



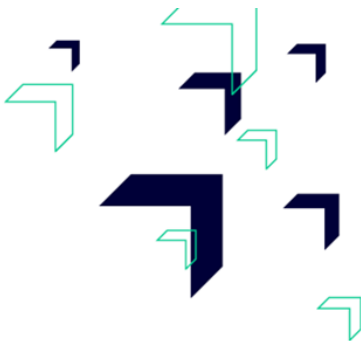
**GOVERNMENT
OF MALTA**



FONDI.eu

SOP/IS/U/01 - Information Systems User Rights I

Grant / Revoke / Modify / Review



**Co-funded by
the European Union**

Document SOP/IS/U/01	Title: Information Systems User Rights I Grant / Revoke / Modify / Review	Classification: Unclassified
Revision 1.0	Prepared By: Mark Anthony Bezzina	
	Thru': Joenick Farrugia	Effective Date: 28.11.2023
	Approved By: Jonathan Vassallo	Date Approved: 28.11.2023

Purpose: This document is aimed at providing information related to the user account management to be followed by 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 procedures¹](#) 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 Coordinator². 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.

¹ Available at <http://ictpolicies.gov.mt/>

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

Contents

1.0	Definitions	4
2.0	Granting of Beneficiary User Rights – 2014-2020 Programming Period	5
3.0	Granting of Beneficiary User Rights – 2021-2027 Programming Period	6
4.0	Granting of Other User Rights	7
5.0	Revoking of User Rights.....	9
6.0	Modification of User Accounts – Beneficiary 2014-2020 Programming Period.	10
7.0	Modification of User Accounts – Other users ⁵	11
8.0	Change in Project Leaders	12
9.0	Delegation of Authority – (Beneficiaries)	13
10.0	Update of User Personal Data	14
11.0	Review of Accounts.....	15
12.0	Implementation	16

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.

2.0 GRANTING OF BENEFICIARY USER RIGHTS – 2014-2020 PROGRAMMING PERIOD³

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 administration* will conduct the final verifications and create the *user account*. An automatic email notification will be sent by the *system administration* 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.

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 PERIOD⁴

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://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 request is processed as follows:

Applicant	Endorser	Approver
Beneficiary user	Project Leader as Data Group Owner (i.e. <i>Endorser</i>)	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 administration* 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.

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 RIGHTS⁵

- 4.1 When a prospective *user* from the Audit Authority, a Line Ministry or an Intermediate Body requires access to the Structural Funds Database 2014-2020, 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://www.sfd.gov.mt/userregistration/>.
- 4.2 Applicants are to submit their duly filled and electronically signed application form through the online portal. 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 (EU Funds)
Line Ministries	Director Policy Development and Programme Implementation ⁶	Permanent Secretary (EU Funds)
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*.
- 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.

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

- 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 administrators. Any queries from Intermediate Bodies stakeholders regarding granting of user rights are to be addressed to the respective implementation unit.

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.

6.0 MODIFICATION OF USER ACCOUNTS – BENEFICIARY 2014-2020 PROGRAMMING PERIOD⁷

- 6.1 When a modification to a Beneficiary *user's* access rights is required within the Structural Funds Database 2014-2020, an email needs 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 *Endorser* shall evaluate and endorse (or otherwise) the request.
- 6.4 If endorsed, the notification including the endorsement is to be forwarded to the 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*.
- 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.

⁷ 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 USERS⁸

- 7.1 When a modification to a *user's* access rights is required within the Structural Funds Database 2014-2020, the Management Information System: Recovery and Resilience Facility Database, or the Management and Control Information System 2021-2027, such *user* is to visit the registration portal at <https://www.sfd.gov.mt/userregistration/>.
- 7.2 *Users* are to submit their duly filled and electronically signed application form through the online portal. A step-by-step tutorial is available on the portal.
- 7.3 The same processes listed in sections 3 and 4 above apply. The modified rights as approved by the *Approver* will be assigned to the user.
- 7.4 If approved, the unit responsible for the management of the information system will conduct the final verifications and update the *user account*.
- 7.5 Requests are normally processed within two working days when the duly request is approved, subject to the necessary final verifications.
- 7.6 Any queries from stakeholders regarding modification of user rights are to be addressed to the respective desk officer within the implementation unit.

⁸ Including Beneficiary *users* under the 2014-2020 Programming Period.

8.0 CHANGE IN PROJECT LEADERS

- 8.1 The Change in Project Leaders process is initiated by the respective 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 then processed in line with the internal standard operating procedures of the Managing Authority.
- 8.3 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.
- 8.4 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.

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. Note that if the Beneficiary *user* is working on more than one operation, then the *user* might need to have an additional user profile.
- 9.2 Requests for Delegation of Authority are then processed in line with the internal standard operating procedures of the Managing Authority.
- 9.3 Confirmed requests are normally processed by the *system administration* within two working days, subject to the necessary final verifications, registration of the new Delegation of Authority by the implementing unit and assignment of user rights.
- 9.4 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 administration* of any changes in their personal data.
- 10.2 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*.
- 10.3 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.
- 10.4 Requests are normally processed by the *system administration* within two working days, subject to the necessary final verifications.

11.0 REVIEW OF ACCOUNTS

- 11.1 At least once a year, the *system administration* 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.
- 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 This standard operating procedure replaces PPCDSFDSOP005.1 and RRP SOP001. It will come into effect immediately.

Revision History:

Revision	Date	Description of changes	Requested By
1.0	28.11.2023	Circulated final version	PS (EU Funds)