

Swiss Confederation

Federal Department of Justice and Police FDJP **State Secretariat for Migration SEM** 







### **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

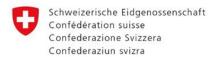
*3 new Modules* developed on Maintenance, Fuel and Help

**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.



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✓ 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*.