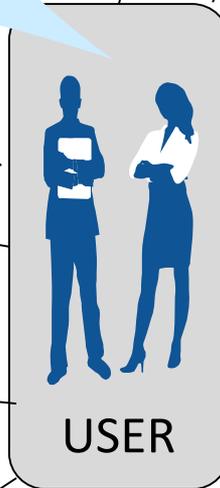
- Collaborative work on documents
- Building trust, access to information, supporting process simplification and sub-delegations

### 4- Addressing CRIS gaps

- Document management
- Sector tagging
- Tendering, structured data
- Time management, Notifications
- Keep history of data
- Operational portfolio management
- Monitoring, capturing testimonies
- New implementing modalities

### 5- CRIS ABAC rationalisation

- Phasing out from CRIS Decision, Contract, FWC, ..
- Financial transactions to ABAC through web-services



# Process Overview with OpSys positioning

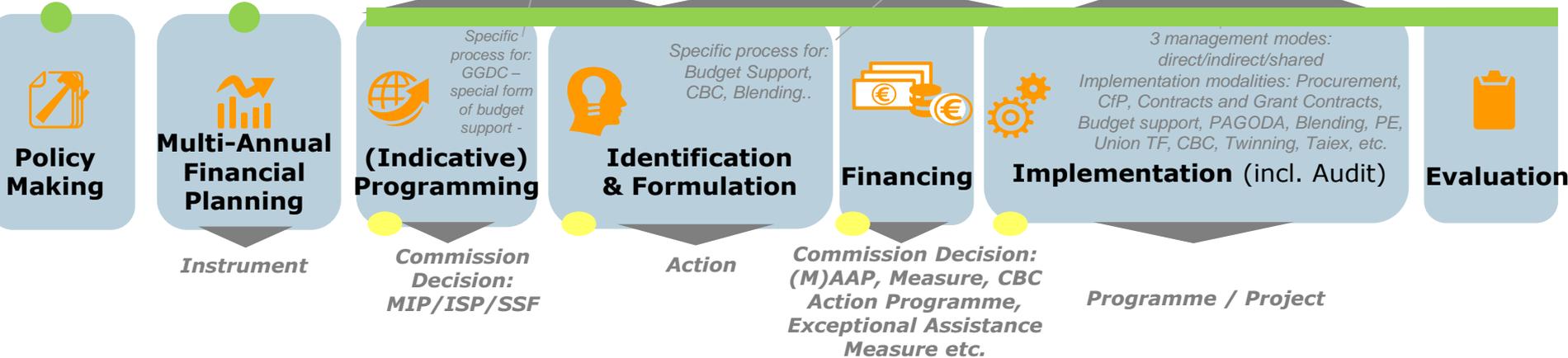
## Transparency, Reporting and Communication



**Objectives Indicators** 

**Targeted Results**

**Achieved Results** 



## Continuous Improvement and Knowledge Management

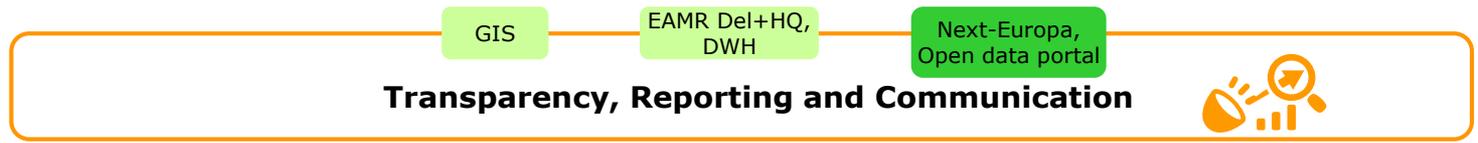


### Individual and Team Productivity:

- *Internal and External Collaboration and coordination; Time and project management*



# Corporate and internal re-use system candidates




**Policy Making**



**Multi-Annual Financial Planning**

*Instrument*



**Programming**

GGDC

*Commission Decision: MIP/ISP/SSF*



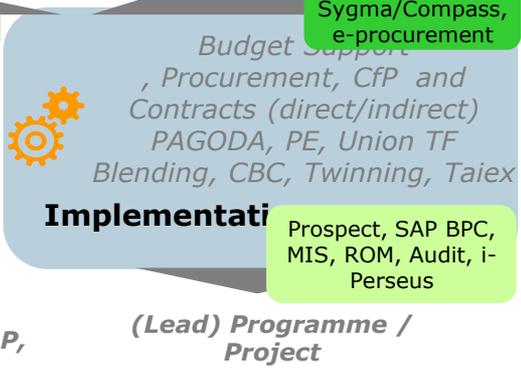
**Identification & Formulation**

*Action*



**Financing**

*Commission Decision: (M)AAP, Measure, CBC Programme, Exceptional Assistance Measure*



**Implementation**

*(Lead) Programme / Project*

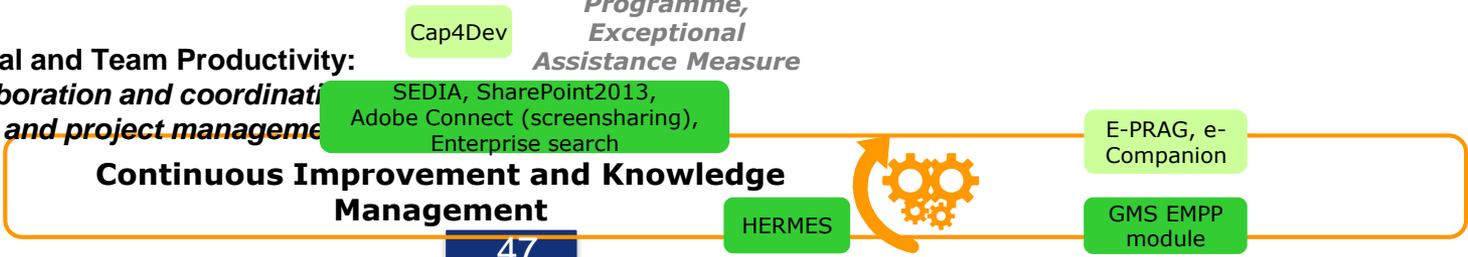


**Evaluation**

Eval



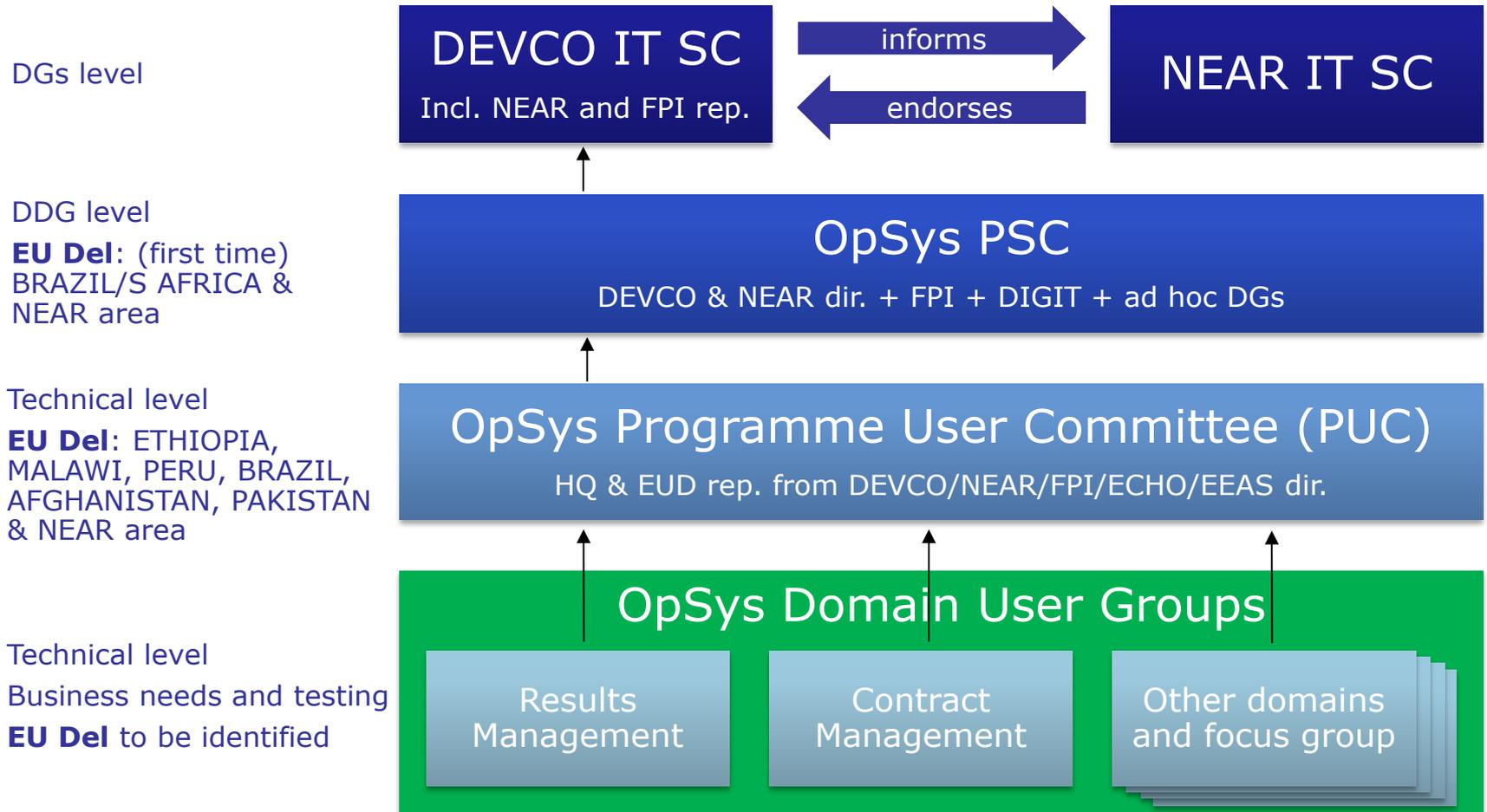
- Individual and Team Productivity:**
- **Collaboration and coordination**
  - **Time and project management**



# GOVERNANCE



**System owner = DEVCO 05**



# Membership PUC (1)

## HQ members:

	Dir	Unit	Member	Permanent back up
1	DEVCO/A	A2	KELLY Ellen	MOLTENI Lino
2	DEVCO/B	B5	COSTA Rui	STASINOPOULOU Myrto (B6)
3	DEVCO/C	C1	ZANARELLI Guglielmo >02/16	BUSETTO Luca (C5)
4	DEVCO/D+E	D3	BRUSA Luigi	BONTE Frederic (E3)
5	DEVCO G	G3	MAIRESSE Sebastien	MOLINA MUNOZ Sebastian (G1)
6	DEVCO H	H3	TIMMERMAN Hilde	DUCHATEAU Koen (H1)
7	DEVCO R	R3	ARAQUE de JUAN Luis	GARCIA CARRENO Juan Jose
8	DEVCO R	R1	TIELEMANS Yves	DUVIVIER Frederic
9	DEVCO R	R6	RACHIK Dris	
10	DEVCO R	R1/Gc e	LE ROY Jérôme	GEORGIEV Tihomir
11	FPI	FPI/5	DEPREZ Nona	BANTI Matteo (FPI/2)
12	FPI	FPI/1	ROSA Joseph	BANTI Matteo (FPI/2)
13	EEAS/BA/IBS	6/IS	DEBUCK Yves	HATLER Gerald (GLOBAL/5)
14	ECHO/C	C3	SALVI Donatella	BUCHER Michel (C2)

# Membership PUC (2)

## HQ members cont'd:

	Dir	Unit	Member	Permanent back up
15	NEAR/R	R2	NOVAK Judith	KOBLAR Vesna
16	NEAR/R	R3	RAHMI Farid	MOISE Dorin
17	NEAR/A	A2	JUVONEN Suvi	PANA Alexandra
18	NEAR/B	B3	KVARACIEJUS Saulius	SEGRS Philippe
19	NEAR/SGUA	SGUA	SCHLEUNING Stefan	LEPRI Pier Luca
20	NEAR/D	D5	JUNG Morten (HoU)	VISSER Henk
21	DEVCO/TF	06	ALFIERI Andrea	DE SCHREVEL Bernard
22	DEVCO/TF	05	MATHISSE Thierry, chair	THIEULIN Denis
23	DEVCO/TF	05	RIEMBAULT Paul	
24	DEVCO/TF	05	EFTHYMIADIS Emilios	
25	DEVCO/TF	05	PETITPIERRE Lucile	VERHOEVEN Fabian
26	DEVCO/TF	05	PONCELET Jean Yves	

# Membership PUC (3)

## EU Delegations members

Ref	EU Delegation	Section	Member	Permanent back up
1	ETHIOPIA	Ops	MOGES Tiruwork	FASIL Genanew (FCS)
2	MALAWI	FCS	DE MIGUEL JESSEL Pedro	PASQUALUCCI Giorgio
3	PERU	FCS	ZANOTTI Denis	TURBLIN Sebastien
4	PAKISTAN	Ops	DEHOUX Georges >02/16	
5	AFGHANISTAN	Ops	GARGIULO Orania	COSTA Cecilia
6	BRAZIL	Ops	VERDADE Denise	SALOMON Vera (FCS)
	NEAR: to be confirmed			

# Membership D-UG 1

DUG/POE	Representative	Dir/EUD	Unit	Member	Back-up	Confirmed
	Thematic Unit	DEVCO/B	B2	BARBOTTE Daphné		YES
DUG	Process owner	FPI	1	FOURNIER Thierry		YES
DUG	Geographic Units	DEVCO/D	D2	GIRIBALDI Irene		YES
	Geographic Units	DEVCO/G	G2	LÜTTICKEN Florian		YES
DUG	Communication and transparency	DEVCO/TF	2	RIORDAN Liane	STROEMGREN Joerel	YES
DUG	Geographic Units	DEVCO/D	D4	VAN MEERBEECK Jonathan		YES
	DEVCO IT Governance / observer	DEVCO/R	1	GEORGIEV Tihomir LEROY Jerome		YES
	Geographic Units	DEVCO/H	H2	MURAILLE Bérénice		YES
DUG	Process owner Operational entities, Results management	DEVCO/TF	6	ALFIERI Andrea	HUSSAIN Mehdi	YES
DUG	Process owner Monitoring	DEVCO/TF	6	DE SCHREVEL Bernard	GIRARD Véronique	YES
	Thematic Unit	DEVCO/C	C1	Ketting Maria		YES
	Geographic Units	NEAR/D		To be identified		??
	Geographic Units	NEAR/C	1	To be identified		??
	Geographic Units	NEAR/B		To be identified		??
	Geographic Units	NEAR/A	A5	To be identified		??
	Process owner Operational entities, monitoring and results management (NEAR ENI)	NEAR		To be identified		??
	Process owner Operational entities, monitoring and results management (NEAR IPA)	NEAR		To be identified		??