Project Reporting Oversight and Monitoring Solution

Working better together

Introduction to PROMS for UNHCR partners

September 2023
UNHCR Programme and Partnership reforms: key changes for partners
NEW AGREEMENTS FROM 2024:
Introduction of Partnership Framework Agreements for all partners (except UN, grant agreements) will allow for more predictability in partnerships

NEW PROCEDURES AND GUIDANCE:

NEW SYSTEMS: PROMS, Cloud ERP, COMPASS working together
Partners will use PROMS directly. Simple online procedures. Documents stored safely and accessed easily for oversight.

EFFORTS TO FURTHER HARMONIZE WITH OTHER UN AGENCIES:
Using UN standardized risk rating/ICQ of other UN audits to reduce requirements. New PSEA module on UN Partner Portal allows for mutual recognition and information sharing.

For more details, see the 2023 Guidance for Partners on the United Nations Partner Portal.
Main changes in new UNHCR partner management procedures - 1

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<thead>
<tr>
<th>Until now...</th>
<th>In future...</th>
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<tbody>
<tr>
<td><strong>Partnership Agreements</strong></td>
<td><strong>Partnership framework and data protection agreements</strong> focus on long-term outcomes, consisting of terms and conditions.</td>
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<tr>
<td>• Two-year multi-year agreement format <strong>with annual renegotiation</strong>.</td>
<td>• <strong>Annual project workplans include financial and results plans</strong>, and a <strong>risk register</strong> and incorporate control measures.</td>
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<tr>
<td>• Partnership agreements included various appendices, including Annexes A (project description), B (a PDF budget) and C (data protection).</td>
<td>• <strong>Grant Agreements</strong> are capped at USD 12,000 per agreement. Multiple grants to the same partner are possible for a cumulative total of USD 12,000 per year.</td>
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<td>• <strong>Grant agreements</strong> had a fixed ceiling of USD 4,000, with a maximum accumulate annual total of USD 12,000 per partner.</td>
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**Internal Control Assessment (ICA) and Project Audit Internal Control Questionnaire (ICQ)**

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<tr>
<td>• UN agencies used different formats for project audit ICOs, leading to duplication for partners.</td>
<td>• No need to conduct an ICA/ICQ when UN equivalent exists within a three-year validity period.</td>
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<td>• UNHCR also used different formats for the ICQ and ICA.</td>
<td>• <strong>UNHCR Project control</strong> conducts ICA every three years when partner does not have a UN risk rating.</td>
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**Partner’s Procurement Capacity**

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<tr>
<td>• UNHCR SMS/HQ conducted a <strong>pre-qualification for procurement (PGP)</strong> process when partners procured over $100k.</td>
<td>• <strong>POP and annual procurement capacity assessment are no longer required.</strong></td>
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<tr>
<td>• Operations conducted <strong>procurement capacity assessments</strong> for all partners annually.</td>
<td>• UNHCR operations determine the level and type of procurement by partners based on the <strong>procurement risk rating under the ICA/ICQ</strong>.</td>
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<tr>
<td>Until now..</td>
<td>In future..</td>
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<td><strong>Budgeting</strong></td>
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<td>• The budget negotiation process involved an Excel template. Annex B was a PDF.</td>
<td>• The financial plan is available in PROMS for negotiation and finalization (15x account codes).</td>
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<td>• The PFR was generated by UNHCR and shared with the partner upon request via email.</td>
<td>• A project financial report is automatically generated in PROMS and available for partners via the workflow (same 15x account codes).</td>
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<tr>
<td><strong>Project Monitoring Plan</strong></td>
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<td>• Operations and partners agreed on a project performance monitoring plan (PMCO1) for each partnership agreement.</td>
<td>• The PMCO1 is no longer required.</td>
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<tr>
<td>• This plan was an offline Excel format.</td>
<td>• Instead, there is 1x annual assessment, monitoring and evaluation workplan per operation.</td>
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<td><strong>Goods and Property</strong></td>
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<td>• Separate right of use agreement for UNHCR assets on loan to the partner.</td>
<td>• Right of use clauses come under the areas of specialisation and maintained on the UNPP.</td>
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<td>• Partners reported on all assets twice yearly via their goods and property offline report.</td>
<td>• No goods and property report is required.</td>
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<td>• Physical verification was required twice a year on all the above assets.</td>
<td>• Assets purchased by a partner with UNHCR funding are owned and controlled by the partner.</td>
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<td><strong>Partner Reporting</strong></td>
<td>• Partners asset management is assessed during the ICA/ICO.</td>
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<td>• Partner reporting required a <strong>minimum of 3x times per year</strong> covering results, expenditure, personnel, goods and property.</td>
<td>• Annual physical verification required for assets on loan from UNHCR.</td>
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<td>• Set deadlines applied globally to all partners to submit their reports.</td>
<td><strong>Partner Reporting</strong></td>
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<tr>
<td></td>
<td>• Partner PFR still required a <strong>minimum of 3x times per year</strong>. Progress/results reporting is agreed locally.</td>
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<td></td>
<td>• Partners are required to share a <strong>year-end results report</strong> (latest by 31 January) and narratives/financial report (latest by 15 February).</td>
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PROMS OVERVIEW
UNHCR will use Oracle Aconex as a front-end system and a tool to simplify existing processes and provide an end-to-end solution to establish, manage and close projects.

It will integrate with other UNHCR systems in order to ensure that information is captured once and that partner collaboration activities are more effective and efficient.

In the process, UNHCR will have the ability to integrate risk management as part of the design process of projects. This is to be achieved through the streamlining of processes, differentiation of controls according to risk levels, and by employing digitization and automation where appropriate.

PROMS will ensure that the focus of the daily activities of partners, programme and project control colleagues is on the delivery of protection and assistance.
New partnership framework enables more predictable partnerships.

Reduced selection obstacles for refugee-led organisations.

On-line selection and streamlined due diligence (UNPP and streamlined procurement assessments).

New Partner Agreements and revised Partner Handbook.

Simpler Project Description.

Simpler financial plans and reporting (PROMS).

Electronic approvals and signatures (PROMS).

Reduced reporting complexity (PROMS).

Document management enabling easier verification and audit (PROMS).

Continuous implementation monitoring and management of tasks (PROMS).

Automated archiving (PROMS).

Easier closure of projects (PROMS).

How will we accelerate partnership reforms?
TRAINING APPROACH
PROMS TRAINING & CHANGE MANAGEMENT APPROACH

PROMS will onboard all actors and train users before Go-Live, then support them at the time of need, keeping users up-to-date & involved in the long term.

**ENGAGE**
- Partners in the PROMS solution and communicate and the change impact
  - Webinars, focal point & training ambassador meetings, videos and newsletters

**TRAIN**
- Partner end users with live events to transfer skills & knowledge on PROMS
  - Partner end user training and support material

**SUPPORT**
- Partners on the job to perform transactions/tasks in the system, just in time
  - Step by step in built guide in the system & quick reference guides

**SUSTAIN**
- The change outcome & update users on changes to processes and the system
  - Communication, refresher & update training + support documents /videos
Training Product examples

- OGL (Oracle Guided Learning) sample guide
- Feature Navigation Slides
- Standard Oracle System training
**HOW WILL WE TRAIN?**

**Training before go-live**

**LIVE EVENTS**
Either face to face or online led by country and bureaux trainers:
- Learn about the PROMS solution and policy changes
- Understand your role in PROMS
- See demos on how to complete a process in PROMS system

**ACONEX EXPLORE**
Oracle standard support centre:
- Introductory Cloud SaaS Training
- 24/7 digital learning experience (videos and user guides)
- All standard system features and admin training

**OGL GUIDED LEARNING**
Step-by-step process guides built into Aconex:
- Interactive walk through of Key PROMS processes
- PDF and Video of step by step in printable or digital versions.

**On-the-job and post go-live**

**SELF-HELP SERVICE**
Training Material stored on a central server that is accessible to end users:
- Oracle Guided Learning
- Live training session recordings
- Online training content in centralised platform
- Video demos of key templates
How will we support you?

**Issue resolution**
Self-help resources, local regional support and dedicated e-mail. (see next slide)

**Training kit**
Up-to-date guidance materials stored in a centralized platform.

**Video Recordings**
Recorded topics by BPOs/SMEs to support trainees who are unable to attend training/for knowledge refreshers.

**Job Aids & FAQs**
Job aids per process
Levels of support for partner users

- **PROMS user (partner personnel)**: Consult self-help learning resources (e.g., Partnership Handbook, UNPP).

  - **If issue persists**: Contact ACONEX Organization Administrator for support.

- **ACONEX organization administrator (partner personnel)**:  
  
  - **If issue persists**: Send e-mail to PROMShelp@unhcr.org, describing the issue.

- **PROMShelp@unhcr.org**

- **DSPR Implementation Management and Assurance Service (IMAS)**: Trigger creation of ServiceNow ticket.

- **DIST / Oracle / BOARD / Accenture**: 
  
  - **If issue persists**: Review and respond to ServiceNow ticket.

  - **If issue persists**: Escalate to technical team for bug fix/workaround.
Your PROMS path

Phase 1: Planning/setting-up 2024
Phase 2: PFR and verification
Phase 3: Monitoring/amendments
Phase 4: Closure and audit

Change management support: regional drop-in sessions, training kits, learning content on a centralized hub.
How will Partners access training?

UNPP Home page – select ‘Resources’

Resources – select ‘UNHCR’

UNHCR – select ‘PROMS Partnership Agreement Training’

Coming soon!
### How will we train the partners?

- **All content will be centralised on a learning platform** (coming soon)

- **Access:** either self-registration or open access

- **Training kit:**
  - Glossary of terms
  - Translation from English, Spanish and French in time for end-user training
  - Training path from phase 1 to phase 4
  - Guide for where to find content
  - Training plan
  - Support system
THANK YOU