

## "Management Information Improvement, Phase 3"

**Project Title:** Management Information Improvement, Phase 3 - MIIP 3

**Implementation Partner:** IMG

**Total Value of the Project:** EUR 4,279,585

**Project Results:**

- Established unit for business process management, made up of MoI employees, ready to continue the work on improving business processes after the completion of MIIP3, with a reduced external support or without it, within the whole MoI.
- New business processes created on the basis of a) the structural change in the organization of the MoI, and where possible, in order to fully and effectively support the chosen fields of business activities, and b) the proposed amendments of external/national laws, regulations and internal statutes to facilitate the functioning of new business processes.
- The specified requirements for software applications, tender documents and selection criteria, based on the mapping of new business processes on IT tools.
- Tested and implemented software applications systems.
- Computers and IT equipment installed to support new business processes/systems.
- Rules of Procedure, rulebooks and handbooks developed for new and improved processes.
- Defined management structure and functions for better process management and procurement system management, document management and human resources which can be used in other ministries as well.
- Round tables, workshops and training courses were held for senior management decision-making structures in order to best use the available data and improve their capacity for making appropriate decisions.
- Capacity building, including IT tools for CRM for combining financial and non-financial data for enhanced planning, monitoring, and expenditure accountability.
- Improved mid-term business plans and annual budgets and improved implementation of the budget during the year, with enhanced connection between the financial management and non-financial performance management.

**Project Duration:** 36 months. Project was completed in December, 2015.