



## SUMMARY

of the main project results:

### IMPROVING INFORMATION MANAGEMENT AND PLANNING CAPACITIES OF SERBIAN COMMISSARIAT FOR REFUGEES AND MIGRATION

Overall objective achievement: The project contributed to strengthening of monitoring, coordination and planning capacity of SCRM at the central and local level through **enhancing the information management system (IMS)**, thus improving the access to SCRM services.

Main project results:

**Technical capacities of SCRM for integrating Software for Monitoring and Reporting (SMART) and Beneficiaries' Database are enhanced:**

- ✓ SMART improved with the **support of the IT and Software Development experts** and based on feedback from field staff;

#### SMART in brief:

- **Web-based application** which supports the monitoring of ongoing administrative and logistical processes in SCRM facilities
- **Stores data on SCRM facilities**, available capacities, infrastructure and infrastructural needs
- **Modular** - can be upgraded with new features
- **Bilingual** - can be used both on Serbian and English languages
- **Accessible from any device** with internet connectivity and appropriate graphical interface

**45,133 entries** in the SMART database on the centers, facilities, premises, standards and vehicles

**3 new Modules** developed on Maintenance, Fuel and Help

**7 upgraded Modules** (Incident, Standard, Service, Visit, Vehicle, Staff)

**25 customized reports** created (Center, Damages, Maintenance, Stock, Article, Daily Service Monitoring, Expenses, etc.)

Figures on SMART upgrades

- ✓ Software relevant tools developed based on the System Requirement Specification (SRS);
- ✓ SMART application made available to staff at field and central level together with the **updated Handbook on the software use**;
- ✓ **Beneficiaries' Database analyzed** and SRS document created accordingly to inform further use and technical improvements within the IMS;
- ✓ Established platform with the development server for the Beneficiaries' Database and ongoing development of **tools for collecting information** (e.g. on the centers, buildings, rooms) in order to synchronize changes between SMART and the Beneficiaries' Database.



- ✓ **Preparatory training** on the software use organized in the SCRM Migration Training Center “Plandiste”



Photo: Training on the software use in the Migration Training Center (Plandiste, February 2020)

***Procurement capacities of SCRM for food procurement and distribution in line with new responsibilities and the institutions’ mandate improved:***

- ✓ Procurement documentation for food supply and distribution prepared with the support of the **Procurement Officer**, in consultation with NGO members of the previous food procurement consortium;
- ✓ Procurement **documents and procedures established and institutionalized** by SCRM in line with PRAG guidelines as per contractual obligations deriving from the EU funding;
- ✓ Procurement prepared for **thirteen tenders** resulting in several contracts during the project duration in addition to the food supply for migrants (e.g. child food, drinking water, internet, food for SCRM field staff, etc.)

Follow-up and sustainability:

- ✚ **Final project evaluation** was conducted in the last month of project implementation and main conclusions and recommendations have been presented in the evaluation report and brief.
- ✚ **Further activities related to SCRM IMS** have been uninterruptedly continued again under EU support as of March 2020, after the successful completion of the Swiss supported project.
- ✚ **SMART** further works on various entities, features, notification functions, additional reports, automatized tests (200 tests written up to date) continue.
- ✚ **Beneficiaries’ Database** future integration continues based on the SRS document and tools for collecting information to synchronize changes between SMART and the database.
- ✚ **SCRM procurement** will be carried on in line with EU PRAG guidelines when needed based on the developed templates and tender documentation.
- ✚ **SCRM IMS** upgrades can further improve information management and planning, including in situations demanding extraordinary and urgent measures as it has been the case with *Covid-19*.