# INL DevResults User Guide: Data Review and Approval (INL Users)

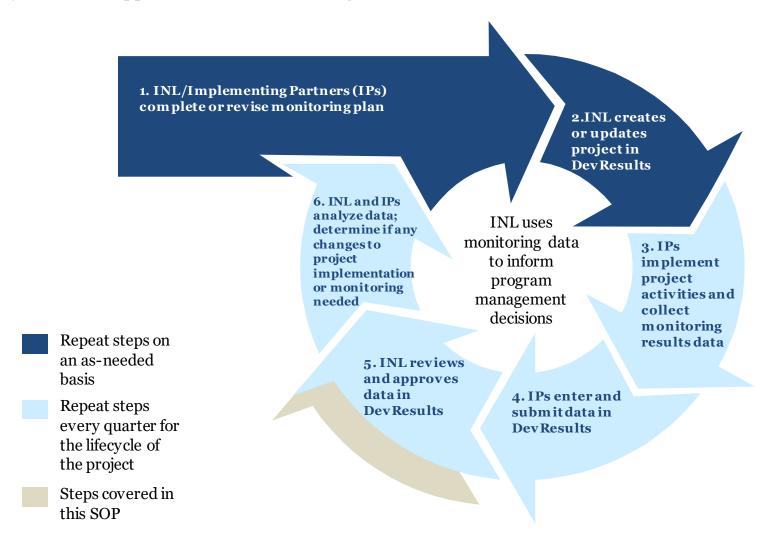
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## Overview

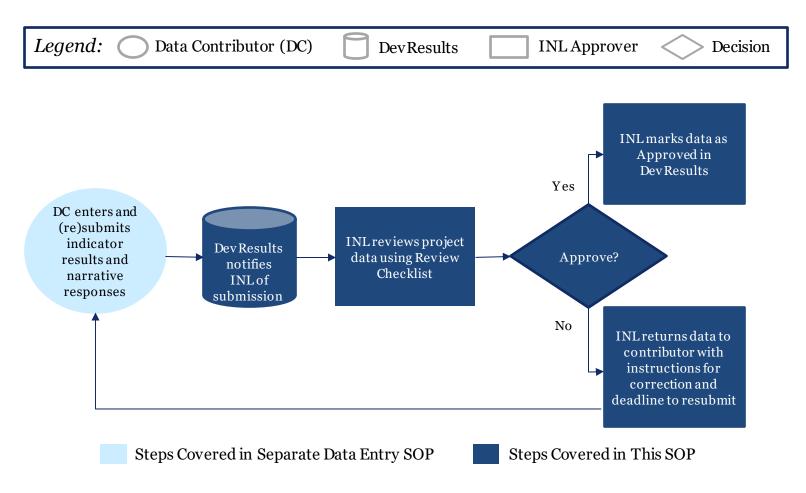
#### INL Project Monitoring Cycle Overview

INL is working to become a more effective organization. Effective organizations know their results and use that information to drive future results. KM/DDL is rolling out **DevResults**, a program monitoring database, to structure INL results data and facilitate its use. The figure below provides an overview of the key activities supported and enabled through the use of DevResults.



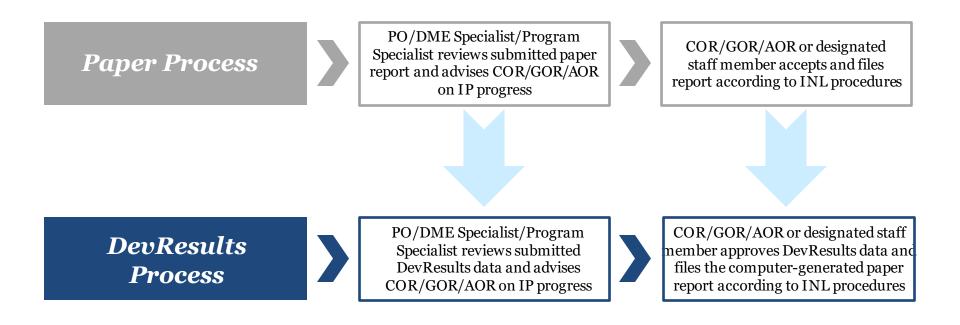
#### **Purpose**

This document provides a step-by-step guide to approving or requesting changes to data that was submitted in DevResults. This process begins when the Data Contributor (DC), usually the implementing partner, submits indicator results and narrative responses. Designated INL staff then review and approve the data, or send it back to the DC for revision.



#### Who Should Approve Data in DevResults?

Anyone in INL who works on a project has the ability to approve the data and narratives submitted by data contributors. It is up to each program to determine who exactly should approve results. This process is similar to existing paper-based quarterly reporting practices, as illustrated in the following example:



For the purposes of this SOP, the individual or individuals designated to review and approve data in DevResults will be referred to as the "INL Approver".

If you are unsure who should approve results for your project(s), contact <u>INL-KM-DDL@state.gov</u>.

#### Approver Roles and Responsibilities

All users assigned to a project will receive a DevResults notification of data submission for that project; however, the designated INL approver is responsible for the following:

- Reviewing the indicator results and narrative responses for accuracy and completeness
- Identifying any errors or areas that require further clarification and providing feedback in DevResults for the Data Contributor
- Following up with the Data Contributor to ensure changes are made and submitted in DevResults

Users who need to be added in DevResults as designated approvers should email a request to INL-DvR-Mailbox@state.gov.

#### Process for Data Review and Approval in DevResults

The process for approving data in the DevResults performance monitoring platform can be broken down into four steps. This SOP will walk users through the following:





Review



Return



Approve

Navigate to
DevResults to
access submitted
indicator results
and narrative
responses that are
ready for review

Review and verify submitted indicator results and narrative responses

#### Return

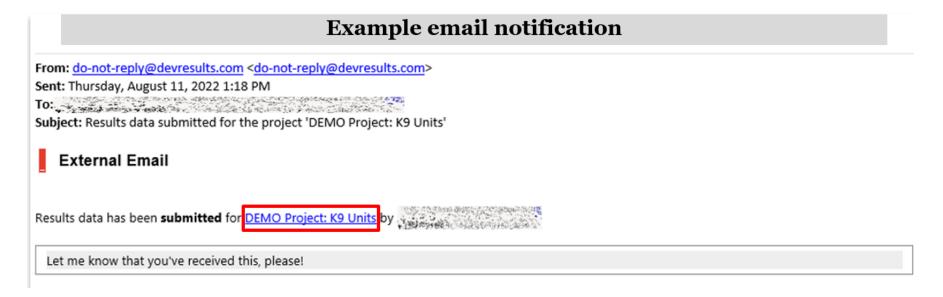
incomplete or erroneous indicator results and narrative responses for correction, if necessary **Approve** accurate and complete indicator results and narrative responses

## Navigate to DevResults

#### 1. Notification of Submission by Data Contributor

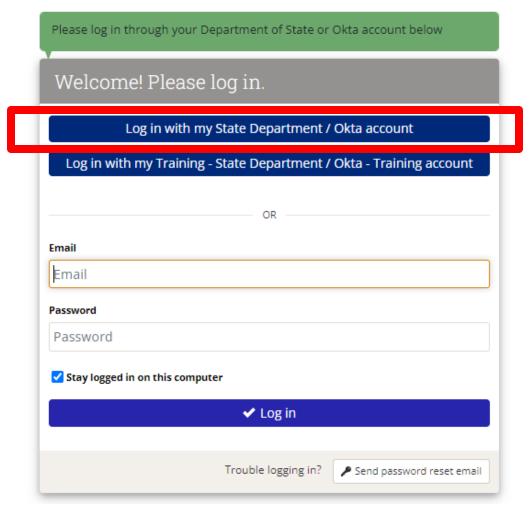
After data contributors have submitted data in DevResults, the designated INL approver will receive an auto-generated DevResults notification email stating that indicator results and narrative responses have been submitted and are ready for review. Users can navigate to the results by clicking the link provided in the email, or by following the steps beginning on Slide 10.

If accessing via the hyperlink contained in the email, skip to <u>Slide 19</u>.



#### 2. Log in to DevResults

Log in to the INL site that contains your project(s) at <u>inl.devresults.com</u> using the Okta log in option as highlighted below.

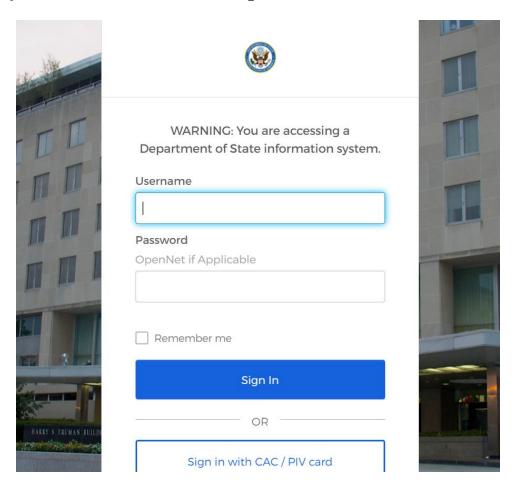


NOTE: All users are required to log in via Okta, you cannot log in with a username or password. If you don't yet have an active Okta account, or if you have any difficulties logging in, please email INL-DvR-Mailbox@state.gov.

## 3. Log in to DevResults (continued)

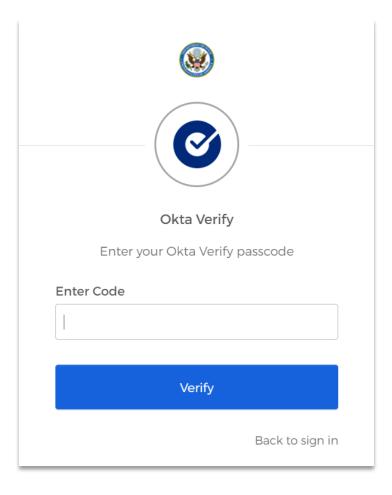
Log in to Okta using your Okta username and password (or PIV card) in order to gain access to

DevResults.



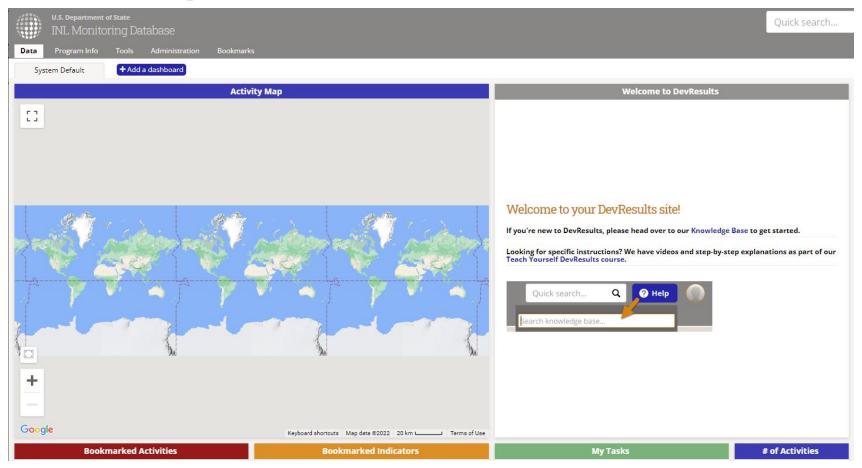
### 4. Log in to DevResults (continued)

Complete Okta log in by entering the verification code displayed on your Okta Verify app and select **Verify**.



#### 5. The DevResults Homepage

Upon completing Okta log in, you will be redirected automatically to the DevResults homepage (inl.devresults.com), pictured below.



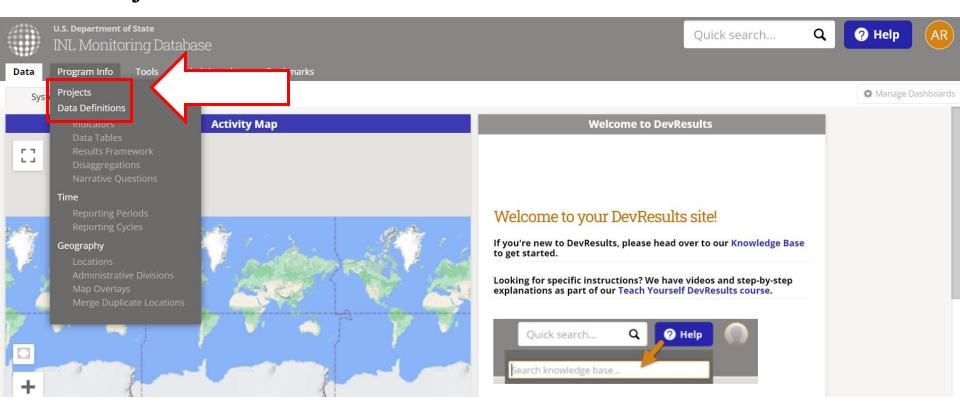
NOTE: DevResults will feature the dashboards you have added to your homepage upon login to the site. As such, your personal homepage may differ from the system default captured above.

# Review of Indicator Data and Narrative Responses

# 1. Access Submitted Indicator Results and Narrative Responses

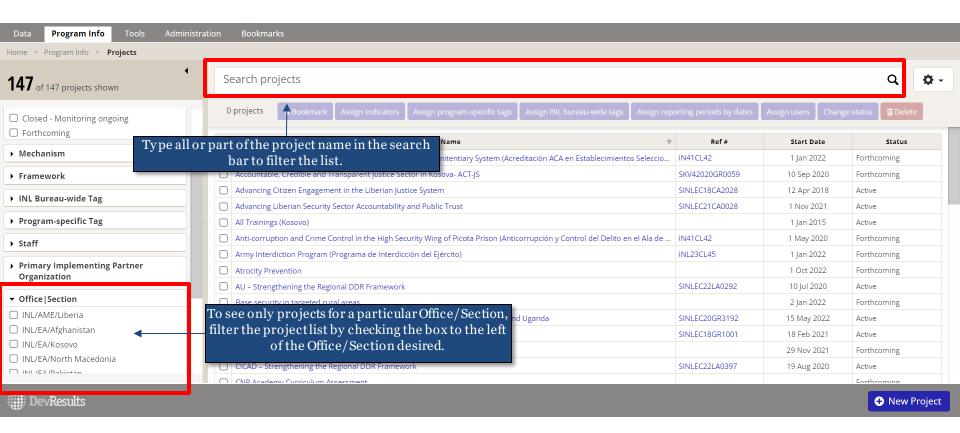
Once logged into DevResults, you can access submitted indicator results and narrative responses from the DevResults homepage in multiple ways. The following slides show how to navigate to your results **via Project**.

To begin, navigate to the left top of the homepage and hover over the **Program Info** tab to select **Projects.** 



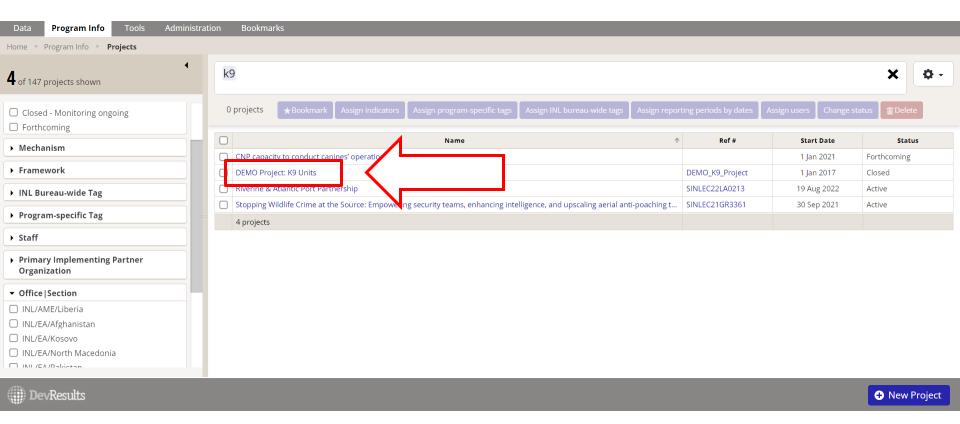
#### 2. Navigate to Your Project

Next, find the project for which you want to review indicator results and narrative responses. If you know the project name, type it in the search bar indicated below to filter the project list. Alternatively, you can use the filter menu on the left side of the screen to filter projects by Office/Section and choose the appropriate project.



#### 3. Open Your Project

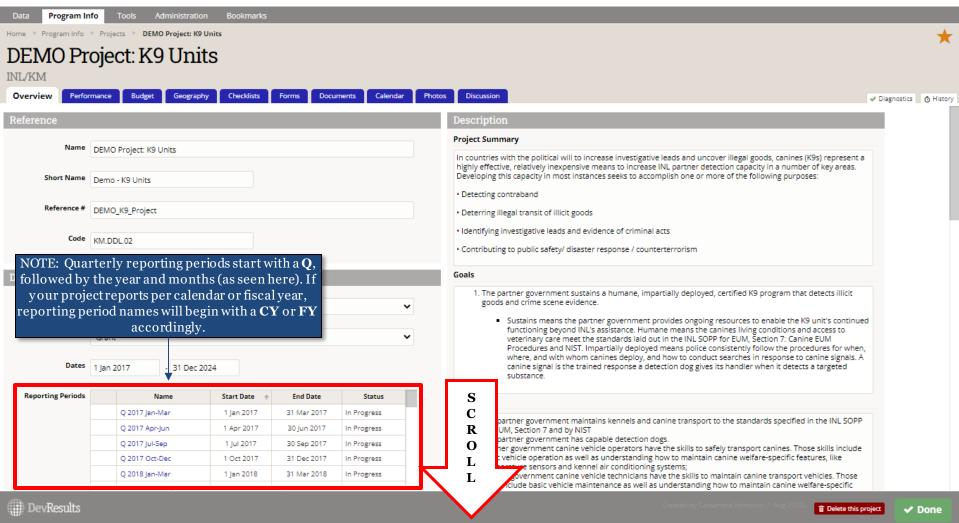
Next, click to open the project for which you want to review indicator results and narrative responses.



#### 4. Select the Reporting Period

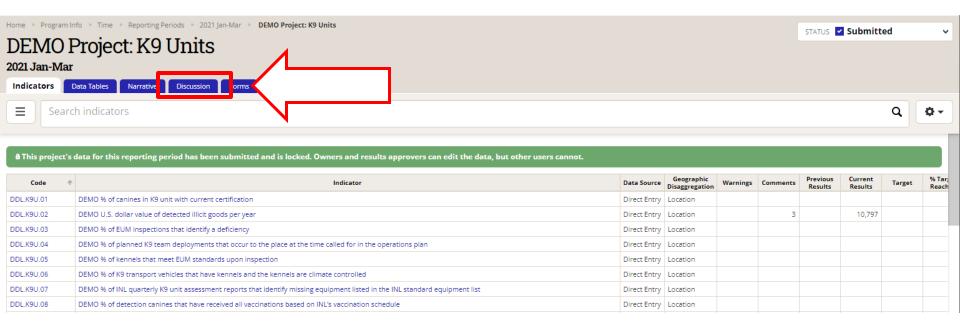
Once you have opened your project, you will see a list of reporting periods for which you can review indicator results and narrative responses.

Scroll to see your project's reporting periods. Click on the reporting period whose indicator results you want to review.



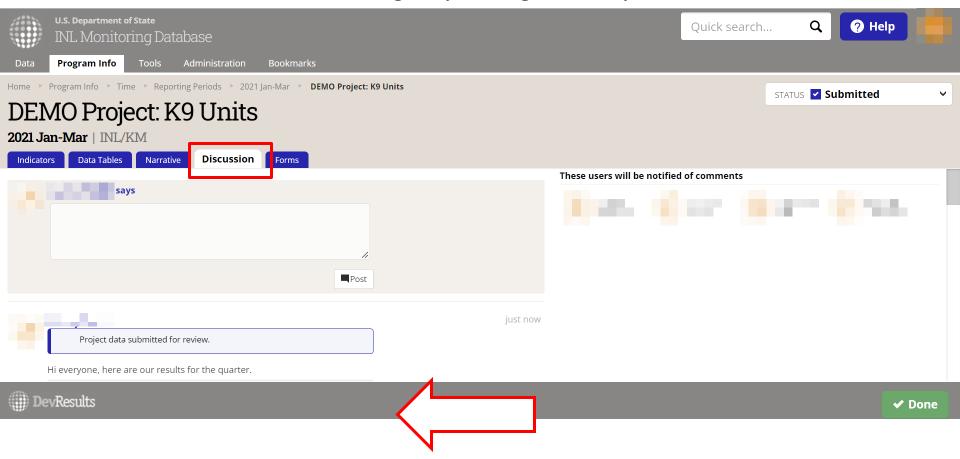
#### 5. Navigate the Indicators Page

Once you have opened the reporting period for which you want to review your project's results, you will see a list of all indicators for your project. Before you get started reviewing indicators, click the **Discussion** tab to see if the data contributor left a message for consideration during your review.



#### 6. Review Indicator Results and Narrative Responses

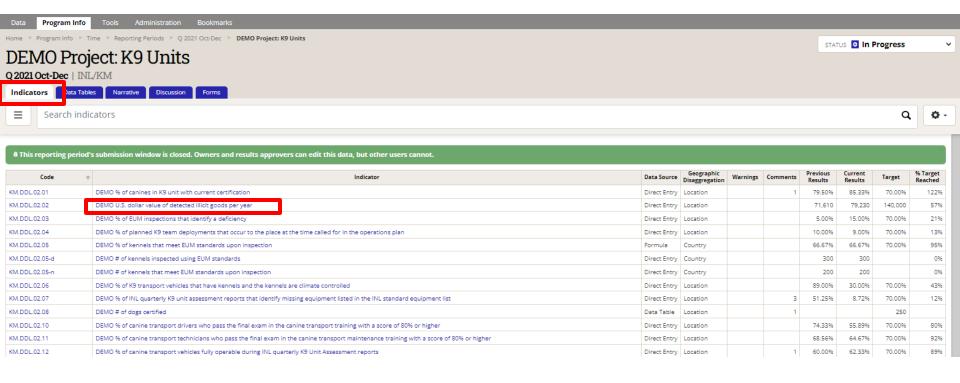
From the **Discussion** tab, read through any messages left for your consideration or reference.



NOTE: Users who navigate to results via the link provided in a DevResults email notification or their DevResults inbox will be brought directly to this **Discussion** tab.

# 7. Review Indicator Results and Narrative Responses (continued)

Using the **Indicators** tab, select each indicator to check results for accuracy and completeness. Consult the <u>Review Checklist</u> on the following slide for considerations while reviewing the submission.



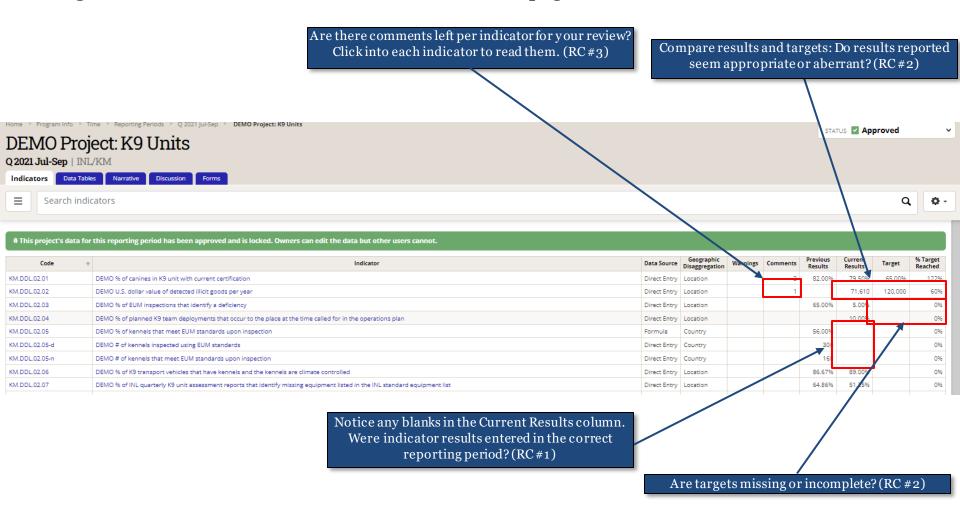
#### 8. Checklist: Reviewing Indicator Results

Consider the following items during your review of each indicator and consult the next slides to see examples of where to look for potential errors, as well as where to log them:

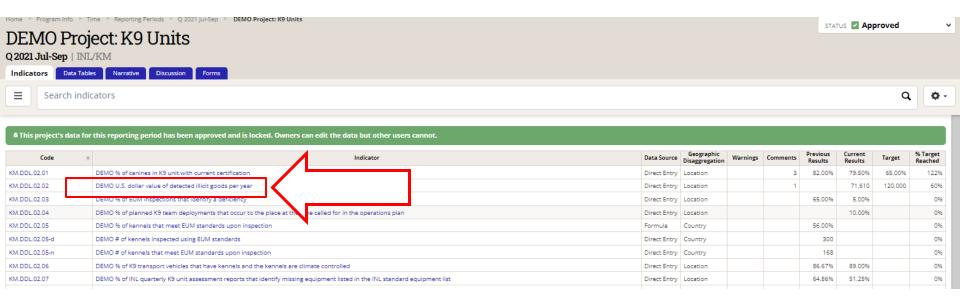
- 1. Confirm that the data contributor entered results for all indicators assigned to the project. There should be no blanks in the "Current Results" column. If there are blanks, discuss the following with the implementing partner:
  - a) Are data for the indicators not collectible? Are the indicators inappropriate? Are the indicators not useful for monitoring?
    - a) If the answer to these questions is "no", make sure the implementing partner knows they must collect this data and report it.
    - b) If the answer to any of these questions is "yes", contact your DevResults POC to discuss deleting or modifying the blank indicators. To request indicator revisions, see instructions <u>here</u>.
  - b) Was data entered and submitted for the wrong reporting period?
- 2. Confirm that reported results are appropriate for the project.
  - a) For those projects with targets entered, review the **Targets** column and compare with the current results total.
    - i. Flag results that far exceed the target or seem inappropriate. *Note: You can add logic checks in DevResults to automatically flag future errors. See* <u>here for more information.</u>
    - ii. If the result does not have a target, consider working with the implementer to add one. Comparing results to targets is the easiest way to know whether or not your project is on track. For information about setting up targets, see <a href="here">here</a>.
  - b) In the case results for formula indicators appear to be inappropriate, check that formulas are computing correctly. Refer to this DevResults resource for details on formula indicators (link).
  - c) In the case results for data table indicators appear to be inappropriate, click into and check the linked data table to confirm that fields are appropriately filled out (shown <u>here</u>).
- 3. Address any comments left by data contributors in the **Discussion** tab, or email another INL POC to discuss any issues with data submission as needed.

#### 9. Using the Review Checklist

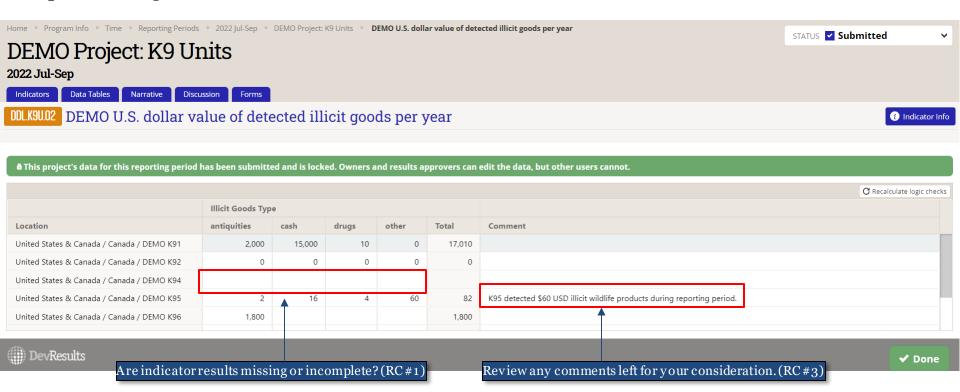
The following highlights areas to examine when checking submitted results for corrections using the Review Checklist (RC) from the indicators page:



Click into an indicator to see underlying data to further investigate anything that seems wrong on the summary page. Clicking into each indicator is a best practice for conducting a thorough review, as not all indicator data is displayed from this view (such as disaggregations, or comments).

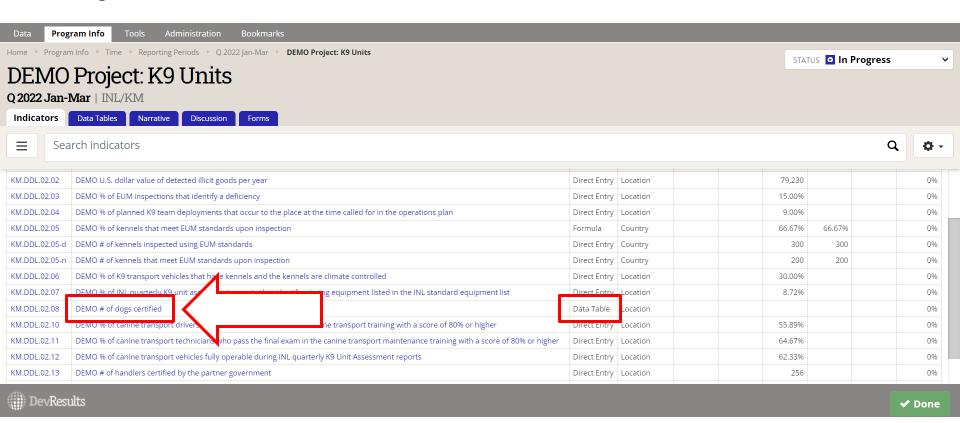


The following highlights areas to examine when checking submitted results for corrections upon clicking into each individual indicator:



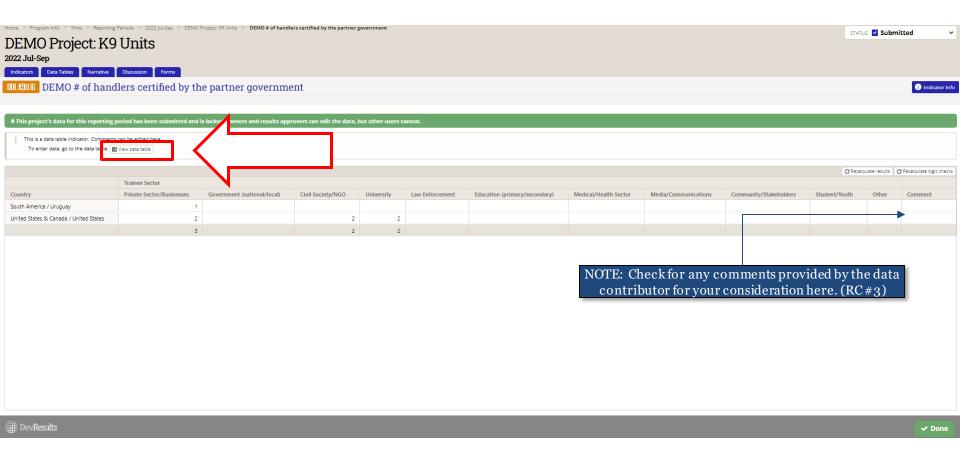
NOTE: Exercise caution when reviewing each indicator's results in this view: values and comments can be changed on this page!

Click into each data table indicator to see underlying data to check data table indicators for missing data or other errors.

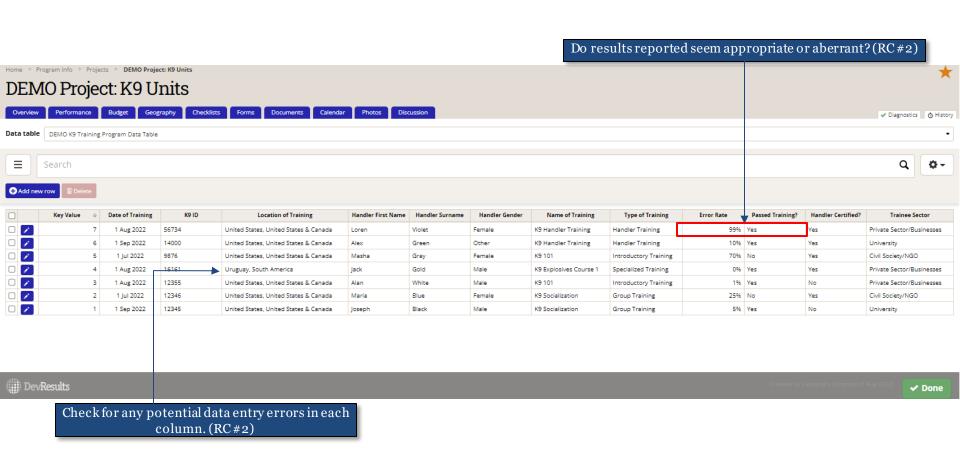


The following highlights areas to examine when checking submitted results calculated from a linked data table upon clicking into a data table indicator.

Click **View Data Table** (shown below) to examine the lines of data provided by the data contributor more closely.

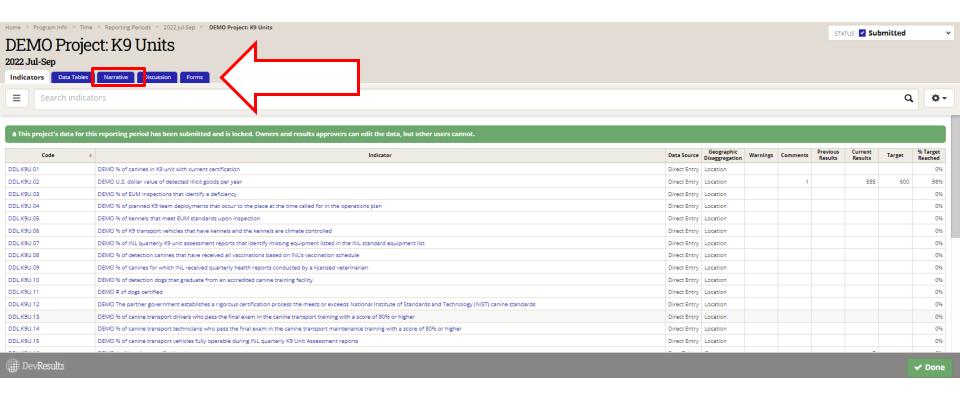


The following highlights some areas to examine when reviewing data tables:



#### 15. Reviewing Narrative Responses

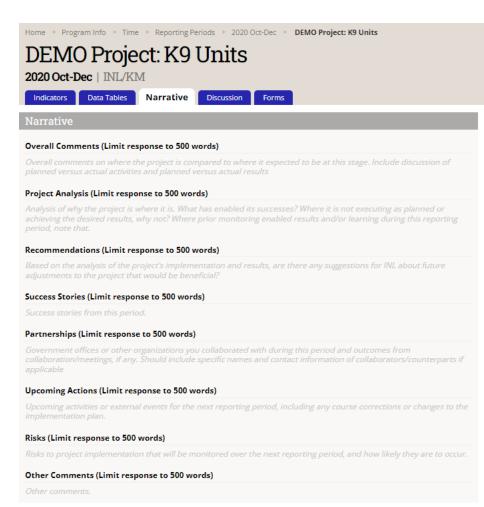
To review narrative responses entered by the data contributor, navigate to those responses by clicking on the **Narrative** tab, as shown below.



#### 16. Checklist: Reviewing Narrative Responses

Consider the following items during your review of each narrative response:

- 1. Did the data contributor clearly convey what activities were implemented or worked on during the reporting period?
- 2. Did the data contributor clearly articulate what was achieved during the reporting period?
- 3. Did the data contributor describe any difficulties over the course of implementation during the reporting period?
- 4. Do the narrative responses address any unexpected results in the indicator data?
- 5. Do the narrative responses detail any specific actions that will be undertaken to course correct or mitigate any project risks?



#### 17. Reflect and Prepare to Provide Feedback

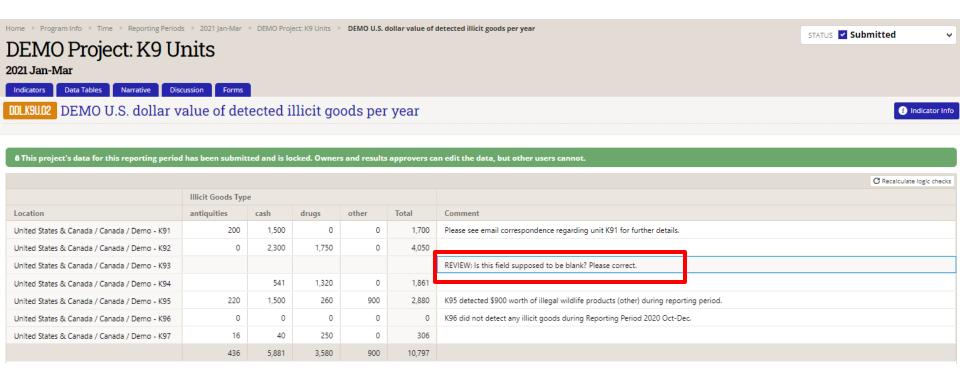
As you conclude your review of indicator results and narrative responses, pause to consider larger questions of quality prior to approving or returning submitted data. Ask yourself:

- 1. Over the course of your review, did you understand what the indicators for the project were intended to capture? Did the indicators help you understand the project's progress?
  - a) If the indicators seemed unclear, either in their connection to the project and its objectives or in what they purported to measure, ask the implementing partner for clarification.
  - b) If implementing partners cannot justify the indicator in discussion with you, consider working with the partner to review and redevelop the indicator into one better suited to measuring results for the project.
- 2. Based on your review, would you be able to state the main statistic used to assess whether the project was achieving results?
  - a) If yes, the project's indicators are likely well-suited to measuring the project's results.
  - b) If not, work with the data contributor to develop such an indicator.
- 3. Based on your review, were there indicators that were not useful in understanding whether the project is on track? If so, you are encouraged to re-examine whether you and the IP should continue collecting data against these indicators or drop them for future reporting cycles.

Be comprehensive and reflective as you review to allow you to leave constructive feedback for the data contributor, as discussed in the following slides.

#### 18. Provide Indicator-Specific Feedback

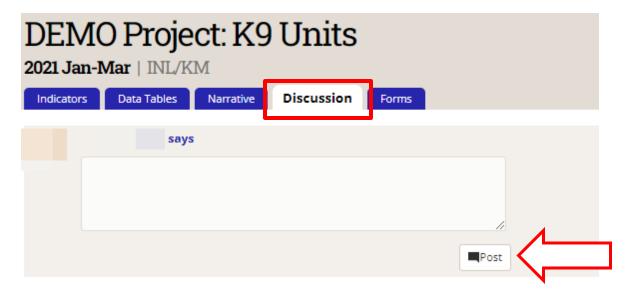
As part of the review of results and narrative responses, make note of any errors that need to be corrected by the data contributor by adding specific comments to individual indicators in the **Comments** field (as shown below) or by drafting a comprehensive message to be added directly in the **Discussion** tab, as shown on the next slide.



#### 19. Provide Indicator-Specific Feedback (continued)

To provide general feedback per indicator, you can leave a note for the data contributor in the **Discussion** tab for that reporting period.

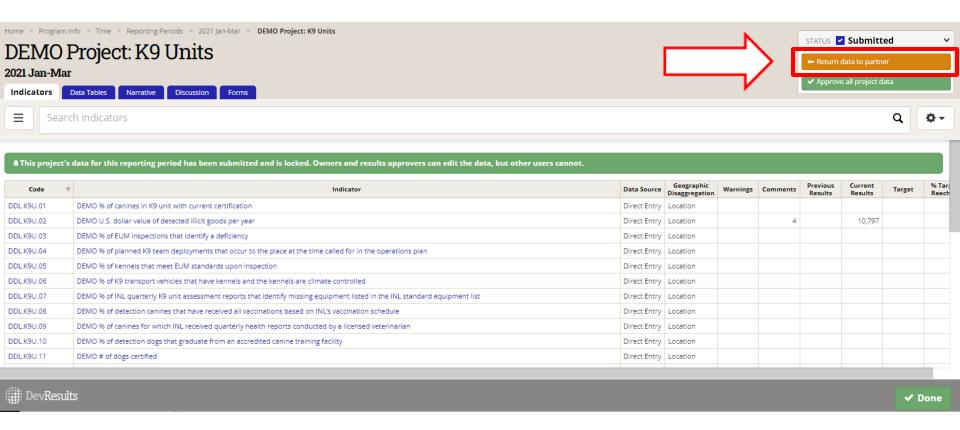
Once feedback has been logged, follow steps outlined in the subsequent sections of this SOP to either return the submission to the data contributor for corrections or approve the submission.



# Return Results

#### 1. Return the Submission for Corrections

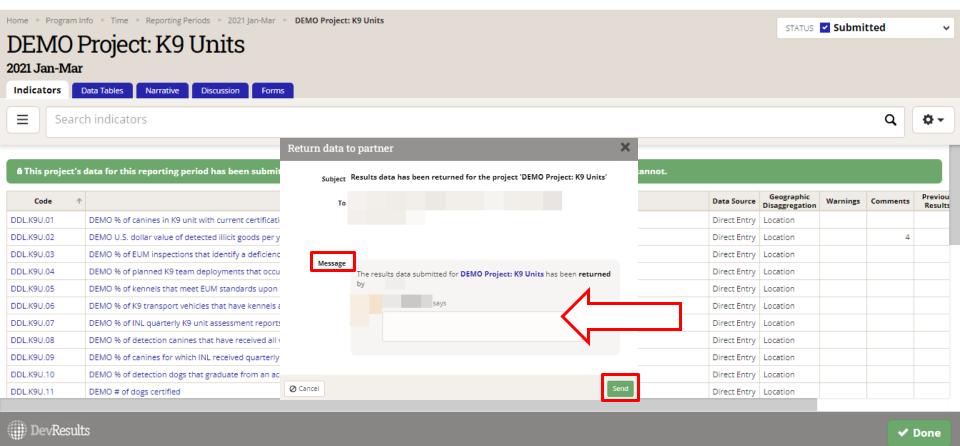
If returning the submission to the data contributor for corrections, click the Status bar to reveal the drop-down selections and select the **Return data** option (shown below).



#### 2. Provide Feedback and Resubmission Deadline

Add a message for the data contributor and DevResults POC providing instructions for revision to data and/or indicators and include a resubmission deadline in the message box. Click **Send** to return the project's data to the contributor.

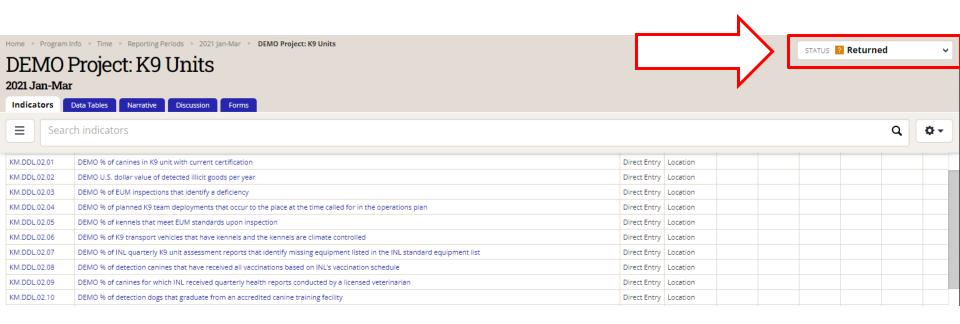
Note: Any messages added to the submission will appear, along with their responses, in the **Discussion** tab.



#### 3. Data Returned and Unlocked

The project's data will then be returned to the data contributor and unlocked for editing.

Note: The Status bar indicates that the data has been returned to the data contributor and the data is no longer locked.



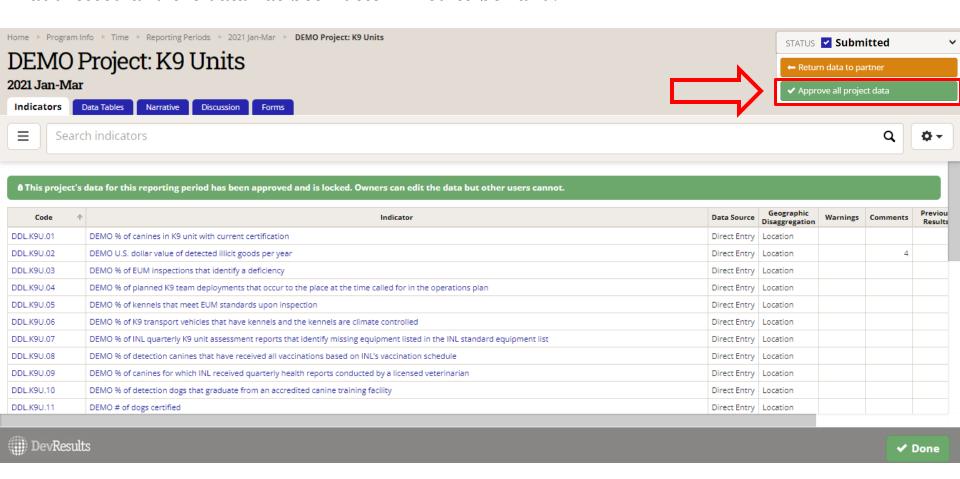


## Approve Results

#### 1. Approve the Submission

If approving the submission, click the Status bar to reveal the drop-down selections and click **Approve all project data.** 

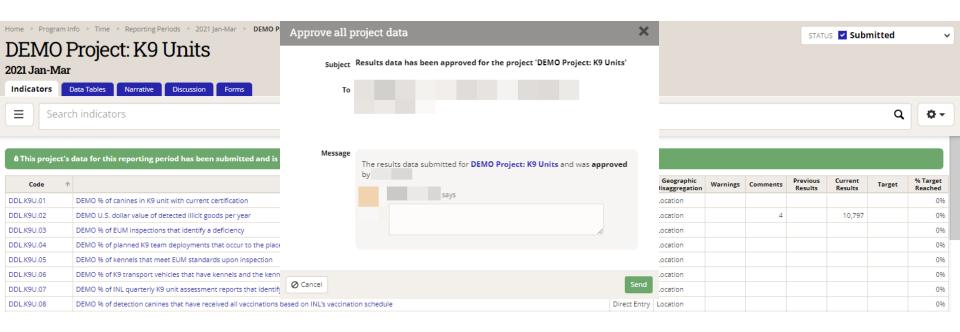
Note: This step should take place once all comments left from INL during review have been addressed and the data has been determined to be valid.



#### 2. Approve the Submission (continued)

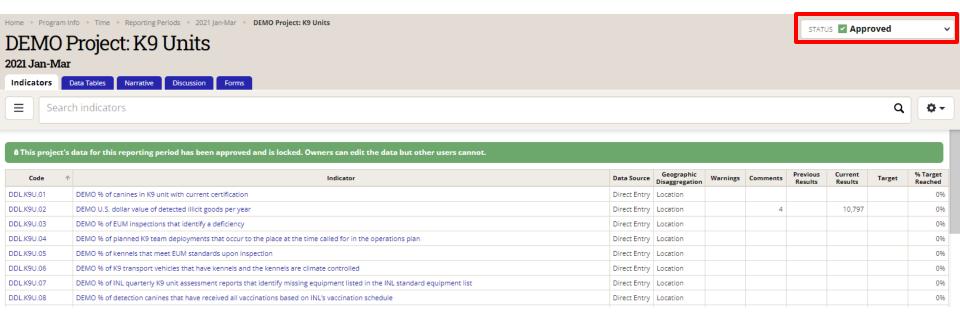
Add a message to this project or leave blank and click Send to approve the project's data.

Note: Any messages added to the submission will appear, along with their responses, in the **Discussion** tab.



#### 3. Data Approved

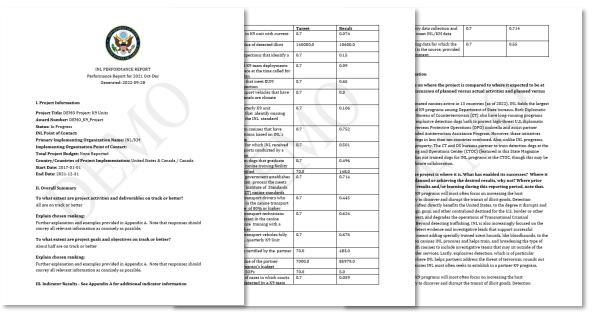
This project's data is now approved! This is indicated by the updated Status bar. You are now ready to file the quarterly performance report, as discussed on the next slides.



### 4. File a Performance Report

Ensure that the implementer has requested and signed a paper performance report that reflects the data and narratives you have approved. The implementer should have requested a computer-generated report using this form and uploaded their signed copy to the project's **Documents** tab for your review. If the implementer did not upload a report, instruct them to request and sign an updated copy using the form linked above. It is the responsibility of INL staff to ensure that reports are reviewed, signed, and approved as directed per individual project requirements.

Reports can be generated as many times as needed, during any stage of the data entry and submission process (before submission, after submission, or after approval). Each quarterly report generated will show the project's data submission status as well as the date and time of the report for your reference.



 $Above: Sample\ INL\ Performance\ Report\ generated\ based\ on\ DevResults$  reporting

#### 5. File a Performance Report (continued)

Once you have the report in-hand, make sure that the implementer has filled in three areas of the report: two fields on the first page (INL Point of Contact and Implementing Organization Point of Contact) and the Certification section of the report.

The Certification section of the report must be filled out and signed. You must reach out to the implementer to obtain their signature if this section is not filled out in full!



investigations, corrections, or border security depending on the specific focus.... [Response exceeded character limit]

#### Risks to project implementation that will be monitored over the next reporting period, and how likely they are to occur.

INL/KM sponsors, funds, and administers six ILEA academies, in partnership with host governments. The facilities are located in Accra, Ghana; Budapest, Hungary; Bangkok, Thailand; Gaborone, Botswana; and San Salvador, El Salvador; as well as a specialized ILEA for executives in Roswell, New Mexico. Participation in ILEA is meant to be complimentary to bilateral initiatives, and is particularly valuable in developing an alumni network that can provide both formal and informal information exchange and mentoring between INL partner countries.

While the current course catalog does not include a standing training course on K9 programs, targeted courses can be requested off-cycle, and priorities for future courses are established via an annual survey. Please contact INL-KM-CET-ILEA@state.gov to explore potential opportunities.

#### 8. Other comments

4. Ensuring laws and regulations allow both the use of detection dogs, and the admissibility of the evidence they uncover in court: While there is compelling public safety, operational security (such as in the corrections context), and investigative benefit to establishing a K9 unit in addition to its utility in the judicial process in most contexts, an INL K9 project should support the full criminal justice continuum. In some countries, evidence obtained from a search initiated based on a "hit" from a detection dog that has not been certified by a national authority, or a dog under the direction of a handler who has not been certified by a national authority, is vulnerable to dismissal in court. The evidence can be deemed the product of an illegal search and seizure. To avoid this complication, clarify if the partner government has an accepted K9 certification process. If not, establishing an official standard (a process with which INL can assist) should be a primary objective in the K9 project's design.

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#### V. Certification

Authorized Representative of Primary Implementing Organization: I certify to the best of my knowledge and believe that this report is correct and complete.

Name

Title:

Signature:

Date:

Tip: You can easily find this section in the report by searching for "V. Certification" using CTRL+F

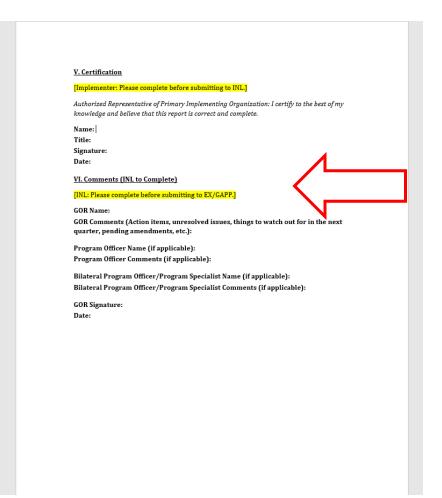
#### 6. File a Performance Report (continued)

Finish filing the report by determining whether additional signatures are required. This depends on the project agreement type.

For Grants and Cooperative agreements only, there is a section at the bottom of the performance report for GORs to add their comments and sign (see right). If your project falls into this category, send the report to the GOR before it is submitted to GAPP. The report will serve as both the implementer's quarterly report *and* the GOR report.

For other types of agreements (i.e. contracts, IAAs, IO-LOAs), you can simply file the report according to INL procedures.

If you have questions about performance report filing procedures for your project(s), contact <a href="mailto:INL-KM-DDL@state.gov">INL-KM-DDL@state.gov</a> or reference this slide (here).

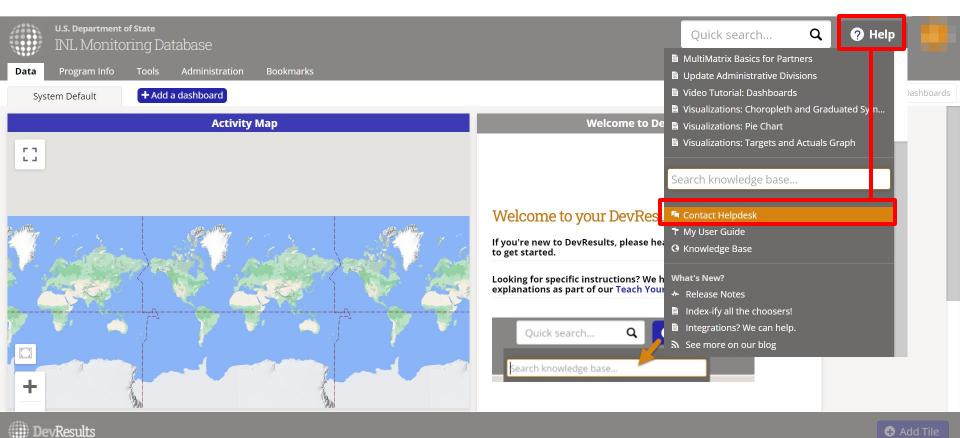


## **DevResults Support**

#### DevResults Support

If you have questions on project details or general DevResults questions, contact the DevResults Help Desk for assistance by clicking **Help** at the top right of your screen and click **Contact Helpdesk** (see below). Your help request will be assigned to the appropriate team at DevResults or INL depending on the nature of your question.

You can also access user guides and additional help materials by navigating to the INL User Guide (here).



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