

Document [PPCDSFDSOP005]	Title: SFD 14-20 User Rights I (Grant /Modify / Revoke/ Review)	
Revision 1.1	Prepared By: Mark Anthony Bezzina	Date Prepared: 04.08.2022
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Purpose: The purpose of this document is to provide guidance to Structural Funds Database 2014-2020 users of the procedures related to account authorisations.

Scope: This document explains the process of granting, amending and revoking of user rights.

Background: The Structural Funds Database 2014-2020 (SFD 1420) is the backbone information system used to manage Cohesion Policy in Malta. The system is accessed by users from different stakeholders including: Managing Authority, Intermediate Bodies, Beneficiaries, Line Ministries, Treasury, and Certifying Authority.

Responsibilities:

- Heads of Organisations
- All system users.

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 comprising of a unique username and a confidential password.

2.0 GRANTING OF BENEFICIARY USER RIGHTS

- 2.1 When a prospective Beneficiary user requires access to the SFD 1420, the user downloads an application form from the [PPCD website](#).
- 2.2 Applicants are to submit their duly filled and signed application form through the respective Head of Organisation to the Chief Coordinator OPI / OPII.
- 2.3. The *Head of the Organisation* shall evaluate and endorse (or otherwise) the application form indicating the rights required on the Structural Funds Database 2014-2020.
- 2.4 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.
- 2.5 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.
- 2.6 Applications are normally processed within two working days when the duly completed application form is approved, subject to the necessary final verifications.

3.0 GRANTING OF HORIZONTAL USER RIGHTS

- 3.1 When a prospective user from the Managing Authority, Audit Authority, Certifying Unit, Strategy & Implementation Division and Intermediate Bodies requires access to the SFD 1420, such user is to visit the registration portal at <https://www.sfd.gov.mt/userregistration/>.
- 3.2 Applicants are to submit their duly filled and electronically signed application form through the online portal.
- 3.3 Each application requested is processed as follows:

Applicant	Endorser	Approver
Managing Authority	Respective Chief Coordinator / Senior Manger	Director General PPCD / Respective Chief Coordinator
Audit Authority	Head Audit Authority	Director General PPCD
Certifying Authority	Chief Coordinator Certifying Authority	Director General PPCD
EU Payments Unit, Strategy & Implementation Division	Respective Director responsible for EU Payments Unit	Director General PPCD

Evaluation and Communications Unit, Strategy and Implementation Division	Respective Chief Coordinator	Director General PPCD
Line Ministries	Director Programme Implementation ⁴ (DPI)	Director General PPCD
Intermediate Bodies	Head of Intermediate Body	Director General PPCD

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

4.0 MODIFICATION OF USER ACCOUNTS⁵

- 4.1. When user requires modification in access rights, an email needs to be sent by the respective organisation to the Managing Authority.
- 4.2. Requests are to be submitted electronically **through the respective *Endorser*** identified in section 2.2 and 3.3 above.
- 4.3. The *Endorser* shall evaluate and endorse (or otherwise) the request.
- 4.4. If endorsed, the notification including the endorsement is to be forwarded as follows:
1. Beneficiary user: to the respective Chief Coordinator;

⁴ Director Programme Implementation or a Director in an equivalent role.

⁵ Modifications of user accounts due to the appointments of Project Leaders are to follow the procedures related to the *Change in Project Leader*.

2. Horizontal user: to the Director General PPCD, attention: system administration via email on eufunds.ict.mefl@gov.mt.
- 4.5 The request will then be evaluated and approved (or otherwise) by the Managing Authority.
- 4.6 If approved, the unit responsible for the management of the information system will conduct the final verifications and update the *user account*.
- 4.7 Requests are normally processed within two working days when the duly request is approved, subject to the necessary final verifications.

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 Administration menu.

6.0 CHANGE IN PROJECT LEADERS

- 6.1 The Change in Project Leaders process is initiated by the respective authorised users through the information system, upon receiving a duly completed Change in Project Leader Form.
- 6.2 Requests for Change in Project Leaders are to be confirmed by the respective Senior Manager (EU Funds) or Chief Coordinator.
- 6.3 Confirmed requests are normally processed by the system administration within two working days, subject to the necessary final verifications, registration of the new Person in Charge by the implementing unit and assignment of user rights.

7.0 UPDATE OF USER PERSONAL DATA

- 7.1 Users are responsible to notify the system administration of any changes in their personal data.
- 7.2 The following data may be updated directly 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*.

- 7.3 Any other personal data, such as the email address, may be updated by contacting the system administration via email on eufunds.ict.mefl@gov.mt.
- 7.4 Requests are normally processed by the system administration within two working days, subject to the necessary final verifications.

8.0 REVIEW OF ACCOUNTS

- 8.1 At least once a year, the Managing Authority will conduct a reconciliation exercise of active user accounts.
- 8.2 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.
- 8.3 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.
- 8.4 The Managing Authority reserves the right to:
- i. Deactivate user accounts which have not been used for more than two years; and
 - ii. Suspend user accounts after a long period of inactivity.

9.0 IMPLEMENTATION

- 9.1 This SOP will come into effect on 1st September 2022

Revision History:

Revision	Date	Description of changes	Requested By
0.1	22.04.2019	Initial internal Draft	DG PPCD
1.0	24.04.2019	Circulated final version	DG PPCD
2.0	24.08.2022	Updated document and inclusion of new sections (definitions, registration of horizontal stakeholders, modification of user accounts, revoking of user accounts, change in Project Leaders, update of personal data and review of accounts)	DG PPCD