

- **System and user performance monitoring:** The AFMIS Unit will monitor the utilization of system modules and user experiences (number of concurrent users, daily transactions, reporting needs, etc.) on a daily basis, to complement the efforts of the NAIS specialists for monitoring the performance of data center operations and network connections (uptime, server loading, network security, user management, information security, database administration, etc.). The AFMIS Unit will also measure the impact of AFMIS integrated platform on operational efficiency gains, savings through Treasury Single Account (TSA) operations, and other service delivery improvements to demonstrate the benefits of the system and post these benefits regularly on dedicated AFMIS web site. The AFMIS Unit will prepare annual review report to summarize the performance of system operations, results achieved, and emerging needs/issues that require management attention.
- **Functional and technical support:** The AFMIS Unit will provide necessary Call Center and Help Desk functions for 7,000+ internal and external users benefiting from existing web-based platforms managed by NAIS. There will be a functional support team (trained on all MIS modules) responding to user needs on system modules and reporting needs, in addition to the technical support team mapped to NAIS for assistance on technical challenges.
- **Web portal operations:** AFMIS Unit will also manage the web portal operations for reliable access to 1,600+ budget institutions countrywide, as well as the Ministries, Departments, and Agencies (MDAs) located in Tirana. Existing capabilities (digital signature, digital seal, electronic records management, etc.) will be used to enhance the web portal functions for secure access, with support from NAIS specialists.
- **Data warehouse and web publishing:** Data analytics (business intelligence, data mining) and web publishing (data marts, open data portals) will be supported through dedicated teams trained on specific tools available under new AFMIS and IPSIS Modules to support the needs of various MoFE and other government entities. Web publishing from existing databases, and the development of dynamic query options for different users will also be supported.
- **AGFIS Document Management (so-called “Electronic Archive”):** Whether the existing functionality of AGFIS will be used through the DMS system hosted in NAIS as a cost efficient solution, or through a completely new DMS (to be proposed by the Contractor), shall be analysed by the Contractor in his/her proposal. It should be taken into account that AGFIS will – in the future be extended to local government budget users – but NAIS is only competent for supporting the central level
- **Modernization of information systems:** The AFMIS Unit will also monitor the modernization and maintenance needs of existing information systems and databases, and will communicate with existing solution providers during warranty and post-warranty periods to improve system capabilities and assist in the development of new modules or reporting tools. The AFMIS Unit will also be responsible from the maintenance of source codes and audit trails for all MIS platforms.

- **Change management:** The AFMIS Unit will actively participate in the development and implementation of change management plans during the implementation of new system capabilities or transition to modernized platforms.
- **Training:** The AFMIS Unit will provide online and computerized training options for new system users and advanced training for existing users/specialists to ensure knowledge transfer and sustainability of basic system management capabilities.