**Summary of topics discussed**

**Cooperation Days 2017**

**Notes taken during the plenary sessions drafted by the note takers.**

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| **WORKING GROUP: OPSYS result management and contract management** |

**Chair:** Daria FANE

**Note takers:** Diletta CARMI and Farida ALIOUI

*(to be sent by within 24 hours following the end of the working group)*

**Session 1 Organisation and opening remarks**

**Panellists:** Thierry MATHISSE, Denis THIEULIN, Daria FANE, DEVCO 05

**A. Main Highlights:**

* OPSYS must be looked at from both angles: **operational and financial;**
* **An ambitious project but needed**: there is an actual vision. It is about introducing a new way of working so that more time may be dedicated to the substance and policy dialogue, setting communications between systems, involving external partners, giving a better access to information, knowledge and more flexibility. Full vision was indispensable to build the technical architecture;
* **Long list of business requirements** established in 2015: prioritisation made;
* OPSYS is to be achieved by 2020, step by step: result reporting module in 2017 to be rolled out by February 2018 and next year contract management with a first release on framework contracts already in 2017

**Session 2 The future of Result Management - State of play and how to improve the quality of our interventions - Perspectives from NEAR and DEVCO**

**Panellists:** Enrica PELLACANI, DEVCO 06, and Odoardo COMO, **DG NEAR**

**A. Main Highlights:**

* Main conclusions drawn during Result reporting and ROM Western Balkans and Neighbourhood: **problems with logframes and indicators** (poorly designed, no disaggregation, no baselines);
* Similar findings by DEVCO 06 based on ROM as well as Delegations own assessment in EAMR
* Problematic projects: in most cases, there w**ere inadequate indicators** and actions were not adequately monitored;
* Encoding problems and **disaggregation** problems;
* Unlike CRIS, **OPSYS offers solutions**: possibility to rematch indicators and comprehensive encoding.as well as obligation of minimal data encoding
* DG NEAR has tested already some of the solutions with MIS, lessons should be taken on board

**Session 3 Snapshot of where we are with the development of OpSys results**

**Panellists:** Lucile PETITPIERRE and Paul RIEMBAULT, DEVCO 05

**A. Main Highlights:**

* Presentation on OPSYS features, architecture and tools;
* OPSYS is a **management tool**, not just a reporting tool;
* Further information on training and hubs.

**Panellists: Polivios KLIMATHIANAKIS, DIGIT**

**A. Main Highlights:**

* OPSYS is part of the process of **delivering a larger coherent EC system environment**: interactions using electronic means, all tools being aggregated into one interface for both internal and external users;
* EC pushes for rationalisation e.g. standardisation at corporate level
* **Beyond result reporting, and contract management there is real thinking**: putting in place a system where the community has an actual role to play.

**Session 4 The future of contract management - Corporate move tailored to the needs of external action: presentation and discussion**

**Panellist: Paul RIEMBAULT, DEVCO 05, with intervention from DIGIT and RTD**

**A. Main Highlights:**

* **Contract management** through OPSYS: explanation of the different components already in use at RTD and other DGs possibilities and steps (Pilot for first release: manage a specific contract of the ‘FWC BENEF 2018’)
* One **single system** for external and internal users
* Visa chain can be reduced: system will provide such opportunity
* The system foresees full automation from the creation of documents and generating templates for procurement and contracting up to the electronic signature with the contracting partner and management of payments

**B. Conclusions/Points for follow-up:**

**Wrap-up: Daria Fané, DEVCO 05**

**1. Results Management**

**Core issues**

* OPSYS is seen as an important opportunity to support the day to day work

Quality of logframes is a key issue: can be supported by OPSYS only to a certain extent

* Beyond that, there is a need to look at i) improving QSG processes, ii) collaboration HQ-Delegation and iii) increasing participation in training on training on LFA/indicators, , better awareness of the possibilities / flexibilities offered by the current legal framework
* Security management: particularly on sensitive files (eg human rights)
* Apart from sensitive projects access should be as wide as possible (full transparency)
* Learn from lessons: good lesson is PROSPECT, bad lesson is BPC forecasting tool
* Ensure there is enough testing, piloting phase before roll-out
* Start early enough with training preparations: ensure availability of licences (lessons learnt from ABAC)
* Take new pilot Delegations on board which are interested for testing, e.g. Macedonia
* There is an opportunity to move completely away from parallel paper process
* OPSYS reflects a new era of IT interface: it will be much closer to the user (used more often) but also simpler, ensuring faster access => e.g. Smartphone usage, the extended brain, workload on admin and encoding should decrease after peak time of initial learning

Other issues / questions

* How can we make the feedback on quality of logframes during QSG more visible to Delegations?
* Migration of data: considerable challenge. Data of relevant quality will be kept while data of low quality will not be migrated
* Should baselines be mandatory?
* It is very good that contractors can populate data
* Delegations need stronger communication on macro level indicators/data which provide the framework.

**2. Contracts**

**Core issues**

* **Paperless** is an opportunity but be aware of capacity of local beneficiaries particularly public administrations; and allow bypass where needed (like in Prospect). **Paperless** office needs a transition but OPSYS will trigger this through ensuring that every process step is automated generating templates and documents from the outset and including also contractors and contracting authorities which are not EU (counterparts). It will still be possible to print out if requested
* **Contractors will have selective access** to the system: their contracts, tasks and notifications
* **Issues with low** **connectivity**, offline: the system foresees adaptability to issues linked to connectivity
* **Mobility**: DIGIT is working on developing mobility requirements=> key requirement for Delegations
* **Fear of impact on staffing** (staff cuts) rather improving possibility to focus on quality
* **The reduced visa** chain suggested by DIGIT still needs to be evaluated including regulatory implications and directions from Management at DEVCO, NEAR and FPI
* **Question on collaboration with the NAO**s/ partner governments having contracting mandates. Do not underestimate the issue. Post Cotonou: how far will NAOs be still involved in contract management?

**Annex 1: Attendance list**

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| --- | --- | --- | --- | --- |
|  | **Name** | **Position** | **EUD/UNIT** | **DG** |
| 1 | ALIOUI Farida | Key Expert |  | Particip |
| 2 | ARAQUE DE JUAN Luis | Team Leader - Chef de secteur Questions contractuelles | R3 | DEVCO |
| 3 | BEAUMOND Hans-Christian | Head of Cooperation | Mauritania | DEVCO |
| 4 | BERGHMANS Arnaud |  |  | Particip |
| 5 | BERTAINA Serena | Chef de section Economie, santé et coordination de la coopération | Guinea Conakry | DEVCO |
| 6 | BERTOLINI Nicola | Senior Expert – Head of Cooperation | Fyrom | NEAR |
| 7 | BUCKLEY Joseph | Head of Section in Delegation | Bangladesh | DEVCO |
| 8 | CARMI Diletta | Junior Project Officer |  | Particip |
| 9 | COENE Frederik | Head of Section in Delegation – Operations | Belarus | NEAR |
| 10 | COMO Odoardo | Team Leader - Monitoring and Evaluation | A3 | NEAR |
| 11 | DE MEUTER Roddy | IT Service Officer - Coordination | J4 | RTD |
| 12 | DELANGE Jonas | IT Business Analyst | B4 | DIGIT |
| 13 | DESMET Philippe | IT Project Officer | B4 | DIGIT |
| 14 | DOURIELTZ Dpiga | Head of Sector |  | RTD |
| 15 | ECHAGU Joaquin Perez | Head of Unit |  | DIGIT |
| 16 | ELIES Loic | IT Project Officer | O5 | DEVCO |
| 17 | FANE Daria | Head of Sector | O5 | DEVCO |
| 18 | FEARN Marc | Head of Finance, contracts, audit section | Sierra Leone | DEVCO |
| 19 | FERRARI BRAVO Andrea | Head of Cooperation | Ecuador | DEVCO |
| 20 | FOURNIER Thierry | Evaluation Assistant | O1 | FPI |
| 21 | GUASCH Cecile | Information Systems Architect | B4 | DIGIT |
| 22 | HAGIU Magdalena | IT Service Officer - Project Leader | J4 | RTD |
| 23 | JANSSENS Myriam Janssens | IT project officer | O5 | DEVCO |
| 24 | KLIMATHIANAKIS Polivios | Information Systems Architect | B4 | DIGIT |
| 25 | KOWALYK Olivier | Finance and Contracts Assistant | Ethiopia | DEVCO |
| 26 | KREJZA Michal | Head of Unit | O4 | DEVCO |
| 27 | LEUNDA Pablo | Head of Section in Delegation - Infrastructures et programmes thématiques | Guinea Bissau | DEVCO |
| 28 | MAASKANT Edwin |  |  |  |
| 29 | MARTELLI Alberto | Head of Finance, contracts, audit section | Egypt | NEAR |
| 30 | MITEVOVA Milena | Head of Finance, contracts, audit section | Azerbaijan | NEAR |
| 31 | MITUL Alexandru | Head of Finance, contracts, audit section | Kirgizstan | DEVCO |
| 32 | MONTAROU Melissa | Junior Project Officer |  | Particip |
| 33 | NAVARRO Maria | Change Management Expert |  | Particip |
| 34 | OVIDIU Mic |  | Uzbekistan | DEVCO |
| 35 | P Camelia | Communication Officer |  | NEAR |
| 36 | PASTELEUR Eric |  |  | DIGIT |
| 37 | PELLACANI Enrica | Head of Sector | O6 | DEVCO |
| 38 | PETERNELJ Mateja | Head of Section in Delegation | Papua New Guinea | DEVCO |
| 39 | PETITPIERRE Lucile | IT Project Officer | O5 | DEVCO |
| 40 | PICCOLO Sergio | Head of finance, contracts, audit section | Ghana | DEVCO |
| 41 | PIETRELLI Marzia | Deputy Head of Unit | D3 | NEAR |
| 42 | PRUDHOMME Wim | Head of Finance, contracts, audit section | Ukraine | DEVCO |
| 43 | RADU Niculiu | IT governance | O5 | DEVCO |
| 44 | RAMSEY Fiona | Had of Cooperation | Cambodia | DEVCO |
| 45 | REYNOLDS Paul | Finance and Contracts Assistant | R5 | DEVCO |
| 46 | RIEMBAULT Paul | Team Leader | O5 | DEVCO |
| 47 | ROKITA Radoslaw | Head of Finance, contracts, audit section | Nepal | DIGIT |
| 48 | SERGIO Paolo | Head of Section | Paraguay | DEVCO |
| 49 | TOLEA Liviu | Head of Finance, contracts, audit section | Kosovo | NEAR |
| 50 | TRAIANIDOU Meropi | IT Project Officer | J4 | RTD |
| 51 | UYTTERSPROT Petra | Head of Finance, contracts, audit section | Ethiopia | DEVCO |
| 52 | WAGNER Christoph | Head of Cooperation | Fiji | DEVCO |
| 53 | ZANOTTI Denis | Head of finance and contract Section | Peru | DEVCO |