IMS **User Manual 2: IMS-users and their roles**
Irregularity Management System

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Summary:		Keywords:
IMS is the application that allows the preparation and submission of irregularity reports to the European Anti-Fraud Office (OLAF). This manual is meant to describe the features of IMS.		Irregularity Management System (IMS)

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Document History

Ed.	Rev.	Date	Description	Action (*)	Sections
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0.2	1	15/10/2018	Aligned introduction and contact pages, final review business owner	C, D, I, R	All
0.3	2	22/11/2021	Updated information on management of reference data for the country officer	C, D, I, R	All
0.4	3	06/12/2021	Updated the manual to add the Export CCI Numbers functionality	C, D, I, R	All
0.5	4	13/12/2021	Added information on exporting CCI numbers	C, D, I, R	All
0.6	5	02/02/2022	Added information on importing Codelists country officer. Added options to User Roles/Rights tables	C, D, I, R	All

(*) Action: C = Create D = Delete I = Insert R = Replace

Reference Documents

Ref.	Title	Reference	Version	Date
RD1	How to connect to AFIS Portal using Secure Internet connection	How to connect to AFIS Portal using Secure Internet connection	7.0	22/03/2019
RD2	How to connect to AFIS Portal using CCN	How to connect to AFIS Portal using CCN	5.0	22/03/2019
RD3	AFIS Portal User Manual	AFIS-APM-UserManual.docx	6.0	29/01/2018

Table of Contents

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The initial IMS-manual which was released in 2016 became too big, therefore it is has been split up into booklets. Each booklet is a manual which deals with a particular subject.

The following manuals have been created or will be created:
1.   IMS-concepts
2.   IMS-users and their roles
3.   Cases and requests
4.   How to access IMS
5.   Create a case
6.   Update, close, reopen and cancel a case
7.   Amend and anonymise a case
8.   Search
9.   Excel export and import
10.   List, view and print
11.   Abbreviations and acronyms
All manuals will be published on ALIB (AFIS Library) and CIRCABC.

The manuals are meant as an orientation tool for all IMS-users. They gather information users should be familiar with in order to be able to exploit the IMS-application.

The overall description of the features of IMS, of the way in which users are organised, as well as of the procedures, sequences of steps and tasks implied, intend to improve the ease and efficiency of working with the application.

In its larger part, the manuals contain minute presentations of the functionalities, commands, fields, as well as the way in which users should work with irregularity cases and requests.

In order to make the best use of this manual, please note the following conventions:

This icon indicates warnings, preconditions or instructions that have to be strictly followed. If you see this icon, make sure to read the information written next to it.

This icon is used for temporary limitations of the system. They will be removed from the document in a future version of the system.

Warning! Very important information, please read carefully.

Tip to improve a working practice

This manual concerns "IMS-users and their roles". The different types of IMS-users and their tasks, competences and so forth are described.

The IMS-manuals are not meant to provide an in-depth-explanation or in-depth-interpretation of the regulations and reporting obligations. The Handbook on Requirements to report irregularities provide such information. You will find the handbook also on ALIB and CIRCABC.

	Role	Description
Country	**Observer**	User in a reporting authority who has the right to consult IMS-data (requests and cases) created or received by that reporting authority.
	Creator	User in a reporting authority who has : ▪ observer rights ▪ the right to create requests (and to make them available to the manager to send the requests to the next reporting authority on the reporting path).
	Manager	User in a reporting authority who has ▪ observer rights ▪ creator rights ▪ the task to perform quality checks on requests ▪ the right to send requests to the next reporting authority on the reporting path.

	Country Officer	IMS-manager of a Level-1-Reporting Authority of a country who has
		▪ observer rights
		▪ creator rights
		▪ manager rights
		▪ administrator rights to manage:
		   o the reporting structure of the country
		   o data-ownership
		   o the reference data

1.   Introduction

IMS went into production in 2008 and introduced reporting authorities and a cascaded reporting structure which made it possible to feed IMS at different levels with data and to perform at different levels checks on the reliability and completeness of the data.

The idea is that the reporting authorities apply the four-eyes-principle: one person puts the data into IMS and another person checks and approves that input before it is send. For that reason, the roles of IMS-creator and IMS-manager have been created. The IMS-creator puts the data in IMS and the IMS-manager checks, approves and sends it to the next level.

Experience learned that there is always a need to give persons, who are not directly involved in the reporting process, read-only-access to the data. For that reason the role of IMS-observer has been created. An IMS-observer has read-only-access to the data thus cannot modify or delete data.

The roles of IMS-manager, IMS-creator and IMS-observer were introduced in 2008.

In 2016, a new version of IMS was put in production. IMS was completely redesigned and rewritten with new software in order to make it, from an IT-technical-point, future-ready. The use of new software made it also possible to create new features and new roles. One of the new roles is the role of IMS-country-officer, an "administrator" on national level.

In this manual, the different roles will be explained and the rights they have to perform their work.

This manual will first provide an overview of all rights a user can exercise.

Right / Role	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

2. User rights and tasks

The table on the left hand side provides an overview of all rights which an IMS-user, depending on his role, can have. Rights, of course, implies also task and duties.

CREATE – create a request

Reporting starts with a request to open a case. By clicking the button CREATE REQUEST, the creator starts the process of irregularity reporting. IMS will open the "report" as described in article 3(2) of the different implementing acts: *In the initial report Member States shall provide the following information:*

SAVE AS DRAFT - save request as draft

Saving a request as draft implies that the creator saved the data in IMS and can still modify it.

DELETE – delete draft request (manual deletion)

A request saved as DRAFT can be deleted by the creator by pushing the button DELETE.

FINALISE – save request as finalised

Saving a request as finalised means that the report cannot be changed anymore. A manager can sent it to the next level or reject it.

APPROVE – approve request

A finalised request needs to be processed by the manager. The manager has the option to APPROVE or to REJECT the request. An approved request can be send to the next level while a rejected request will be send back to the creator.

SEND – send request

By pushing the button SEND, the manager submits the approved request to the next level.

REJECT – reject request

A request which is disapproved by the manager should be returned to the creator. By pushing the button REJECT, the request is rejected and returns to the creator. The manager needs to indicate the reason(s) of rejection otherwise it will not be possible to send the rejected request to the creator.

The creator has 2 possibilities:
1. to delete the rejected request
2. to update the rejected request

DELETE – delete rejected request

The creator of a request can remove a rejected request by a push on the button DELETE. All data will be deleted.

Role / Right	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

RECREATE – recreate rejected request

The creator of a rejected request can by pushing the button RECREATE modify the rejected request. The process "create a request" starts again. The request will get the status DRAFT.

SEARCH – search for requests

IMS offers the possibility to search for cases and to search for requests. Put in your search criteria push the button SEARCH and IMS will perform a search. The results of the search will be displayed as soon as the search has been completed. If you do not put in any search criteria, IMS will display all cases or all requests.

LIST – list requests

Requests are listed on the different tab pages of IMS. The requests can be sorted by clicking on the column headings of the different tab pages.

VIEW – view request

A request can be viewed by clicking on the number of the request. The number is marked green.

VIEW HISTORY – view request history

By clicking on the button VIEW HISTORY, the history of a case will be shown. All requests concerning the case will be displayed and by clicking on the number of a request (right column), the content of that request will be displayed. If you click on the value in one of the other columns (case version, action, initiator/sender, date), IMS will provide you with an overview what has been changed in comparison to the previous request including old and new values.

PRINT – print request

By clicking on the button PRINT, the request can be printed on paper or in PDF. Just select your preference.

Role / Right	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

SEARCH – search for cases

IMS offers the possibility to search for cases. Put in your search criteria push the button SEARCH and IMS will perform a search. The results of the search will be displayed as soon as the search has been completed. If you do not put in any search criteria, IMS will display all cases.

LIST – list cases

Cases are listed on the different tab pages of IMS. The cases can be sorted by clicking on the column headings of the different tab pages.

VIEW – view case

A case can be viewed by clicking on the CASE ID-number of the case. The number is marked green.

VIEW HISTORY – view case history

By clicking on the button VIEW HISTORY, the history of a case will be shown. All requests concerning the case will be displayed and by clicking on the number of a request (right column), the content of that request will be displayed. If you click on the value in one of the other columns (case version, action, initiator/sender, date), IMS will provide you with an overview what has been changed in comparison to the previous request including old and new values.

PRINT – print case

By clicking on the button PRINT, the case can be printed on paper or in PDF. Just select your preference.

Role / Right	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

IMPORT – import request as draft

IMS offers the possibility to import requests which have been created in excel. Importing a request as draft implies that you save the request as draft in IMS. This means that you can still modify it in IMS. It also means that the creator still needs to finalise the request by pushing the button FINALISE and that the manager still needs to approve the request and, in case of approval, to push the button SEND or, in case of disapproval, the button REJECT.

IMPORT – as finalised

IMS offers the possibility to import requests which have been created in excel. Importing a request as finalised implies that you save it as finalised in IMS. This means that you cannot modify the data anymore. The manager needs to approve the request and to SEND or REJECT it.

IMPORT – as sent

IMS offers the possibility to import requests which have been created in excel. Importing a request as sent implies that you save it as sent in IMS. This means that the request is immediately sent to the next level. You import the request in IMS and IMS sends it directly to the next level. The data cannot be modified anymore unless a manager of a higher level rejects the request.

Importing a request "as sent" can only be done by a manager. A creator does not have the rights to send a request.

IMPORT – dry run

IMS offers the possibility to import requests which have been created in excel. The "dry run" option offers the possibility to check the content of the import-file before it (really) is imported in IMS. By performing a dry run, IMS checks if the import-file fulfils all conditions and provides feedback. You are strongly advised to perform dry runs because it will make it possible to create an import file without mistakes.

IMPORT – import with warnings

IMS offers the possibility to import requests which have been created in excel. IMS makes a distinction between errors and mistakes. Requests with errors cannot be imported in IMS while requests with mistakes can be imported.

An example of an error is for instance the use of a non-existing code. IMS will not allow you to import a file with errors. You will get an error message in which the request and its error is described.

An example of a mistake is for instance a miscalculation (1+1=3). You can opt to import request with a mistake by moving the switchbox to "import with warnings".

More detailed information on importing an excel file can be found in the Manual Excel export and import.

Right \ Role	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

EXPORT – export request

IMS offers the possibility to export a request. By selecting a request and pushing the button EXPORT the request will be exported in excel.

EXPORT – export case

IMS offers the possibility to export a case. By selecting a request and pushing the button EXPORT the request will be exported in excel.

More detailed information on importing an excel file can be found in the Manual Excel export and import.

Role / Right	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

REPORTING STRUCTURE – view

IMS-country-officers have the possibility to view the reporting structure and reporting path of their country directly in IMS.

IMS shows for which fund(s) and programming period(s) a reporting authority is reporting cases of irregularities and to whom it sends those cases and from whom it receives cases.

REPORTING STRUCTURE – change

IMS-country-officers have the possibility to change the reporting structure and reporting path of their country directly in IMS.

DATA-OWNERSHIP – change ownership of requests and cases

The data-ownership belongs to the reporting authority in which the initial report was created. It can happen that the data-ownership needs to be changed due to for instance a change in the administration of a country. An IMS-country-officer can change the data-ownership of a case, including all its requests.

MANAGE COMPETENCE – manage organisation competence

Competence is one of the pillars on which IMS is based. The competences are:
1. Agriculture
2. Asylum
3. Cohesion
4. Fishery
5. Most-deprived
6. Neighbourhood
7. Pre-accession
8. Recovery and Resilience Facility

A reporting authority has one or more competences for which it can report cases of irregularities, send cases of irregularities and can access already reported cases of irregularities. No competence implies no access.

MANAGE COMPETENCE – manage funds and programming periods

Funds and programming periods are two other pillars on which IMS is based.

Role / Right	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

MANAGE REFERENCE DATA – Codelists

Reference data are data that define the set of permissible values to be used by other data fields. Think of data such as fieldnames, Codelists, warning messages and error messages.

A Codelist is a list of valid codes and decoded values for a variable. The purpose of a Codelist is to ensure that data values comply with controlled terminology. Examples of an IMS-Codelist are the list of funds, list of countries, irregularity typology and so forth.

MANAGE REFERENCE DATA – translations

Reference data are data that define the set of permissible values to be used by other data fields. Think of data such as fieldnames, Codelists, warning messages and error messages.

IMS is available in all EU-languages. The master version is the English version for which OLAF is competent. For all other language versions counts that the IMS-country-officer of the "competent country" is responsible to keep them up-to-date and correct.

MANAGE REFERENCE DATA – budget lines

Reference data are data that define the set of permissible values to be used by other data fields. Think of data such as fieldnames, Codelists, warning messages and error messages.

The budget lines are based on the DGAGRI-nomenclature which is compiled per year. The final version of a nomenclature concerning year n is established in the period April – May of year n+1. This final version is based on the expenditures which actually took place as reported by the Member States.

MANAGE REFERENCE DATA – CCI-related data

Reference data are data that define the set of permissible values to be used by other data fields. Think of data such as fieldnames, Codelists, warning messages and error messages.

The CCI-codes are based on the SFC-data:
SFC2007 – System for Fund management in the European Community 2007-2013
SFC2014 – System for Fund management in the European Community 2014-2020.
https://ec.europa.eu/sfc/en

Role / Right	Creator	Manager	Country Officer	Observer	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Create request	x	x	x						
Save request as draft	x	x	x						
Delete draft request (manual deletion)	x	x	x						
Finalise request	x	x	x						
Approve request		x	x		x				
Send request		x	x		x	x			
Reject request		x	x		x				
Delete rejected request (manual deletion)	x	x	x			x			
Recreate rejected request	x	x	x			x			
Search for requests	x	x	x	x	x	x	x		
List requests	x	x	x	x	x	x	x		
View request	x	x	x	x	x	x	x		
View request history	x	x	x	x	x	x	x		
Print request	x	x	x	x	x	x	x		
Search for cases	x	x	x	x	x	x	x		
List cases	x	x	x	x	x	x	x		
View case	x	x	x	x	x	x	x		
View case history	x	x	x	x	x	x	x		
Print case	x	x	x	x	x	x	x		
Import request as draft	x	x	x						
Import request as finalised	x	x	x						
Import request as sent		x	x		x			x	
Import dry run	x	x	x					x	
Import with warnings	x	x	x					x	
Export request	x	x	x	x	x	x	x		
Export case	x	x	x	x	x	x	x		
View Reporting structure			x					x	
Change Reporting structure			x					x	
Change ownership of requests and cases			x		x				
Manage Organisation competence								x	
Manage funds and programming periods			x					x	
Manage reference data – Codelists								x	
Manage reference data – Export Codelists			x					x	
Manage reference data – Import Codelists			x					x	
Manage reference data – Translations			x					x	
Manage reference data – Budget lines						x		x	
Manage reference data – CCI-related data						x		x	
Manage reference data – Export CCI numbers			x					x	
Make case expired									x
Delete anonymised case (automatic deletion)									x
Send e-mail notifications									x
Auditing / Logging									x

EXPIRED – Make case expired

A closed case gets the status EXPIRED automatically n-years after its closure, taking into account the programming period and the closure of the programme and project.

The status "expired" implies that a case needs to be anonymised, meaning that all personal data needs to be deleted.

The system actor can change manually the status of a closed case into "expired" after which the OLAF manager can anonymise the case (four-eyes-principle).

ANONYMISED – Delete anonymised cases (automatic deletion)

The system actor can delete an anonymised case.

NOTIFICATION – Send e-mail notifications

IMS can send e-mail notifications automatically. The system actor manages this facility.

AUDIT – Auditing / Logging

IMS creates an audit trail and logs all activities. The system actor has access to this information thus can check who did what and when.

Country-officer	Manager	Creator	Observer	

1. read only access to cases/requests
   a. created
   b. received
   by his reporting authority
2. creates cases/requests
3. checks cases/requests
4. approves or rejects cases/requests
5. sends cases/requests

create, modify and revoke:
6. reporting structure
7. case ownership
8. reference data (strings)
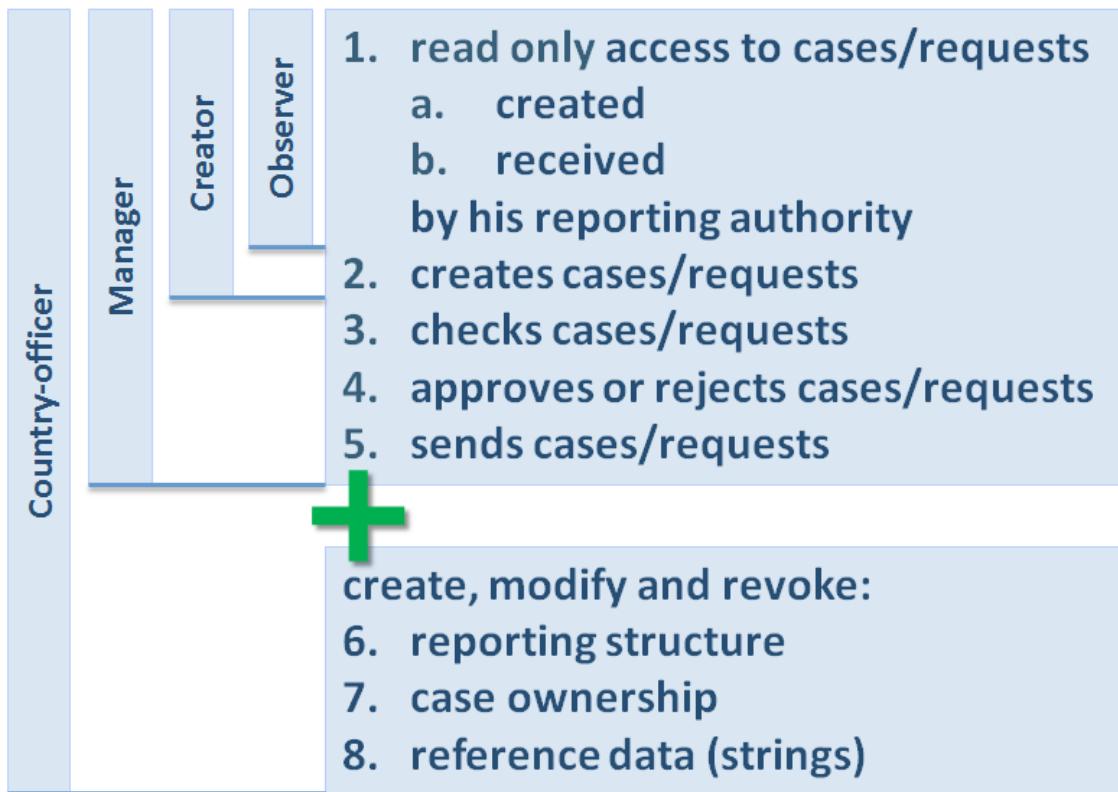
3. User roles in a country

Users of a Reporting Authorities (RA) in a country can have one of the following roles:
- Observer
- Creator
- Manager
- Country-Officer

Ad Observer

An observer has the right to observe the IMS information (requests and cases) which has been
1. created
2. received

by the reporting authority to which he belongs.

There is no limit on the number of observers per reporting authority.

Ad Creator

A creator has the same rights as an observer but can also create a request. The manual "Request to create a case" provides a detailed explanation on how to create a request.

There is no limit on the number of creators per reporting authority.

Ad Manager

A manager has the same rights as a creator but can also send a request to the next level in a reporting structure or, in case the manager disapproves with the content of the request, reject the request which implies that it will be send back to the creator.

There is no limit on the number of managers per reporting authority

⚠ Every reporting authority should have at least one manager. Without a manager, the request cannot be submitted to the next level or to the Commission.

Ad Country-officer

An IMS-country-officer has the same rights as a manager, but has also the rights:
1. to create, modify and revoke the reporting structure of a country
2. to change the case ownership
3. to change the reference data
4. to export Codelists and CCI numbers

⚠ Per country, only one Country-officer (plus one back-up-officer) can be appointed.

In short, a creator puts the data in IMS while the manager approves and sends it to the next level.

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3.1 Role creator

The creator starts the process of irregularity reporting by clicking on CREATE REQUEST. IMS will then offer 3 options:

1. Create initial request
2. Create initial request – closed case
3. Create zero notification

one of the three options needs to be chosen in order to start the reporting process.

The creator can save a request as draft or finalised. As long as a request has the status draft, the request can be edited, including deletion, by the creator.

As soon as the creator pushes the button FINALISE, the request cannot be edited anymore. It will then be up to the manager to decide what to do with the request.

The role of creator is the basis of the reporting process. Detailed information on the reporting process, thus on the creator's role, can be found in the manuals

1. create a case
2. update, close, reopen and cancel a case

In these manuals you will find a detailed description of the reporting process and what is expected from the creator and, to a lesser extent, from the manager.

The creator rights are listed in the table on the left hand side which have been explained in chapter 2 User rights and tasks.

Role / Right	Creator
Create request	x
Save request as draft	x
Delete draft request (manual deletion)	x
Finalise request	x
Delete rejected request (manual deletion)	x
Recreate rejected request	x
Search for requests	x
List requests	x
View request	x
View request history	x
Print request	x
Search for cases	x
List cases	x
View case	x
View case history	x
Print case	x
Import request as draft	x
Import request as finalised	x
Import dry run	x
Import with warnings	x
Export request	x
Export case	x

3.2 Role manager

3.2.1 Introduction

A manager has the same rights as an observer and creator. A manager can "see" all cases and requests which have been received or created by his reporting authority. A manager can also create a request.

The table on the left hand side provides an overview of the "rights" of a manager. These rights have been explained in chapter 2 User rights and tasks.

A manager can, like an observer, view cases. A manager can also, like a creator, create requests.

On top of that, a manager can:
1. send a request
2. reject a request
this can be an incoming request or a finalised request created by a creator of his reporting authority.

3.2.2 Core responsibility

One of the core responsibilities of the manager is the approval of the requests which need to be submitted to the next level in the reporting chain. The manager needs to verify the request on reliability and completeness, including compliance with the reporting obligations, before pushing the button SEND.

The manager needs to approve the requests which are stored under the tab pages INCOMING and FINALISED.

The manager needs to take into account the reporting obligations as stipulated in the applicable regulations. The "Handbook on Reporting of irregularities in shared management 2017" provides an in-depth explanation of the reporting obligations.

The "Handbook on Reporting of irregularities in shared management 2017" is a working document prepared by the European Anti-Fraud Office (OLAF) assisted by a group of Member States' experts under the Advisory Committee for Coordination of Fraud Prevention (COCOLAF) — Reporting and Analysis Group. It is intended to streamline Member States' obligation to report irregularities to the Commission under European Union (EU) law. It clarifies the obligations under EU law but does not change them. The document is without prejudice to the interpretation of the Court of Justice in relation to these obligations.

The "Handbook on Reporting of irregularities in shared management 2017" can be downloaded from ALIB and CIRCABC. The IMS-country-officers and IMS-liaison-officers received a digital copy of this handbook.

Role **Right**	**Manager**
Create request	x
Save request as draft	x
Delete draft request (manual deletion)	x
Finalise request	x
Approve request	x
Send request	x
Reject request	x
Delete rejected request (manual deletion)	x
Recreate rejected request	x
Search for requests	x
List requests	x
View request	x
View request history	x
Print request	x
Search for cases	x
List cases	x
View case	x
View case history	x
Print case	x
Import request as draft	x
Import request as finalised	x
Import request as sent	x
Import dry run	x
Import with warnings	x
Export request	x
Export case	x

One of the core responsibilities of the manager is the approval of the requests which need to be submitted to the next level in the reporting chain. The manager needs to verify the data on:
1. reliability
2. completeness
3. compliance with the reporting obligations
before pushing the button SEND.

The manager needs to approve the requests which are stored under the tab pages (see image 1)
1. INCOMING
2. FINALISED

Incoming requests are requests which are sent by a lower in the reporting chain placed reporting authority. The header of the tab page INCOMING indicates how many requests are awaiting the processing by a manager. In the example is 26 requests indicated. The manager needs to open the tab page and process the awaiting requests.

Finalised requests are requests created by a creator of the reporting authority to which the manager also belongs. A creator created the request and the manager needs to approve it before it will be send to the next level in the reporting chain. The header of the tab page FINALISED indicates the number of requests that are awaiting the processing by a manager.

The manager checks the requests saved in the tab pages INCOMING and FINALISED.

The manager opens the request by clicking on the REQUEST ID and performs the checks. An option could also be to export the request(s) and to check the request(s) in excel.

The manager has 2 options:
1. Reject
2. Send
(see image 2)

Ad 1. REJECT
The manager needs to push the button REJECT if a request is incomplete or incorrect. IMS will ask the manager to put in the rejection reasons in order to inform the creator why the request was rejected.

The process in keypoints:
1. Open a finalised or incoming request.
2. Click **REJECT** to reject the request.
3. The field 'Rejection reasons' is displayed. Enter a reason for rejection.
4. Click **REJECT** to reject the request.
(see image 3)

Ad 2. SEND
The manager can push the button SEND if the request is complete, reliable and compliant with the reporting obligations. The request will then be submitted to the next level in the reporting chain.

On each level in the reporting chain, the request is checked on reliability, completeness and compliance with the reporting obligations.

By pushing the button SEND, the manager also approves the request. The button APPROVE REQUEST can be used to approve the request without sending it to the next level.

1

	Request ID	Reference number - OLAF	Reference number - national	Request type	Date of last change	Creator	Status
☐	519780	GUID / HU / 0 / 2008 / 9	1681/HUAFCOS/8/000008	Cancel	18/10/2017 10:16:45	HU_AVOP	Sent by HU_AFCOS
☐	519779	GUID / HU / 0 / 2009 / 35	1681/HUAFCOS/8/000034	Cancel	18/10/2017 10:16:45	HU_AVOP	Sent by HU_AFCOS

Home Cases Requests Search Export / Import status 👤 My info

↓ Incoming (26) → Outgoing (0) Finalised (0) ⚠ Rejected (75) Draft (0) ⟳ Zero Notification (721) Sent to OLAF (350862) All

Search

List of requests Refresh

2

Send Reject Approve request View history Print Export Back

3

Reject request

Rejection reasons Cancel rejection

4000

3.3   Role observer

An observer can observe all IMS-data as far as it concerns requests and cases which have been
1. created
2. received
by the reporting authority to which the observer belongs.

An observer cannot change the data.

The table on the left hand side provides an overview of the "rights" of a manager. These rights have been explained in chapter 2 User rights and tasks.

Role **Right**	**Observer**
Search for requests	**x**
List requests	**x**
View request	**x**
View request history	**x**
Print request	**x**
Search for cases	**x**
List cases	**x**
View case	**x**
View case history	**x**
Print case	**x**
Export request	**x**
Export case	**x**

3.4 Role country-officer

3.4.1 Introduction

The role of IMS-country-officer was introduced together with IMS5 (1 April 2016). New software made it possible to grant far more competences to Member States, candidate countries and third countries. The role of IMS-country-officer has been created to execute those competences. It can be expected that in the coming years the IMS-country-officers will get more competences. Think for instance at the request from Member States to have the possibility to "switch off/on" fields, created on request of some Member States, which do not belong to regulatory reporting obligations.

Per country, only one (1) IMS-country-officer can be appointed. The country-officer-competences need to be in the hands on one person due to their nature. An IMS-country-officer has administrator rights which implies that he can interfer directly in the database. Of course, the IMS-country-officer can have a back-up-officer in case the IMS-country-officer is not available due to for instance leave.

An IMS-country-officer is a level-1 IMS-manager with special rights, related to:
1. Reporting structure   (to view, create, modify and revoke)
2. Case ownership   (to change)
3. Reference data   (to modify)

These special rights are in the tab page ADMINISTRATION to which only an IMS-country-officer has access.

Of course, an IMS-country-officer has also the same rights as an observer, creator and manager. An IMS-country-officer can acces all cases and requests which have been received or created by his reporting authority. An IMS-country-officer can also create, reject and send a request.

The table on the left hand side provides an overview of the "rights" of a country-officer. These rights have been explained in chapter 2 User rights and tasks.

Role **Right**	Country Officer
Create request	x
Save request as draft	x
Delete draft request (manual deletion)	x
Finalise request	x
Approve request	x
Send request	x
Reject request	x
Delete rejected request (manual deletion)	x
Recreate rejected request	x
Search for requests	x
List requests	x
View request	x
View request history	x
Print request	x
Search for cases	x
List cases	x
View case	x
View case history	x
Print case	x
Import request as draft	x
Import request as finalised	x
Import request as sent	x
Import dry run	x
Import with warnings	x
Export request	x
Export case	x
View Reporting structure	x
Change Reporting structure	x
Change ownership of requests and cases	x
Manage funds and programming periods	x
Manage reference data – Export Codelists	x
Manage reference data – Import Codelists	x
Manage reference data – Translations	x
Manage reference data – Export CCI numbers	x

3.4.2 Managing reporting structure

The User Registration Tool (URT) is used, as the name already indicates, to register all IMS-users. In URT, the details of all reporting authorities and IMS-users are registered. Once a reporting authority is registered in URT, the reporting structure can be set up and managed in IMS.

To set up, manage or view a reporting structure, you go to the tab page ADMINISTRATION and select one of the following options:
1. View reporting structure
2. Change reporting structure

As you already know, IMS offers several ways to get to the different sub menus. You can get there via the home page where in the box ADMINISTRATION the different options are displayed. By clicking on VIEW REPORTING STRUCTURE, IMS will bring you to the page on which the reporting structures are displayed.

You can also click in the header on the tab page ADMINSTRATION and a similar sub menu will be displayed in which you can click then on VIEW REPORTING STRUCTURE. A sub menu will be displayed and if you move your mouse then to MANAGE REPORTING STRUCTURE, another sub menu will be displayed with the options VIEW REPORTING STRUCTURE and CHANGE REPORTING STRUCTURE.
(see images 1 and 2)

View reporting structure
By clicking on VIEW REPORTING STRUCTURE, you will be able to view the reporting structure of your country. You can fine tune it on the level of fund, programming period and, of course, reporting authority.

Example MEET
The example used on the left hand page concerns MEET, which is a Bulgarian reporting authority responsible for the fund Youth Employment Initiative (YEI) for the programming period PP2014-2020.

The reporting path is displayed by selecting
- fund
- reporting authority
- programming period

Fund
YEI - Youth Employment Initiative

Organisation
BG_MEET - Ministry of Economy, Energy and Touri...

Programming period
2014-2020 - 2014-2020

Reporting authority MEET receives requests from reporting authority BSMEPA and sends requests to reporting authority AFCOS, which then sends requests to OLAF. Of course, reporting authority MEET can also create requests by itself.
(see image 3)

Change reporting structure

By clicking on CHANGE REPORTING STRUCTURE, you will be able to CHANGE the reporting structure of your country. You need to fine tune it on the level of fund, programming period and reporting authority.

(see images 1 and 2)

Example MEET (see image 3):

The example used on the left hand page concerns again RA MEET, the Bulgarian reporting authority (RA) that reports to the Bulgarian AFCOS:

Fund	Programming period	Reporting structure
YEI Youth Employment Initiative	2014-2020 2014-2020	BSMEPA ❯ MEET ❯ AFCOS ❯ OLAF

By clicking on CHANGE REPORTING STRUCTURE, a new screen will be displayed on which you will be asked to indicate:

1. reporting authority of which you want the change the reporting path (RA MEET)
2. reporting authority to which RA MEET should report from now on
3. funds, for which you want to apply this reporting path
4. programming period, for which you want to apply this reporting path

by clicking on the button CHANGE REPORTING PATH the change will become immediately effective:

Fund	Programming period	Reporting structure
YEI Youth Employment Initiative	2014-2020 2014-2020	BSMEPA ❯ MEET ❯ OLAF

⚠️ Pending requests are requests which are not yet received and approved by OLAF. Such data is not yet part of the case(data). A change of the reporting path has an impact on all pending requests of the reporting authority of which you changed the reporting path. The status of all pending requests will be changed into DRAFT which implies that the creator needs to finalise (again) such a request and that a manager needs to approve it (again) and send it (again) to the next level. This counts also for all pending requests sent via the reporting authority of which you changed the reporting path. In the MEET-example, the pending requests of reporting authority BSMEPA which were sent by MEET to AFCOS will also get again the status DRAFT.

Of course, this resetting of the status of a request is logged which implies that it can be found back in the history.

3.4.3   Change ownership

The owner of a case is the reporting authority that initiated the case. To say it in IMS-terms, the creator of a case is the owner of the data.

An IMS-country-officer can change the ownership of a case. This could be necessary if, for instance, a reorganisation takes place in your country and the reporting authority that created the case is merged with another reporting authority.

To change the ownership, you click on CHANGE OWNERSHIP. You can do that via the home page menu and via the tab page administration (see images 1 and 2).

By clicking on CHANGE OWNERSHIP, a new screen will be displayed on which you will be asked to indicate:
1. reporting authority of which you want to change the ownership
2. funds, for which you want to change the ownership
3. programming periods, for which you want to the change the ownership
4. reporting authority which should be the new owner of the cases

by clicking on the button CHANGE OWNERSHIP the change will become immediately effective.
(see image 3)

⚠ Pending requests are requests which are not yet received and approved by OLAF. Such data is not yet part of the case (data). A change of the ownership has an impact on all pending requests. The status of all pending requests will be changed into DRAFT which implies that the creator needs to finalise (again) such a request and that a manager needs to approve it (again) and send it (again) to the next level. This counts also for all pending requests sent via the reporting authority of which you changed the reporting path. In the MEET-example, the pending requests of reporting authority BSMEPA which were sent by MEET to AFCOS will also get again the status DRAFT.

Of course, this resetting of the status of a request is logged which implies that it can be found back in the history.

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1

| Home | Cases | Requests | Search | Export / Import status | Administration ▾ | 👤 My info |

Administration

View Reporting structure
Change Reporting structure
Change ownership
Manage reference data

Search

Search for cases
Search for requests

Export / Import status

Import requests

2

| Home | Cases | Requests | Search | Export / Import status | Administration ▾ | 👤 My info |

Manage Reporting structure ▸
Change ownership
Manage reference data

3

Change case and request ownership

Select an Organisation to change

Select an Organisation ▾

Change ownership for all cases

O

3.4.4 Manage Reference data

Reference data are data that define the set of permissible values to be used by other data fields. Think of data such as fieldnames, Codelists, warning messages and error messages.

IMS is avaibable in all EU-languages. The master version is the English version for which OLAF is competent. For all other language versions, the IMS-country-officer of the "competent country" is responsible. As an IMS-country-officer, you can view the IMS reference data and you can translate it into your language.

A Codelist is any list used throughout the application such as the list of funds (drop-down-list) or the list of countries (multiple-select-list). The values in each Codelist have a business code and a description. For example: **AL – Albania**, where **AL** is the business code and **Albania** the description).

View reference data

You can view all the reference data available in IMS on the tabpage MANAGE REFERENCE DATA.

You can open the tabpage MANAGE REFERENCE DATA by:
1. selecting MANAGE REFERENCE DATA in the box ADMINISTRATION on the homepage
2. by clicking on ADMINISTRATION in the header and then clicking on MANAGE REFERENCE DATA.

(see image 1)

The box CODELIST provides a drop-down-list of all Codelists. In the example, the drop-down-list COUNTRY has been selected (see image 3).

You will see the following information:

Id   : unique identification number of the value.
Code   : the business code of the value.
Description in English : the business description of the value in English.
Description in   : the business description of the value in a selected language. You can select a language from the drop-down list. By default, English is selected.
Active   : An option is ACTIVE or INACTIVE. ACTIVE is indicated by | while INACTIVE is indicated by 0. If you make a value inactive, it is no longer available at the creation of requests. However, if a value has already been used in a request/case and then it is made inactive, it remains visible in read-only mode in those requests/cases.

An IMS-country-officer has the following options:
1. Manage translations in your language(s), of the IMS Codelists.
2. Bulk management of translations, via Import Codelists.
3. Export Codelists.
4. Export CCI numbers.

3.4.4.1 Manage translations

To manage Codelist translations:

Select your language from the 'Description in' dropdown list (see image 2).

Click the **Edit** button (see image 3).

The field becomes editable. Change the description and click (see image 4).

3.4.4.2 Import Codelists

You can manage Codelist translations directly in the exported Codelists Excel sheets and then import them back into the system, alternatively, you can use the "AFIS-IMS-ImportTranslations-Template" to edit the translations and import it into IMS.

1. Export the Codelist(s) that you want to change the translations for.

⚠ To ensure that you are working on the most recent version of the Codelist, always do a fresh import of the file, do not work on Codelists that have been stored on your computer before.
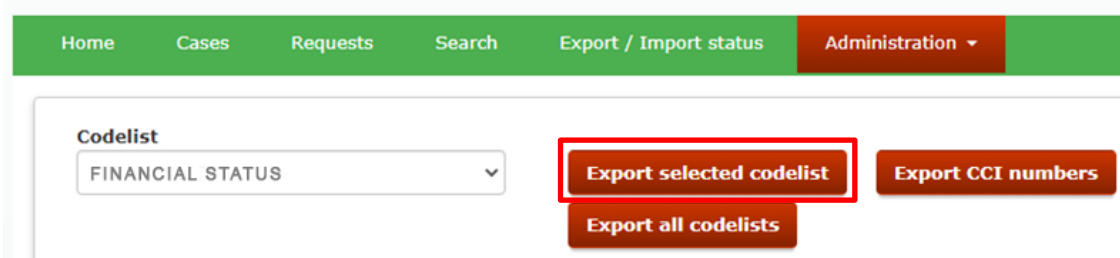
2. In the Excel sheet, make the necessary changes to your language.
You can only make changes to your own language, changes to other languages will not be imported into the system.

⚠ Make sure that you save your changes before you import the Excel sheet back into the system.

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You can now import the updated Codelist Excel file into the system. The format of the Excel file to import must be respected, according to the template "AFIS-IMS-ImportTranslations-Template". The extension of the Excel file to import must be .xlsx.

To import a Codelist Excel file:
1. Nagivate to the 'Import Codelists' page.
2. Click **Import Codelists**.
3. Click **Add File**.
4. Select the Codelist to import and click **Open**.
5. You can select to do a 'Dry Run' or to 'Send'.

       Dry Run: the system checks if the Excel file respects the necessary template rules. If there are errors they will be displayed in the Dry Run results. The file is not imported, only checked.

       Send: directly import the file, if there are errors in the file, they are displayed in the import results. The fields that have errors in them are not imported.

6. The import is asynchronous, which means that it is placed in an import queue
Once the processing of the file starts, IMS validates the content of the file to import, based on the template requirements.

If the status of the import does not change, click the **Refresh** button.

1

Home	Cases	Requests	Search	Export / Import status ▾	Administration ▾

Import requests

Import Codelists

View Import status

View Export status

2

Home	Cases	Requests	Search	Export / Import status ▾

Import Codelists

3

+ Add file...

4

Open

← → ↑ | This PC > Desktop | ↻ | Search Desktop 🔍

Organize ▾   New folder

- This PC
  - 3D Objects
  - Desktop
  - Documents
  - Downloads
  - Music

IMS_Export_Codelist_1 4012022165 922_AFIS_...

File name: IMS_Export_Codelist_14012022165922_AFIS_O ▾   All files (*.*) ▾

Open   Cancel

5

+ Add file...   IMS_Export_Codelist_14012022165922_AFIS_Operations.xlsx   🗑 Delete

Dry run   **Send**

6

Export / Import status   **Refresh**

☐	Task ID ↓	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
☐	12664	IMS_Export_Codelist_18012022205430_ AFIS_Operations_testMarije.xlsx	Import Codelists	Send	18/01/2022 23:14:49	18/01/2022 23:14:50	18/01/2022 23:14:53	14 (14 0)	Not started

Once the processing of the file is completed, IMS displays the status of the import and the details of what was imported.

The following fields are displayed in the 'Export/Import status' table:

Header	Description
Task ID	All the imports that you do, have a unique ID
Filename	Displays the name of the Excel file to import and its extension (.xlsx). The filename cannot be longer than 100 characters, including the extension.
Task	In this case, the task is: Import Codelists
Action	The action may be one of: • Send • Dry-run
Action date and time	The date and time when the user performs the action. The date is displayed in the format dd/mm/yyyy, the time is displayed in the format hh:mm:ss (24 hours / 60 minutes / 60 seconds).
Start date and time	The date and time when the system started processing the file to import. It is NOT available when the status is "Not started". The date is displayed in the format dd/mm/yyyy, the time is displayed in the format hh:mm:ss (24 hours / 60 minutes / 60 seconds).
End date and time	The date and time when the system finished processing the file to import. Only available if the status is "Completed". The date is displayed in the format dd/mm/yyyy, the time is displayed in the format hh:mm:ss (24 hours / 60 minutes / 60 seconds).
Number of records (OK; NOK)	This number is visible only for the tasks that are completed. It shows the total number of rows in the Excel file, (except the first row (the header). Out of the total number of records, the system also displays the number of records that are OK and NOT. OK – no error/warning found. If the action is Dry-run, OK means that the Codelist item can be imported. For all the other actions, OK means that the Codelist item has been imported. NOK – errors/warnings found. If the action is Dry-run, NOK means that the Codelist item cannot be imported. For all the other actions, NOK means that the Codelist item could not be imported. If the value under NOK is zero (0), then the import is successful.
Status	The status may be one of: • Not started • In progress • Completed

Export / Import status

<div style="text-align:right">**Refresh**</div>

☐	Task ID	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
☐	12664	IMS_Export_Codelist_18012022205430_ AFIS_Operations_testMarije.xlsx	Import Codelists	Send	18/01/2022 23:14:49	18/01/2022 23:14:50	18/01/2022 23:14:53	14 (14 ; 0)	Completed

Completed import task – detailed view

1. You can click the 'Completed' link in the 'Status' field to display a detailed view of the import.

2. The following information is available:

Header	Description
Record number	The number of the row in the Excel file for which the import task is completed. The lowest record number is always 2, because the first row in the Excel file represents the header.
Codelist item ID	ID of the Codelist item to import is found on given rows in the Excel file.
Codelist item code	The business code of the Codelist value found on given rows in the Excel file.
Status	May be one of: Completed with success – whenever the value under NOK is zero (0) Completed with errors – whenever the value under NOK is NOT zero (0)

3. You can click on one of the lines that was 'Completed with errors' to display more detailed information in a table:

Header	Description
Field name	Name of the Excel column (heading)
Validation message	Error according to the rule
Wrong value in import file	The value that does not correspond with the import rules.

1

Export / Import status
[Refresh]

	Task ID ⬇	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
☐	12664	IMS_Export_Codelist_18012022205430_ AFIS_Operations_testMarije.xlsx	Import Codelists	Send	18/01/2022 23:14:49	18/01/2022 23:14:50	18/01/2022 23:14:53	14 (14 ; 0)	Completed

2

Record number ⬇	Codelist item ID	Codelist item code	Status
15	6014	CCBB	Completed with success
14	6013	CCNB	Completed with success
13	6012	CCEU	Completed with success
12	6011	AIRR	Completed with success
11	6010	NRW8	Completed with success

3

Record number ⬇	Codelist item ID	Codelist item code	Status
766	200285	SEARCH_DATES_UI	Completed with errors
765	200263	SEARCH_DATE_OF_LAST_CH	Completed with errors

Field name ⬇	Validation message	Wrong value in import file
	Validation failed	
codelist	Codelist value exists already	codeList=appTranslation,code=SEARC H_DATES_UI

3.4.4.3 Export Codelists

You can export 1 Codelist a time or all Codelists at once:

1. Select a Codelist from the dropdown list and click the **Export selected Codelist** button, or to export all Codelists, click the **Export all Codelists** button.

2. Click Yes to go to the tab page 'EXPORT/IMPORT STATUS.

3. The page will be displayed. You will find there a table which contains several columns (see image 3)

Header	Description
Task ID	All exports performed get a unique ID (sequence number of the task)
Filename	When the export task is completed, IMS shows the name of the Excel file and its extension (**xlsx**)
Task	Describes the task. In this situation, depending on which export has been performed, the task is either "Export selected Codelist "or "Export all Codelists".
Action	No value
Action date and time	The date and time of the export. Date format dd/mm/yyyy, time format hh:mm (24 hours / 60 minutes).
Start date and time	The date and time at which IMS started to export the data. This is NOT available when the status is 'Not started'. Date format dd/mm/yyyy, time format hh:mm (24 hours / 60 minutes).
End date and time	The date and time at which IMS finished the export. Only available if the status is 'Completed'. Date format dd/mm/yyyy, time format hh:mm (24 hours / 60 minutes).
Number of records (OK; NOK)	This number is visible only for the tasks that are either in progress or completed. It shows the total number of cases (to be) exported.
Status	Possible statuses: • Not started • In progress • Completed

You must wait for the Codelist(s) that you selected to be exported. If the **Status** is not set to 'Completed', please click the **Refresh** button to refresh the page, as the page does not refresh automatically.

4. Click the **file link** to download the exported Codelist(s).

Please be aware that most computers save an export automatically in an folder in which all downloads are stored even if you indicate that it should be stored in a specific folder. In other words, the file will be stored twice. If you make use of a computer of a colleague who also has access to IMS, then your export will also be automatically saved on that computer although you indicated that it should be stored on your USB-stick.

1

| Home | Cases | Requests | Search | Export / Import status | Administration ▾ |

Codelist

APPLICATION TRANSLATIONS ⌄

Export selected codelist **Export CCI numbers**

Export all codelists

2

☑ Please confirm to go to the Export / Import status page. ✕
Note the below ID as the reference to download the file.

216946

Yes No

3

| Export / Import status | | | | | | | | | Refresh |

Task ID ↕	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
216981		Export all codelists		04/11/2021 10:45:44				Not started
216950	IMS_Export_Codelist_03112021223610_AFIS_Operations.xlsx	Export all codelists		03/11/2021 22:36:00	03/11/2021 22:36:10	03/11/2021 22:36:11	3945	Completed
216946	IMS_Export_Codelist_03112021221510_AFIS_Operations.xlsx	Export selected codelist		03/11/2021 22:15:07	03/11/2021 22:15:10	03/11/2021 22:15:10	749	Completed
216942	IMS_Export_Codelist_03112021221200_AFIS_Operations.xlsx	Export selected codelist		03/11/2021 22:11:57	03/11/2021 22:12:00	03/11/2021 22:12:00	749	Completed

4

| Export / Import status | | | | | | | | | Refresh |

Task ID ↕	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
216981	IMS_Export_Codelist_04112021104551_AFIS_Operations.xlsx	Export all codelists		04/11/2021 10:45:44	04/11/2021 10:45:50	04/11/2021 10:45:51	3948	Completed

3.4.4.4 Export CCI numbers

You can export CCI numbers in the following way:

1. Click the **Export CCI numbers** button.

2. Click **Yes** to go to the tab page 'EXPORT/IMPORT STATUS'.

3. The page will be displayed. You will find there a table which contains several columns (see image 3)

Header	Description
Task ID	All exports performed get a unique ID (sequence number of the task)
Filename	When the export task is completed, IMS shows the name of the Excel file and its extension (**xlsx**)
Task	Describes the task. In this situation the task is "Export CCI numbers".
Action	No value
Action date and time	The date and time of the export. Date format dd/mm/yyyy, time format hh:mm (24 hours / 60 minutes).
Start date and time	The date and time at which IMS started to export the data. This is NOT available when the status is 'Not started'. Date format dd/mm/yyyy, time format hh:mm (24 hours / 60 minutes).
End date and time	The date and time at which IMS finished the export. Only available if the status is 'Completed'. Date format dd/mm/yyyy, time format hh:mm (24 hours / 60 minutes).
Number of records (OK; NOK)	This number is visible only for the tasks that are either in progress or completed. It shows the total number of cases (to be) exported.
Status	Possible statuses: • Not started • In progress • Completed

You must wait for the CCI numbers to be exported. If the **Status** is not set to 'Completed', please click the **Refresh** button to refresh the page, as the page does not refresh automatically.

4. Click the **file link** to download the exported CCI numbers.

Please be aware that most computers save an export automatically in an folder in which all downloads are stored even if you indicate that it should be stored in a specific folder. In other words, the file will be stored twice. If you make use of a computer of a colleague who also has access to IMS, then your export will also be automatically saved on that computer although you indicated that it should be stored on your USB-stick.

1

| Home | Cases | Requests | Search | Export / Import status | Administration ▾ |

Codelist

APPLICATION TRANSLATIONS ▾

Export selected codelist **Export CCI numbers**

Export all codelists

2

☑ Please confirm to go to the Export / Import status page. Note the below ID as the reference to download the file. ×

63733

Yes No

3

Export / Import status Refresh

Task ID	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
63733	IMS_Export_CCI_06122021201941_AFIS_Operations.xlsx	Export CCI numbers		06/12/2021 20:19:31	06/12/2021 20:19:40	06/12/2021 20:19:41	4898	Not started

4

Export / Import status Refresh

Task ID	Filename	Task	Action	Action date and time	Start date and time	End date and time	Number of records (OK; NOK)	Status
63733	IMS_Export_CCI_06122021201941_AFIS_Operations.xlsx	Export CCI numbers		06/12/2021 20:19:31	06/12/2021 20:19:40	06/12/2021 20:19:41	4898	Completed

4. User roles within the Commission

All IMS-users are part of a Reporting Authority (RA), including the users of the European Commission.

IMS-users of the Commission can have one of the following roles:
1. Observer
2. Manager
3. Administrator
4. System Actor

Ad 1. observer
A Commission observer can, like an observer in a country, only access data but not touch it.

The role of Commission manager has only be granted to OLAF staff therefore the role is called OLAF-manager.

Ad 2. Manager
An OLAF-manager can amend the data via a REQUEST TO AMEND A CASE. In such an event, the creator of the case can receive an automatic email notification in which is indicated that OLAF amended a case. Automatic email notifications can be received if you tick the tick box in the menu MY PROFILE (see image 2). Detailed information on the automatic email notification can be found in the manual How to access IMS.

The REQUEST TO AMEND A CASE is similar to a REQUEST TO UPDATE A CASE. The only difference is that updating the privilege is of an IMS-user (of the competent reporting authority) while amending the right is of an OLAF-manager. All amends are logged therefore all users can identify
▪ cases amended
▪ fields amended
▪ old values and new values

Ad 3. Administrator
An administrator is a person who has the rights to
1. import excel files   (like a manager and creator of a national reporting authority)
2. manage reporting structure   (like a country-officer)
3. manage reference data (like a country-officer)

ad 4. System actor
A system actor is a person who can interact and intervene in IMS. The IMS-system-actor is part of the OLAF-AFIS-IT-Help-Desk thus an IT-technician who uses his skills and competences to intervene in IMS if that is necessary from an IT-technical-aspect.

The table on the left hand side provides an overview of the rights of the different Commission users.

Role / Right	OLAF Manager	Commission Officer	Commission Observer	Administrator	System actor
Approve request	x				
Send request	x	x			
Reject request	x				
Delete rejected request (manual deletion)		x			
Recreate rejected request		x			
Search for requests	x	x	x		
List requests	x	x	x		
View request	x	x	x		
View request history	x	x	x		
Print request	x	x	x		
Search for cases	x	x	x		
List cases	x	x	x		
View case	x	x	x		
View case history	x	x	x		
Print case	x	x	x		
Import request as sent	x			x	
Import dry run				x	
Import with warnings				x	
Export request	x	x	x		
Export case	x	x	x		
View Reporting structure				x	
Change Reporting structure				x	
Change ownership of requests and cases	x				
Manage Organisation competence				x	
Manage funds and programming periods				x	
Manage reference data – Codelists				x	
Manage reference data – Export Codelists				x	
Manage reference data – Import Codelists				x	
Manage reference data – Translations				x	
Manage reference data – Budget lines	x			x	
Manage reference data – CCI-related data	x			x	
Manage reference data – Export CCI numbers				x	
Make case expired					x
Delete anonymised case (automatic deletion)					x
Send e-mail notifications					x
Auditing / Logging					x

5. Support Team Contact Information

Support related to the process of irregularity reporting can be obtained from:
1. Your IMS-country-officer and/or IMS-liaison-officer
2. OLAF's IMS-team
3. OLAF-AFIS-IT-Help-Desk

IMS-team	Address: Rue Joseph II, 30/B-1049 Brussels
	Internet e-mail: OLAF-FBM-IMS@ec.europa.eu
	AMS mailbox: EC-OLAF-IMS

OLAF-AFIS-IT-Help-Desk	Address: Rue Joseph II, 30/B-1049 Brussels
Tel: +32 2 296 27 27	Internet e-mail: OLAF-AFIS-IT-HELP-DESK@ec.europa.eu
	AMS mailbox: EC-OLAF-IT

Use and processing of IMS-information

1. The Commission may use any information provided by Member States in accordance with this Regulation to perform risk analysis, using information technology support, and may, on the basis of the information obtained, produce reports and develop systems serving to identify risks more effectively.

2. Information provided under this Regulation shall be covered by professional confidentiality and protected in the same way as it would be protected by the national legislation of the Member State that provided it and by the provisions applicable to the Union's institutions. Member States and the Commission shall take all necessary precautions to ensure that the information remains confidential.

3. The information referred to in paragraph 2 may not, in particular, be disclosed to persons other than those in the Member States or within the Union's institutions whose duties require that they have access to it, unless the Member State providing it has given its express consent.

4. The information referred to in paragraph 2 may not be used for any purposes other than the protection of the Union's financial interests unless the authorities that have provided it have given their express consent.