



## Annexes

The following documents were prepared during gathering of data for this Evaluation Report.

## Annex 1 Completed Checklists

### Checklist for SMIS:

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b><i>1. Ease of use</i></b>				
1.1. Users' general opinion regarding the ease of use	Average value of at least 3 (on a scale from 1 to 5, where 1 is "very difficult to use" and 5 is "very easy to use")	2.95	No	The result is close to the limit for accomplishment, but it should be also regarded in correlation with the other results.
1.2. Average number of training days required to get a new user prepared	Maximum 2 days	10.97 days	No	The result is an absolute number and it should be regarded with a big margin of tolerance.
1.3. Average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks without help)	Maximum 4 weeks	5.42 weeks	No	The result is an absolute number and it should be regarded with a big margin of tolerance.
<b><i>2. Administrative burden</i></b>				
2.1. Estimation of relative difference between the time required to fulfil the daily tasks using the system and the time required to fulfil the same tasks without using the system	Negative average value (decrease of time required in the case when the system is used)	-0.11%	Yes	Too close to the limit for accomplishment
2.2. Estimation of relative difference between the average work time consumed by a beneficiary in relation with the authorities (including the preparatory work), in the case	Negative average value (decrease of time required in the case when the system is used)	Not applicable	Not applicable	Beneficiaries are not users of this system.

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
when the system is used and in the case when no information system is used				
<b><u>3. General usefulness</u></b>				
3.1. Users' general opinion regarding the usefulness of the system for their daily activity	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.53	Yes	
3.2. Relevance of the data content for the users' needs	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.24	Yes	Too close to the limit for accomplishment
3.3. Usefulness of the reports generated by the system	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.03	Yes	Too close to the limit for accomplishment
<b><u>4. Data querying</u></b>				
4.1. Availability of functions for searching individual data	Average value of at least 3 (on a scale from 1 to 5, where 1 is "no search functions" and 5 is "plenty of search functions")	3.03	Yes	Too close to the limit for accomplishment
4.2. Availability of functions for listing a subset of a data collection (filtering)	Average value of at least 3 (on a scale from 1 to 5, where 1 is "no filtering functions" and 5 is "plenty of filtering functions")	3.16	Yes	Too close to the limit for accomplishment
4.3. Users' general opinion regarding the ease of retrieving needed data	Average value of at least 3 (on a scale from 1 to 5, where 1 is "very difficult to retrieve data" and 5 is "very easy to retrieve data")	3.22	Yes	Too close to the limit for accomplishment

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b><u>5. Data aggregation</u></b>				
5.1. Availability of functions for aggregating data	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no aggregate functions” and 5 is “plenty of aggregate functions”)	3.00	Yes	Too close to the limit for accomplishment
5.2. Availability of predefined reports	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no predefined reports” and 5 is “plenty of predefined reports”)	2.56	No	
5.3. Availability of functions for building customised reports	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no functions for building customised reports” and 5 is “plenty of functions for building customised reports”)	2.66	Yes	This result is due to insufficient knowledge about the “ART4SMIS” tool, among too many users.
<b><u>6. Data quality</u></b>				
6.1. Data input is based on trustworthy sources and clear procedures	All relevant input data are extracted from verifiable sources (e.g. documents), based on exact procedures that guide users how to find needed data	100.00% of “yes” answers	Yes	
6.2. Input data are validated properly	All relevant input data are validated before being used by the system	84.40% of “yes” answers	Yes	The result is good enough from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
6.3. Checks are available to allow detection of errors	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no checks available” and 5 is “plenty of checks available”)	2.94	No	
6.4. Required data are available in	Average value of at least 3 (on a scale from 1 to 5, where	4.03	Yes	

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
due time for the final recipients	1 is “never available in due time” and 5 is “always available in due time”)			
<b><u>7. Data security</u></b>				
7.1. Only authenticated users are allowed to access non-public data or to modify data	No anonymous users may access non-public data or modify data	93.80% of “yes” answers	Yes	The result is good enough from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
7.2. Each user is limited to a specific set of access rights, for specific sections of the system	All users are restricted by specific access rights	90.60% of “yes” answers	Yes	The result is good enough from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
7.3. Communication channels used for exchanging sensitive data (e.g. personal data, financial data etc.) between various parts of the system are protected	All sensitive communication channels are protected	87.50% of “yes” answers	Yes	The result is good enough from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
<b><u>8. System stability</u></b>				
8.1. Average downtime of the system in a month	Less than 2 hours	8.75 hours/month	No	The result is an absolute number and it should be regarded with a big margin of tolerance.
8.2. Frequency of major failures of the system (requiring the intervention of administrators for restoring the system)	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.28	Yes	
8.3. Frequency of significant malfunctions impeding the proper use of the system	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	3.43	No	
<b><u>9. Technology</u></b>				

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
9.1. Hardware	Descriptive	Servers hosted in a specialised data-centre, compliant with current security standards. Resources in the central node are exceeding the current needs and they can be expanded easily. Access is restricted within a dedicated private network available across all participant institutions.		
9.2. Software	Descriptive	Web-based system Built on Java and Oracle databases		
9.3. Special characteristics (e.g. no single point of failure, virtualisation)	Descriptive	Servers are hosted in a virtualised environment, allowing for easy scalability.		

#### Checklist for ActionWeb + ASEP + SIMPOSDRU:

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b><i>1. Ease of use</i></b>				
1.1. Users' general opinion regarding the ease of use	Average value of at least 3 (on a scale from 1 to 5, where 1 is "very difficult to use" and 5 is "very easy to use")	3.57	Yes	
1.2. Average number of training days required to get a new user prepared	Maximum 2 days	2.00 days	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance.
1.3. Average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks without help)	Maximum 4 weeks	1.33 weeks	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance.
<b><i>2. Administrative burden</i></b>				
2.1. Estimation of relative difference	Negative average value	-6.47%	Yes	

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
between the time required to fulfil the daily tasks using the system and the time required to fulfil the same tasks without using the system	(decrease of time required in the case when the system is used)			
2.2. Estimation of relative difference between the average work time consumed by a beneficiary in relation with the authorities (including the preparatory work), in the case when the system is used and in the case when no information system is used	Negative average value (decrease of time required in the case when the system is used)	-3.18%	Yes	
<b><u>3. General usefulness</u></b>				
3.1. Users' general opinion regarding the usefulness of the system for their daily activity	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	4.02	Yes	
3.2. Relevance of the data content for the users' needs	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.67	Yes	
3.3. Usefulness of the reports generated by the system	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.04	Yes	Too close to the limit for accomplishment
<b><u>4. Data querying</u></b>				
4.1. Availability of functions for searching individual data	Average value of at least 3 (on a scale from 1 to 5, where 1 is "no search functions" and 5 is "plenty of search")	3.33	Yes	Too close to the limit for accomplishment

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
	functions”)			
4.2. Availability of functions for listing a subset of a data collection (filtering)	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no filtering functions” and 5 is “plenty of filtering functions”)	2.00	Yes	The result ignores the features of the reporting tool included in SIMPOSDRU, which provides extensive features in this area.
4.3. Users' general opinion regarding the ease of retrieving needed data	Average value of at least 3 (on a scale from 1 to 5, where 1 is “very difficult to retrieve data” and 5 is “very easy to retrieve data”)	3.38	Yes	Too close to the limit for accomplishment
<b><u>5. Data aggregation</u></b>				
5.1. Availability of functions for aggregating data	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no aggregate functions” and 5 is “plenty of aggregate functions”)	2.33	Yes	The result ignores the features of the reporting tool included in SIMPOSDRU, which provides extensive features in this area.
5.2. Availability of predefined reports	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no predefined reports” and 5 is “plenty of predefined reports”)	2.00	Yes	The result ignores the features of the reporting tool included in SIMPOSDRU, which provides extensive features in this area.
5.3. Availability of functions for building customised reports	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no functions for building customised reports” and 5 is “plenty of functions for building customised reports”)	2.00	Yes	The result ignores the features of the reporting tool included in SIMPOSDRU, which provides extensive features in this area.
<b><u>6. Data quality</u></b>				
6.1. Data input is based on trustworthy sources and clear procedures	All relevant input data are extracted from verifiable sources (e.g. documents), based on exact procedures that guide users how to find	100.00% of “yes” answers	Yes	



Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
	needed data			
6.2. Input data are validated properly	All relevant input data are validated before being used by the system	66.70% of “yes” answers	Yes	The result should be regarded from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
6.3. Checks are available to allow detection of errors	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no checks available” and 5 is “plenty of checks available”)	2.33	No	
6.4. Required data are available in due time for the final recipients	Average value of at least 3 (on a scale from 1 to 5, where 1 is “never available in due time” and 5 is “always available in due time”)	4.67	Yes	
<b><u>7. Data security</u></b>				
7.1. Only authenticated users are allowed to access non-public data or to modify data	No anonymous users may access non-public data or modify data	100.00% of “yes” answers	Yes	
7.2. Each user is limited to a specific set of access rights, for specific sections of the system	All users are restricted by specific access rights	66.70% of “yes” answers	Yes	The result should be regarded from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
7.3. Communication channels used for exchanging sensitive data (e.g. personal data, financial data etc.) between various parts of the system are protected	All sensitive communication channels are protected	66.70% of “yes” answers	Yes	The result should be regarded from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
<b><u>8. System stability</u></b>				
8.1. Average downtime of the system	Less than 2 hours	2.67 hours/month	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance.

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
in a month				
8.2. Frequency of major failures of the system (requiring the intervention of administrators for restoring the system)	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.67	Yes	
8.3. Frequency of significant malfunctions impeding the proper use of the system	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	3.64	No	
<b>9. Technology</b>				
9.1. Hardware	Descriptive	All the servers (for all the three systems) are hosted by STS and maintained by each system’s own provider.		
9.2. Software	Descriptive	All the three systems are web-based systems, accessible from Internet.		
9.3. Special characteristics (e.g. no single point of failure, virtualisation)	Descriptive	Not applicable		

#### Checklist for SPCDR:

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b>1. Ease of use</b>				
1.1. Users' general opinion regarding the ease of use	Average value of at least 3 (on a scale from 1 to 5, where 1 is “very difficult to use” and 5 is “very easy to use”)	3.63	Yes	
1.2. Average number of training days	Maximum 2 days	5.50 days	Yes	The result is an absolute number and it should be

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
required to get a new user prepared				regarded with a big margin of tolerance. Also it should be correlated with the other results and with the knowledge gathered from documentation and interviews.
1.3. Average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks without help)	Maximum 4 weeks	10.25 weeks	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance. Also it should be correlated with the other results and with the knowledge gathered from documentation and interviews.
<b><u>2. Administrative burden</u></b>				
2.1. Estimation of relative difference between the time required to fulfil the daily tasks using the system and the time required to fulfil the same tasks without using the system	Negative average value (decrease of time required in the case when the system is used)	-6.25%	Yes	
2.2. Estimation of relative difference between the average work time consumed by a beneficiary in relation with the authorities (including the preparatory work), in the case when the system is used and in the case when no information system is used	Negative average value (decrease of time required in the case when the system is used)	Not applicable	Not applicable	Beneficiaries are not users of this system.
<b><u>3. General usefulness</u></b>				
3.1. Users' general opinion regarding the usefulness of the system for their daily activity	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	4.50	Yes	



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Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
3.2. Relevance of the data content for the users' needs	Average value of at least 3 (on a scale from 1 to 5, where 1 is “completely useless” and 5 is “very useful”)	3.85	Yes	
3.3. Usefulness of the reports generated by the system	Average value of at least 3 (on a scale from 1 to 5, where 1 is “completely useless” and 5 is “very useful”)	3.38	Yes	Too close to the limit for accomplishment
<b>4. Data querying</b>				
4.1. Availability of functions for searching individual data	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no search functions” and 5 is “plenty of search functions”)	3.25	Yes	Too close to the limit for accomplishment
4.2. Availability of functions for listing a subset of a data collection (filtering)	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no filtering functions” and 5 is “plenty of filtering functions”)	3.00	Yes	Too close to the limit for accomplishment
4.3. Users' general opinion regarding the ease of retrieving needed data	Average value of at least 3 (on a scale from 1 to 5, where 1 is “very difficult to retrieve data” and 5 is “very easy to retrieve data”)	3.50	Yes	
<b>5. Data aggregation</b>				
5.1. Availability of functions for aggregating data	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no aggregate functions” and 5 is “plenty of aggregate functions”)	3.25	Yes	Too close to the limit for accomplishment
5.2. Availability of predefined reports	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no predefined reports” and 5 is “plenty of predefined	3.50	Yes	

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
	reports”)			
5.3. Availability of functions for building customised reports	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no functions for building customised reports” and 5 is “plenty of functions for building customised reports”)	3.50	Yes	
<b>6. Data quality</b>				
6.1. Data input is based on trustworthy sources and clear procedures	All relevant input data are extracted from verifiable sources (e.g. documents), based on exact procedures that guide users how to find needed data	100.00% of “yes” answers	Yes	
6.2. Input data are validated properly	All relevant input data are validated before being used by the system	50.00% of “yes” answers	No	
6.3. Checks are available to allow detection of errors	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no checks available” and 5 is “plenty of checks available”)	3.00	Yes	Too close to the limit for accomplishment
6.4. Required data are available in due time for the final recipients	Average value of at least 3 (on a scale from 1 to 5, where 1 is “never available in due time” and 5 is “always available in due time”)	4.25	Yes	
<b>7. Data security</b>				
7.1. Only authenticated users are allowed to access non-public data or to modify data	No anonymous users may access non-public data or modify data	100.00% of “yes” answers	Yes	
7.2. Each user is limited to a specific	All users are restricted by specific access rights	100.00% of “yes”	Yes	



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Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
set of access rights, for specific sections of the system		answers		
7.3. Communication channels used for exchanging sensitive data (e.g. personal data, financial data etc.) between various parts of the system are protected	All sensitive communication channels are protected	100.00% of “yes” answers	Yes	
<b><u>8. System stability</u></b>				
8.1. Average downtime of the system in a month	Less than 2 hours	1.00 hours/month	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance.
8.2. Frequency of major failures of the system (requiring the intervention of administrators for restoring the system)	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.67	Yes	
8.3. Frequency of significant malfunctions impeding the proper use of the system	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.34	Yes	
<b><u>9. Technology</u></b>				
9.1. Hardware	Descriptive	Servers hosted by APDRP, by its own IT Department Accessible from internal networks of the central office and all regional and county offices, connected through a dedicated network provided by STS; MA accesses the system through a VPN		
9.2. Software	Descriptive	Web-based system, built around Oracle databases		
9.3. Special characteristics (e.g. no single point of failure, virtualisation)	Descriptive	Not applicable		

**Checklist for SIMPOP:**

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b><i>1. Ease of use</i></b>				
1.1. Users' general opinion regarding the ease of use	Average value of at least 3 (on a scale from 1 to 5, where 1 is "very difficult to use" and 5 is "very easy to use")	3.88	Yes	
1.2. Average number of training days required to get a new user prepared	Maximum 2 days	6.5 days	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance. Also it should be correlated with the other results and with the knowledge gathered from documentation and interviews.
1.3. Average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks without help)	Maximum 4 weeks	3.00 weeks	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance.
<b><i>2. Administrative burden</i></b>				
2.1. Estimation of relative difference between the time required to fulfil the daily tasks using the system and the time required to fulfil the same tasks without using the system	Negative average value (decrease of time required in the case when the system is used)	-4.11%	Yes	
2.2. Estimation of relative difference between the average work time consumed by a beneficiary in relation with the authorities (including the preparatory work), in the case	Negative average value (decrease of time required in the case when the system is used)	Not applicable	Not applicable	Beneficiaries are not users of this system.

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
when the system is used and in the case when no information system is used				
<b><u>3. General usefulness</u></b>				
3.1. Users' general opinion regarding the usefulness of the system for their daily activity	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	4.20	Yes	
3.2. Relevance of the data content for the users' needs	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	4.49	Yes	
3.3. Usefulness of the reports generated by the system	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	4.18	Yes	
<b><u>4. Data querying</u></b>				
4.1. Availability of functions for searching individual data	Average value of at least 3 (on a scale from 1 to 5, where 1 is "no search functions" and 5 is "plenty of search functions")	3.75	Yes	
4.2. Availability of functions for listing a subset of a data collection (filtering)	Average value of at least 3 (on a scale from 1 to 5, where 1 is "no filtering functions" and 5 is "plenty of filtering functions")	3.50	Yes	
4.3. Users' general opinion regarding the ease of retrieving needed data	Average value of at least 3 (on a scale from 1 to 5, where 1 is "very difficult to retrieve data" and 5 is "very easy to retrieve data")	4.00	Yes	



Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b><u>5. Data aggregation</u></b>				
5.1. Availability of functions for aggregating data	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no aggregate functions” and 5 is “plenty of aggregate functions”)	3.50	Yes	
5.2. Availability of predefined reports	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no predefined reports” and 5 is “plenty of predefined reports”)	3.75	Yes	
5.3. Availability of functions for building customised reports	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no functions for building customised reports” and 5 is “plenty of functions for building customised reports”)	3.33	Yes	Too close to the limit for accomplishment
<b><u>6. Data quality</u></b>				
6.1. Data input is based on trustworthy sources and clear procedures	All relevant input data are extracted from verifiable sources (e.g. documents), based on exact procedures that guide users how to find needed data	100.00% of “yes” answers	Yes	
6.2. Input data are validated properly	All relevant input data are validated before being used by the system	100.00% of “yes” answers	Yes	
6.3. Checks are available to allow detection of errors	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no checks available” and 5 is “plenty of checks available”)	4.00	Yes	
6.4. Required data are available in	Average value of at least 3 (on a scale from 1 to 5, where	4.75	Yes	



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Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
due time for the final recipients	1 is “never available in due time” and 5 is “always available in due time”)			
<b><u>7. Data security</u></b>				
7.1. Only authenticated users are allowed to access non-public data or to modify data	No anonymous users may access non-public data or modify data	100.00% of “yes” answers	Yes	
7.2. Each user is limited to a specific set of access rights, for specific sections of the system	All users are restricted by specific access rights	100.00% of “yes” answers	Yes	
7.3. Communication channels used for exchanging sensitive data (e.g. personal data, financial data etc.) between various parts of the system are protected	All sensitive communication channels are protected	75.00% of “yes” answers	Yes	The result is good enough from the statistical point of view and it should be correlated with the knowledge gathered from documentation and interviews.
<b><u>8. System stability</u></b>				
8.1. Average downtime of the system in a month	Less than 2 hours	5.75 hours/month	Yes	The result is an absolute number and it should be regarded with a big margin of tolerance. Also it should be correlated with the other results and with the knowledge gathered from documentation and interviews.
8.2. Frequency of major failures of the system (requiring the intervention of administrators for restoring the system)	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	5.00	Yes	
8.3. Frequency of significant malfunctions impeding the proper use of the system	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.45	Yes	

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/Ongoing implementation	Comment
<b>9. Technology</b>				
9.1. Hardware	Descriptive	Servers hosted in a secured location of the Ministry of Agriculture and Rural Development (MARD) and maintained by the provider of the system Accessible from internal networks of the central office and all regional offices, connected through a dedicated network provided by STS; extended through VPN to all other institutions using the system (Audit Authority, Certification Authority, Paying Agency, other directorates of MARD)		
9.2. Software	Descriptive	Web-based system Built on Java and Oracle databases		
9.3. Special characteristics (e.g. no single point of failure, virtualisation)	Descriptive	Not applicable		

#### Checklist for MIS-ETC:

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/Ongoing implementation	Comment
<b>1. Ease of use</b>				
1.1. Users' general opinion regarding the ease of use	Average value of at least 3 (on a scale from 1 to 5, where 1 is "very difficult to use" and 5 is "very easy to use")	2.25	No	
1.2. Average number of training days required to get a new user prepared	Maximum 2 days	7.00 days	No	The result is an absolute number and it should be regarded with a big margin of tolerance.
1.3. Average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks)	Maximum 4 weeks	6.00 weeks	No	The result is an absolute number and it should be regarded with a big margin of tolerance.

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
without help)				
<b><u>2. Administrative burden</u></b>				
2.1. Estimation of relative difference between the time required to fulfil the daily tasks using the system and the time required to fulfil the same tasks without using the system	Negative average value (decrease of time required in the case when the system is used)	+2.50%	No	
2.2. Estimation of relative difference between the average work time consumed by a beneficiary in relation with the authorities (including the preparatory work), in the case when the system is used and in the case when no information system is used	Negative average value (decrease of time required in the case when the system is used)	Not applicable	Not applicable	Beneficiaries are not users of this system.
<b><u>3. General usefulness</u></b>				
3.1. Users' general opinion regarding the usefulness of the system for their daily activity	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.25	Yes	Too close to the limit for accomplishment
3.2. Relevance of the data content for the users' needs	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	3.70	Yes	
3.3. Usefulness of the reports generated by the system	Average value of at least 3 (on a scale from 1 to 5, where 1 is "completely useless" and 5 is "very useful")	2.25	No	
<b><u>4. Data querying</u></b>				

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
4.1. Availability of functions for searching individual data	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no search functions” and 5 is “plenty of search functions”)	2.00	No	
4.2. Availability of functions for listing a subset of a data collection (filtering)	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no filtering functions” and 5 is “plenty of filtering functions”)	2.00	No	Interpolated value with the results obtained for the very similar SMIS system (due to the very small pool of data available for MIS-ETC) and correlated with the knowledge gathered from documentation and interviews
4.3. Users' general opinion regarding the ease of retrieving needed data	Average value of at least 3 (on a scale from 1 to 5, where 1 is “very difficult to retrieve data” and 5 is “very easy to retrieve data”)	2.25	No	
<b><u>5. Data aggregation</u></b>				
5.1. Availability of functions for aggregating data	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no aggregate functions” and 5 is “plenty of aggregate functions”)	3.00	Yes	
5.2. Availability of predefined reports	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no predefined reports” and 5 is “plenty of predefined reports”)	4.00	Yes	Interpolated value with the results obtained for the very similar SMIS system (due to the very small pool of data available for MIS-ETC) and correlated with the knowledge gathered from documentation and interviews
5.3. Availability of functions for building customised reports	Average value of at least 2 (on a scale from 1 to 5, where 1 is “no functions for building customised reports” and 5 is “plenty of functions for building customised reports”)	3.00	Yes	Interpolated value with the results obtained for the very similar SMIS system (due to the very small pool of data available for MIS-ETC) and correlated with the knowledge gathered from documentation and interviews
<b><u>6. Data quality</u></b>				
6.1. Data input is based on	All relevant input data are	100.00% of “yes”	Yes	Interpolated value with the results obtained for the

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
trustworthy sources and clear procedures	extracted from verifiable sources (e.g. documents), based on exact procedures that guide users how to find needed data	answers		very similar SMIS system (due to the very small pool of data available for MIS-ETC) and correlated with the knowledge gathered from documentation and interviews
6.2. Input data are validated properly	All relevant input data are validated before being used by the system	100.00% of “yes” answers	Yes	
6.3. Checks are available to allow detection of errors	Average value of at least 3 (on a scale from 1 to 5, where 1 is “no checks available” and 5 is “plenty of checks available”)	2.00	No	
6.4. Required data are available in due time for the final recipients	Average value of at least 3 (on a scale from 1 to 5, where 1 is “never available in due time” and 5 is “always available in due time”)	3.50	Yes	Interpolated value with the results obtained for the very similar SMIS system (due to the very small pool of data available for MIS-ETC) and correlated with the knowledge gathered from documentation and interviews
<b><u>7. Data security</u></b>				
7.1. Only authenticated users are allowed to access non-public data or to modify data	No anonymous users may access non-public data or modify data	100.00% of “yes” answers	Yes	
7.2. Each user is limited to a specific set of access rights, for specific sections of the system	All users are restricted by specific access rights	100.00% of “yes” answers	Yes	
7.3. Communication channels used for exchanging sensitive data (e.g. personal data, financial data etc.) between various parts of the system are protected	All sensitive communication channels are protected	100.00% of “yes” answers	Yes	

Check	Criterion for accomplishment	Result synthesized from questionnaires	Status – Yes/No/On-going implementation	Comment
<b><u>8. System stability</u></b>				
8.1. Average downtime of the system in a month	Less than 2 hours	36.00 hours/month	No	The result is an absolute number and it should be regarded with a big margin of tolerance.
8.2. Frequency of major failures of the system (requiring the intervention of administrators for restoring the system)	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.50	Yes	Interpolated value with the results obtained for the very similar SMIS system (due to the very small pool of data available for MIS-ETC) and correlated with the knowledge gathered from documentation and interviews
8.3. Frequency of significant malfunctions impeding the proper use of the system	Average value of at least 4 (on a scale from 1 to 5, where 1 is “very frequently” and 5 is “never”)	4.00	Yes	
<b><u>9. Technology</u></b>				
9.1. Hardware	Descriptive	Servers hosted in a specialised data-centre, compliant with current security standards. Resources in the central node are exceeding the current needs and they can be expanded easily. Access is restricted within a dedicated private network available across all participant institutions.		
9.2. Software	Descriptive	Web-based system Built on Java and Oracle databases		
9.3. Special characteristics (e.g. no single point of failure, virtualisation)	Descriptive	Servers are hosted in a virtualised environment, allowing for easy scalability.		







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## Annex 2 Questionnaires

### Electronic Systems Questionnaire for Coordinators or Administrators within Authorities

#### A. Identification

##### A.1. Operational programme

<input type="checkbox"/>	ROP
<input type="checkbox"/>	SOP IEC
<input type="checkbox"/>	SOP Environment
<input type="checkbox"/>	SOP Transport
<input type="checkbox"/>	SOP HRD
<input type="checkbox"/>	OP ACD
<input type="checkbox"/>	OPTA
<input type="checkbox"/>	NPRD
<input type="checkbox"/>	OPF
<input type="checkbox"/>	CBC RO-BG
<input type="checkbox"/>	CBC RO-SRB
<input type="checkbox"/>	CBC RO-UA-MD
<input type="checkbox"/>	CBC Black Sea Basin
<input type="checkbox"/>	Other – Please, name it: .....

##### A.2. Type of Authority

*(one choice only)*

<input type="checkbox"/>	Management Authority
<input type="checkbox"/>	Intermediate Body
<input type="checkbox"/>	Certification Authority
<input type="checkbox"/>	Audit Authority
<input type="checkbox"/>	Other – Please, name it: .....

##### A.3. Which of the following electronic systems do you use?

*(one choice only)*

<input type="checkbox"/>	SMIS
<input type="checkbox"/>	ActionWeb
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 1
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 2



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Instrumente Structurale  
2007 - 2013

☐	Web application for uploading of financing requests for SOP IEC - Axis 3
☐	SPCDR
☐	SIMPOP
☐	MIS-ETC (the information system for CBC RO-BG, CBC RO-SE, CBC RO-UA-MD, CBC Black Sea Basin)
☐	SIMPOSDRU
☐	Other system – <i>Please, name it: .....</i>

### B. Usage

B.1. How easy is to use the system? (based on the general opinion of the users you coordinate/supervise/manage)

1 (very difficult to use)	2 (rather difficult to use)	3 (medium rating)	4 (rather easy to use)	5 (very easy to use)	I don' know / N.A.
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B.2. What is the average number of training days required to get a new user prepared? (count only for regular users; approximation based on data from previous training sessions and data from evaluations for future needed training sessions)

(input here your estimation on the average number of training days)
---

B.3. What is the average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks without help)? (count only for regular users; approximation based on your experience with the users you coordinate/supervise/manage)

(input here your estimation on the average number of weeks)
---

B.4. How do you evaluate the total time required for the fulfilment of the daily tasks using the system, by comparison to the time that would have been needed to fulfil the same tasks without using the system? (general approximation at the level of the group of users you coordinate/supervise/manage)

It takes a lot less time by using the system	It takes less time by using the system	No significant difference	It takes more time by using the system	It takes much more time by using the system	I don' know / N.A.
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B.5. How do you rate the general usefulness of the system? (based on the general opinion of the users you coordinate/supervise/manage)

1 (completely useless)	2 (rather useless)	3 (medium rating)	4 (rather useful)	5 (very useful)	I don' know / N.A.
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B.6. Does the system contain all the data required for the fulfilment of the purpose of the system?

1 (not at all)	2 (too few)	3 (medium rating)	4 (most of them)	5 (almost everything)	I don' know / N.A.
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**B.7. Are there useless data in the system?**

1 (most of the data are useless)	2 (many)	3 (medium rating)	4 (only few)	5 (almost everything is useful)	I don' know / N.A.
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**B.8. Do the reports generated by the system cover the users' needs?**

1 (not at all)	2 (too little)	3 (medium rating)	4 (most of the needs)	5 (almost all the needs)	I don' know / N.A.
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C. Features

**C.1. How do you rate the availability of functions for searching individual data?**

1 (no search functions)	2 (few search functions)	3 (medium rating)	4 (enough search functions)	5 (plenty of search functions)	I don' know / N.A.
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**C.2. How do you rate the availability of functions for listing a subset of a data collection (filtering)?**

1 (no filtering functions)	2 (few filtering functions)	3 (medium rating)	4 (enough filtering functions)	5 (plenty of filtering functions)	I don' know / N.A.
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**C.3. How easy is to retrieve the needed data in the system? (based on the general opinion of the users you coordinate/supervise/manage)**

1 (very difficult)	2 (rather difficult)	3 (medium rating)	4 (rather easy)	5 (very easy)	I don' know / N.A.
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**C.4. How do you rate the availability of functions for aggregating data?**

1 (no aggregate functions)	2 (few aggregate functions)	3 (medium rating)	4 (enough aggregate functions)	5 (plenty of aggregate functions)	I don' know / N.A.
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**C.5. How do you rate the availability of predefined reports?**

1 (no predefined reports)	2 (few predefined reports)	3 (medium rating)	4 (enough predefined)	5 (plenty of predefined)	I don' know / N.A.
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			reports)	reports)	
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C.6. How do you rate the availability of functions for building customised reports?

1 (no functions)	2 (few functions)	3 (medium rating)	4 (enough functions)	5 (plenty of functions)	I don' know / N.A.
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D. Data quality

D.1. Are all relevant input data extracted from verifiable sources (e.g. original documents or trustable copies, other trustable sources of data etc.)?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	Mostly yes
<input type="checkbox"/>	Mostly no
<input type="checkbox"/>	No
<input type="checkbox"/>	I don' know / N.A.

D.2. Are all relevant input data collected accordingly to exact procedures that guide users how to find needed data?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	Mostly yes
<input type="checkbox"/>	Mostly no
<input type="checkbox"/>	No
<input type="checkbox"/>	I don' know / N.A.

D.3. Are all relevant input data validated before being used by the system?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I don' know / N.A.

D.4. How do you rate the availability of checks that allow the detection of errors?

1 (no checks)	2 (few checks)	3 (medium rating)	4 (enough checks)	5 (plenty of checks)	I don' know / N.A.
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D.5. How do you rate the timely availability of data at the final recipients? (general approximation at the level of the group of users you coordinate/supervise/manage)

1	2	3	4	5	I don' know /
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(almost never available in due time)	(only seldom available in due time)	(medium rating)	(usually available in due time)	(almost always available in due time)	N.A.
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### E. Data security

E.1. Can an anonymous user (not authenticated) access non-public data or modify some data?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I don' know / N.A.

E.2. Are there any users that are not restricted by own specific access rights?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I don' know / N.A.

E.3. Are all sensitive communication channels protected? (sensitive communication channels are used for exchanging sensitive data between various parts of the system)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I don' know / N.A.

### F. Stability

F.1. What is the average downtime of the system, in a month? (measured in hours, rounded to 1 digit after the decimal separator)

	(input here your estimation on the average number of hours of downtime, rounded to 1 digit after the decimal separator)
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F.2. How frequent are the malfunctions that impede the proper use of the system?

1 (very frequent)	2 (rather frequent)	3 (medium rating)	4 (seldom)	5 (very seldom)	I don' know / N.A.
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F.3. How frequent are the major failures of the system (requiring special intervention in order to restore the normal functionality of the system)?

1 (very frequent)	2 (rather frequent)	3 (medium rating)	4 (seldom)	5 (very seldom)	I don' know / N.A.
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## Electronic Systems Questionnaire for Regular Users within Authorities

### A. Identification

#### A.1. Operational programme

<input type="checkbox"/>	ROP
<input type="checkbox"/>	SOP IEC
<input type="checkbox"/>	SOP Environment
<input type="checkbox"/>	SOP Transport
<input type="checkbox"/>	SOP HRD
<input type="checkbox"/>	OP ACD
<input type="checkbox"/>	OPTA
<input type="checkbox"/>	NPRD
<input type="checkbox"/>	OPF
<input type="checkbox"/>	CBC RO-BG
<input type="checkbox"/>	CBC RO-SRB
<input type="checkbox"/>	CBC RO-UA-MD
<input type="checkbox"/>	CBC Black Sea Basin
<input type="checkbox"/>	Other – Please, name it: .....

#### A.2. Type of Authority

*(one choice only)*

<input type="checkbox"/>	Management Authority
<input type="checkbox"/>	Intermediate Body
<input type="checkbox"/>	Certification Authority
<input type="checkbox"/>	Audit Authority
<input type="checkbox"/>	Other – Please, name it: .....

#### A.3. Which of the following electronic systems do you use?

*(one choice only)*

<input type="checkbox"/>	SMIS
<input type="checkbox"/>	ActionWeb
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 1
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 2
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 3

<input type="checkbox"/>	SPCDR
<input type="checkbox"/>	SIMPOP
<input type="checkbox"/>	MIS-ETC (the information system for CBC RO-BG, CBC RO-SE, CBC RO-UA-MD, CBC Black Sea Basin)
<input type="checkbox"/>	SIMPOSDRU
<input type="checkbox"/>	Other system – <i>Please, name it:</i> .....

**B. About the electronic system**

B.1. What is your opinion on how easy is to use the system?

1 (very difficult to use)	2 (rather difficult to use)	3 (medium rating)	4 (rather easy to use)	5 (very easy to use)	I don' know / N.A.
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B.2. How do you evaluate the time required to fulfil your tasks using the system by comparison to the time that would have been needed to fulfil the same tasks without using the system?

It takes a lot less time by using the system	It takes less time by using the system	No significant difference	It takes more time by using the system	It takes much more time by using the system	I don' know / N.A.
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B.3. How do you rate the usefulness of the system?

1 (completely useless)	2 (rather useless)	3 (medium rating)	4 (rather useful)	5 (very useful)	I don' know / N.A.
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B.4. Does the system contain all the data required for the fulfilment of the purpose of the system?

1 (not at all)	2 (too few)	3 (medium rating)	4 (most of them)	5 (almost everything)	I don' know / N.A.
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B.5. Are there useless data in the system?

1 (most of the data are useless)	2 (many)	3 (medium rating)	4 (only few)	5 (almost everything is useful)	I don' know / N.A.
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B.6. Do the reports generated by the system cover the users' needs?

1 (not at all)	2 (too little)	3 (medium rating)	4 (most of the needs)	5 (almost all the needs)	I don' know / N.A.
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B.7. How easy is to retrieve the data you need in the system?

1 (very difficult)	2 (rather difficult)	3 (medium rating)	4 (rather easy)	5 (very easy)	I don' know / N.A.
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B.8. How often did you meet a significant malfunction of the system that impeded its proper use?

1 (very frequently)	2 (rather frequently)	3 (medium rating)	4 (seldom)	5 (almost never)	I don' know / N.A.
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## Electronic Systems Questionnaire for Beneficiaries

(the questions related to electronic systems, which are included in the common questionnaire for administrative capacity and electronic systems, addressed to beneficiaries)

### A. Identification

#### A.1. Operational programme

[this question is already included by the Administrative Capacity Questionnaire]

#### A.2. Type of Beneficiary

[this question is already included by the Administrative Capacity Questionnaire]

#### A.3. Which of the following electronic systems do you use for reporting to / exchange data with authorities?

(one choice only)

<input type="checkbox"/>	SMIS / MySMIS
<input type="checkbox"/>	ActionWeb
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 1
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 2
<input type="checkbox"/>	Web application for uploading of financing requests for SOP IEC - Axis 3
<input type="checkbox"/>	SPCDR
<input type="checkbox"/>	SIMPOP
<input type="checkbox"/>	Web-application for MIS-ETC (e-Submission / e-Monitoring for CBC RO-BG, CBC RO-SE, CBC RO-UA-MD, CBC Black Sea Basin)
<input type="checkbox"/>	SIMPOSDRU
<input type="checkbox"/>	Other system – Please, name it: .....
<input type="checkbox"/>	There is no electronic system I can use for reporting to / exchange data with authorities. [In this case, skip the entire section "B. About the electronic system" of the questionnaire.]
<input type="checkbox"/>	I don't use any, although there is such an electronic system for Beneficiaries. [In this case, skip the entire section "B. About the electronic system" of the questionnaire.]

### B. About the electronic system

#### B.1. What is your opinion on how easy is to use the system?

1 (very difficult to use)	2 (rather difficult to use)	3 (medium rating)	4 (rather easy to use)	5 (very easy to use)	I don't know / N.A.
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#### B.2. How do you evaluate the time required to fulfil your tasks using the system by comparison to the time that would have been needed to fulfil the same tasks without using the system?

It takes a lot less time by using the system	It takes less time by using the system	No significant difference	It takes more time by using the system	It takes much more time by using the system	I don' know / N.A.
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B.3. How do you rate the usefulness of the system?

1 (completely useless)	2 (rather useless)	3 (medium rating)	4 (rather useful)	5 (very useful)	I don' know / N.A.
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B.4. How easy is to retrieve the data you need in the system?

1 (very difficult)	2 (rather difficult)	3 (medium rating)	4 (rather easy)	5 (very easy)	I don' know / N.A.
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B.5. How often did you meet a significant malfunction of the system that impeded its proper use?

1 (very frequently)	2 (rather frequently)	3 (medium rating)	4 (seldom)	5 (almost never)	I don' know / N.A.
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### Annex 3 Interview Structure

1. Description of the electronic system (ES):

- a. Main data collections – scope (e.g. which programmes are covered)
- b. Users – institutions that use ES
- c. Other general information about ES:
  - i. Hosting,
  - ii. Maintenance,
  - iii. Location,
  - iv. Software.
- d. Main data collections – structure:
  - i. Elements/phases of the projects' lifecycle covered by ES:
    1. Application,
    2. Selection,
    3. Contacts,
    4. Payments,
    5. Monitoring and evaluation,
    6. Audit.
  - ii. Details for the data structures that are transferred between systems.
- e. Usage of ES and integration into the current activity: procedures, legal framework, etc.

2. Related to the check-list for question no. 3:

- a) Ease of use – general opinion, time needed to get a new user prepared
- b) Administrative burden – reducing the administrative burden through the use of ES
- c) General usefulness – general opinion, data relevance, usefulness of reports
- d) Data querying – search of data, listing filtered sets of data



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- e) Data aggregation – aggregate functions, predefined reports and customised reports
- f) Data quality – sources of information, data validation, error checking, timely availability of data
- g) Data security – users authentication, access rights, protection of communication channels
- h) System stability – average downtime, frequency of failures
- i) Technology – hardware, software, no single point of failure, virtualisation

## Annex 4 List of Interviews

Interviewed institution	Date, hour	Participants
<b>Ministry of Agriculture and Rural Development</b> Managing Authority for National Programme for Rural Development (MA NPRD)	May 8 <sup>th</sup> , 2013, 11:00-12:00	<ul style="list-style-type: none"> <li>• Mr. Mihai HERCIU, General Director MA NPRD</li> <li>• Mrs. Andreea TUINEA, Head of Monitoring Unit</li> <li>• Mr. Radu MATEI, counsellor of Monitoring Unit</li> <li>• Mr. Dan MIHĂILESCU, counsellor of Methodology Unit</li> <li>• Mrs. Mihaela CONSTANTINESCU, evaluation expert</li> <li>• Mr. Valentin DRAGOMIR, evaluation expert</li> </ul>
<b>Ministry of Agriculture and Rural Development</b> Payment Agency for Rural Development and Fishery (PARDF)	May 8 <sup>th</sup> , 2013, 12:45-13:45	<ul style="list-style-type: none"> <li>• Mr. Daniel IFRIM, Director of IT Directorate</li> <li>• Mr. Adrian MORAREȚ, Head of Project Management Unit</li> <li>• Mr. Valentin DRAGOMIR, evaluation expert</li> </ul>
<b>Ministry of Agriculture and Rural Development</b> Payment and Intervention Agency for Agriculture (PIAA)	May 9 <sup>th</sup> , 2013, 12:00-12:50	<ul style="list-style-type: none"> <li>• Mr. Alexandru CONSTANTINESCU, Director of IT Directorate</li> <li>• Mr. Valentin DRAGOMIR, evaluation expert</li> </ul>
<b>Ministry for European Funds,</b> System Coordination Directorate (SCD)	May 9 <sup>th</sup> , 2013, 14:00-15:45	<ul style="list-style-type: none"> <li>• Mrs. Andra CHIRILĂ, Director SCD</li> <li>• Mr. Eugen GRIGORE, Head of SMIS service</li> <li>• Mr. Radoslaw PIONTEK, evaluation expert</li> <li>• Mr. Valentin DRAGOMIR, evaluation expert</li> </ul>
<b>Ministry of Regional Development and Public Administration</b> Management Authority for the European Territorial Cooperation Programmes (MA CBC)	May 9 <sup>th</sup> , 2013, 10:30-11:30	<ul style="list-style-type: none"> <li>• Mr. Nicu BUZGURE, counsellor of ETC Directorate and MIS-ETC coordinator</li> <li>• Mr. Alexandru CULEA, counsellor of ETC Directorate and MIS-ETC coordinator</li> <li>• Mrs. Mihaela CONSTANTINESCU, evaluation expert</li> </ul>
<b>Ministry for Information Society</b> Interim Body for SOP IEC – Axis 3	May 9 <sup>th</sup> , 2013, 14:30-15:50	<ul style="list-style-type: none"> <li>• Mr. Alexandru GEAMBAȘU, counsellor of MIS - European Programmes and SMIS</li> </ul>

		<p>coordinator</p> <ul style="list-style-type: none"> <li>Mrs. Mihaela CONSTANTINESCU, evaluation expert</li> </ul>
<p><b>Ministry of Agriculture and Rural Development</b> Management Authority for Operational Programme for Fishery (MA OPF)</p>	<p>May 13<sup>th</sup>, 2013, 10:00-10:30</p>	<ul style="list-style-type: none"> <li>Mrs. Florentina TUDOR, Director</li> <li>Mrs. Alina ALEXE, senior adviser of Methodology and Monitoring Compartment</li> <li>Mr. Valentin DRAGOMIR, evaluation expert</li> </ul>
<p><b>Ministry of Labour, Family, Social Protection and Elderly</b> Management Authority for Sectoral Operational Programme Human Resources Development (MA SOP HRD)</p>	<p>May 14<sup>th</sup>, 2013, 10:00-11:00</p>	<ul style="list-style-type: none"> <li>Mr. Marius ȘTEFAN, expert of IT Compartment</li> <li>Mrs. Irina MATEI, expert of Monitoring Compartment</li> <li>Mr. Ciprian DOBRICI, expert of IT Compartment</li> <li>Mr. Valentin DRAGOMIR, evaluation expert</li> </ul>

## Annex 5 Focus Group Agenda

### AGENDA

#### Focus group with authorities of CSF funds On the evaluation of electronic systems for data exchange

10th May 2013

Location: Hotel Intercontinental, Opereta room  
No. 4 Nicolae Balcescu Blvd., Bucharest -1

<b>8,30 – 9.00</b>	<b>Participants' registration and welcome coffee</b>
<b>9.00 – 9.10</b>	<p><b>Introduction</b> <i>The purpose of the event</i> <i>Summary of the Ex-ante Evaluation of the Partnership Agreement 2014-2020 project</i></p>
<b>9.10 – 9.20</b>	<i>Presentation of the participants</i>
<b>9.20 – 9.45</b>	<i>Presentation of the preliminary findings of the evaluation of electronic systems for data exchange</i>
<b>9.45 – 10.30</b>	<i>Discussion on question 1: How well the existing electronic systems fulfil the needs?</i>
<b>10.30 – 11.00</b>	<b>Coffee Break</b>
<b>11.00 – 12.15</b>	<i>Discussion on question 2: Do the actual electronic systems fulfil the minimum requirements?</i>



	<i>Discussion on question 3: What options for future systems development [2014-2020] should be adopted – 1 system or multiple systems?</i>
<b>12.15 – 12.30</b>	<i>Conclusions</i>
<b>13.00</b>	<b>Lunch</b>

## Annex 6 Focus Group Presentation

The following screen-shots were presented during the Focus Group:

1

2

3

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

### E-Cohesion in a nutshell

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### Article 112 (3) – minimum requirements

- Electronic exchange – only for post-award processes;
- 'Only once' encoding + interoperability – within the same OP;
- Minimum technical requirements:
  - data integrity + confidentiality,
  - authentication of the sender (Directive 1999/93/EC),
  - storage in compliance with defined retention rules (Article 132 of the CPR).
- No technical requirements on software platforms and protocols;
- Electronic audit trail -in compliance with Art. 112, 132 +national requirements on the availability of documents.

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### Plan for the Focus Group

- 9:00 – 12:30
- A break at 10:30 (15-30 minutes)
- Short presentation of the project –10 minutes
- Tour de table – 10 minutes
- Presentation of preliminary results of the beneficiaries questionnaire – 10 minutes (but also throughout the focus group)
- Discussions – Session 1 (focus on preparation): clarification of some questions and verification of preliminary conclusions – 60 minutes
- Discussions – Session 2 (focus on implementation): clarification of some questions and verification of preliminary conclusions – 80 minutes
- Wrap-up – 10 minutes

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### 'Tour de table'

- Name
- Type of institution/organization
- Used system – in 2-3 sentences

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### Preliminary findings – ES for Authorities, related to project implementation

Sistem electronic	Program											
	POR	POSCCE Axa 1	POSCCE Axa 2	POSCCE Axa 3	POS Mediu	POS Transport	POSDRD	POCCA	POAT	PNDR	POP	PCE (Axa 4)
MIS-ETC												
MIS-ETC Web Application												
MySAMS												
SAMPOP												
SARS												
SPCER												
Aplicatie pt. Incalzirea centrala de Eragiere pentru POSCCE Axa 3												
Baza de date internă (Acces) pt. POSCCE Axa 3												
ActionWeb												
Aplicatie pt. Incalzirea centrala de Eragiere pentru POSCCE Axa 1												
Aplicatie pt. Incalzirea centrala de Eragiere pentru POSCCE Axa 2												
SIMPOSIURU												

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Ex-ante evaluation of the Partnership Agreement 2014 - 2020

### Preliminary findings – ES for Authorities, related to project selection

Sistem electronic	Program											
	POR	POSCCE Axa 1	POSCCE Axa 2	POSCCE Axa 3	POS Mediu	POS Transport	POSDRD	POCCA	POAT	PNDR	POP	PCE (Axa 4)
MIS-ETC												
MIS-ETC Web Application												
MySAMS												
SAMPOP												
SARS												
SPCER												
Aplicatie pt. Incalzirea centrala de Eragiere pentru POSCCE Axa 3												
Baza de date internă (Acces) pt. POSCCE Axa 3												
ActionWeb												
Aplicatie pt. Incalzirea centrala de Eragiere pentru POSCCE Axa 1												
Aplicatie pt. Incalzirea centrala de Eragiere pentru POSCCE Axa 2												
SIMPOSIURU												

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**Preliminary findings – ES for Beneficiaries, related to project implementation**

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

Sistem electronic	Program											PCT (note 4)				
	POR	POSCCE Axa 1	POSCCE Axa 2	POSCCE Axa 3	POS Media	POS Transport	POSDRU	PODCA	POAT	PNDR	POP					
MIS-ETC																
MIS-ETC Web Application																1
MyGIS																
SIMPOP																
SMS																
SPCDR																
Aplicatie pt. Incalzirea centralizata de frigida pentru POSCCE-Axa 3																
Baza de date internă (Acces) pt. POSCCE Axa 3																
ActionWeb																
Aplicatie pt. Incalzirea centralizata de frigida pentru POSCCE-Axa 1																
Aplicatie pt. Incalzirea centralizata de frigida pentru POSCCE-Axa 2																
SIMPOSDRU																

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**Preliminary findings – ES for Beneficiaries, related to project selection**

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

Sistem electronic	Program											PCT (note 4)				
	POR	POSCCE Axa 1	POSCCE Axa 2	POSCCE Axa 3	POS Media	POS Transport	POSDRU	PODCA	POAT	PNDR	POP					
MIS-ETC																
MIS-ETC Web Application																1
MyGIS																
SIMPOP																
SMS																
SPCDR																
Aplicatie pt. Incalzirea centralizata de frigida pentru POSCCE-Axa 3																
Baza de date internă (Acces) pt. POSCCE Axa 3																
ActionWeb																
Aplicatie pt. Incalzirea centralizata de frigida pentru POSCCE-Axa 1																
Aplicatie pt. Incalzirea centralizata de frigida pentru POSCCE-Axa 2																
SIMPOSDRU																

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**Presentation of preliminary questionnaire results**

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

Subject	Range / M.U.	SMS		ActionWeb		SPCDR	
		Coord./Admin.	Users	Coord./Admin.	Users	Coord./Admin.	Users
<b>1. Ease of use</b>							
1.1. Users' general opinion regarding the ease of use	1-5	2.88	3.08	3.33 (Adjustable row)	4.00	3.75	3.50
1.2. Average number of training days required to get a new user prepared	days	11.09 days		2.00 days		5.50 days	
1.3. Average number of weeks required to get a new user fully accommodated with the system (proper accomplishment of all tasks without help)	weeks	5.47 weeks		1.33 weeks		10.25 weeks	
<b>2. Administrative burden</b>							
2.1. Estimation of relative difference between the time required to fulfil the daily tasks using the system and the time required to fulfil the same tasks without using the system	% (+/-)	-1.07%	0.00%	-3.33%	-9.60%	-2.50%	-10.00%

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**Presentation of preliminary questionnaire results**

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

Subject	Range / M.U.	SMS	ActionWeb	SPCDR
<b>1. General usefulness</b>				
1.1. Users' general opinion regarding the usefulness of the system for their daily activity	1-5	3.66	3.46	4.33
1.2. Relevance of the data content for the users' needs	1-5	3.55	3.45	3.80
1.3. Usefulness of the reports generated by the system	1-5	3.00	3.05	3.33
<b>2. Data overview</b>				
2.1. Availability of functions for searching individual data	1-5	3.03	3.33	3.25
2.2. Availability of functions for listing a subset of a data collection (filtering)	1-5	3.19	2.00	3.00
2.3. Users' general opinion regarding the ease of retrieving needed data	1-5	3.13	3.36	2.67

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**Presentation of preliminary questionnaire results**

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

Subject	Range / M.U.	SMS	ActionWeb	SPCDR
<b>3. Data organization</b>				
3.1. Availability of functions for aggregating data	1-5	3.00	2.33	3.25
3.2. Availability of predefined reports	1-5	2.58	2.00	3.50
3.3. Availability of functions for building customized reports	1-5	2.68	2.00	3.50
<b>4. Data quality</b>				
4.1. Data input is based on intuitively obvious and clear procedures	% of "yes"	100%	66.7%	100%
4.2. Input data are validated properly	% of "yes"	83.9%	66.7%	50%
4.3. Checks are available to allow detection of errors	1-5	2.94	2.33	3.00
4.4. Required data are available in the time for the final recipients	1-5	4.00	4.67	4.25

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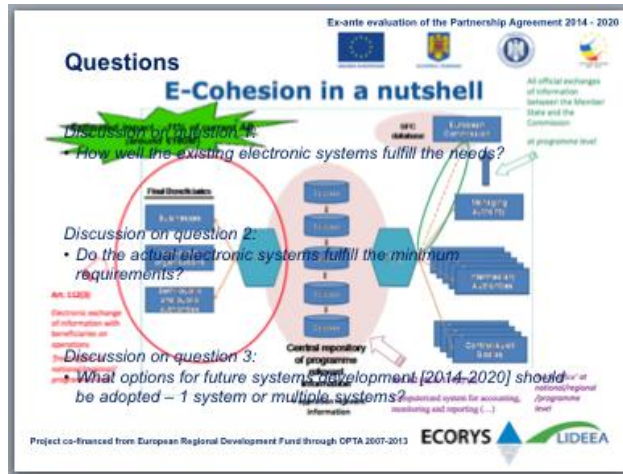
**Presentation of preliminary questionnaire results**

Ex-ante evaluation of the Partnership Agreement 2014 - 2020

Subject	Range / M.U.	SMS	ActionWeb	SPCDR
<b>5. Data security</b>				
5.1. Only authorized users are allowed to access non-public data or to modify data	% of "yes"	93.5%	100%	100%
5.2. Each user is limited to a specific set of access rights, for specific sections of the system	% of "yes"	90.3%	66.7%	100%
5.3. Communication channels used for exchanging sensitive data between various parts of the system are protected	% of "yes"	87.1%	66.7%	100%
<b>6. System stability</b>				
6.1. Average downtime of the system in a month	hours	9.00 hours	2.67 hours	1.00 hours
6.2. Frequency of major failures of the system (requiring the intervention of administrators for restoring the system)	1-5	4.26	4.67	4.67
6.3. Frequency of significant malfunctions impeding the proper use of the system	1-5	3.77	3.10	4.00

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## Annex 7 Focus Group List of Participants

**Participants to the Focus Group for evaluating the electronic systems for data exchange, organised with authorities of EU funds, on 10<sup>th</sup> May 2013, at the Intercontinental Hotel, in Bucharest, Opereta room**

<b>Romanian Court of Accounts</b>	1	CIOCOIU Cristina	External public Auditor, Audit Authority
<b>Ministry for European Funds</b>	2	BOLCHIS Sorin	Senior counsellor, System Coordination Department
	3	GRIGORE Eugen	Head of Sims Service, System Coordination Department
	4	GORGONEȚU Adriana	expert, Managing Authority for Technical Assistance Operational Programme (MA OPTA)
<b>Ministry of Agriculture and Rural Development</b>	5	PREDA Georgiana	Director, Methodology and Monitoring Department, Managing Authority for Rural Development National Programme (MA NPRD)
	6	MATEI Radu	counsellor, Monitoring Service, Managing Authority for Rural Development National Programme (MA NPRD)
<b>Ministry of Economy</b>	7	SANDU Val Cosmin	counsellor, Energy IB
<b>Ministry of Environment and Climate Change</b>	8	CZEDLY Carol	counsellor, Technical Assistance Department, SOP Environment
<b>Ministry of Internal Affairs</b>	9	ZLOTARIU Ionel	counsellor, Managing Authority for Administrative Capacity Development Operational Programme (MA OPACD)
<b>Ministry of Labour, Family, Social Protection and Social Protection</b>	10	ȘTEFAN Marius	IT Expert, Sectoral Operational Programme Human Resources Development (SOPHRD MA)
<b>Ministry of National Education</b>	11	PĂSĂREL Adina	Director of Education IB, SOP HRD
	12	LUNGOCI Eugen	coordinator of Education IB, SOP HRD
<b>National Agency for Scientific Research (NASR)</b>	13	IONAȘ Viorel	counsellor, Research IB, Increase of Economic Competitiveness Sectoral Operational Programme (Research IB SOP IEC)
<b>National Authority for Tourism</b>	14	HAURES Ștefan	counsellor for Evaluation and analysis, Tourism IB, Regional Operational Programme (ROP)
<b>National Agency for Employment</b>	15	OPREA Cătălin	Senior Counsellor, Intermediate Body of the Sectoral Operational Programme for Human Resources Development (SOPHRD IB)
<b>National Centre for the Development of Vocational and Technical Education</b>	16	NICULAE Cristina	Deputy Director, Sectoral Operational Programme Human Resources Development (SOPHRD IB)



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<b>North-East Regional Intermediary Body for Human Resources Development Sectoral Operational Programme (SOP HRD N-E RIB)</b>	17	BĂICĂNESCU Mugurel	senior Inspector SOP HRD N-E RIB
<b>ECORYS – LIDEEA, “Ex-Ante Evaluation of the Partnership Agreement 2014-2020”</b>	18	PIONTEK Radoslaw	Evaluation expert
	19	DRAGOMIR Valentin	Evaluation expert
	20	SINESCU Catrina	Project assistant

## Annex 8 List of Analysed Documents

### List of Main Analysed Documents

1	Europe 2020 - A European strategy for smart, sustainable and inclusive growth
2	Proposal for a Regulation of the European Parliament and of the Council laying down common provisions on the European Regional Development Fund, the European Social Fund, the Cohesion Fund, the European Agricultural Fund for Rural Development and the European Maritime and Fisheries Fund covered by the Common Strategic Framework and laying down general provisions on the European Regional Development Fund, the European Social Fund and the Cohesion Fund and repealing Council Regulation (EC) No 1083/2006
3	Proposal for a Regulation of the European Parliament and of the Council on specific provisions concerning the European Regional Development Fund and the Investment for growth and jobs goal and repealing Regulation (EC) No 1080/2006
4	Proposal for a Regulation of the European Parliament and of the Council on specific provisions concerning the investment from the European Regional Development Fund for the objective of European Territorial Cooperation
5	Proposal for a Regulation of the European Parliament and of the Council on the Cohesion Fund and repealing Council Regulation (EC) No 1084/2006
6	Proposal for a Regulation of the European Parliament and of The Council on the European Social Fund and repealing Council Regulation (EC) No 1081/2006
7	Proposal for a Regulation of the European Parliament and of the Council on the investment for rural development from the European Agricultural Fund for Rural Development
8	Proposal for a Regulation of the European Parliament and of the Council on the European Maritime and Fisheries Fund [repealing Council Regulation (EC) No 1198/2006 and Council Regulation(EC) No 861/2006 and Council Regulation No XXX/2011 on integrated maritime policy
9	Elements for a Common Strategic Framework 2014 to 2020 – Commission Staff Working Document
10	Guidance document on ex-ante evaluation – DG REGIO
11	e-Cohesion policy: new requirements for 2014 – 2020 programmes – DG REGIO
12	e-Cohesion Policy - Management and Control, Common Provisions Regulation - Fiche no 11 – working paper
13	Opinion of the High Level Group - Subject: Administrative burden reduction; priority area Cohesion Policy, third opinion - eCohesion Policy
14	Measuring the impact of changing regulatory requirements to administrative cost and

	administrative burden of managing EU Structural Funds (ERDF and Cohesion Funds) – DG REGIO
15	Conducting Evaluations for the Period 2009-10 - A Formative Evaluation of Structural Instruments in Romania - Final Report
16	Intermediary evaluation of OPTA
17	Intermediary evaluation of SOP-HRD
18	Intermediary evaluation of the SOP T
19	Interim evaluation of OP ETC Romania - Bulgaria
20	Interim evaluation of the ROP
21	Interim evaluation of the SOP-IEC
22	Documentation of Web application for uploading of financing requests for SOP IEC - Axis 2
23	Documentation package for MIS-ETC (user manuals and procedures)
24	Documentation package for SIMPOP (user manuals and general description of the system)
25	Documentation package for MySMIS (general description of the system and presentation)
26	Documentation package for ActionWeb (user manuals and instructions)
27	Documentation of ASEP – User Manual
28	Documentation of SIMPOSDRU – General description of the reporting tool
29	Documentation package for SMIS (user manuals and procedures)

## Annex 9 Updating the evaluation in December 2014

The following questionnaire was sent to the **Authorities managing Electronic Systems**:

1. MEF – DCS, for **SMIS** and **MySMIS**
2. Ministry of Labour, Family, Social Protection and Elder Persons (MLFSPEP) – MA SOP HRD, for **ActionWeb**
3. MARD – MA NPRD for MIS used in NPRD (**SPCDR**)
4. MARD – MA OPF for MIS used in OPF (**SIMPOP**)
5. Ministry for Regional Development and Public Administration – MA for the European Territorial Cooperation, for MIS used in CBC RO-BG, CBC RO-RS, CBC RO-UA-MD, and CBC Back Sea Basin (**MIS-ETC**)

\* \* \*

### Electronic Systems – Questionnaire for Updated Evaluation

#### Introduction

*This set of questions is focused on updating the information gathered few months ago on electronic systems used [to be used] within implementation of various structural funds within the EU financial perspective 2014-2020.*

*There are two aspects of the electronic systems which are subject of the analysis:*

- *Comprehensiveness of existing electronic systems &*
- *Compliance of the electronic systems with the evaluation checklist.*



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Structure for the questionnaire/questions to be answered:

Name of the Electronic System you were in charge with:

- SMIS,
  - MySMIS,
  - ActionWeb,
  - SPCDR
  - SIMPOP,
  - MIS-ETC,
- 
- i. Are there any new major modules introduced into the system in 2014? If “Yes” – what are these new modules?
  - ii. Did the applicability of the system suffered a major change in 2014 (e.g. extending or reducing the list of OPs for which that system is used)? If “Yes” – what were these changes?
  - iii. Is there a new system in place in 2014? If “Yes” – what are these new modules?
  - iv. Was MySMIS launched for effective use?

*If any of those four questions i.-iv. above was answered “Yes”, the following questions should also be answered:*

a) Ease of use:

1. How easy is it to use the current system?
2. How long [days, hours, minutes] does it take to train a new user?
3. How long does it take for an average user to:
  - a. Get a real understanding of the current system [days, hours, minutes]?
  - b. Master the system [days, hours, minutes]?

b) Administrative burden:

1. Which is the estimated impact of the system on the administrative burden?
  - a. Increase or decrease of the administrative burden;
  - b. Significantly or not.

c) General usefulness:

4. How useful is the current system, in general?
5. How relevant for the daily activity are the data comprised by the system?
6. How useful are the reports?

d) Data querying:

4. Are the users able to perform searches on the data in the system; are there such functions available in the system?
5. Are the users able to refine the results of their search (e.g. applying filters on the listed records in order to obtain subsets of the initial lists, accordingly to the user's needs)?
6. Which is the general impression on the easiness of finding the needed data in the system?

e) Data aggregation:



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4. Does the system comprise aggregate functions (e.g. ability to compute sums, averages, etc., on the records listed by the system)?
5. Are the predefined reports in the system satisfactory enough (having in view both quality and quantity)?
6. Does the system allow building customised reports?

f) Data quality:

5. Is the data input based only on reliable data sources and performed accordingly to clear procedures for data input?
6. All input data are validated properly by the system?
7. Are there checks available in the system as to allow detection of errors or of inconsistent data?
8. Are required data available in due time for the final recipients?

g) Data security:

4. Can non-public data available in the system be accessed only by a authenticated users?
5. Does each user have limited access to the system accordingly to its own set of access rights?
6. Is the sensitive data (e.g. personal data, financial data) exchanged only through secure channels?

h) System stability:

1. What is the average downtime of the system?
2. What is the frequency of major failures of the system (requiring intervention of system administrator)?
3. What is the frequency of various malfunctions impeding the proper use of the system?

i) Technology:

1. Hardware technology used – what are the differences/changes compared to 2013
2. Software technology used – what are the differences/changes compared to 2013.
3. Other relevant technical characteristics - what are the differences/changes compared to 2013.



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## Annex 10 Members of the Evaluation Coordination Committee

The following institutions have been represented in the last Evaluation Coordination Committee for approval of project deliverables and progress reports, the held 03.04.2015, at MEF headquarters.

<b>Third Evaluation Coordination Committee for discussing and approving the final deliverables of the Ex-ante Evaluation of the Partnership Agreement 2014-2020, and of the Third and the Final Progress Report</b>	
<b>Institution</b>	<b>Number of participants</b>
Ministry of European Funds – General Directorate for Analysis, Programming and evaluation	7
Ministry of European Funds – Managing Authority for Sectoral Operational Programme Human Resources Development	2
Ministry of European Funds Managing Authority for Sectoral Operational Programme Environment	1
Ministry of European Funds Managing Authority for Sectoral Operational Programme Increase of Economic Competitiveness	1
Ministry of European Funds Managing Authority for Operational Programme Technical Assistance	1
Ministry of Regional Development and Public Administration - Managing Authority for Regional Operational Programme	3
Ministry of Regional Development and Public Administration - Managing Authority for Operational Programme Administrative Capacity Development	1
Ministry of Regional Development and Public Administration - Managing Authority for the European Territorial Cooperation Programmes	2
Ministry of Regional Development and Public Administration Managing – Payments Unit	1
Ministry of Agriculture and Rural Development – Managing Authority for National Rural Development Programme	1
Ministry of European Funds – General Directorate for System Coordination and Technical Assistance, Contracts Management Unit	3
Ministry of European Funds General Directorate for System Coordination and Technical Assistance, SMIS Coordination Unit	1
<b>Total participants</b>	<b>24</b>

During the session, the ECC approved the report, with the condition to address the comments of the SMIS coordination Unit transmitted separately and to comply with all the pending issues from the Quality control grid.

The comments on the report were received and they were addressed in the current version of the report. A treatment table of the stakeholder's comments is presented in the next Annex.

## Annex 11 Summary of Stakeholders comments addressed

No	Stakeholder	Section of the report commented	Stakeholder comment	Addressed? (Y/N)	Explanation
1	MFE, SMIS Coord. Unit	Recommendations for ensuring the coverage of the e-Cohesion minimal requirements 1.B ..., establishment of a working IT group, which would meet regularly to discuss, exchange information on joint implementation of the systems in their respective institutions and lead implementation of joint system in relevant institutions.	MySMIS is not a tool to be administered by the IT services. It is technically administered by SMIS Coordination Unit but, at the business level the responsibility goes to the relevant units within the involved bodies. The idea is that SMIS and MySMIS usage is not an IT attribute	Yes	Statement modified replacement of "IT services" with a broader definition, "coordinating units for the information systems (which could be IT units or other units)
2	MFE, SMIS Coord. Unit	Recommendations for improving the existing electronic systems used by the authorities	Any improvement attempt can be considered obsolete due to the time limit in the investment sustainability issue.	No	No action can be taken regarding this comment. The purpose of the study was to make recommendations on the existing and planned systems.
3	MFE, SMIS Coord. Unit	Chapter 3.3.7 System stability "Average downtime of the system in a month ... SMIS 8.75... "	Suggestion to reduce the number of 8.75 and Request to include an extended explanation on the reasons why a user cannot access SMIS application	Yes	The suggested additional text was inserted However the 8.75 figure cannot be modified, as this is a statistical result computed from the answers we received for the questionnaires. Also following the statement is mentioned in chapter 3.3.7 for several findings (3.3.1.2, 3.3.2.2, 3.3.3.2, 3.3.4.2, 3.3.5.2, 3.3.6.2, 3.3.7.2): <i>"It is necessary to be noted that the above figures are rough statistic computations based on users' opinions and they should be interpreted with much caution"</i>





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4	MFE, SMIS Coord. Unit	Chapter 3.4.2 - General and Organizational aspects	Various completions and refinements of the statements related to technical aspects	Yes	Text changes accepted
5	MFE, SMIS Coord. Unit	Chapter 3.4.3 ActionWeb ActionWeb is able now to export some data directly into the database of the SMIS, relieving users from OP HRD of the double introduction of data in ActionWeb and in the SMIS.	This happened only once on OP HRD' request, but this is not a current practice	Yes	Text maintained It has no relevance if that feature was used once or several times. Because it relates to data exchange abilities of these systems, it deserves to be mentioned anyway.
6	MFE, SMIS Coord. Unit	Chapter 3.4.5 - SMIS 2014-2020	Various completions and refinements of the statements related to technical aspects	Yes	Text changes accepted
7	MFE, SMIS Coord. Unit	5.1.1 Finalising the implementation of MySMIS for the 6 current OPs it was designed for Recommendation 1.1 b	Idem comment 1	Yes	Idem comment 1
8	MFE, SMIS Coord. Unit	5.1.1 Finalising the implementation of MySMIS for the 6 current OPs it was designed for Recommendation 1.1d	Data operators are not necessary if the data is filled in the systems in real time. SMIS2014+ doesn't need data input.	Yes	Text maintained The evaluators are in favour of maintaining this recommendation, despite the lack of need for data input for SMIS2014+ currently foreseen, in order to keep it a future reference point to be decided upon during actual implementation
9	MFE, SMIS Coord. Unit	Annex 1 Completed Checklist for SMIS 8.1. Average downtime of the system in a month 8.75 hours/month	Idem comment 3	Yes	See comment 3
10	MFE, SMIS Coord. Unit	Annex 9 Updating the evaluation in December 2014	To remove the actual answers from MIS coordinators	Yes	Answers removed
11	MFE DGAPE	Technical box of the report	To mention the duration of evaluation exercise	Yes	Technical box of the report updated
12	MFE DGAPE	Technical box of the report	To specify the evaluation budget	Yes	Technical box of the report updated
13	MFE DGAPE	Executive summary	Exclude acronyms from the executive	Yes	Executive summary revised

			summary		
14	MFE DGAPE	Body text	Explain how all evaluation tools and techniques foreseen in the Technical Offer and Inception Report have been applied	Yes	All envisioned tool were used for the initial analysis, which were explained and described throughout the report. Additional text about the update of the analysis exercise and the selection of tools used was added to the introduction and methodology sections.
15	MFE DGAPE	Body text	Explain how specific methods for data validation have been applied, where applicable necessary	Yes	Additional text added to the introduction and methodology sections.
16	MFE DGAPE	Body text	Define limits of findings' validity	Yes	Additional text added to the introduction and methodology sections.
17	MFE DGAPE	Body text	Number each finding	Yes	All finding in the report have been numbered. Note that, all the existing conclusions were drawn from the initial findings. Therefore the updated information from chapter 3.4 is treated as a presentation, which was not numbered.
18	MFE DGAPE	Annexes	To attach the list of members of the Final Evaluation Coordination Committee	Yes	Annex 10 -Members of the Evaluation Coordination Committee – attached
19	MFE DGAPE	Annexes	To attach a treatment table for the stakeholder's comments	Yes	Annex 11- Summary of Stakeholders comments addressed - added
20	MFE DGAPE	Annexes	Include an annex where the link between conclusions, findings and recommendations should be clearly presented	Yes	Annex 12 - Correspondence between conclusions findings and recommendations – added
21	MFE DGAPE	Annexes	Include an annex where the recommendations are linked to suggested responsible structures, including deadlines, and prioritization scoring, according to the discussion during the ESC	Yes	Annex 13- Suggested follow-up on recommendations – added



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## Annex 12 Correspondence between conclusions findings and recommendations

Conclusions (see chapter 4)	Findings which the conclusion was based on	Recommendations
Conclusion no. 1.1 – (sub-chapter 4.1) Conclusions related to the requirements of the new EU Regulations and the existing national legal and procedural framework	3.1.1-3.1.8 (see sub-chapter 3.1)	No recommendations needed
Conclusion no. 2.1 – (sub-chapter 4.2) Conclusions related to comprehensiveness of existing electronic systems	3.2.1-3.2.5 (see sub-chapter 3.2)	1.1, 1.2, 1.3 (see sub-chapter 5.1)
Conclusion no. 3.1 – (sub-chapter 4.3.1) In terms of quality of the existing electronic systems, the results of this evaluation show that many improvements are needed in various aspects	3.3.1.1-3.3.1.5 3.3.2.1-3.3.2.5 3.3.3.1-3.3.3.6 3.3.4.1-3.3.4.7 (see sub-chapter 3.3)	2.1, 2.2, 2.3 (see sub-chapter 5.2)
Conclusion no. 3.2 (sub-chapter 4.3.2) Strictly from the technical point of view, all the systems prove to be satisfactory, with only few particular exceptions where improvements are required	3.3.5.1-3.3.5.6 3.3.7.1-3.3.7.6 (see chapter 3.3)	2.4, 2.5, 2.6 (see sub-chapter 5.2)
Conclusion no. 3.3 (sub-chapter 4.3.3) The area where most of the systems disappoint relates to satisfying the users' needs	3.3.1.1-3.3.1.5 3.3.2.1-3.3.2.5 3.3.3.1-3.3.3.6 3.3.4.1-3.3.4.7 (see sub-chapter 3.3)	2.1, 2.2, 2.3 (see sub-chapter 5.2)
Conclusion no. 4 (sub-chapter 4.4.1) The existing electronic systems are not able to interface each other	3.2.3 (see sub-chapter 3.2)	4.1 (see sub-chapter 5.4)

## Annex 13 Suggested follow-up on recommendations

Recommendations (see chapter 5)	Responsible structures	Deadline	Priority
1.1. Finalising the implementation of MySMIS for the 6 current OPs it was designed for	An inter-ministerial committee should be created in order to decide and nominate the responsible entities for each action. The committee should be created at the earliest convenience, depending on the status of finalizing the procedures for the new Operational programmes	end of 2015	<b>1</b> <b>(important)</b>
1.3. Covering the minimal requirements for SOP HRD		during 2016	<b>2</b> <b>(improvements)</b>
2.1. Improvement of the portfolio of predefined reports, in order to produce those reports the users need. SMIS needs mostly such improvement.		end of 2015	<b>1</b> <b>(important)</b>
2.2. Improvement of features and data structures, in order to become more user oriented. All systems should try to provide more useful features for their users, allowing them to save working time and to reduce the risk of human errors.		during 2016	<b>2</b> <b>(improvements)</b>
2.3. SMIS and MIS-ETC should be improved in their user interface (at least for the most important or complex forms) in order to provide: easier understanding, better overview of data in the system, easier retrieving of needed data etc.		2017-2018 period	<b>3</b> <b>(fine-tuning)</b>
2.4. SMIS, ActionWeb and MIS-ETC should ensure enough control mechanisms to allow timely identification of errors existing in the system.		2017-2018 period	<b>3</b> <b>(fine-tuning)</b>
2.5. SPCDR should revise its mechanisms of validation in order to cover all relevant input data in a reliable manner.		2017-2018 period	<b>3</b> <b>(fine-tuning)</b>
2.6. Improvement of mechanisms for help-desk and technical assistance for SMIS and ActionWeb in order to reduce the rate of minor incidents and to improve the response time in case of incident (at all levels where the system is used).		during 2016	<b>2</b> <b>(improvements)</b>
3.1. Ensuring continuous software development support, especially for MySMIS, SMIS and MIS-ETC (which could be brought under the same ownership as SMIS in order to concentrate the efforts)		end of 2015	<b>1</b> <b>(important)</b>
3.2. Ensuring continuous training of all users		end of 2015	<b>1</b> <b>(important)</b>
4.1. Any new development should take into account the opportunity to use data already existing within other databases / systems.		during 2016	<b>2</b> <b>(improvements)</b>

Note: recommendation 1.2. "Extending MySMIS in the area of ETC" is not applicable anymore.