Q1 What DG/Service are you working in?

Answered: 32   Skipped: 0
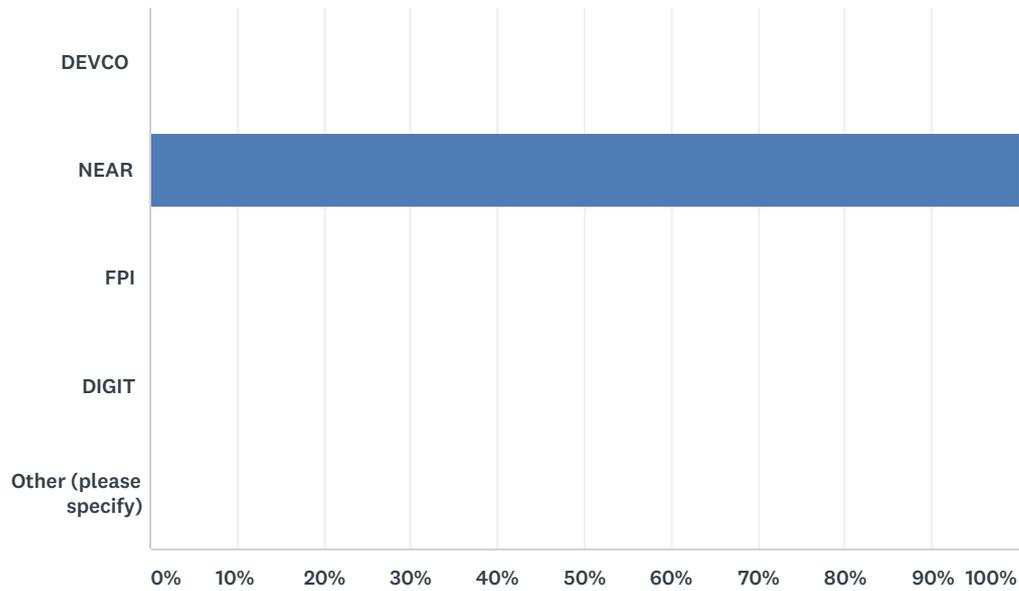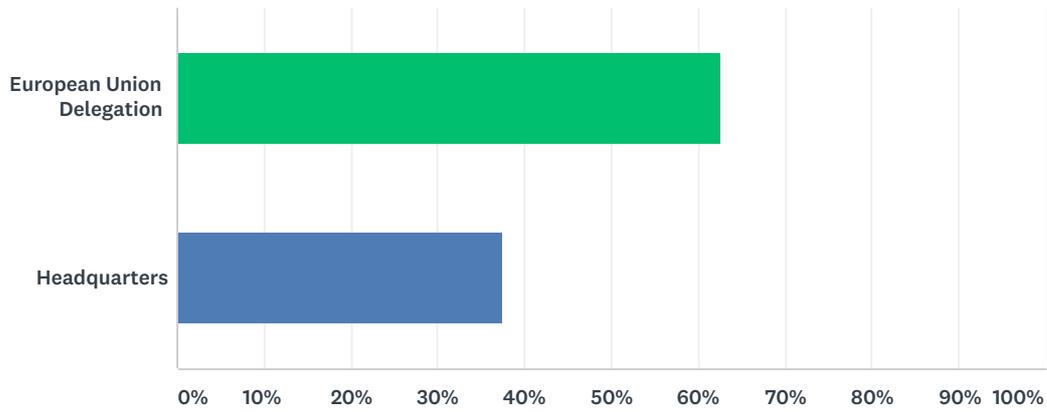

ANSWER CHOICES	RESPONSES	
DEVCO	0.00%	0
NEAR	100.00%	32
FPI	0.00%	0
DIGIT	0.00%	0
Other (please specify)	0.00%	0
TOTAL		32

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q2 Where do you work?

Answered: 32   Skipped: 0

ANSWER CHOICES	RESPONSES	
European Union Delegation	62.50%	20
Headquarters	37.50%	12
TOTAL		32

Q3 In what type of unit do you work in?

Answered: 12   Skipped: 20
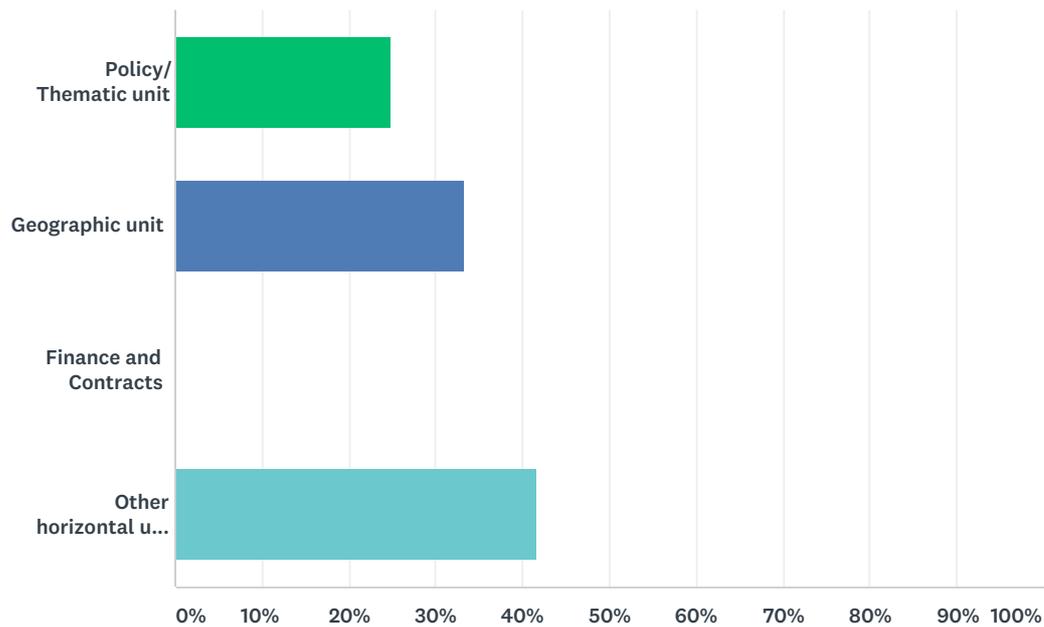
ANSWER CHOICES	RESPONSES	
Policy/ Thematic unit	25.00%	3
Geographic unit	33.33%	4
Finance and Contracts	0.00%	0
Other horizontal unit (please specify)	41.67%	5
TOTAL		12

#	OTHER HORIZONTAL UNIT (PLEASE SPECIFY)	DATE
1	Regional / operatoinal unit	11/28/2017 12:09 PM
2	DEVCO 01	11/20/2017 1:41 PM
3	Westen Balkans Regional Cooperation and Programmes	11/17/2017 10:44 AM
4	Monitoring and evaluation	11/16/2017 10:40 AM
5	Resource	11/13/2017 10:06 AM

Q4 In which section of the Delegation do you work?

Answered: 20   Skipped: 12
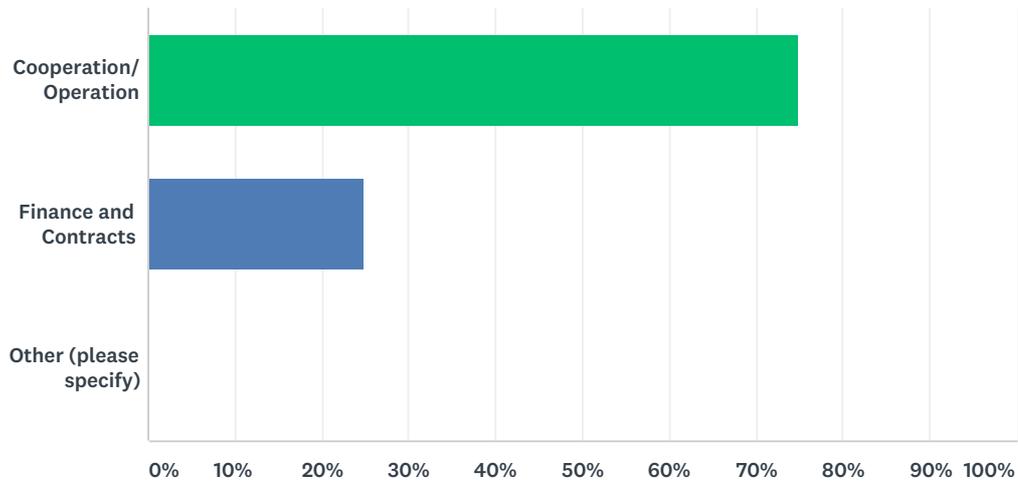
ANSWER CHOICES	RESPONSES	
Cooperation/ Operation	75.00%	15
Finance and Contracts	25.00%	5
Other (please specify)	0.00%	0
TOTAL		20

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q5 On My Workplace, is the display of aggregated data relevant at portfolio level for results and EU contribution?

Answered: 29   Skipped: 3
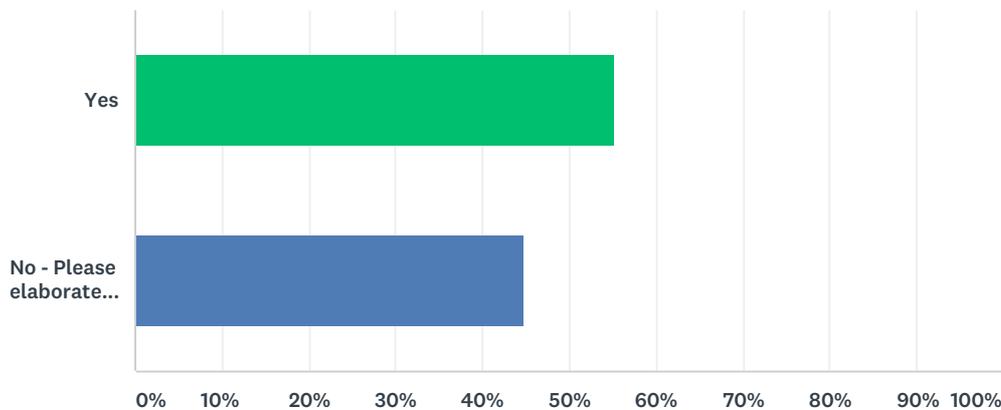
ANSWER CHOICES	RESPONSES	
Yes	55.17%	16
No - Please elaborate further and make proposals	44.83%	13
TOTAL		29

#	NO - PLEASE ELABORATE FURTHER AND MAKE PROPOSALS	DATE
1	It is relevant, but not useful on the frontpage for taskmanagers.	11/27/2017 6:54 PM
2	Only data coming from directly managed project is available as coming from CRIS. In our context (Turkey), majority of projects are indirectly managed by Turkish authorities and CFCU so data is missing in the system. They should be included to ensure proper monitoring of all IPA actions.	11/24/2017 9:26 AM
3	I would need the display at the level of the modality (budget support) and under the modality, the sectors	11/23/2017 6:15 PM
4	I could not see my portfolio, only department portfolio that does not have structured order of appearance (not clear how aggregated, whether per sector, title, budget year etc.) Aggregated data seem relevant but could be complemented by others that are relevant in particuar for results. Search option does not recognise contract no and that reference is considered crucial for Opsys filtering. In addition, other search references that can be important for work in Opsys may also be contract type, decision no etc. In addition, availability of/access to other colleagues' portfolios is also relevant e.g. for shadowing, check up of relevant parameters like in case of the same contractor, location(s) of intervention, corss-cutting fields etc.	11/20/2017 4:49 PM
5	Since in the testing module there is only one programme it is difficult to assess how clear will be the overall overview of decisions and contracts. Indeed, OPSYS CRIS search allows us to google search the existing CRIS decisions, contracts and documents but clear overview of overal decisions/contract in the portfolio and their joint data would be essential.	11/17/2017 3:05 PM
6	1. " My workplace" lists contracts of PM in charge or all contracts (under Department potrfolio) for actors who do not manage contracts; it would be good to have possibility of seeing both: individual and deparment portfolios (possibilty to switch between them) 2. only basic contact data is displayed currently at the home page; detalis such as: programme/decision ref .no, contracting deadline....contract reference No, status (ongoing, closed, ..) is not available; 3. entering specific programme, details are displayed, but then ALL contracts (including other Delegations portfolioa re listed); I would like to see only mine	11/17/2017 2:16 PM
7	The graphs and charts are not useful for me. No added value for my daily work. On the main page I would like to see an overview with my: (1) projects in procurement preparation phase; (2) projects in procurement phase; (3) projects in implementation (after contracting); (4) projects undeer contract closure. Please use the PRAG wording for the software design.	11/17/2017 11:44 AM

8	"My portfolio status" takes too much space in the home screen. It would be good if "My portfolio status" would be placed in the lower part of the screen or on the side to leave more space for all sections which will be displayed in the home page. "My department portfolio" should contain records with clear structure and with data which are priority for average users having this kind of access (e.g. list of all programmes still open for contracting and payments). ANd then that list can be further expanded to lower level entities.	11/17/2017 11:36 AM
9	Too many systems co-exist and are not linked: CRIS, MIS, ROM monitoring, etc. I hope OPSYS will encompass all these	11/17/2017 9:56 AM
10	At first sight it is not clear what it is meant by "Results"	11/16/2017 10:53 AM
11	*Will this part show only the TR allocations for EUD Turkey (especially for the regional programmes) or the overall budget allocated for the specific programme? *Will each Task Manager be able to see his/her own portfolio or the total portfolio for EUD Turkey will be displayed? *Does "my department portfolio" refer to the portfolio managed by EUD Turkey and *CRIS links are not functioning, even with Internet Explorer. Please advise which version of Internet Explorer has to be used. *OPSYS CRIS Search button is not functioning, when I click on the search button, a screen with message "Error 404--Not found" pops up. *What does multi-project/horizontal entity mean? *Main indicators: How to analyse this? Is it the consolidated version of the indicators encoded for each programme? *Data inconsistency (i.e. Civil Society Multi-Project with a total allocation of EUR 196,600,000). The contracted amount is displayed as EUR 23,700,000 under the "Operational entity Status" in the charts below. However under the "list of contracts and calls", the total amount is EUR 186,656,039+EUR 3,000,000 with a total amount of EUR 189,656,039. *When a programme is selected, the "List of calls and contractors" appears at the bottom of the screen. However, when we click on the project, an empty screen pops up. *Timeline and key dates: For the programmes listed under "My portfolio" it is not clear what "end date" indicates (see below), end date of contracting, end date of implementation, end date of disbursement?? For example: For programme "SUPPORT MEASURE 2016 FOR EVALUATION AND MONITORING FOR THE ENLARGEMENT AND NEIGHBOURHOOD REGIONS" the timeline and key dates shows End Date as 31/12/2020. Not clear what the end date refers to. *What does "health status" mean? *For the programme, no CRIS decision number is displayed on the screen and no link to CRIS exists at programme level. It might be good to have a direct link to CRIS as we have for Projects. *When we click on a specific programme, different screens become available, either "with create/access logframe" option at the beginning or with "initiate a call" option. Does it mean that logframes are not applicable to all programmes?	11/15/2017 2:31 PM
12	At this stage of development of the system it is still unclear how the represented data would contribute to daily acitivities.	11/15/2017 9:52 AM
13	I do not have operationa tasks right now	11/13/2017 10:17 AM

Q6 What would be your main use of the Results and Monitoring module?

Answered: 29   Skipped: 3
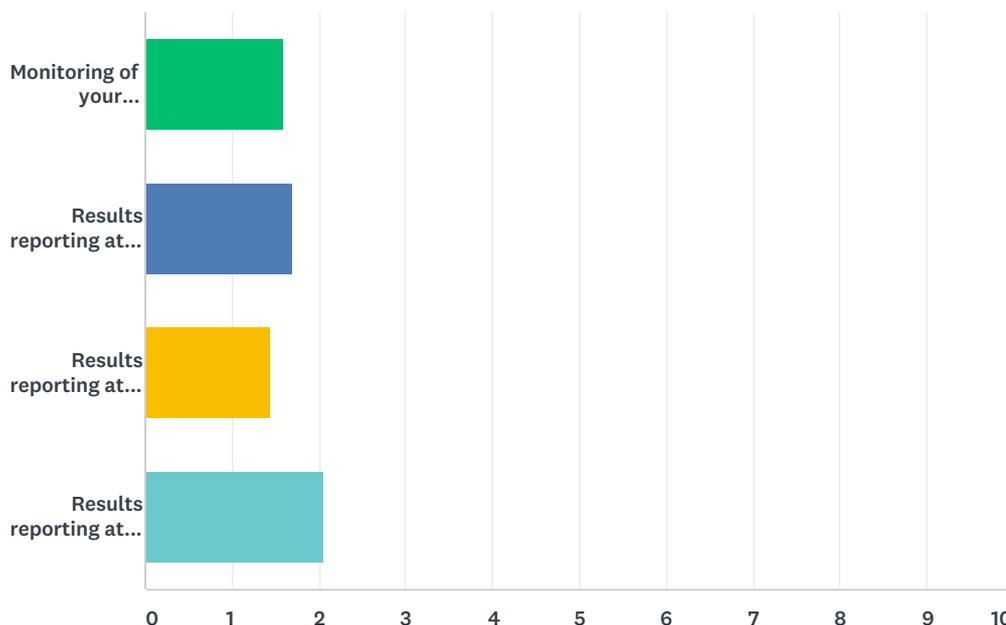
	HIGH PRIORITY	MEDIUM PRIORITY	LOW PRIORITY	TOTAL	WEIGHTED AVERAGE
Monitoring of your interventions	58.62% 17	24.14% 7	17.24% 5	29	1.59
Results reporting at country level	44.83% 13	41.38% 12	13.79% 4	29	1.69
Results reporting at sector level	62.07% 18	31.03% 9	6.90% 2	29	1.45
Results reporting at corporate level	25.00% 7	46.43% 13	28.57% 8	28	2.04

| #	OTHER PRIORITIES	DATE
1	Results at the modality level (budget support)	11/23/2017 6:15 PM
2	OM would lead monitoring. Depending upon possibilities, specificies of the sector interventions, there could be some external TA, ROM etc. Depending upon specificity of the country's accession status and the EU management mode (in BiH, strictly direct management still), country's reporting under e.g. EU-BIH SAA Sub-committees, country's reports etc. are also very relevant. That also applies for the sector level under both the mechanisms of pre-accession (e.g. IPA Monitoring committees, donor coordination and reporting etc.). From different perspectives above, corporate level may vary from country's context.	11/20/2017 4:49 PM
3	I think it is needed to better explain what OPSYS will provide for in its first development phase. For me it is rather unclear what we shall expect.	11/17/2017 11:44 AM
4	Data related to Results and Monitoring are of my interest only in relation to my role in reporting and forecasting (as I work in FCA Section).	11/17/2017 11:36 AM
5	Adapting/correcting actions as per recommendations of the ROM monitors	11/17/2017 9:56 AM
6	Working in Monitoring and evaluation, the usefulness of the module would be reporting at country, sector and corporate level, but not specifically about the contracts managed by the monitoring and evaluation team, which are only support measures, not "real" projects.	11/16/2017 10:53 AM

7	As the Monitoring and Evaluation Support / Assistant for Facility for Refugees, I would like to access to Results and Monitoring Module of OPSYS; a) to support OMs in encoding logframes and current values (if OMs configure/create/encode logframes / indicator values) b) to cross check / validate / encode action level "current" data recorded in OPSYS with disaggregated data collected through Results Framework (RF) (most of the RF indicators are same with logframe indicators) c) Producing sector wise or thematic achievement / progress reports through this module for the use of M&E Manager and HoS.	11/16/2017 8:55 AM
8	Result reporting at multiannual programme level, Result and reporting at Instrument level (IPA, ENI, DCI etc) Result and reporting at MFF level	11/13/2017 10:17 AM

Q7 How do you foresee the role of Implementing Partners (IP) in Results management and monitoring? (assuming that a validation mechanism is implemented for all data encoded by IP)

Answered: 29   Skipped: 3
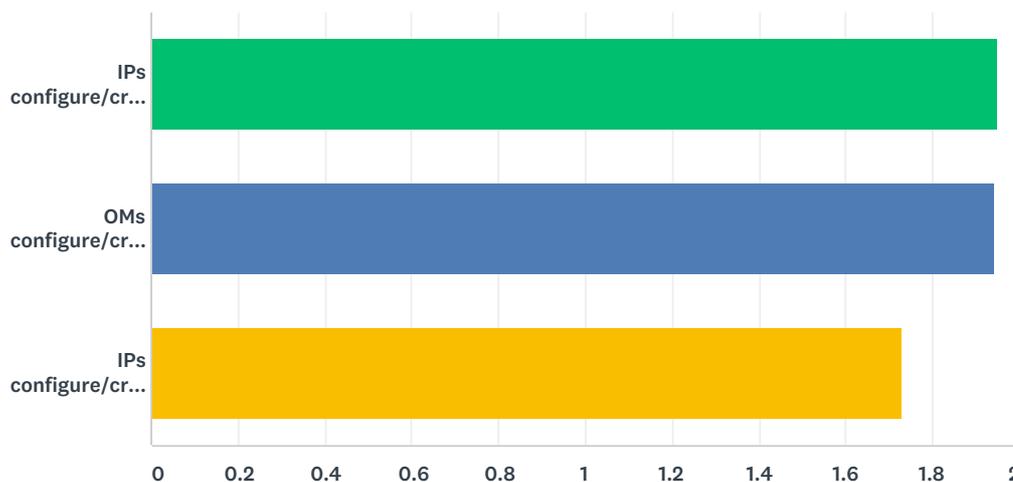
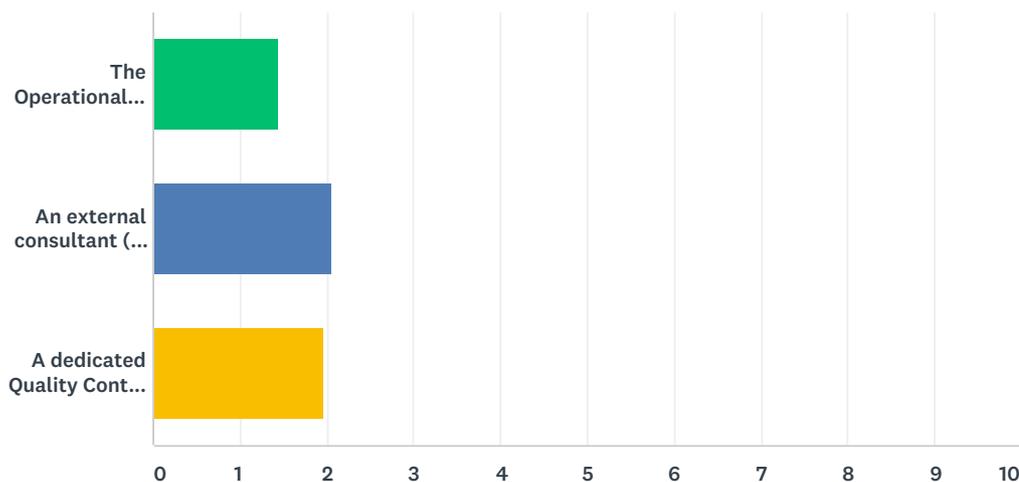|	VERY RELEVANT	RELEVANT	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
IPs configure/create the logframe and the Operational Managers (OMs) encode indicator values	28.57% 6	47.62% 10	23.81% 5	21	1.95
OMs configure/create the logframe and IPs encode indicator value	38.89% 7	27.78% 5	33.33% 6	18	1.94
IPs configure/create the logframe and encode indicator value	54.55% 12	18.18% 4	27.27% 6	22	1.73

#	OTHER (PLEASE SPECIFY)	DATE
1	La validation devrait être du ressort du OM.	12/4/2017 5:46 PM
2	Plus a verification visa by OM	11/27/2017 8:36 AM
3	Indirect management - IPs configure/create the log frame and encode indicator value. The OM assesses achievements.	11/24/2017 2:00 PM
4	In the case of grants, IP are the owners of their action so they should be in charge of all data encoding as from the launch of OPSYS. Based on data inseted, OM can then question their relevancy.	11/24/2017 9:26 AM
5	For budget support, variable tranche indicators shoudl be also identified.	11/23/2017 6:15 PM
6	Important to mention that Opsys requirements would ask for IP adjustments in a way that their methodologies, descriptions of the action etc. and their intervnetion logic/logframes are aligned with Opsys methodology so as to provide for relevant inputs within the methodology structures and reporting cycles (progress and others).	11/20/2017 4:49 PM
7	at the contract level	11/17/2017 2:16 PM
8	Should not the IP report against the logframe and the indicator values set by the OM?	11/17/2017 11:44 AM
9	I consider this risky (but acceptable) for IPs to encode logframes, but not indicator values, as some IPs will have interest to present indicator values being better than they really are. The 2nd and 3rd option I would completely rulle out. Therefore, I marked only the 1st option (with medium relevancy).	11/17/2017 11:36 AM
10	The OM (=the EU) shoudl steer the process. The IM (the contractor, I understand) should implement but not set objectives of his/her intervention. There would be otherwise a risk here that he/she enters only results (too) easy to achieve	11/17/2017 9:56 AM

11	We should minimise the administrative burden of the operational managers, which sjhould focus on quality check and validation rather than on administrative tasks.	11/16/2017 10:53 AM
12	Notes: Results and Monitoring System is designed in too much detail which is good for reporting and analysis. On the other hand it is very time consuming for OMs to encode logframes or even indicator values. If IPs will do it so, their reporting requirements need to be simplified and cut-off dates for data collection should be standardised. Asking Implementing Agents to reports action level Quarterly Information Notes (QINs), RF QINs and plus to encode current values on the OPSYS will create substantial amount of workload for them. For direct management contracts where EUD is the Contracting Authority, data should be entered into the system after validation and verification processes which necessitates OMs approval.	11/16/2017 8:55 AM
13	At programming level, the indicators are reviewed by the Operational Managers and corrections requested if need be.	11/15/2017 2:31 PM
14	comment: there should be one actor encoding the logframe and indicators which are part of it, there is no need to split them. if this is done by IPs, OMs need to have access to amend logframes or indicators if needed or encode new logframes for the cases when IPs cannot encode	11/15/2017 12:33 PM

Q8 According to the answer provided above, who do you expect to carry out the Quality Control of the values of the logframe during implementation?

Answered: 29   Skipped: 3

	VERY RELEVANT	RELEVANT	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
The Operational Manager	62.96% 17	29.63% 8	7.41% 2	27	1.44
An external consultant (ex. Technical Assistance)	24.00% 6	48.00% 12	28.00% 7	25	2.04
A dedicated Quality Control task force	33.33% 9	37.04% 10	29.63% 8	27	1.96

| #	OTHER (PLEASE SPECIFY)	DATE
1	I think the ideal set up would be: - encoding by IP - verification visa by OM - QA visa by Head of Cooperation Unit or similar	11/27/2017 8:36 AM
2	Indirect management - a dedicated Quality Control task force within the Operating Structures (Quality Control Units)	11/24/2017 2:00 PM
3	Given the posssibilities and specficities in the sector, external TA, rom etc. can also be relevant. Again, given the needs and specificities, possible QC TF may be applied both from the side of the Contracting Authority (e.g. on the spot checks etc.) as well as the IP/internvetion/programme/project structures (monitoring bodies, joint field visits - with OM, beneficiaries etc. assessments etc.)	11/20/2017 4:49 PM
4	Project implementation is always under control of the OM. Should the quality control replace all other forms of control?	11/17/2017 11:44 AM
5	for cohesion within a Delegation's OPS team, I believe the HoS should see and validate, after contract and finance section has seen and given visa (too easy to confuse results, indicators, etc...)	11/17/2017 9:56 AM
6	The operational manager should keep the overall responsibility, but he should be able to rely, is necessary, on external consultants. A dedicated Quality Control task force could be a valid option.	11/16/2017 10:53 AM

7	Notes: Quality Control means identification of correct baseline and target values, SMART indicators (mostly during design) and validation and verification of current values (through field visits during implementation). For large scale projects, quality control shall be ensured with the assistance of external monitoring (on the spot checks, monitoring visits, ROM, etc.) However, the OMs shall assume the overall responsibility for Quality Control of the values of the logframe during implementation including the narrative information on the progress. (QINs on which IPs are quarterly reporting on logframes include narrative info parts to explain, justify and support the values provided in the logframes.	11/16/2017 8:55 AM
8	comment: An external consultant or a quality control task force can play advisory role to OMs	11/15/2017 12:33 PM

Q9 Would you foresee the possibility for Implementing Partners to deliver progress reports directly in OPSYS?

Answered: 29   Skipped: 3
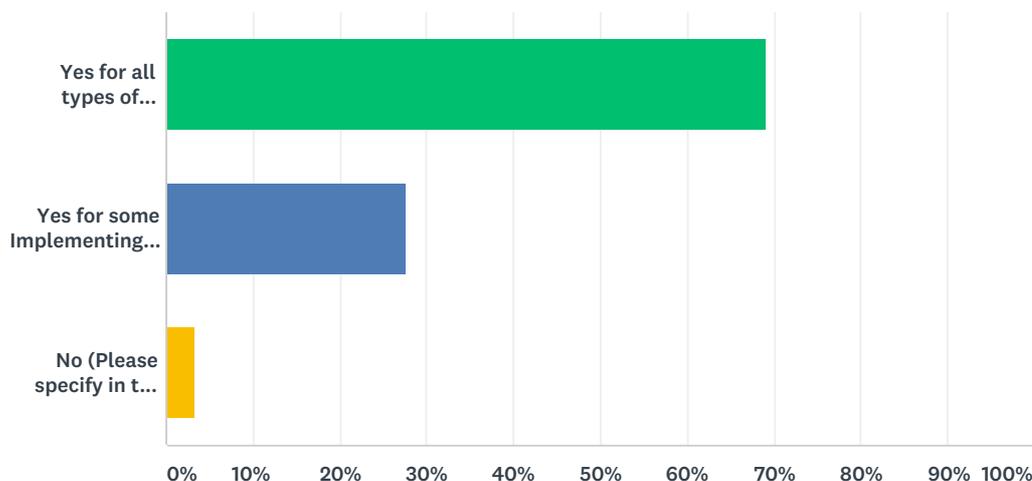
| ANSWER CHOICES	RESPONSES	
Yes for all types of Implementing Partners	68.97%	20
Yes for some Implementing Partners (Please specify in the comment box)	27.59%	8
No (Please specify in the comment box)	3.45%	1
TOTAL		29

#	PLEASE SPECIFY	DATE
1	Les partenaires avec qui nous avons des contrats d'appui budgétaire devraient être distingués des autres compte tenu du volume des rapports et du caractère parfois confidentiel des informations. Prévoir éventuellement un onglet spécifique pour ce type de partenaires	12/4/2017 5:46 PM
2	For those partners that have adequate logframes, with clear indicators, targets and baseline - e.g. the WB, the EBRD or some UN agencies. For TA and NGO, it would be too difficult and quality control may turn to become very time / effort consuming.	11/24/2017 11:10 AM
3	Has they already use PROSPECT for calls, they should be able to OPSYS for reporting (with strong limitations as far as data encoding - logframes - are concerned). IP should be properly trained and provided with powerful helpdesk to be able to use the logframe module.	11/24/2017 9:26 AM
4	Perhaps contractors. I don't see the government doing this	11/23/2017 6:15 PM
5	Could be for pillar-assessed; also could be good to consider that option also for other legal entities like NGOs, associations, commercial companies etc. Like we did it with our PADOR or PROSPECTS and in case of implementation, with improved ROM system. Enabling IPs having their access for their inputs can bring more of responsibility of their reporting, monitoring and benefits for us/EU in higher level of accountability and traceability of the sector approach that goes more at the level of outcome and effectiveness (and not anymore that much on process compliance and outputs as it was the case before). For question 10, as mentioned pillar-assessed could be that World Bank and possible some lead UN agencies (FAO, UNDP) could be approached but only at later stage when we complete our internal consultations nad improve the system/solidly set it up based on that.	11/20/2017 4:49 PM
6	I would welcome the possibility for Implementing Partners to deliver reports directly in OPSYS because it would speed up the process of the approval of progres/interim/final reports bearing in mind that some time is always lost in the delivery of reports and additional documentation. However, the implementing partners/beneficiaries should have limited access to the system, they should be able to consult only their action(s).	11/17/2017 3:05 PM
7	comment: appropriate acces control ensured; comment: provided that OM validates what IPs encode	11/17/2017 2:16 PM

8	Most of the time progress reports need to be revised several times. Would OPSYS allow that IP and OM work together in TCc on the document?	11/17/2017 11:44 AM
9	International organisations, government institutions, NGOs and framework contractors.	11/17/2017 11:36 AM
10	Only if benchmarks/sources of verification have been agreed before with the EU	11/17/2017 9:56 AM
11	Yes, in view of minimising operational managers administrative workload.	11/16/2017 10:53 AM
12	Depending of the technical capacity of the IPs	11/15/2017 2:31 PM
13	The progress reports has to be approved by EU . Thus, OPSYS will have to offer the possibility to include the the final version of the report	11/13/2017 10:17 AM

Q10 In terms of data disaggregation, what type of disaggregation would you want in system (beside the disaggregation by sex)?
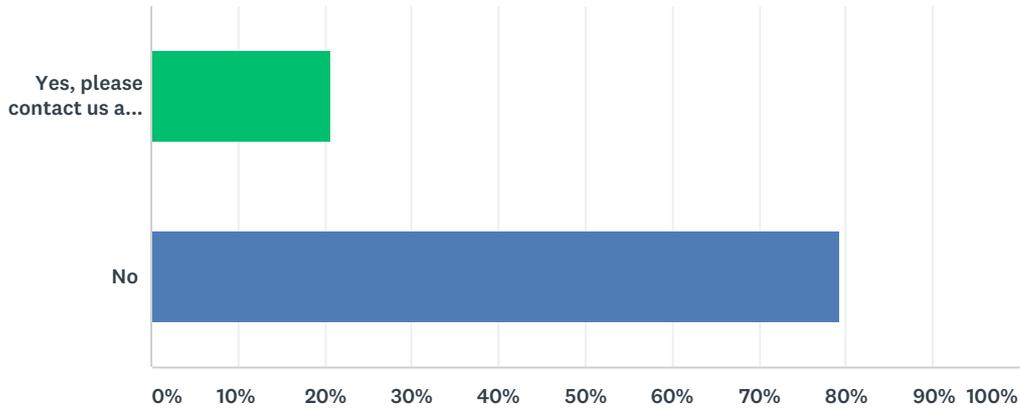
Answered: 29   Skipped: 3
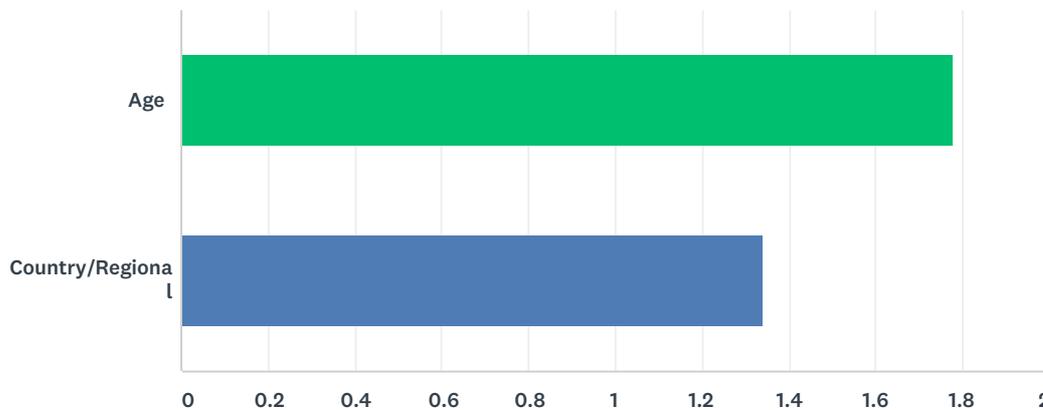
	VERY RELEVANT	RELEVANT	NOT RELEVANT	TOTAL	WEIGHTED AVERAGE
Age	40.74% 11	40.74% 11	18.52% 5	27	1.78
Country/Regional	72.41% 21	20.69% 6	6.90% 2	29	1.34

#	OTHER (PLEASE SPECIFY)	DATE
1	Gender, Provinces/Districts, Type of services + other indicator specific disaggregations (e.g. for education: type of educational service or education structure, for health: PHC, sexual reproductive health, mental and psychosocial support, port rehabilitative care...)	12/1/2017 8:49 AM
2	Province, disability, nationality, type of services	11/30/2017 5:32 PM
3	- Gender - Social categories (disadvantaged, non-disadvanged groups, rural-urban)	11/24/2017 11:14 AM
4	By disability or not, By different population groups (by vulnerability, wealth etc.). Open options may be envisaged by the system.	11/24/2017 11:10 AM
5	Depends of the type of project...	11/24/2017 9:26 AM
6	* Modality * Under budget support modality, also the variable and fixed tranches	11/23/2017 6:15 PM
7	-gender -environment (where applicable) -minorities (social vulnarability) -any economic parameters (GDP generators, jobs indexes etc.) - where applicable	11/20/2017 4:49 PM
8	dissaggreate per sector, contract target groups	11/17/2017 2:16 PM
9	Not clear!! Purpose? Age of whom? Country of origin of whom?	11/17/2017 11:44 AM
10	Regional (incl. cantonal) is very relevant for projects implemented in Bosnia and Herzegovina.	11/17/2017 11:36 AM
11	It depends on the nature of the action. Beside sex, age is indeed often relevant, but many other parameters can be relevant as well, ex.: rural population/city; educated/non-educated; IDP/fixed population, etc. Can thus the OM be offered the possibilty in OPSYS to create his/her own disaggregation parameter?	11/17/2017 9:56 AM
12	Minorities, including ROMA; children; disable; LGBTI?	11/16/2017 10:53 AM
13	Age is relevant but we observe during Results Framework exercise that different age scales are relevant for different projects. Therefore, Age ranges need to be defined by the encoder. Others: Provinces, Disability	11/16/2017 8:55 AM
14	the requirement for data disaggregation may come from the new legislation which is not yet there should be an option of adding it in the future	11/15/2017 12:33 PM

Q11 Could you identify implementing partners (NGOs, consulting companies, UN, World Bank…) that would be willing to test OPSYS?
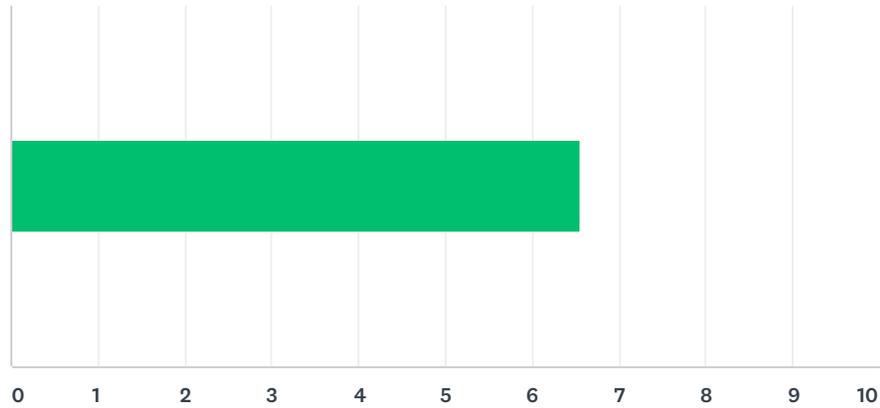
Answered: 29   Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes, please contact us at the address EuropeAid-OPSYS-USER-SUPPORT-COMMUNICATION@ec.europa.eu	20.69%	6
No	79.31%	23
TOTAL		29

Q12 How clear was the step by step scenario to be tested?

Answered: 29   Skipped: 3

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	7	190	29
Total Respondents: 29			

#		DATE
1	6	12/4/2017 5:46 PM
2	5	12/1/2017 8:51 AM
3	8	11/30/2017 5:33 PM
4	8	11/30/2017 10:23 AM
5	9	11/30/2017 7:38 AM
6	0	11/28/2017 12:28 PM
7	7	11/27/2017 6:54 PM
8	10	11/27/2017 8:37 AM
9	9	11/24/2017 2:05 PM
10	6	11/24/2017 11:15 AM
11	8	11/24/2017 11:10 AM
12	9	11/24/2017 9:27 AM
13	1	11/23/2017 6:15 PM
14	9	11/20/2017 4:49 PM
15	8	11/20/2017 2:58 PM
16	9	11/20/2017 9:12 AM
17	9	11/17/2017 3:05 PM
18	6	11/17/2017 12:31 PM
19	1	11/17/2017 11:52 AM
20	5	11/17/2017 11:37 AM
21	5	11/17/2017 10:48 AM
22	7	11/17/2017 9:57 AM
23	7	11/16/2017 10:56 AM
24	8	11/16/2017 9:13 AM
25	3	11/15/2017 2:31 PM

| 26	9	11/15/2017 12:33 PM
27	5	11/15/2017 9:57 AM
28	5	11/13/2017 10:20 AM
29	8	11/10/2017 4:55 PM

Q13 Please provide any additional feedback on the general support provided (webinars, scenario, guidance, user support).

Answered: 16   Skipped: 16

#	RESPONSES	DATE
1	specific training for DG NEAR was announced, but never organised neither any info on that matter communicated	11/30/2017 10:23 AM
2	raisinig management sensibilty on the importance	11/30/2017 7:38 AM
3	excellent	11/27/2017 8:37 AM
4	Good	11/24/2017 2:05 PM
5	Webinar was very interesting!!	11/24/2017 9:27 AM
6	Glossary attached to the scenario could be a useful support.	11/20/2017 2:58 PM
7	webinars and user support would be quite useful	11/20/2017 9:12 AM
8	From opinion OPSYS is not mature enough to be tested. It is also not clear to me what will be the added-value of OPSYS for my daily work.	11/17/2017 11:52 AM
9	The previously announced webinar on NEAR specific issues did not take place and there were no explanation provided. And in general, we need more webinars and other forms of guidance.	11/17/2017 11:37 AM
10	Nothing reached us at the EU Del to Ukraine. I will write an e-mail with all my other comments	11/17/2017 9:57 AM
11	I do not understand clearly the articulation of logframes at different levels (ie contract and project/programme/action level) and how the aggregation of results can be done.	11/16/2017 10:56 AM
12	General support was very helpful. Thank you very much.	11/16/2017 9:13 AM
13	Webinars are quite useful	11/15/2017 2:31 PM
14	Online training will be necessary.	11/15/2017 9:57 AM
15	It would be helpfull that the booklet accompanying the testing phase would include a state of play of the track/component that is tested.	11/13/2017 10:20 AM
16	Opsys track 1 scenario is clear enough to give a try to this new system.	11/10/2017 4:55 PM

Q14 Which browser did you use?

Answered: 29   Skipped: 3
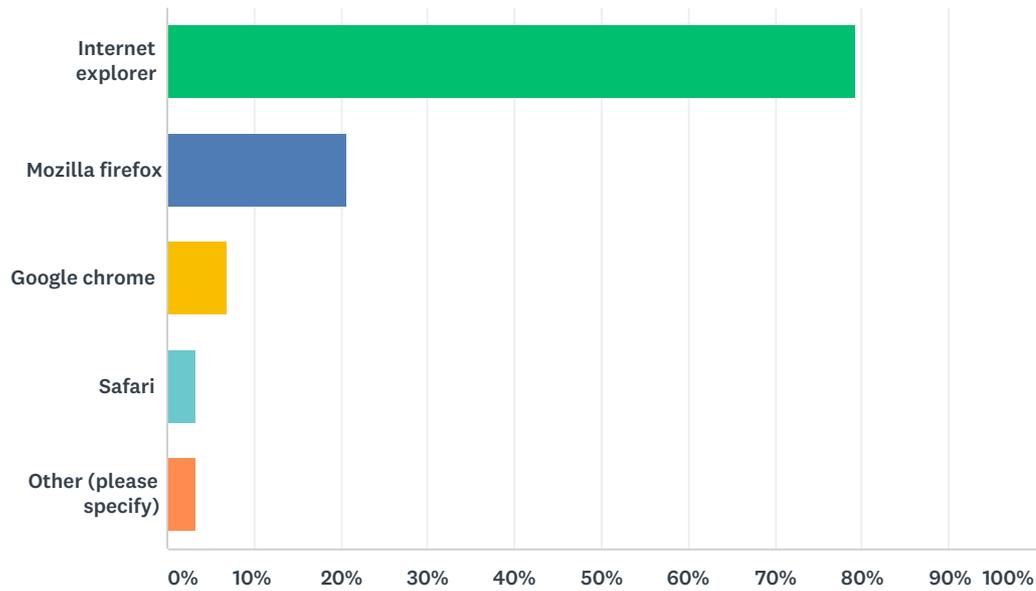
ANSWER CHOICES	RESPONSES	
Internet explorer	79.31%	23
Mozilla firefox	20.69%	6
Google chrome	6.90%	2
Safari	3.45%	1
Other (please specify)	3.45%	1
Total Respondents: 29		

#	OTHER (PLEASE SPECIFY)	DATE
1	I tried with Internet Explorer, but it could not access the OPSYS (an empty page with some symbols was shown).	11/15/2017 10:00 AM

# Q15 Could you switch language in My Workplace?

Answered: 29   Skipped: 3
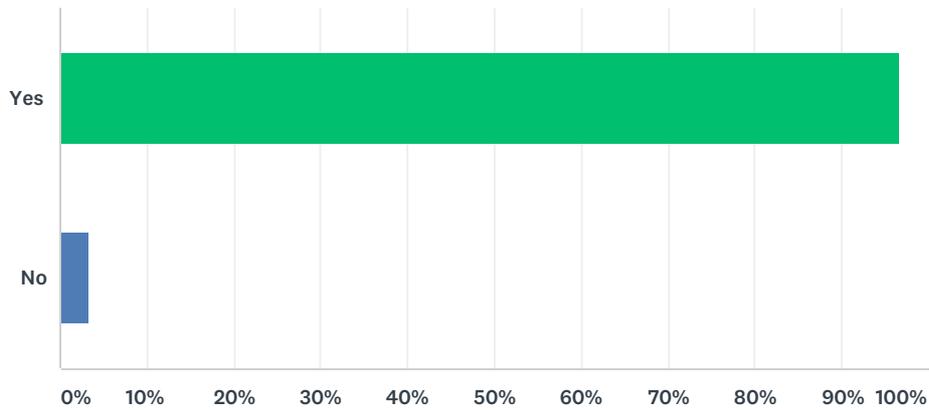
ANSWER CHOICES	RESPONSES	
Yes	96.55%	28
No	3.45%	1
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	Good	11/24/2017 2:20 PM
2	No problem with this function.	11/24/2017 11:32 AM
3	But translation is not satisfactory. For instance "Human Rights" becomes "Droits de la personne"	11/24/2017 9:28 AM
4	What about German?	11/17/2017 11:54 AM
5	ok	11/16/2017 11:08 AM

# Q16 Could you perform a CRIS search?

Answered: 29   Skipped: 3
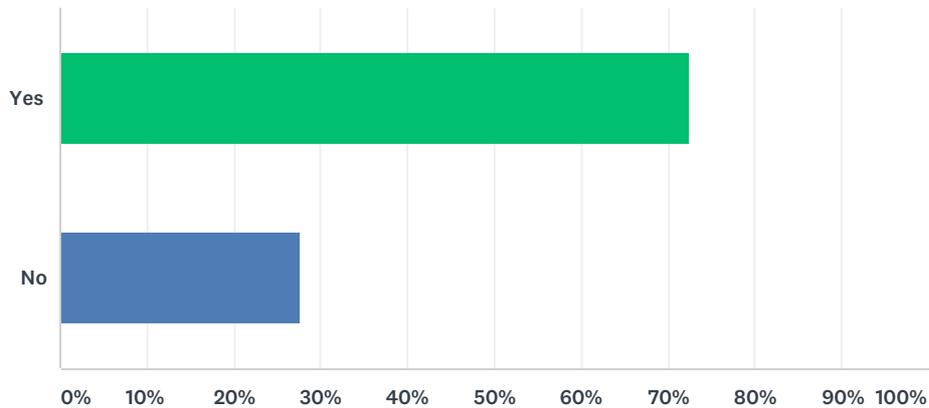
ANSWER CHOICES	RESPONSES	
Yes	72.41%	21
No	27.59%	8
TOTAL		29

#	PLEASE PROVIDE FEEDBACK ON THIS FUNCTION	DATE
1	Le lien n'est pas accessible à première vue et n'a pas fonctionné à toutes les fois	12/4/2017 5:55 PM
2	but...in case you know CRIS number, results returned may be used although results are repeated (e.g. 3 times same contract displayed); in case you do not know the number and you search text/title...you get numeruos results which you can further filter... I would prefer reference number/s or name of the project to which result returned is linked to.	11/30/2017 6:16 PM
3	not yet in operation	11/27/2017 8:41 AM
4	Good	11/24/2017 2:20 PM
5	No problem faced with this function.	11/24/2017 11:32 AM
6	cris was not accessible	11/20/2017 4:50 PM
7	Notification when entering the document: "Training logins cannot access the CRIS production"	11/20/2017 3:02 PM
8	We had numerous problems in getting useful data and in searching concrete contracts. Detailed information on these issues is provided in a Word document (with screen-shots) which will be separatelly sent.	11/17/2017 11:42 AM
9	ok	11/16/2017 11:08 AM
10	CRIS links are not functioning, even with Internet Explorer. Please advise which version of IE has to be used.	11/15/2017 2:32 PM
11	it takes a long time (compared to Google); I had the impression that the search is done through documents attached in CRIS but not through project sheets as such (with general info), that would be helpful as well so that in the future a page with the relevant project opens	11/15/2017 1:26 PM
12	When you click on the seach button it opens a new page. Instead of opening a new page, we should remain on the same and have the possibility to go back then to "my workplace". Besides, even when using IE when you click on help (manual) a new blank page appear.	11/10/2017 4:57 PM

Q17 Could you access directly one intervention from My Workplace?

Answered: 29   Skipped: 3
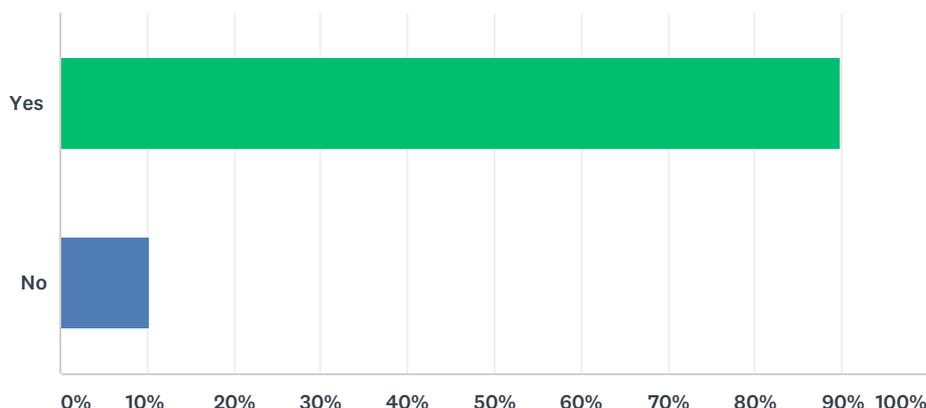
ANSWER CHOICES	RESPONSES	
Yes	89.66%	26
No	10.34%	3
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	But I could not access the project/contracts/actions under the "intervention" in the section List of contracts and calls and that's what I am mostly interested in, in seeing the details about a specific action grant signed with one specific partner and its specific project level logframe. But terminology need to be aligned (or better EC should start a process of aligning terminology) and clarified (multi-project, programme in the workplace screen, intervention)...then again contracts, calls, grants, project	12/1/2017 10:07 AM
2	1. I can see My department portfolio with numerous interventions; it is difficult to find specific one by scrolling long list; search functionality per person in charge, programme, sector… contract reference number would be needed; also, graph should not take major part of the screen, I would like to see it somewhere below, smaller, with possibility to enlarge it. 2. An individual portfolio is shown for operational managers without possibility to see entire department portfolio or colleagues' one (I case of shadowing); again, sectorial display might be useful	11/30/2017 6:16 PM
3	only my portfolio should be accessible through my workplace/my portfolio but still an option should exist to see all DEL records	11/27/2017 8:41 AM
4	Good	11/24/2017 2:20 PM
5	However, operations appearing in my workplace are actually not mine but is an action managed by another sector manager from HQ DG NEAR C02.	11/24/2017 11:32 AM
6	Calling the intervention "entite" (French version) is confusing, as one does not clearly understand if we speak about a Decision or a Contract	11/17/2017 10:04 AM
7	I manage to find some grants and start creating a logframe	11/16/2017 11:08 AM
8	the dates on timeline are difficult to read (condense font, white on grey, strange inclination), would be good to improve it if impossible for users to adjust per their preference. the line itself is very simplistic - maybe one can think about a better presentation also, the language used is based on CRIS but it should be improved to be simple and clear. we know what is the 'benefitting zone' or 'operational entity' but possiblt they are better terms for them	11/15/2017 1:26 PM
9	An empty page was shown on a new tab	11/15/2017 10:00 AM
10	When you click on a contract, it opens again a new page and nothing appear. Too many pages are being opened everytime we click on something.	11/10/2017 4:57 PM

Q18 Could you create a logframe?
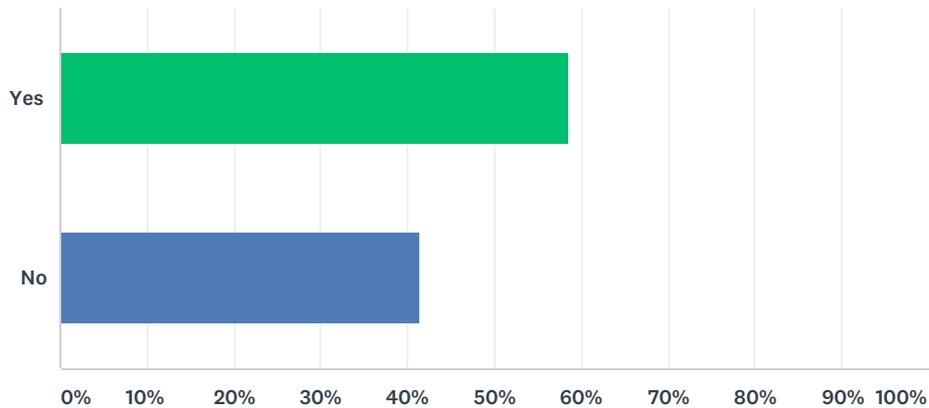
Answered: 29   Skipped: 3
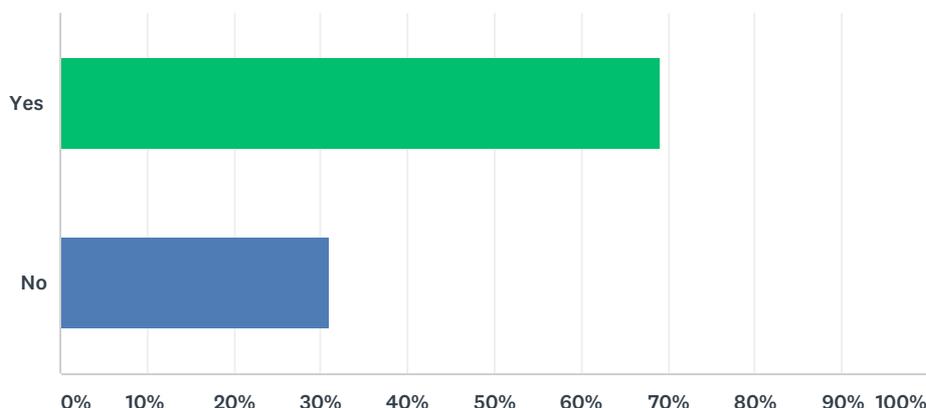
ANSWER CHOICES	RESPONSES	
Yes	68.97%	20
No	31.03%	9
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	Le test a été fait sur 2 postes opérationnels seulement un seul a pu créer le ' logframe'	12/4/2017 5:55 PM
2	It seems the country I choose had already logframes and calls for which you can't create logframe	12/1/2017 10:07 AM
3	good, easy and user-friendly	11/27/2017 8:41 AM
4	Useful	11/24/2017 2:20 PM
5	I could produce a logframe related to one draft action apprearing in my portfolio (through ongoing actions were not mine indeeed) and which is under my responsibility out of the AAP 2017.	11/24/2017 11:32 AM
6	it was created	11/17/2017 3:06 PM
7	Probably because I am not intervention's manager I cannot see any action button	11/17/2017 12:11 PM
8	We had some problems with encoding and saving data. Detailed information on these issues is provided in a Word document (with screen-shots) which will be separately sent.	11/17/2017 11:42 AM
9	very relevant function, but I have comments (see e-mail)	11/17/2017 10:04 AM
10	It was a fictious one, created under BiH. It was not clear the purpose of the scroll-down list of DAC codes and I could not understand what level or status if the list of scroll-down indicators. I did not understand what I had to put in the numerical field and why the only option was always a percentage. I would have expected to be able to upload qualitative or quantitative indicators and to be able to encode either figures or percentages (in a coherent manner for a particular indicator)	11/16/2017 11:08 AM
11	I tried to encode different level indicators of a Logframe and observed that the system did not permit me to link output indicators to outcomes. (maybe there is a way but I could not find it) It permits to encode outputs under results….. (in the hard copy logframe I used during testing, each output has specific result (not one of the expected results of the project) but they were grouped under outcomes) The system assumes that all logframes are designed ideally and with same terminology. Some logrames are very long, contain duplications (ex; same target is measured at outcome and output levels) The encoder must have LF / OPSYS training. Very long logframes may result in unmanageable or unsustainable tools in OPSYS. Otherwise, the system can generate nice and visual reports assuming that logframes are encoded and managed perfectly.	11/16/2017 9:48 AM
12	I would make a smaller window for that becase there is not much text for the full screen	11/15/2017 1:26 PM

| 13 | see above 16 | 11/15/2017 10:00 AM |

Q19 Could you access a logframe?

Answered: 29   Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	58.62%	17
No	41.38%	12
TOTAL		29

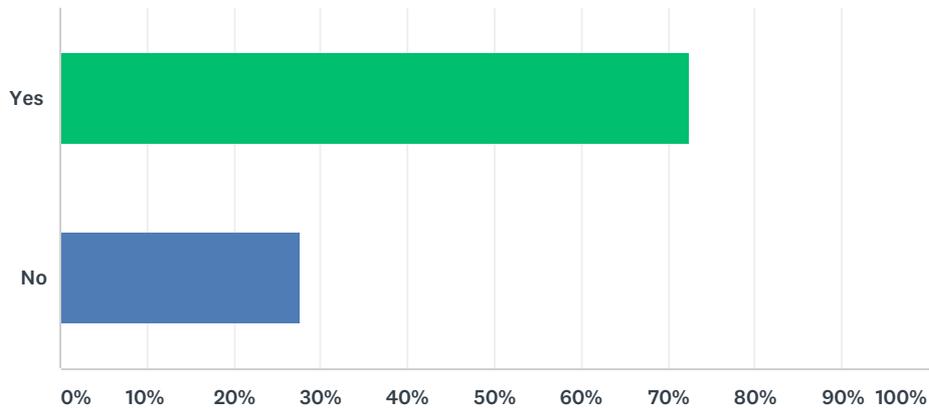| #	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	Impossible de trouver une des subventions gérées par OM et donc pas d'accès à son cadre logique	12/4/2017 5:55 PM
2	Useful	11/24/2017 2:20 PM
3	As mentioned above, as I am not the task manager for the only ongoing action appearing in my portfolio, I could not access its logframe (if any), as indicated in the explanation guide provided. By the way, this action is not very explicit, and the timeline appearing in the workplace is actually incorrect (there was no benchmark / value, no target, final date for the target was not at the right place etc.) though it is the part that is said being finalised.	11/24/2017 11:32 AM
4	Invalid message	11/24/2017 11:17 AM
5	We had some problems with consulting data already encoded. Detailed information on these issues is provided in a Word document (with screen-shots) which will be separatelly sent.	11/17/2017 11:42 AM
6	I have created one but it disapeared (not sure I saved it though)	11/17/2017 10:04 AM
7	I managed to see mine, but after moving to another contract I could not remember where I had produced the first logframe	11/16/2017 11:08 AM
8	see above 16	11/15/2017 10:00 AM

Q20 Could you add a result?

Answered: 29   Skipped: 3
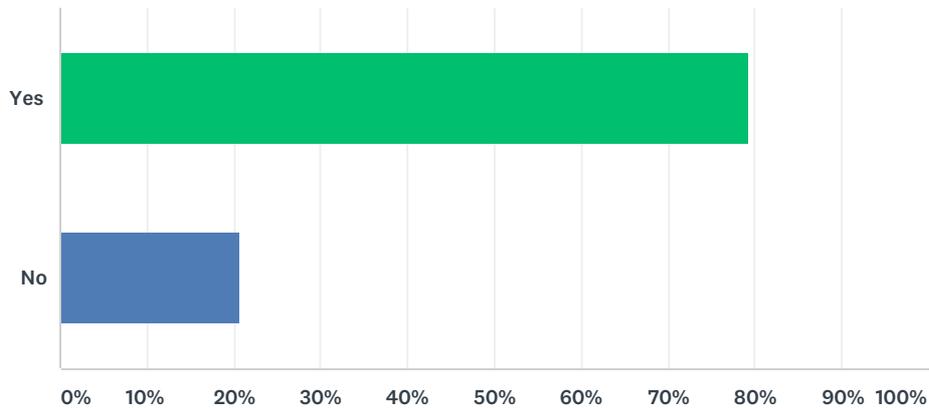
ANSWER CHOICES	RESPONSES	
Yes	79.31%	23
No	20.69%	6
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	Useful	11/24/2017 2:20 PM
2	I could add a result to the logframe I ahe created at specific objective and result levels. A remark concerning the save button however. It appears in a band at the bottom of the screen and is therefore not very visible. It would be better to have the button appearing in the middle of the scre in an clearly opened window.	11/24/2017 11:32 AM
3	There should be clickable explanations on what is a results, how it should be worded, etc. with examples.	11/17/2017 10:04 AM
4	I think that I did that when I started creating the logframe but I was not sure what I was doing	11/16/2017 11:08 AM
5	some hints on result levels and what is expected to be in each field would be useful when I came back to the result again and pressed cancel not to save changes, the result has disappeared 'invalid result' message remained after the indicator was added, then disapperd when re-entered	11/15/2017 1:26 PM
6	see above 16	11/15/2017 10:00 AM

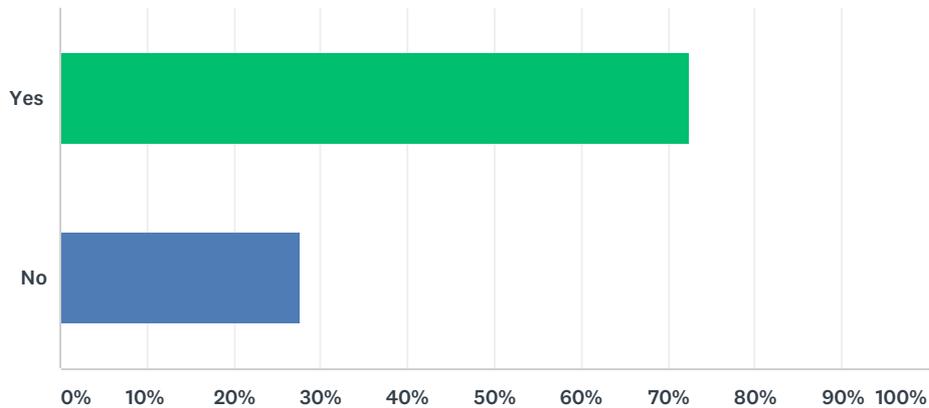# Q21 Could you add an indicator to a result?

Answered: 29   Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	72.41%	21
No	27.59%	8
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	It was not very well sturcutred visually, could be improved	11/30/2017 7:40 AM
2	Useful, however it should be thought whether all the indicators need to be fixed to a concrete day. May be mm/yy is more accurate measure.	11/24/2017 2:20 PM
3	However, I could not test the function related to the already existing indicator as none were appearing. Furthermore, the logframe appearance / visibility lacks in clarity and the scrolldown is rather slow. It is difficult to see the difference between the different levels of the logframe, outcomes and outputs being differentiated by a different logo only. Maybe a colour code would be more appropriate. Furthermore, on several occasions I could not validate the logframe due to error messages. However, the faulty level in the logframe is not really immediately visible as it is only indiocated through a very discrete orange coloured strip. Furthermore, the cause of the error was difficult to find out as it just indicated me that there was an error with the indicator (target, value ?) without any other specific indication. In general, the encoding of these logframe may be time consuming and difficult to understand for many of our colleagues. Furthermore, I noted that once encoded, "actual value", though indicated, still shows N/A in the logframe. While values were encoded.	11/24/2017 11:32 AM
4	We had some problems with saving data. Detailed information on these issues is provided in a Word document (with screen-shots) which will be separatelly sent.	11/17/2017 11:42 AM
5	There should be clickable explanations on what is an indicator, how it should be worded, etc. with examples.	11/17/2017 10:04 AM
6	search very difficult, need more indicators fed in the system, search very difficult ideally, standard indicators should be already in the system to choose from. OMs should not create each indicator manually establishing a hundred of similar indicators, this would be time consuming, ineffective and will kep the existing system of poor indicators it takes time to encode matching indicators function doesn't work	11/15/2017 1:26 PM
7	see above 16	11/15/2017 10:00 AM

# Q22 Could you add a value to an indicator?

Answered: 29   Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	72.41%	21
No	27.59%	8
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	Useful	11/24/2017 2:20 PM
2	Values were encoded. However, they were not appearing in the logframe (indicated as N/A), though the logframe had been approved. Furthermore, in the progress graph or in the timeline, these values did not appear. The progress re. disaggregation by sex also does not appear in the progress graph, hence one may wonder why these values have to be entered into the intermediary report.	11/24/2017 11:32 AM
3	sub menues, values to be added, are not clear. Unclear where base value should be entered (it took me a few minutes to find out)	11/17/2017 10:04 AM
4	I think it should be possible to encode also qualitative indicators and to encode quantitative indicators not only as percentages but also as figures.	11/16/2017 11:08 AM
5	quantitative works ok qualitative: it would be good to have the values under the dates in the chart immediately for simple indicators (baseline+final). Indicator chart doesn't work for qualitative indicators although it can show done/not done simple chart	11/15/2017 1:26 PM
6	see above 16	11/15/2017 10:00 AM

Q23 Did you manage to test OPSYS via your mobile/tablet (under Apple or Androïd)?

Answered: 29   Skipped: 3
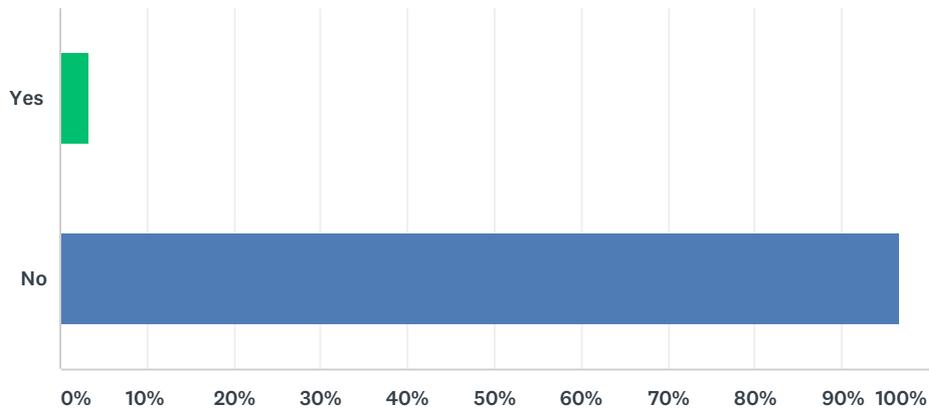
ANSWER CHOICES	RESPONSES	
Yes	3.45%	1
No	96.55%	28
TOTAL		29

#	PLEASE PROVIDE A FEEDBACK ON THIS FUNCTION	DATE
1	L'accès a été facile et offre la même perspective que le PC .	12/4/2017 5:55 PM
2	i do not have a corporate device	11/30/2017 6:16 PM
3	didnot try	11/27/2017 8:41 AM
4	Didn't try	11/24/2017 11:17 AM
5	Did not test this.	11/17/2017 11:42 AM
6	I did not try	11/16/2017 11:08 AM
7	did not try	11/15/2017 1:26 PM
8	I did not try - no link is provided to access this app from a mobile/tablet.	11/10/2017 4:57 PM

Q24 Any other comment/feedback?

Answered: 15   Skipped: 17

#	RESPONSES	DATE
1	Le système semble convivial mais difficile d'avoir une vue d'ensemble compte tenu que certins éléments sont encore en construction.	12/4/2017 5:55 PM
2	- Terminology issues (intervention, action, multi-projects, programme, project, contract, grant, action grant...) - I couldn't go into "action grant" level...meaning Action grant signed with one implementing partner and as operational/project manager that what I would be most interested in (having action grant logframe, etc...) - (maybe still under construction) - I saw button for pdf export, plus seen charts can be saved as image, but didn't see excel export button in the indicator values screen. In general, it should be possible to export whole pdf/word, or even better, excel logframe and it should be possible to export in excel all the inputed indicators values. - there should be note box also next to frequency selection field (for some action/projects frequency might not be constant/regular) - data disaggregation is not enough: the system should be customizable and allow to insert at least 5-6 disaggregation levels (e.g. georgraphical disaggregation: regions/district/provinces, age, type of services, other specific indicators related disaggregation) - indicator progress chart: for the moment two types of charts but the visual of the bar chart are at the moment a bit awful - The Opsys Track 1-user test phase 1 - guide mention CRIS search but in fact it is a normal search button (doesn't mention specific relation to CRIS) - Doesn't make much sense to me to have photo gallery has first box…it is probably the less relavant box for an operation/desk/project manager – in my opinion should be smaller icon on right down part of the screen or simply a tab somewhere that will go the photo gallery page - Even if I added disaggregated value under an indicator the dashboard didn't show the actual value (maybe under construction?) - the meaning of green, yellow/orange, red is intuitive...but what does Health Status mean?? For me systems and platform are quite intuitive but because I am used to them but most people in the EC will be definitely stuck and adverse to the system. Possibly pop-ups with explanation and or definition should come up when scrolling around the pages. (e.g. on Health status...what define the green, yellow or orange?) - main indicators screen (under my portfolio status) not very clear...what are the number referring to? e.g. 700 (300 this year)...of what? probably it refers to the indicator "unit" such as "No of food insecure people" but the visual is not really nice or clear (but maybe under construction)	12/1/2017 10:07 AM
3	There are mistakes in data displayed at the My workplace. Namely, programme/decision amounts is shown as the project allocation; or one intervention split under two because implementation was split among two contracts; Also in case of multicounty allocations, all contracts without filtering delegation in charge are displayed under that intervention – not clear how to built/update intervention logic in that case.	11/30/2017 6:16 PM
4	Layout can be improved for the logframe, for example we should be able to see logframe as a table and have an option to click on table parts as hyperlink	11/30/2017 7:40 AM
5	The system is user friendly and well designed. Points for the future: 1/ What would be the aggregation level of results? In the case of multi-annual programs, following sectoral operational programs that are divided in different priority axes and measures/interventions - what would be the level of aggregation?	11/24/2017 2:20 PM
6	The logframe I have created under the draft action however disappeared despit the fact that I approved it. I could therefore no more access it or edit it. In what concerns the latter function, to edit a logframe a function button should be available and clearly specifying "Edit Logframe" instead of the term "Configuration", which lacks in clarity.	11/24/2017 11:32 AM
7	No	11/24/2017 11:17 AM
8	The exercise has been completed in satisfactory way. However, coming from a horizontal unit, I am not familiar with operational procedures.	11/20/2017 3:02 PM
9	OPSYS online-information session was cancelled without giving any reason. It is hard to test the new system without having a proper introduction.	11/17/2017 11:54 AM
10	Our numerous comments are provided in a Word document (with screen-shots) which will be separatelly sent.	11/17/2017 11:42 AM
11	See my e-mail please sent today 17/11/2017 from Jean-Francois Moret Del Ukraine	11/17/2017 10:04 AM

12	I think that it would be useful to have a question mark to click on explaining concept such as Results, the list of DAC codes and the rationale of the scroll-down list with pre-defined indicators.	11/16/2017 11:08 AM
13	Search function did not work although I was using internet explorer.	11/16/2017 9:48 AM
14	the system should be more intuitive without reaching out to a step-by-step instruction. E.g instead of "configuration" it should say "add a logframe" to make it clear	11/15/2017 1:26 PM
15	In the intervention/programme page, the following actions button did not appear: - Edit - Create/Access logframe - Generate component Moreover , "export file to PDF" should also foresee export file to Excel.	11/10/2017 4:57 PM