GOVERNMENT
OF MALTA

FONDI.eu

SOP/IS/U/01

Information Systems
User Rights I

Grant / Modify / Review / Revoke

[10/03/2026]
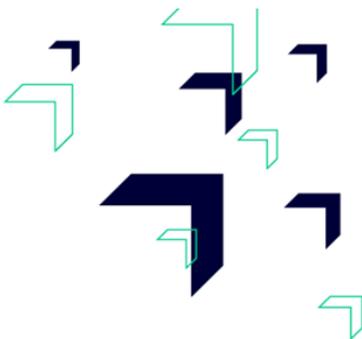
Document **SOP/IS/U/01**	Title: **Information Systems User Rights I** Grant / Modify / Review / Revoke	Classification: **Unclassified**
Revision **2.0**	Prepared By: **Mark Anthony Bezzina**	
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Purpose: This document is aimed at providing information related to user account management to be followed by the Ministry responsible for EU Funds, governing user accounts related to the Structural Funds Database 2014-2020, MIS: Recovery and Resilience Facility Database and the management and control information systems used for the programming period 2021-2027.

Scope: The scope of this document is to provide guidance on user account management, including the granting, revoking, amending, and review of user access. Processes are carried out in line with [GMICT policies and procedures](http://ictpolicies.gov.mt/)[1] and ISO/IEC 27001.

Background: The Structural Funds Database 2014-2020, MIS: Recovery and Resilience Facility Database and the Management and Control Information System used for the programming period 2021-2027 are the official information systems related to the respective programmes. The information systems are accessed by users from different stakeholders.

Responsibilities:

- *System Owner*: as defined in the respective contract or his delegate.

- *Senior Users*: top management personnel within the Ministry responsible for EU Funds, in charge of the respective business function in the position of Director General or Chief Coordinator[2]. Equivalent positions in Grade 4 or above, who report directly to Permanent Secretary (EU Funds) are also included in this role.

- *System Administration*: the unit assigned by the *system owner* to administer the respective information system.

- *Heads of Organisation:* as defined in section 1.0 below.

- All system users: as defined in section 1.0 below.

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[1] Available at http://ictpolicies.gov.mt/

[2] Chief Coordinator reporting directly to the *system owner*.

Contents

Procedure:

1.0   DEFINITIONS

1.1   *Applicant* is a natural person who submits a formal application for a user account.

1.2   *Approver* is a person who is either the *system owner*, or authorised by the system owner, and who may approve or reject requests for system access at the second level control.

1.3   *Endorser* is a person who is the data group owner, i.e., responsible for the respective data group/s, and is authorised to endorse/reject the applicant's request for system access at the first level control.

1.4   *Head of the Organisation* is the person that represents the organisation, e.g. Permanent Secretary or Chief Executive Officer.

1.5   *System Administrator* is a person who manages the operation of the information system, including the creation of *user accounts*.

1.6   *User* is a natural person who is authorised to use the information system.

1.7   *User Account* is an identity created for a *user* in the information management system accessed with a unique username and a confidential password.

1.8   *Information system* refers to Structural Funds Database 2014-2020, Management Information System: Recovery and Resilience Facility Database, or the Management and Control Information System 2021-2027, as applicable.

2.0 GRANTING OF BENEFICIARY USER RIGHTS – 2014-2020 PROGRAMMING PERIOD[3]

2.1 When a prospective Beneficiary *user* requires access to the Structural Funds Database 2014-2020, the *applicant* downloads an application form from the FONDI.eu website.

2.2 Each application request is processed as follows:

Applicant	Endorser	Approver
Beneficiary user	Head of Organisation	Chief Coordinator of the respective programme

2.3 *Applicants* are to submit their duly filled and signed application form through the respective *Head of Organisation* to the Chief Coordinator OPI / OPII.

2.4 The *Head of the Organisation* shall evaluate and endorse (or otherwise) the application form indicating the *recommended* user rights on the Structural Funds Database 2014-2020.

2.5 If endorsed, the application form will then be evaluated and approved, or otherwise, by the Managing Authority, represented by the respective Chief Coordinators. The Managing Authority will check, *inter alia,* that the respective operation has already been created, and that the form has been endorsed by the Head of the Organisation.

2.6 If approved, the *system administrator* will conduct the final verifications and create the *user account*. An automatic email notification will be sent by the *system administrator* through the information system to the *user* containing the account credentials.

2.7 Applications are normally processed within two working days when the duly completed application form is approved by the Managing Authority, subject to the necessary final verifications.

2.8 Any queries from stakeholders regarding granting of user rights are to be addressed to the respective desk officer within the implementation unit.

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[3] This section is applicable only to the Funds managed by the Planning and Priorities Coordination Division, i.e. European Structural and Investment Funds, the Connecting European Facility, and the Fund for the European Aid to the Most Deprived.

3.0 GRANTING OF BENEFICIARY USER RIGHTS – 2021-2027 PROGRAMMING PERIOD[4]

3.1 When a prospective Beneficiary *user* requires access to the Management Information System: Recovery and Resilience Facility Database, or the Management and Control Information System 2021-2027 the *applicant* is to visit the registration portal at https://register.fondi.eu.

3.2 *Applicants* are to submit their duly filled and electronically signed application form through the online portal.

✍Note that a step-by-step tutorial is available on the portal.

3.3 Each application request is processed as follows:

Applicant	Endorser	Approver
Beneficiary user	Project Leader as Data Group Owner (i.e. *Endorser*)	Chief Coordinator of the respective programme

3.4 The *endorser* shall evaluate and endorse (or otherwise) the application form indicating the rights *recommended* within the management information system. The *endorser* will check, *inter alia,* that the *Applicant* requires access to the data group/s indicated on the application form, and the applicant's role on the information system.

3.5 If endorsed, the application form will then be submitted electronically to the *approver*, also informing the *applicant* of the application progress.

3.6 The *approver* shall evaluate and approve (or otherwise) the application form. The *approver* may also assign a different user functionality role (web group) than requested by the *endorser*.

3.7 If approved, the *system administrator* will conduct the final verifications and create the *user account*. An automatic email notification will be sent by the *system administrator* through the information system to the *user* containing the account credentials.

3.8 Applications are normally processed within two working days when the duly completed application form is approved, subject to the necessary final verifications.

3.9 Any queries from stakeholders regarding granting of user rights are to be addressed to the respective desk officer within the implementation unit.

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[4] This includes the Recovery and Resilience Facility, the European Structural and Investment Funds, the Asylum, Migration and Integration Fund, the Border Management and Visa Instrument and the Internal Security Fund.

4.0   GRANTING OF OTHER USER RIGHTS[5]

4.1   When a prospective *user* from the Audit Authority, a Line Ministry, a Ministry[6] or an Intermediate Body requires access to the *information system*, the *applicant* is to visit the registration portal at https://register.fondi.eu.

4.2   Applicants are to submit their duly filled and electronically signed application form through the online portal.

☜Note that a step-by-step tutorial is available on the portal.

4.3   Each application requested is processed as follows:

Applicant	Endorser	Approver
Audit Authority	Head Audit Authority	Permanent Secretary[7]
Line Ministries	Director Policy Development and Programme Implementation[8]	Permanent Secretary[7]
Ministry[6]	Director General or Director responsible for an enabling condition[9]	Permanent Secretary[7]
Intermediate Bodies	Head of Intermediate Body	Director General responsible for the respective programme

4.4   The *endorser* shall evaluate and endorse (or otherwise) the application form indicating the rights recommended within the management information system. The *endorser* will check, *inter alia,* that the Applicant requires access to the data group/s indicated on the application form, and the applicant's role on the information system.

4.5   If endorsed, the application form will then be submitted electronically to the *approver*, also informing the Applicant of the application progress.

4.6   The *approver* shall evaluate and approve (or otherwise) the application form. The *approver* may also assign a different user functionality role (web group) than requested by the *endorser*.

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[5] Prospective users from the Office of the Permanent Secretary (EU Funds), Managing Authority, and Strategy & Implementation Division who require access to the information systems are to follow the procedures as announced by the Permanent Secretary (EU Funds).

[6] Ministry level for enabling conditions reporting.

[7] Permanent Secretary responsible for EU Funds.

[8] Director Policy Development and Programme Implementation or a Director in an equivalent role.

[9] Additionally, this may include another other person that the respective Permanent Secretary has assigned responsibility for a particular enabling condition.

4.7 If approved, the unit responsible for the management of the information system will conduct the final verifications and create the *user account*. An automatic email notification will be sent by the *system administrator* through the information system to the *user* containing the account credentials.

4.8 Applications are normally processed within two working days when the duly completed application form is approved, subject to the necessary final verifications.

4.9 Any queries from Audit Authority or Line Ministry stakeholders regarding granting of their user rights are to be addressed to the *system administrator*. Any queries from Intermediate Bodies stakeholders regarding granting of user rights are to be addressed to the respective implementation unit. Queries from Ministry[6] stakeholders regarding creation of accounts are to be addressed to the *system administrator,* and the Strategy and Implementation Division regarding access to specific enabling condition/s*.*

5.0   REVOKING OF USER RIGHTS

5.1   When a *user* no longer requires access to the information system, the respective ***Endorser* is to revoke the *user's* access** from the information system's *Administration > Users Reconciliation* page.

    ✍Note that a system tutorial is available within the information system.

5.2   Any *user account* not linked to any data group may be deactivated by the *system administrator.*

5.3   At the closure of a programming period, the Managing Authority initiates the deactivation of user accounts. This process may be carried out in phases, depending on the role and responsibilities of the respective stakeholders during the closure stage.

6.0 MODIFICATION OF USER ACCOUNTS – BENEFICIARY 2014-2020 PROGRAMMING PERIOD[9]

6.1 When a modification to a Beneficiary *user*'s access rights related to the **same operation** is required within the Structural Funds Database 2014-2020, an email is to be sent to the respective implementation unit within the Managing Authority.

6.2 Requests are to be submitted electronically **through the respective *Head of Organisation*** identified in section 2.2 above.

6.3 The *Head of Organisation* shall evaluate and endorse (or otherwise) the request.

6.4 If endorsed, the notification including the endorsement is to be forwarded to the respective implementing unit.

6.5 The request will then be evaluated and approved (or otherwise) by the Managing Authority.

6.6 If approved, the unit responsible for the management of the information system will conduct the final verifications and update the *user account*. If necessary, a new user profile will be created.

6.7 Requests are normally processed within two working days when the duly request is approved, subject to the necessary final verifications.

6.8 Any queries from stakeholders regarding modification of user rights are to be addressed to the respective desk officer within the implementation unit.

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[9] Modifications of *user* accounts due to the appointments of Project Leaders or Delegation of Authority are to follow the procedures related to the *Change in Project Leader and Delegation of Authority.*

7.0 MODIFICATION OF USER ACCOUNTS – OTHER USERS[10]

7.1 When a modification to a user's access rights is required within the **same data group** within the *information system*, the Endorser is to visit the data group administration under **Administration > Users Management > Endorser Users**.

✎Note that a system tutorial is available within the information system.

7.1.1 *Endorsers* are to submit their request to the *Approver* for one or more user modifications of the respective *users'* functionality role (web group)[11] through the information system.

7.1.2 The request will then be submitted electronically to the *Approver*, also informing the *Endorser* of the progress.

7.1.3 The *Approver* shall evaluate and approve (or otherwise) the request at ***Administration > Users Management > Approver Users***. The *Approver* may also assign a different *user* functionality role (web group) than requested by the *Endorser*.

7.1.4 If approved, the unit responsible for the management of the information system will conduct the final verifications and update the *user account*. If necessary, a new user profile will be created.

7.1.5 Requests are normally processed within two working days when the duly request is approved, subject to the necessary final verifications.

7.2 When the *user* requires access rights **to a different data group** within the *information system*, the *user* is to visit the registration portal at https://register.fondi.eu.

7.2.1 *Applicant* is to submit the duly filled and electronically signed application form through the online portal.

✎Note that a step-by-step tutorial is available on the portal.

7.2.2 The same processes listed in sections 3 and 4 above apply.

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[10] Including Beneficiary *users* under the Recovery and Resilience Plan and the 2021-2027 Programming Period.

[11] Certain user functionalities, e.g. Beneficiary Project Leader, may be unavailable as a separate workflow is to be followed. In such situations, the respective manual of procedures or standard operating procedure is to be followed.

8.0 CHANGE IN PROJECT LEADERS

8.1 The Change in Project Leaders process is initiated by the respective implementing unit within the Managing Authority through the information system, upon receiving a duly completed Change in Project Leader Form. Since the new Project Leader is required to already have a *user account,* the *Granting of User Rights – Beneficiary* sections above are applicable.

8.2 Requests for Change in Project Leaders are processed in line with the respective procedures by the Managing Authority.

8.3 Confirmed requests are normally processed by the *system administrator* within two working days, subject to the registration of the new Person in Charge by the implementing unit, the necessary final verifications, and assignment of user rights.

8.4 Note that if the *user* is working on more than one operation, then the *user* might be assigned an additional user profile.

8.5 In terms of the implementation of operations, Beneficiaries are to direct any communication related to Change in Project Leaders to the respective implementation unit within the Managing Authority.

8.6 Once the new Project Leader is assigned Project Leader rights, the *user* is to either terminate or modify the user rights of the previous Project Leader.

9.0 DELEGATION OF AUTHORITY – (BENEFICIARIES)

9.1 The Delegation of Authority process is initiated by the respective Managing Authority through the information system, upon receiving a duly completed Delegation of Authority Form. Since the *user* receiving the delegation is required to already have a *user account,* the *Granting of User Rights – Beneficiary* sections above are applicable.

9.2 Requests for Delegation of Authority are processed in line with the respective procedures by the Managing Authority.

9.3 Confirmed requests are normally processed by the *system administrator* within two working days, subject to the registration of the new Project Leader delegate by the implementing unit, the necessary final verifications, and assignment of user rights.

9.4 Note that if the *user* is working on more than one operation, then the *user* might be assigned an additional user profile.

9.5 In terms of the implementation of operations, Beneficiaries are to direct any communication related to Delegation of Authority (Beneficiary) to the respective implementation unit within the Managing Authority.

10.0 UPDATE OF USER PERSONAL DATA

10.1 *Users* are responsible to notify the *system administrator* of any changes in their personal data.

10.2 The following data may be updated <u>directly</u> by the respective user from within the system by selecting the *Update Details* under the profile icon:

1. *Title, e.g. Mr, Ms, Dr, etc.*
2. *Name*, based on the official records held by the Government of Malta;
3. *Surname*, based on the official records held by the Government of Malta;
4. *Telephone number*, and
5. *Mobile number*.

10.3 Any other personal data, such as the email address, may be updated by contacting the *system administrator* via email on support.fondi.eu@gov.mt.

10.4 Requests are normally processed by the *system administrator* within two working days, subject to the necessary final verifications.

11.0 REVIEW OF ACCOUNTS

11.1 At least once a year, the *system administrator* on behalf of the *system owner* will conduct a reconciliation exercise of active *user accounts*.

11.2 During reconciliation, the person responsible for each *data group* will confirm, or otherwise, that each user linked to the *data group* requires access to the system.

✍Note that a system tutorial is available within the information system.

11.3 For ease of review, the information system will provide a list of active *user accounts* together with the respective user rights and last date of access.

11.4 The *system administration* reserves the right to:

i. Suspend *user accounts* after a long period of inactivity. Users may be notified beforehand.

ii. Deactivate *user accounts* which following suspension the user would not have asked for reactivation.

12.0 IMPLEMENTATION

12.1 The 1st version of this standard operating procedure incorporated PPCDSFDSOP005.1 - *SFD 14-20 User Rights I (Grant / Revoke / Modify / Review)* and RRP SOP001 - *RRFD User Rights I (Grant / Revoke / Modify / Review)* and was effective as from 28th November 2023.

12.2 The 2nd version of this standard operating procedure integrates PPCDSFDSOP014 – *SFD Delegation of Authority (Beneficiary)* and PPCDSFDSOP015 – *SFD Termination and Change of Project Leader*. It will come into effect immediately.

13.0 FREQUENTLY ASKED QUESTIONS

13.1 *I forgot the password to access the information system. Can you provide me with a new password?*

Please be informed that your credentials are managed by third parties and thus you need to contact directly the respective identity provider:

- If you use Malta E-ID for authentication, please contact Identità for assistance.

- If you use Government of Malta CORP accounts for authentication, please contact the Malta Information Technology Agency (MITA) for assistance.

13.2 *I am changing employment. Whom should I inform to close my account?*

Please coordinate directly with your *endorser*, who will terminate your access as outlined in this document (vide section *Revoking of User Rights)*.

13.3 *My account was deactivated following a long period of inactivity. How do I active it again?*

If your account has been deactivated, please apply for system access as outlined in this standard operating procedure. Once the required authorisation is granted and the account is created, you may then access the system.

Revision History:

Revision	Date	Description of changes	Authorised By
1.0	28.11.2023	Circulated final version	PS (EU Funds)
2.0	10.03.2026	Digitalisation of the modification of user rights, amalgamation of change in project leaders and delegation of authority (beneficiaries) SOPs, inclusion of enabling conditions process, addition of FAQs, update of support email address, other clarifications	PS