Jems Use group meeting (6)

State of play

Jems Team | Interact office Vienna | 09.10.2024

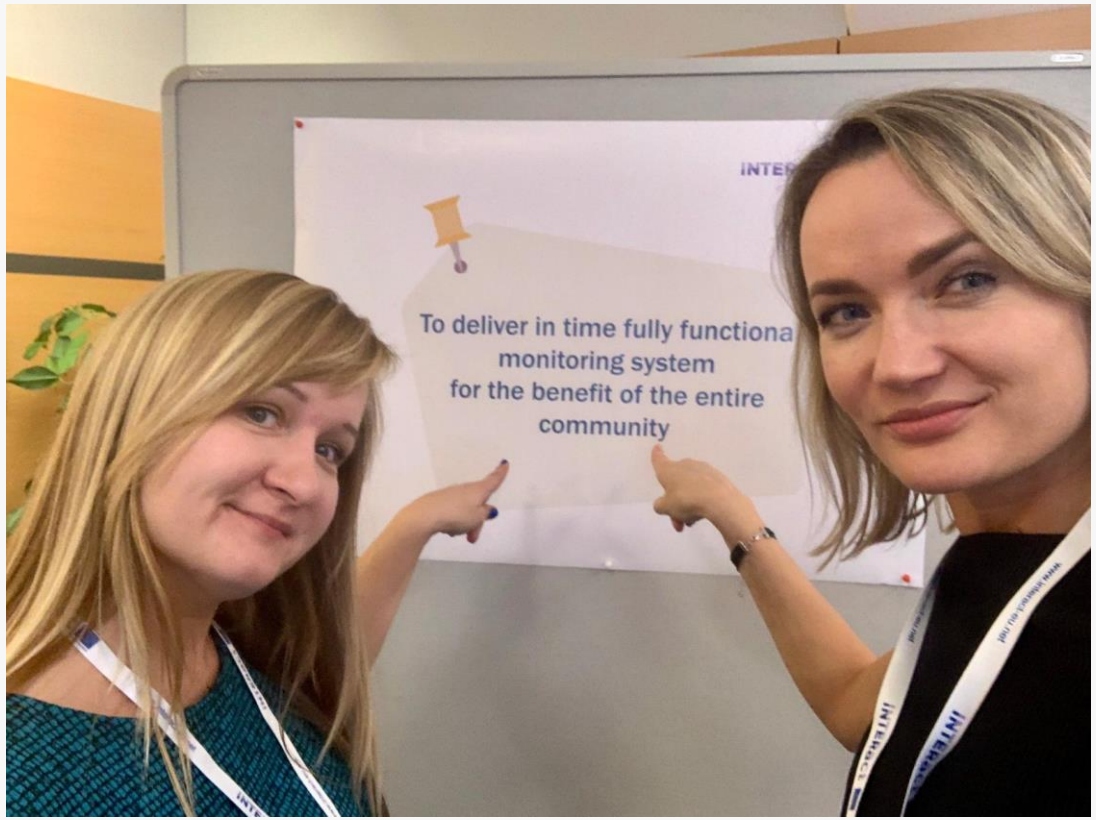
Interact

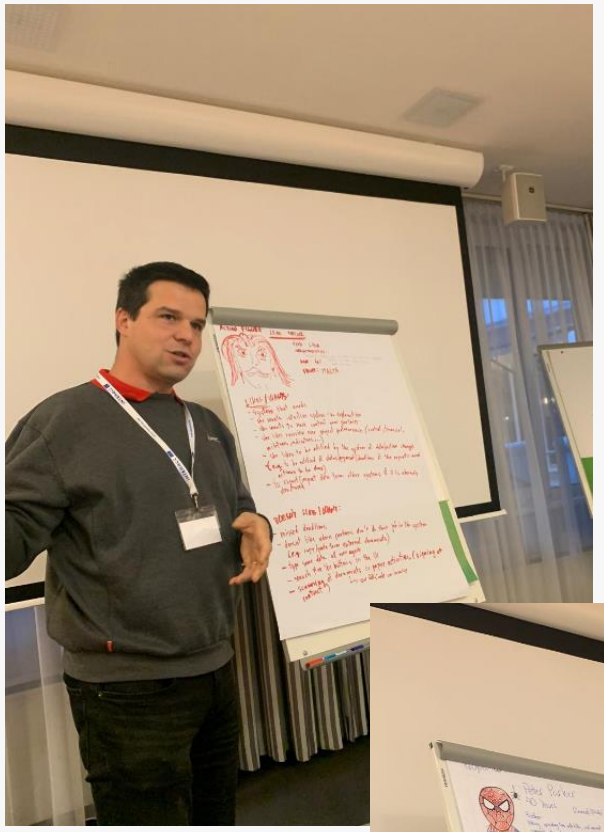
Co-funded by the European Union

Interreg

2nd Jems CG meeting

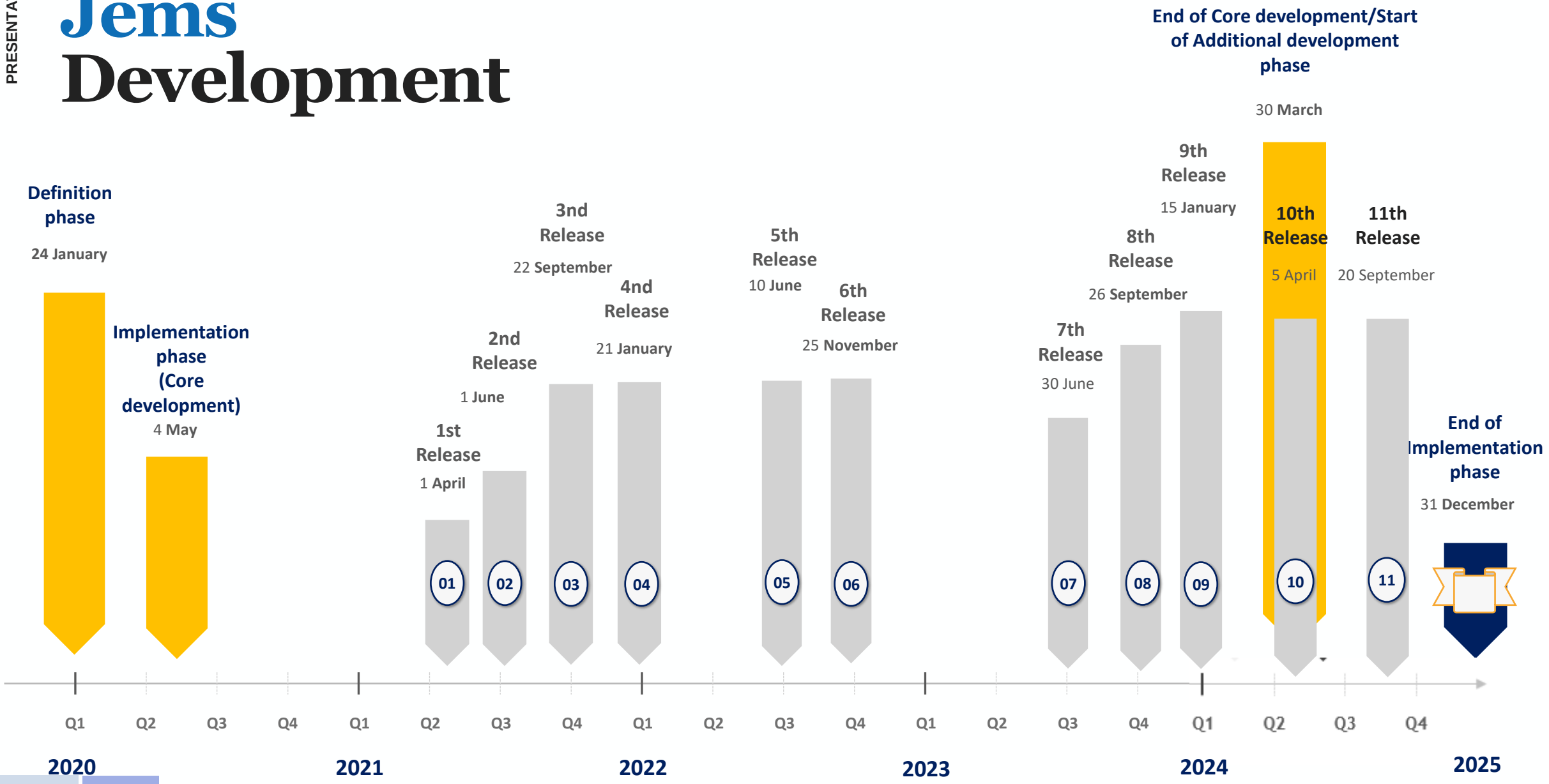
6-7 November, 2019



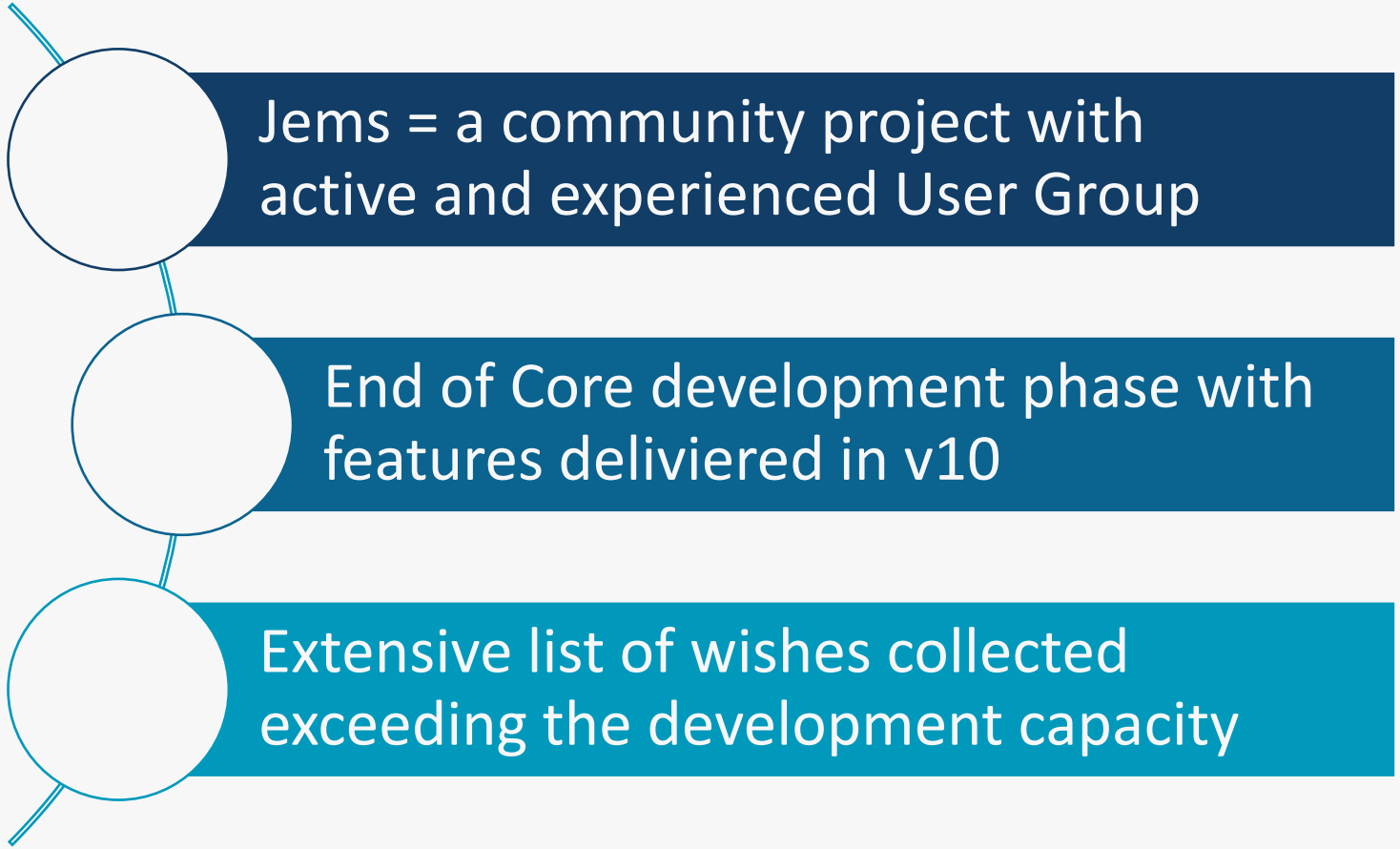


PRESENTATION

Jems Development



Whishlist voting procedure



Voting procedure

Who can participate?

All Interreg Programmes with a license
& using Jems as electronic monitoring system.

How are wishes collected?

Continuously from various channels
(e.g. helpdesk, Sprint reviews, etc.)

How is the voting done?

Through an Excel voting list submitted via e-mail to jems@interact.eu

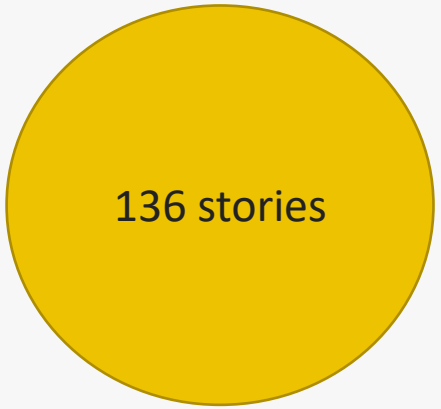
How many votes?

No. of votes = 10% of the stories on the wishlist (e.g. 15 votes for 150 stories)

Voting round 2

Timeline

- 26 April: Deadline to add additional wishes submitted
- 3 May: Wishlist and the voting guidance published to the User Group
- 17 May: Deadline to submit votes by Programmes
- 6 June: Jems Core Group meeting
- 5 July: Voting results published together with meeting summary



Voting results

Voting round 1

37	Programmes submitted their votes
555	Valid votes received (14/Prog.)
49	Max. no. of votes received per story
5	Stories with 20 or more votes
15	Stories with 9 or more votes
13	Stories with 6 to 8 votes
72	Stories with 1 to 5 votes
50	Stories without any votes received

Voting round 2

36	Programmes submitted their votes
504	Valid votes received (14/Prog.)
42	Max. no. of votes received per story
3	Stories with 20 or more votes
16	Stories with 9 or more votes
18	Stories with 6 to 8 votes
56	Stories with 1 to 5 votes
46	Stories without any votes received

Voting round 2

Results

- Prioritisation done along the voting result

Key	Title	Section	Feature/Export/Plugin/Integration ext. development	Feature proposed in Round 1 or Round 2	Size	Total
MP2-4199	A closed correction can be set back to Draft: This is only possible, as long as the audit is not closed and if there are no links to Modifications / Installments in Payments / inclusion in EC Payment applications / Annual accounts.	Corrections	Feature	Round 2	L	42
MP2-4062	Add new column Project Acronym in Dashboard - My project reports and My partner reports	Dashboard	Feature	Round 1	S	30
MP2-4606	Payments to projects / Make it clearer when there are corrections related to a payment: Add a column for correction ID in Payments overview and a warning in Payment details if non-used corrections are available. In the Linked Corrections dropdown in a payment installment, corrections not yet used shall be visually marked. Add a tickbox where a user can indicate that a payment is completely settled. Completely settled payments are visually shown in payments overview.	Payments	Feature	Round 2	M	20
MP2-4653	Correction linked to cost items: Extend table of expenditure items by two columns: "Certified" and "Amount after verification by MA/JS". (In addition to the declared amount which is already there.)	Corrections	Feature	Round 2	S	16
MP2-0050	Add partner financial living tables in the partner report section showing the spending of a single partner per fund and per cost category	Project living tables	Feature	Round 2	L	16
MP2-2576	Export - control report: Export Verification List of Expenditures from control report in control tab "Overview and finalize" export placeholder (Generate Control certificate & Report) (XLS)	Control exports	Export (adaptation from programme level Export that is delivered in v11)	Round 1	M	14
MP2-4645	List of Expenditures: Allow to add new items in (last) reopened partner report. If a partner report, which is the last one of this partner, is reopened, new expenditure items can currently not be added. For items in foreign currency, the original rate of the reopened report shall apply	Partner report	Feature	Round 2	L	14
MP2-0056	Add programme budget per Priority and Specific objective and add Programme living tables (1 table for indicators/per SO, 1 table spending per Fund/per SO) under Programme section	Programme setup	Feature	Round 2	L	13
MP2-0024	Export - JS/MA verification: Export JS/MA Expenditure verification list in JS/MA verification section tab "Finalise" export placeholder (Verification certificate & report) (XLS)	MA/JS verification export	Export (adaptation from programme level Export that is delivered in v11)	Round 1	M	12
MP2-0058	List of Expenditures: - Partner report: Highlight new and changed items in the List of expenditure during reopening. - Project report: Highlight newly added items (via including of a new certificate) during reopening.	Partner report/Project report	Feature	Round 2	M	12
MP2-0004	Export - programme level: Export a list of all Public Procurements from all submitted Partner reports from all projects (XLS)	Programme - Data export	Export	Round 1	L	12
MP2-3486	Allow to skip control for a Partner report (automatically 100% of reported expenditure is certified and can be included in Project report)	Partner control	Feature	Round 1	M	11
MP2-4654	Corrections, amount to be corrected: Automatically propose amounts for Public, Automatic public and Private contribution based on the input in the Funds field. All fields are still editable by the user. (Please note rounding will not be correct on this level of single expenditure.)	Corrections	Feature	Round 2	M	10
MP2-4365	Add new notification event for End of reporting period (evtl. including earlier notification to remind about submitting partner reports). Add relevant placeholders such as reporting deadline for the notification message.	Notifications	Feature	Round 1	L	10
MP2-4419	Internal upload section for JS/MA-Controller communication in the control work finalise tab	Partner control	Feature	Round 1	M	10
MP2-4646	In the overview list of corrections inside an audit add a column "Payment ID" (after column "Impact on project level") showing all payment IDs (can be multiple) where this correction has been linked to an installment	Corrections	Feature	Round 2	M	9

Post September 2024 Developments

With only **2** developers remaining, the focus has shifted to maintaining stability and addressing key user-reported issues.

Focus on

- Bug Fixes
- Prioritising wishlist Implementation, small improvements

Development Outlook

- No new features will be introduced until the end of the year.
- Emphasis on improvements and refining the existing system based on user feedback.

Jems
Maintenance phase (2025-2029)

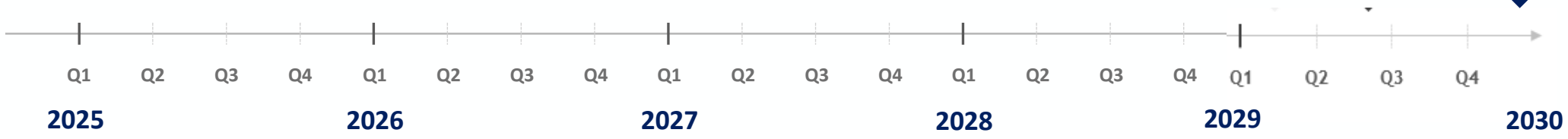
Maintenance phase

1 January

Goal - enhance stability, security, and user support for sustained system performance

End of Maintenance phase

31 December 2029



New Jems User Satisfaction survey reveals **85%** satisfaction with usability of the system, **88%** satisfaction with Jems functionalities and **78%** satisfaction overall with the system

Jems in Numbers

One new programme (mainstream) expressed interest to test/use Jems

Interreg programmes representatives using other systems showed interest in adopting Jems next period

52

License agreements to test/use Jems

63% of all Interreg programmes!!

111

Completed Sprints

From October – every month – 4th Tuesday from 9:00 – 10:00 CET

26

Jems CG meetings to prioritise Jems developments

1240

Opened Tickets in Jems Helpdesk

11

Releases

The Team behind the success of the project

"Behind every successful project is a dedicated team whose combined efforts and hard work bring vision to reality."

Time to move on..

Aija and **Genia** are leaving Interact

Aija’s last day 11 October
Genia’s last day 29 November

Smooth handover is taking place!

Jems activities
April - October

Jems Recognision

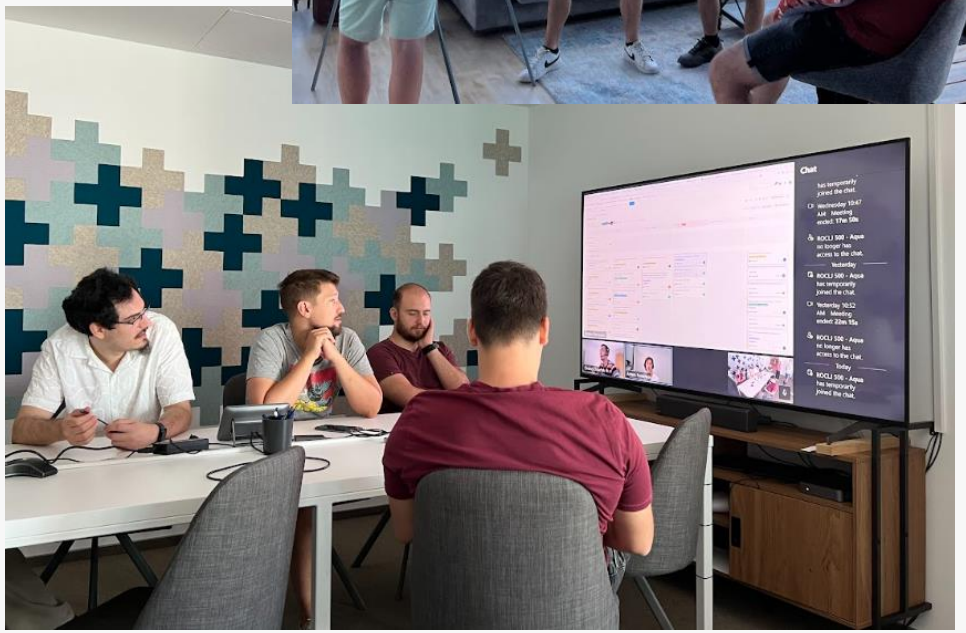
Visit in the office of the Director of all Magistrats in City of Vienna

Meeting with David Bohman (Director of all Magistrats in City of Vienna)
7 May 2024

MC Meeting
12 June, 2024, Valencia

- Information about the development of Jems
- Presentation of Jems License Survey Results
- Q&A
  - EIDAS
  - Maintenance phase
  - Programme own developments
  - Project budget

Work week in Cluj
9-12 July, 2024



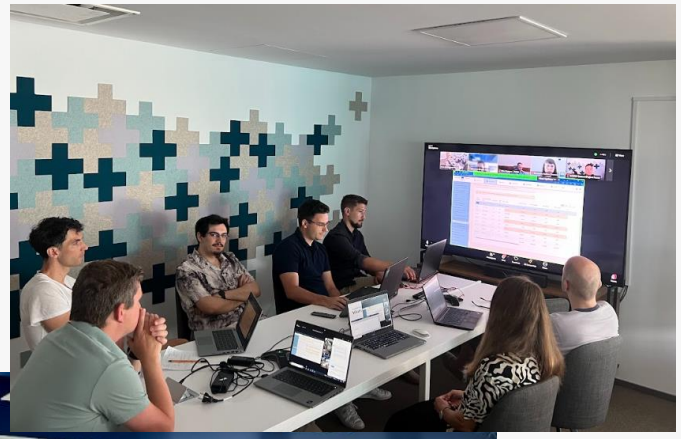
- Capitalisation of project results:

identification of best practices, key decisions made, and areas for improvement

- Workshops to gather input:
  - Project Management Methods & Tools
  - Quality Assurance and Testing
  - Scalability, performance, integration, compatibility
  - Technical architecture & design
  - Team dynamics and Collaboration

How we continue with the capitalisation of project results?

- Conducted workshops (instead of usual Retros) to continue gathering input
- Prepare a document reflecting the project's outcomes, methodologies, challenges, and lessons learned that can serve as a guideline for related and unrelated projects within the Interact.



Core Group meetings

‘Our effort to reduce yours’

Work in practice:

26 CG meetings

25th CG meeting – 10-11 April
26th CG meeting – 06 June

TEST DAY(S)

Let’s test Jems together (6) – 7 August

All urgent issues were fixed and included in Jems V 11.0

IT Tools and MSN meeting

Rostock, Germany
18-19 September, 2023

Europe wide learning and exchange of experts working with Interreg Monitoring systems

- Feature Demo, Audit
- Discussion on Post2027 MS
- Non-Interreg MS presentation

20 participants, 9 programmes, 9 MS

Jems trainings & demos

1. *CA/BAF Training on Jems payment modules, payment to EC and corrections April*
2. *Training with AA & GOA network on Jems incl. common sample June*
3. *Training on AA Common Sample October*

Jems License Holders Survey

June 2024

Purpose: Gauge the user satisfaction with Jems

Feedback on satisfaction levels

Covering various system aspects

Survey Results are Available →

Key Conclusions

- Response rate: **91%** (45 out of 49 eligible programmes)
- Generally positive reception of Jems functionalities
- High satisfaction with user support
- Identified key areas for usability and effectiveness improvements
- Feedback aligns with ideas and suggestions from various communication channels (e.g., Helpdesk)
- Feedback and suggestions integrated into the Jems development process

Future Outlook

- Ongoing commitment to evolve Jems based on user feedback
- Continuous enhancements to better meet the diverse needs of the user base

Jems end-users survey

Ongoing 2024

Purpose: Gauge the end-user satisfaction with Jems

First Results – September, 2024

311 responses

Users: Majority answers from Lead Partners (38%) and Project Partners (31%).
Experience with Jems:

- 75% have been using Jems for over 6 months;
- 61% have used other Interreg systems before.

Key Conclusions, September 2024

Compatibility with other systems:

- 59% find Jems easier to use than other systems
- 51% see Jems as more reliable than other systems

Satisfaction Levels:

- Reliability: 81% satisfied or very satisfied.
- Functionality: 74% satisfied or very satisfied.
- Ease of Use: 76% satisfied or very satisfied.

Next steps: Deadline for additional round of answers until is **31 October, 2024!**

Analysis of the Survey will be available in December, 2024!

Sprint Review meetings

JOIN OTHER PROGRAMMES!

4-weekly – every 4th Tuesday, next 29 October
from 9:00 – 10:00 CET

Post SR meetings	Community organized! Stay pro active, initiate a meeting!

Jems User Group meeting

Keep.eu updates

Janne Kiilunen | Interact | 08.10.2024

Interact

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Interreg

Jems User Group meeting

Keep.eu Jems plugin

Janne Kiilunen | 08.10.2024

Interact

Co-funded by the European Union

Interreg

Keep.eu
Jems plugin

Easy way to have your data available in keep.eu, keep.eu plugin is available in Jems core package, and can also be retrieved from keep.eu FAQ page.

New plugin version (1.1.7.) for Jems v11, “Project story” and “projects' mentions and prices” added.

Jems upgrade, when upgrading Jems, please remember to also update to latest version of keep.eu plugin.

Jems User Group meeting

Keep.eu API

Janne Kiilunen | 08.10.2024

Interact

Co-funded by the European Union

Interreg

What is keep.eu API?

A new API Web service will be introduced that allows the access to data from keep.eu in an Open Data standard way.

Keep.eu API enables user to retrieve information about programmes, projects, and partnerships with ease.

- Machine-to-machine
- API Web service allowing to access keep.eu data in Open standard way
- Json
- API key
- Access to whole data or filtering

Who will benefit from keep.eu's API?

Interreg programmes	Building for example statistics, maps or any other elements to their website.
Other platforms	For example Kohesio and interreg.eu
Researchers, think-tanks, consultancies	Accessing the whole keep.eu dataset and filtering the information based on the need.
Others	Member state representatives, National contact points, European Commission, etc.

How to guarantee your programme's data in Kohesio?

Kohesio (the European Commission's Cohesion Policy knowledge platform).

- Currently all keep.eu's 2014-2020 data is available in Kohesio.
- When keep.eu API is ready, the data transfer to Kohesio will be fully automised also for 2021-2027.
- **Enable data retrieval from Jems to keep.eu and the data will be in Kohesio.**

Jems User Group meeting

Interreg Match

Janne Kiilunen | 08.10.2024

Interact

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Interreg

Interreg
Match

Any organisation interested can join, possibility to create a profile with detailed information on organisation.

Partner search platform for whole Interreg, look for open calls, search potential partners, create organisation profile.

Social connections, possibility to share LinkedIn profile information

Jems User Group meeting

Data processing work Additional data collected by the keep.eu team

Janne Kiilunen | 08.10.2024

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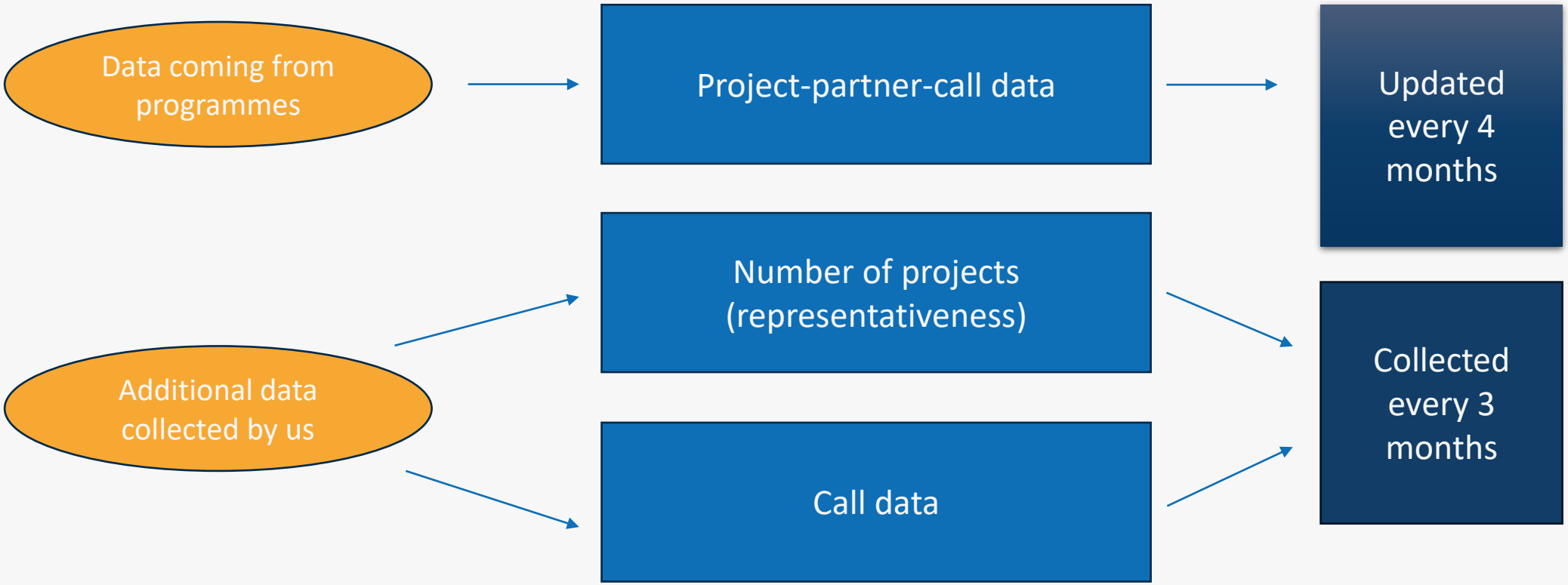
What kind of data we collect?

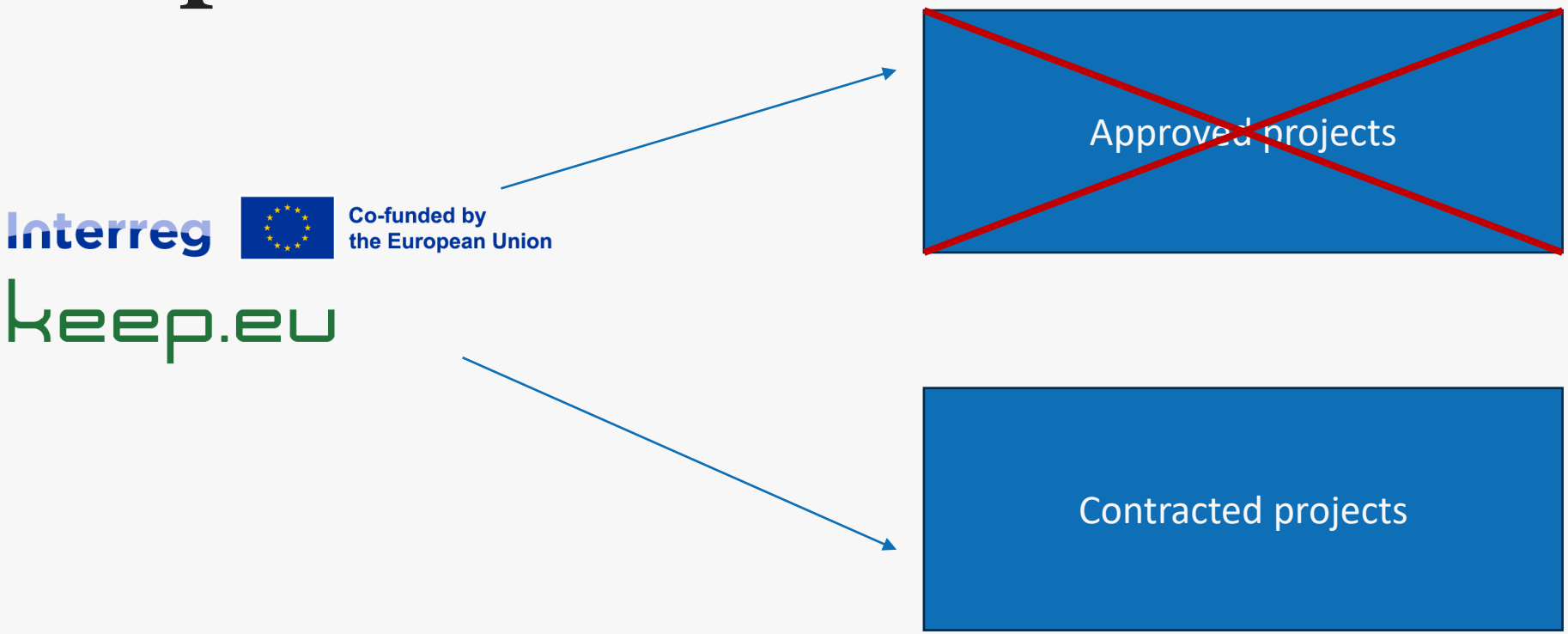


Representativeness

Information on this programme's project and partner data in keep.eu

Last month that keep.eu received data from the Programme or retrieved it from the Programme's website	9-2024
Foreseen date of new project-partner-call data importing	3-1-2025
Fields missing in data supplied by this programme	Download detailed Excel file with each programme's fill-out rate, per project field. Download detailed Excel file with each programme's fill-out rate, per partner field.
Language of the data in keep.eu	English, French, Italian (see challenge of language detection)
No. of projects in keep.eu / Total no. of projects (% of projects in keep.eu)	37 / 37 (100%)
No. of project partners in keep.eu / Total no. of project partners (% of project partners in keep.eu)	281 / 281 (100%)
Notes on the data	Source of estimation of the number of projects as of 2024-02-26: Website of the programme Method for estimating the number of partners as of 2024-05-31: Average partners per project based on the average of the previous period. Programme's webpage last visited on 204-08-30.
Source of the data in keep.eu	Programme's Jems.

Only contracted projects feature on keep.eu



6th Jems User Group

Roadmap of Jems

Interact / 08.10.2024

Co-funded by the European Union
Interreg

Audit of Jems

- First audit round started begin July based on V10.0.6
- walk-throughs and clarification rounds between PwC and Interact
- Certain checks required an updated version (with exports working)
- Pre-release V10.1 to demo the difference to the current audit system (released together with V11)
- **Final report** will be available mid October

Audit fixes

User management

- When admin creates a user, force password change upon first login
- Password expiration

Payment exports

Dynamic parameters

11th Release on 20.9.2024 1/2

- Modifications: AF sections can be locked and unlocked
- Project Reporting Overview: Indicator living tables and Financial living tables
- Closed Corrections can be set back to status Ongoing
- Payments to projects: bulk creation, authorisation and confirmation of instalments
- Highlight expenditure items in a Partner report changed during last reopening
- Highlight expenditure items in a Project report which belong to a certificate added during last reopening
- Bulk file download
- Contracting partner sections: State Aid scheme selected in AF always shows (also if self assessment results to no aid)
- 1-click export of UI tables to excel

11th Release on 20.9.2024 2/2

Integrated external developments:

- Login page notifications (Warning/Info panel)
- Shared folder (support for 2 step calls) (North West Europe programme)

Exports:

- Project budget export: inclusion of SPF data
- Programme exports:
  - Lists of Expenditures
  - Partner reports (based on a plugin provided by North West Europe programme)
  - Project reports
  - Indicators (for SFC tables 5, 8, 9)
- Payment exports:
  - Common sample
  - Corrections
  - Payments

Plugin developments by programmes

Programme list of projects xls & Programme list of partners xls

Reworked and integrated in v12

List of partner reports xls (NWE)

Reworked and integrated in v11

Project Report pdf (NPA)

Available on the cloud, integrated in v12

Partner Report pdf (CE)

Available on the cloud, integrated in v12

2nd voting round:
Thank you for your votes!

- Collection of wishes until 26 April
- Wishlist with **136 features**
- voting ended 17 May 2024
- 36 Votes received
- Result discussion with Core Group on 6.6.2024

  -> follow the ranking, 8 top voted features already implemented

A couple more top voted features foreseen for V12

- Automatic proposal of *flat rates* on top of corrections
- Sort expenditure list in *MA/JS verification*
- *… additional ones according to capacity*

Features agreed to not develop from top voted features

Programme living tables: added value is low since the same or even more detailed information can be retrieved via exports

LoE: Allow to add new items in a reopened partner report: too high risk of bugs (hotfixes) affecting core financial data

Features agreed to develop in addition to the top voted (V12)

1. **Project report Work plan progress: Mark which sections have been changed** as compared to the previous report
2. **Programme list of partners** and **Programme list of projects**: include SPF and extend
3. **Partner report pdf export**
4. **Project report pdf export**
5. **Project report: Split list of certificates**
6. Others (UX and technical improvements, bug fixes, audit fixes)

Next Steps in Jems

2024

Late Autumn – 12th Release

Monthly Sprint Reviews meetings

Support via Jems Helpdesk

Preparation of Short courses – Interact Academy

Jems Use group meeting (6)

Maintenance phase

Jems Team | Interact office Vienna | 09.10.2024

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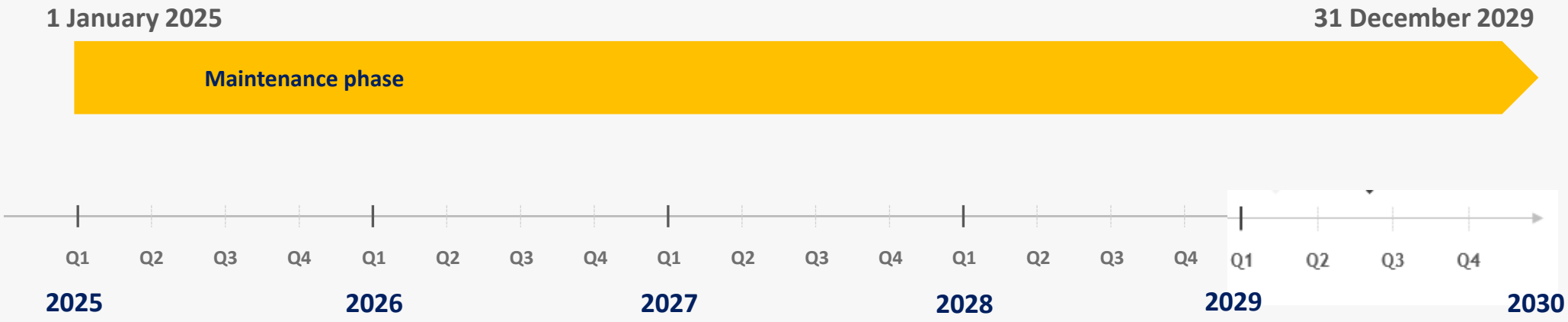
Jems
Maintenance phase (2025-2029)



Jems
Maintenance phase (2025-2029)

- ✓ Address bugs and security findings (hotfixes)
- ✓ Update Jems modules to improve performance and security
- ✓ Implement minor developments to improve user experience (e.g., UX enhancements)
- ✓ Integrate potential community-driven developments
- ✓ Maintain and support Interact channels (e.g. helpdesk)
- ✓ Keep Jems user group network alive

Jems
Maintenance phase (2025-2029)

Questions…?

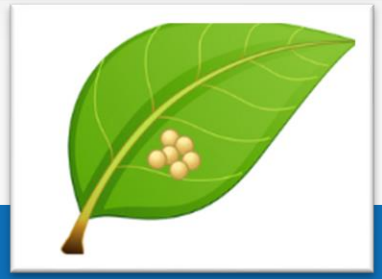
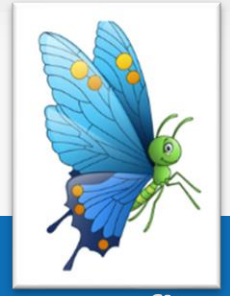
Jems
Maintenance phase (2025-2029)

We want your feedback!

- ❑ Uncertainties and challenges during maintenance phase
- ❑ Expectations on Jems community (e.g. Jems user group events)
- ❑ …

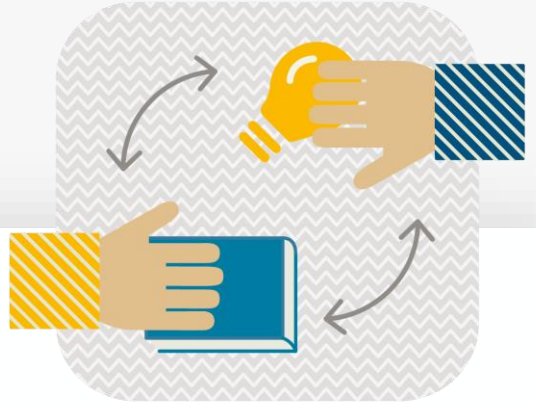
Exchange
Main challenges, good practices when working on Jems

Choose the group based on the topic relevant for your programme regarding Jems

 Eggs	Caterpillar	Pupa	 Butterfly
- Setting up Jems - Calls - Assessment and Selection	- Contracting - Modification of projects	Project implementation: - Reporting - Verification - Closure	- Audit/Corrections - Reporting to the EC

Exchange
Main challenges when working on Jems

Discuss general experience with Jems



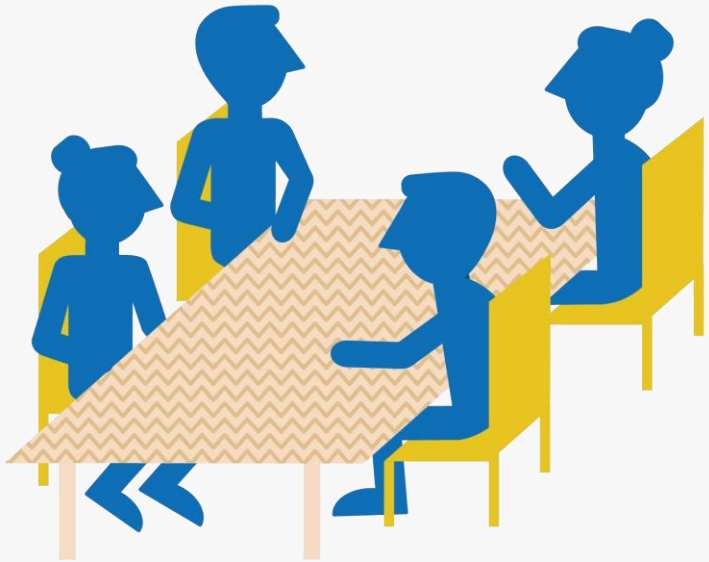
- What worked well
- What solution did you find to the challenges you faced (e.g. legal issues, monitoring issues etc. think more broadly than only MS).

This should be place where you find all answers to operational issues, not only Jems!

Programme Developments

Isabelle Lecroart and Christopher Vanhove	Jems plugin developments
Ales Mrkela	Slovenian implemetation of Risk-based management verification methodology in Jems using API calls

Floor is open for Q&A



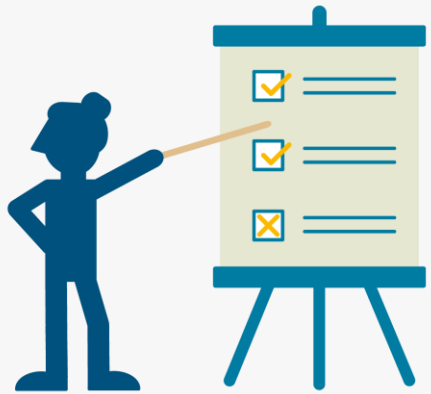
Agenda

01	02	03	04	05
Welcome and reconnection	Programme own developments	Thematic Discussions	Break (30min)	Conclusions from the Thematic Discussions

06
Q&A, Next steps

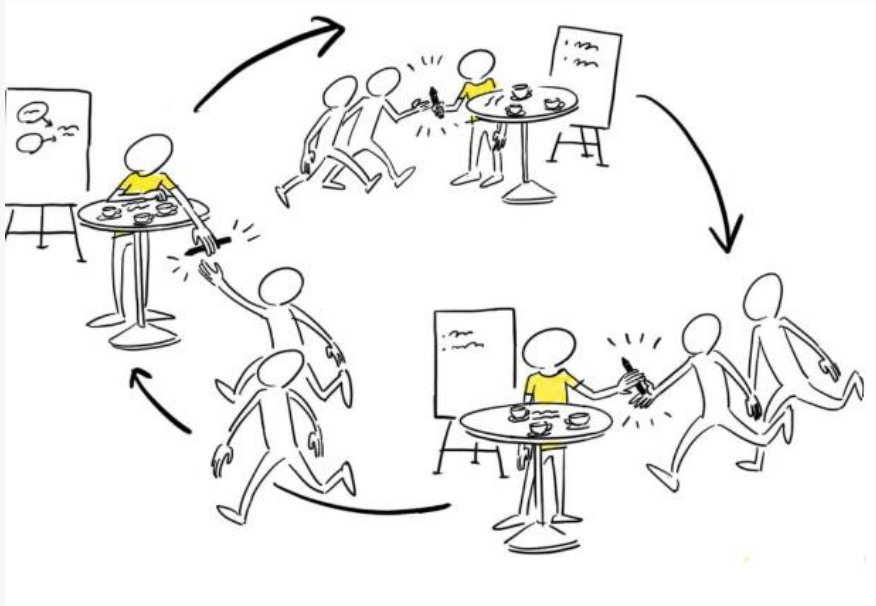
Programme Developments

Amund Sole	Work flow tool, Central Europe



Thematic Discussions

Goal: Sharing experience among programmes related to the topic. Possibility to get information on best practice.



Topics

- IT/ Maintenance
- Live Helpdesk (1)
- Live Helpdesk (2)