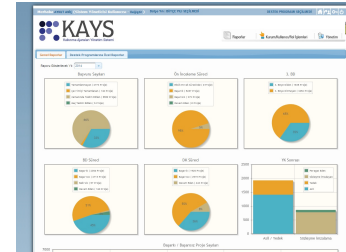


# Project and Activity Support Module of Development Agencies' Management Information System

KAYS/DA-MIS



**Published On:** 18 July 2014

**Organisation:** Ministry of Development

**Country:** Turkey

**Level of government:** Central government

**Sector:** Economic affairs, General public services

**Type:** Digital, Organisational Design

**Launched in:** 2012

**Overall development time:** 2 years 8 months

**Link to the innovation's website**

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# Description

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KAYS/DA-MIS is an integrated internet based management information system of the Ministry of Development (MoD), with a view to cover all transactions of 26 regional Development Agencies (DAs) in Turkey. The Project Activity and Support Module (PASM) is the most significant module of KAYS covering all processes of DA's grant programmes with a total budget of USD 300 million per year (mainly project submissions, assessment of project proposals, monitoring and evaluation of successful projects, and payments to grant beneficiaries). The data provided by the PASM enables the evaluation of grant programmes as well.

The online project application also facilitates the accessibility of potential beneficiaries. Project assessments are conducted by independent assessors using pre-determined selection criteria through PASM. Thereby any outside intervention is avoided so that transparency and accountability of the assessment process is ensured. Moreover, PASM has a user-friendly reporting ability, which lets the MoD and DAs easily obtain detailed updated information. PASM allows time and cost savings for all users (project beneficiaries, DA and MoD experts), particularly by diminishing the operational and stationery costs. Furthermore, PASM has an alert system that informs and reminds the users via e-mail about their responsibilities and events.

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## Why the innovation was developed

It was created for: (1) cost-effectiveness (a central integrated system instead of individual systems of 26 DAs); (2) standardisation of processes all over Turkey; (3) time-saving for all users; (4) ensuring transparency by providing user-friendly update information for all users; (5) avoiding conflict of interest and empowering confidentiality in the project assessment.

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## Objectives

Develop staff capacity, Enhance transparency, Improve access, Improve efficiency, Improve service quality, Improve user satisfaction, Support economic growth

- Developing transparency within 26 DAs.
  - Standardisation of processes all over Turkey.
  - Best practice diffusion of specific agencies.
  - Avoiding duplicate or near duplicate project proposals.
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## Main beneficiaries

Businesses, Government bodies, Government staff

- Potential grant applicants (up to now 22 870 registered users).
- Independent assessors (up to now 6 787 registered users).
- Development Agencies' Personnel (750).
- Ministry of Development (75).

# Results

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## Efficiency

- Decreased significantly the amount of paper work (1 650 000 pages saved per year only for project submission and assessment processes).
  - Enormous time saving (simplified project assesment for administrative check and technical evaluation, and data processing).
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## Effectiveness

- Increased transparency due to easily accessible information for users.
  - Increased confidentiality in the project assessment process avoiding conflict of interests and any intervention.
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## Service quality

### Accessibility:

- 7/24 availability of KAYS/DA-MIS for project submission, assessment and monitoring processes.
- Accessing detailed updated information for all users.
- DAs are enabled to access all assessors thanks to the integrated pool of independent assessors and vice versa.

### Responsiveness:

- Authorisation of users is differentiated in four main user categories according to their needs.
- Various information for users: Hesk-help, call center, online video training.
- User-friendly reporting process which enables modifying the informations according to user needs.

### Reliability:

- Detailed updated information.
- Cross-checking (control) mechanism embedded in the system to detect user errors.
- Default/logical kloc = 0,0729.
- 81% of defaults is detected by project personnel.

### Other:

- Assigning more appropriate independent assessors for project assessments thanks to the intergrated pool of independent assessors.
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## User satisfaction

- 76% rate of user satisfaction as a result of a survey among development agencies personnel.
- Positive feedback from independent assessors.

# Development

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## Design

The innovation was designed by the Ministry of Development.

Design time: 10 months

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## Testing

- Prototyping in early design phase by workshops.
- Piloting first application in parallel environment similar to real application.
- Manual and automatic software testing of application.
- Reviewing application on the job by DAs.
- Iterative incremental development approach of software by eliciting change requests coming from practices of DAs.

Testing time: 7 months

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## Implementation

### Tools used:

- Eclipse Integrated Development Environment: Used for implementation of software.
- Java Server Faces & Primefaces: Used for front-end technology of software.
- Ireport & Aspose: Used for graphical and tabular reporting of results generated from projects.
- Enterprise Java Beans & Hibernate: Used for backend technology of software.
- Oracle Database.
- Jboss: Application server which software is deployed.
- Selenium Test IDE: Used for automated testing of software.
- Jira: Used for tracking software project and change requests and scrum management.
- Quality Center: Used for requirement management and manual testing.
- Confluence: Used for information sharing over developers.

### Resources used:

- Staff.
- Budget.
- Institutional capacity (Ministry of Development and Development Agencies).

Implementation time: 1 year 3 months

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## Challenges and solutions

- Divergences among DAs because of different approaches used in project assessment and monitoring processes. Solution: Workshops, site-visits to DAs.
  - Various interpretations of the legislation by DAs when drafting procedures. Solution: Standardisation of procedures through working groups.
  - Adaptation problem of users. Solution: Face-to-face and online user trainings, user-friendly interfaces based on feedbacks from users and trainees, manuals.
  - User errors. Solution: Cross-checking (control) mechanism embedded in the system, online training videos, online help-desk and call-center.
  - Testing software for improvements. Solution: Testing modifications in parallel environment similar to real application.
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## Partnerships

### TUBITAK (The Scientific and Technological Research Council of Turkey)

Other Public Sector

As the contractor of software, TUBITAK provided technical knowledge to develop the software of KAYS/DA-MIS with its high institutional capacity and valuable experience in the field of ICT.

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# Lessons Learned

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## Lessons Learned

- Participation of users in the design of the system ensured meeting user expectations and facilitated user adaptation.
  - An integrated online system made the grant processes manageable.
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## Conditions for success

- Partnership with a competent institution having high technical capacity.
- Need for the coordination of a central authority.
- Determination of project staff and commitment of managers.

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