MOVING FORWARD TOGETHER

This Project is funded by
the European Union

SOCIAL JUSTICE
DECENT WORK

This Project is implemented by
the International Labour Organization

EU-ILO Project
ENHANCING THE LABOUR ADMINISTRATION CAPACITY
TO IMPROVE WORKING CONDITIONS AND TACKLE UNDECLARED WORK

State Labour Service information system and its modernization

Technical workshop

18-19 September 2019

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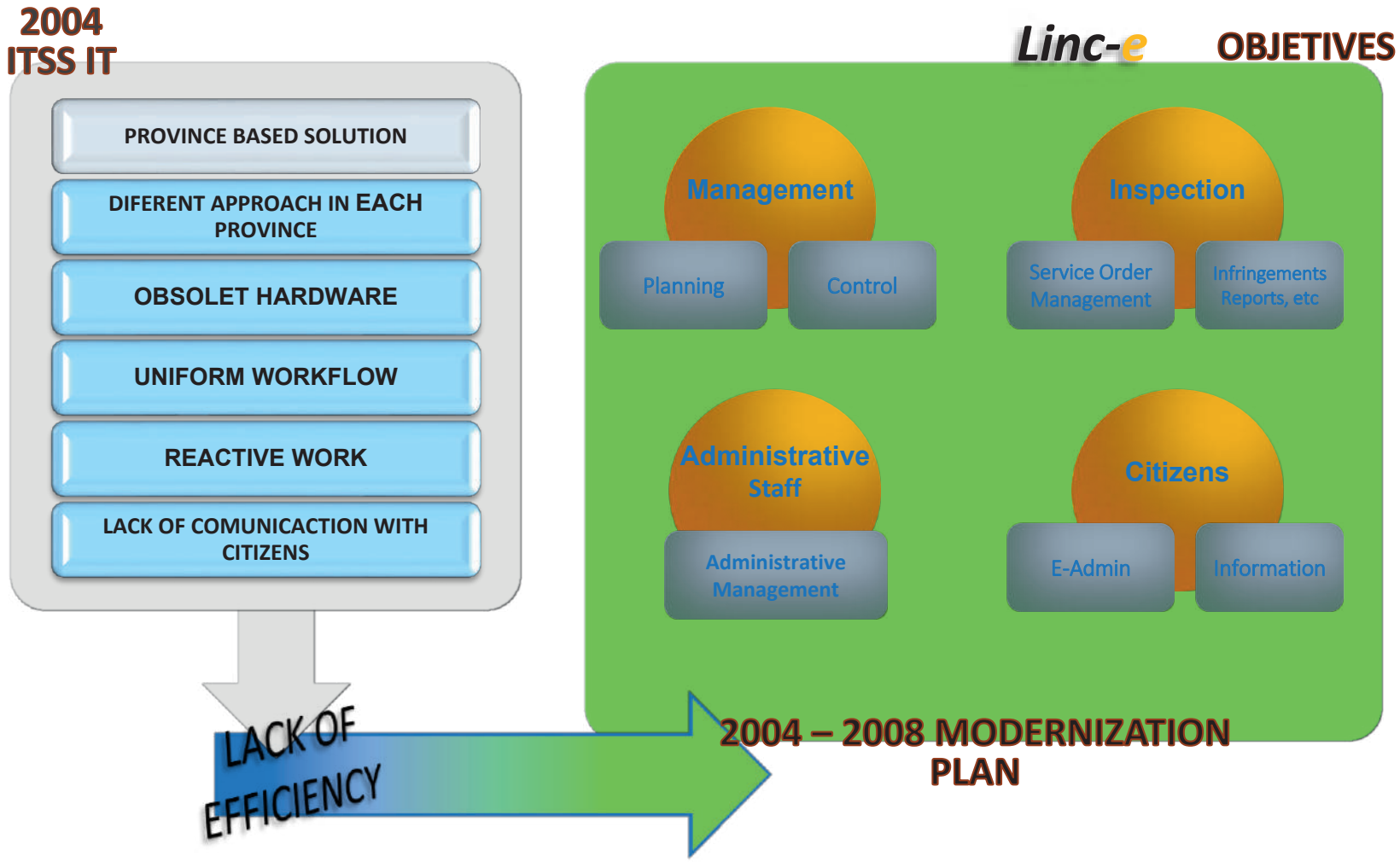
Modernization of the Spanish Labour Inspection Information System

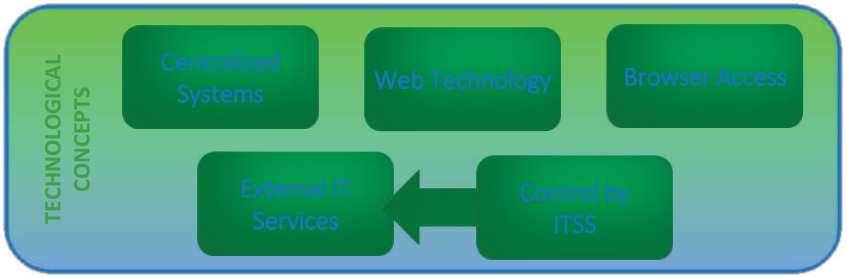
Technical workshop on the State Labour Service Information System
18-19 September 2019

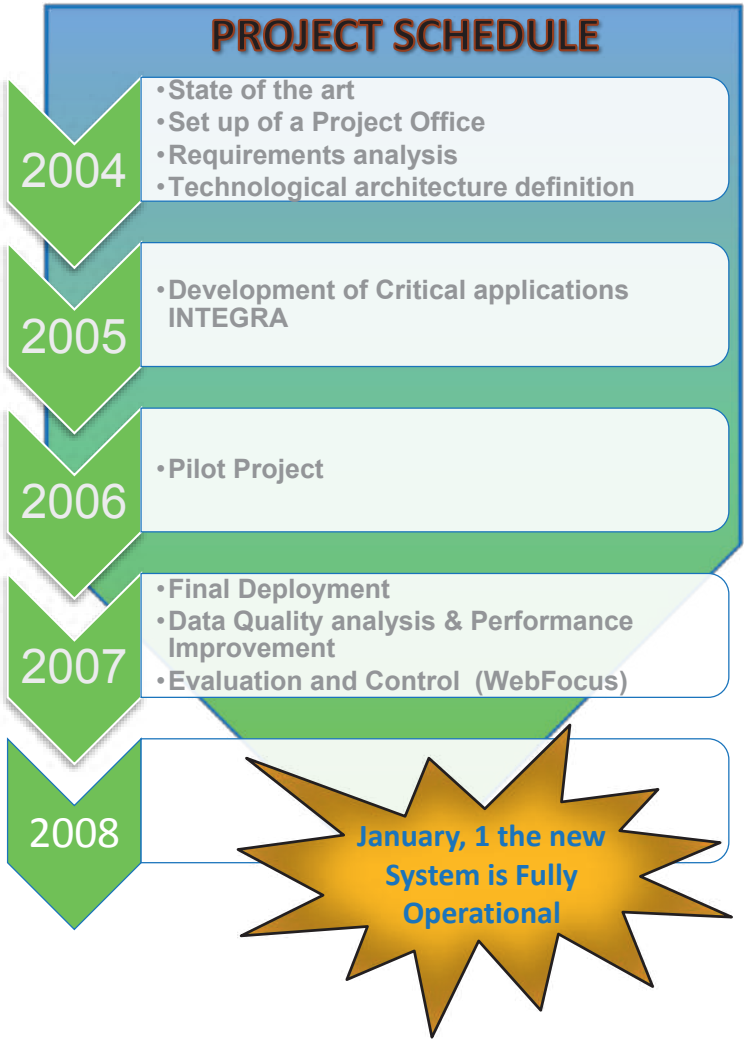
Manuel Carbajo Amigo
Spanish Labour and Social Security Inspectorate

Project Start

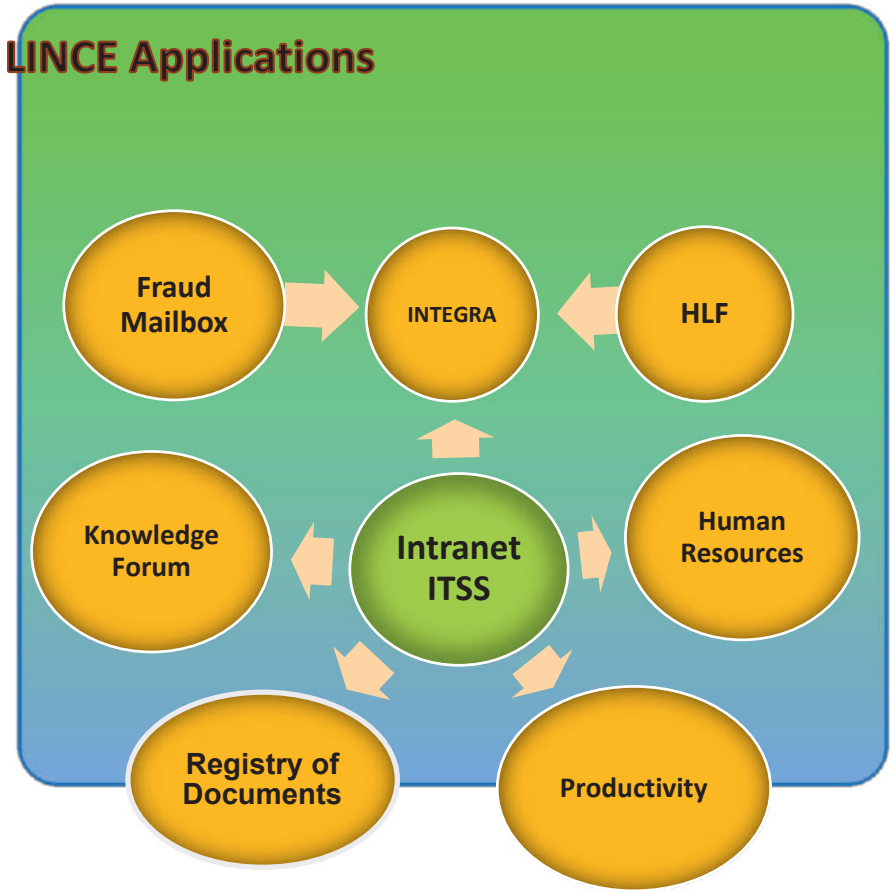


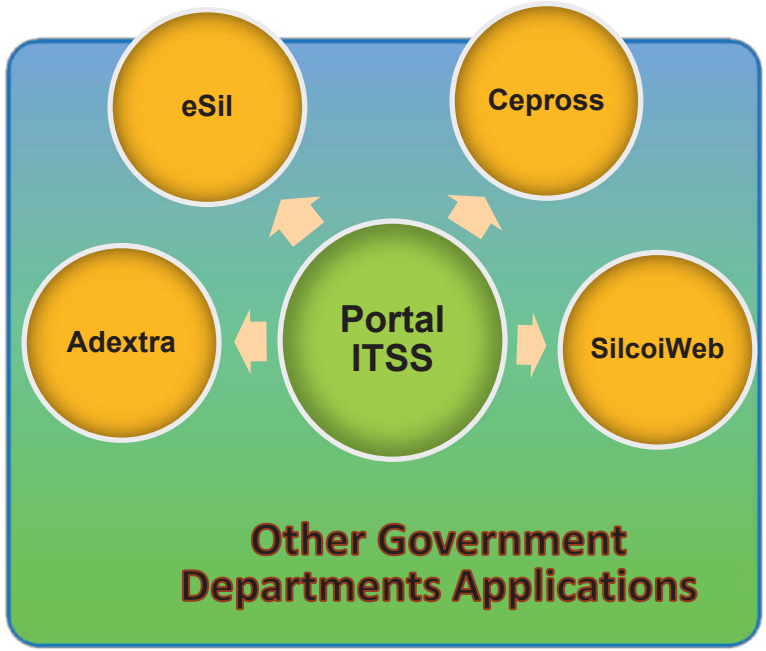
Project Plan



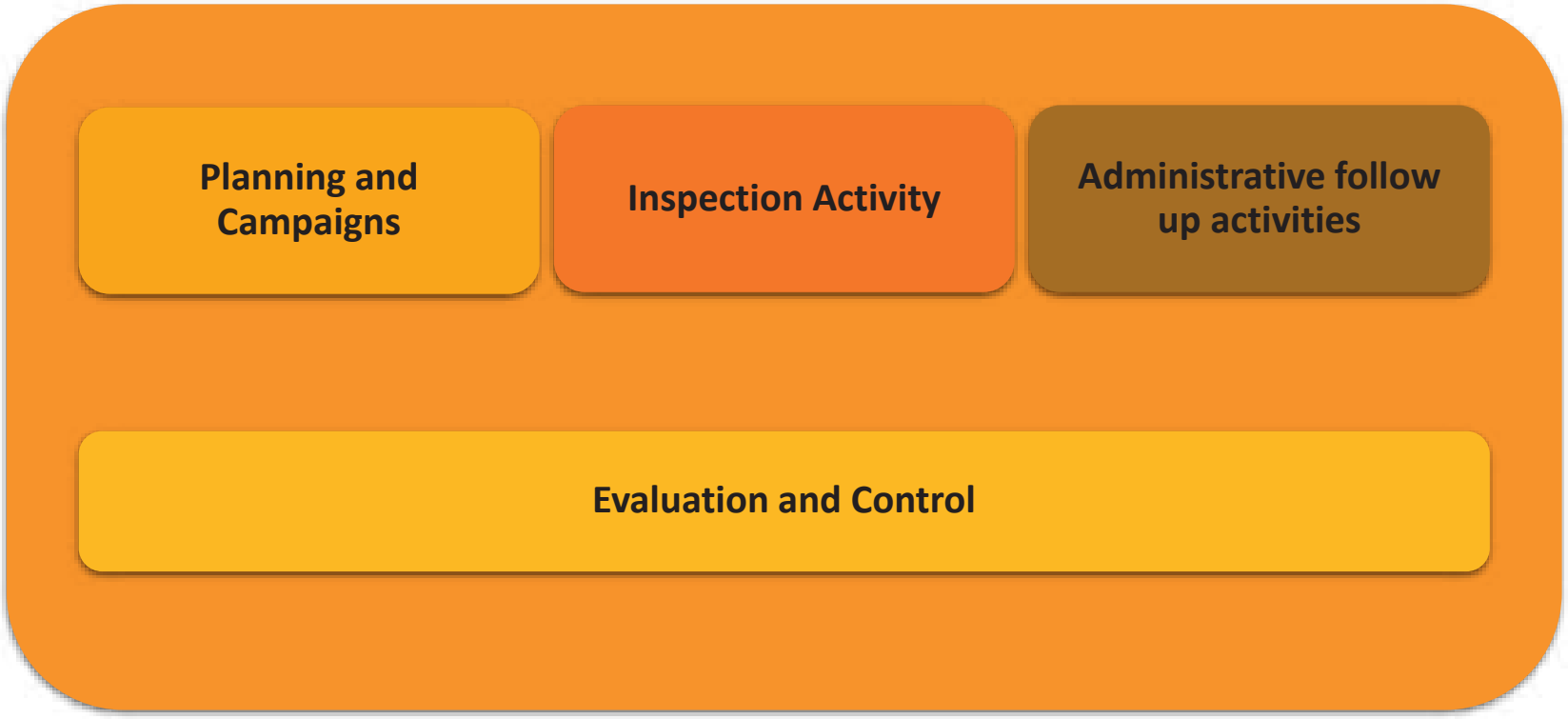


Software Applications

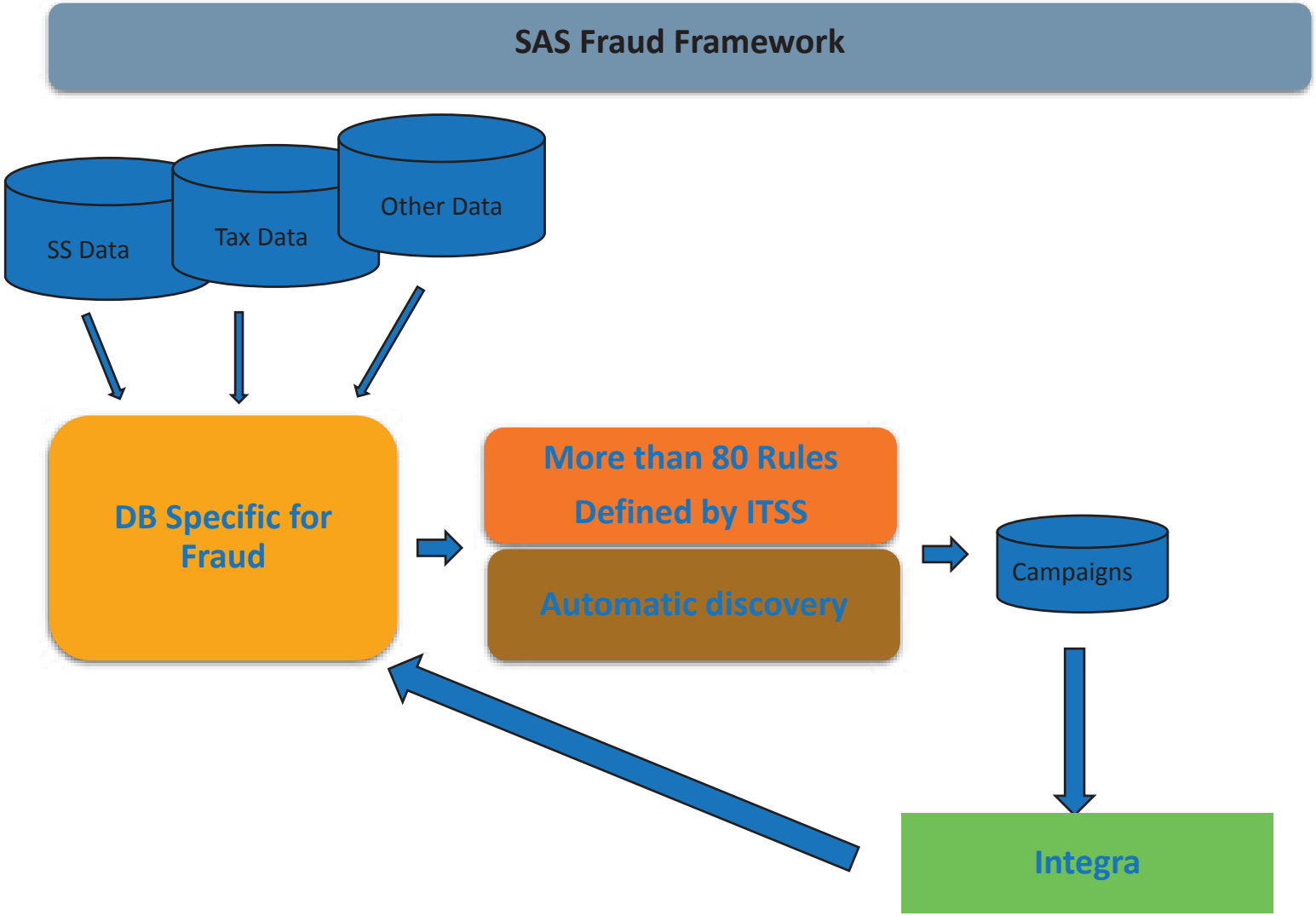




Integra – Inspection activity management



HLF (Fraud Investigation System)



Intranet of the ITSS (Portal)

- ✓ Portal (ITSS Intranet): News, etc.
- ✓ Unique point to access the applications

Integra for Management

Annual Planning per Province

Planificacion Objetivos

Año 2020 | editar | exportar | exportar(PROP) | exportar(APR)

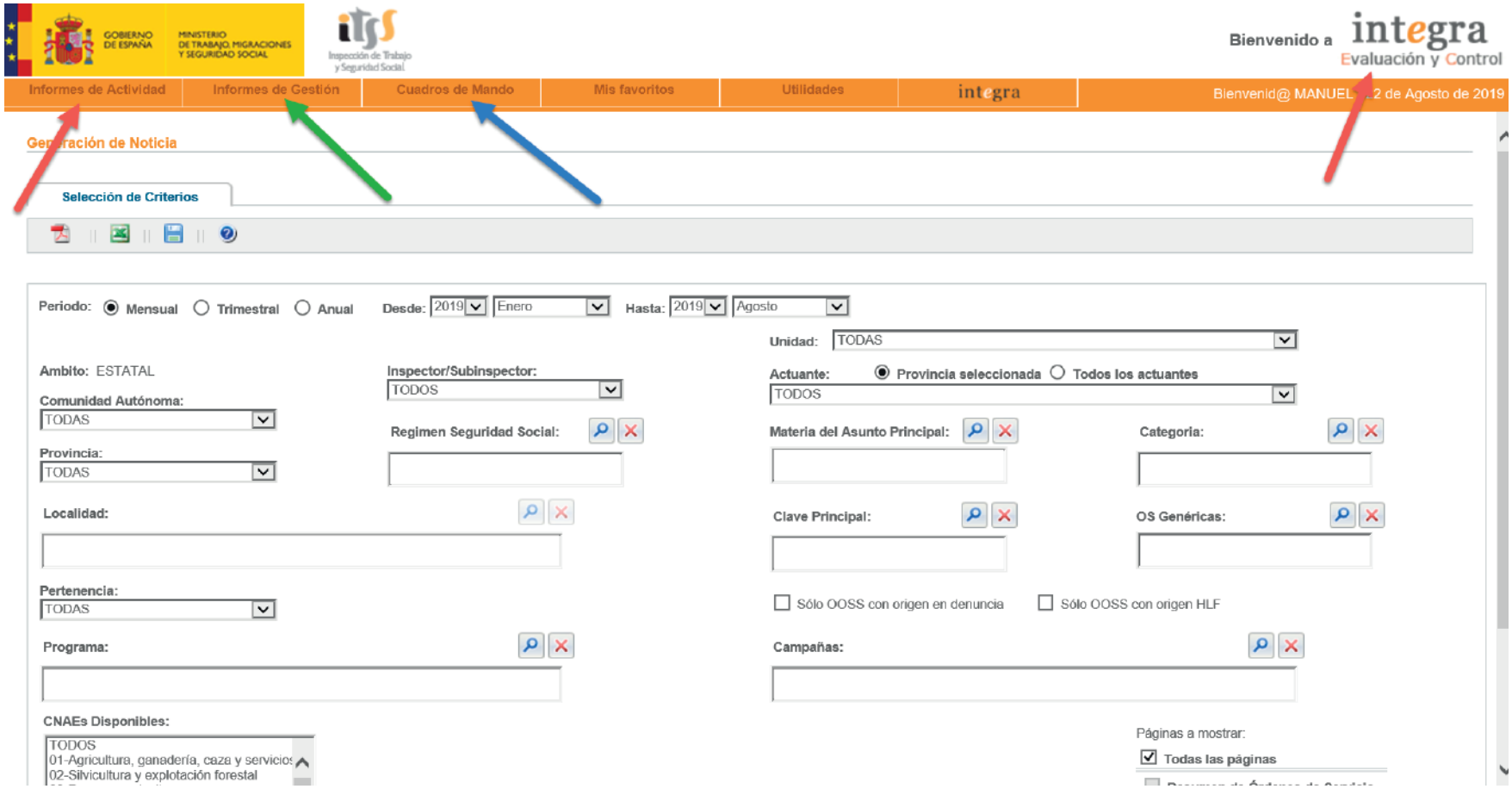
Autonomia: Andalucía — Ocultar Provincias

Materia:

MATERIA	AREA	PROGRAMA	TOTAL ANDALUCÍA (abierto / cerrar) PROP	APR	ALMERÍA PROP	APR	CÁDIZ PROP	APR	CÓRDOBA PROP	APR	GRAN PROP
		TOTAL	41.998	0	9.655	0	0	0	9.695	0	0
1 PREVENCION RIESGOS LABORALES (abierto / cerrar)	1.1 CONDICIONES DE SEGURIDAD EN EL TRABAJO	1.1.1 CAMPAÑAS EN SECTORES Y...	5.383	0	918	0	0	0	895	0	0
		1.1.2 CAMPAÑAS SOBRE RIESGOS...	295	0	85	0	0	0	50	0	0
		1.1.3 CAMPAÑAS EUROPEAS	5	0	0	0	0	0	5	0	0
		TOTAL AREA	5.683	0	1.003	0	0	0	950	0	0
	1.2 GESTION DE LA PREVENCION	1.2.1 SERVICIOS PREVENCIÓN A...	81	0	8	0	0	0	8	0	0
		1.2.2 EMPRESAS DE MAYOR SINI...	3	0	0	0	0	0	3	0	0
		1.2.3 COORDINACION DE ACTIVI...	59	0	8	0	0	0	10	0	0
		1.2.4 INTEGRACION DE LA PREV...	813	0	215	0	0	0	240	0	0
		1.2.5 OTROS PROGRAMAS	167	0	36	0	0	0	60	0	0
		TOTAL AREA	1.123	0	267	0	0	0	321	0	0
	1.3 INVESTIGACION DE ACCIDENTES LABORALES	1.3.1 GRAVES Y MORTALES	505	0	90	0	0	0	100	0	0
		1.3.2 LEVES	320	0	70	0	0	0	50	0	0
		1.3.3 CUMPLIMENTACIÓN DE PAR...	300	0	100	0	0	0	100	0	0
		TOTAL AREA	1.125	0	260	0	0	0	250	0	0

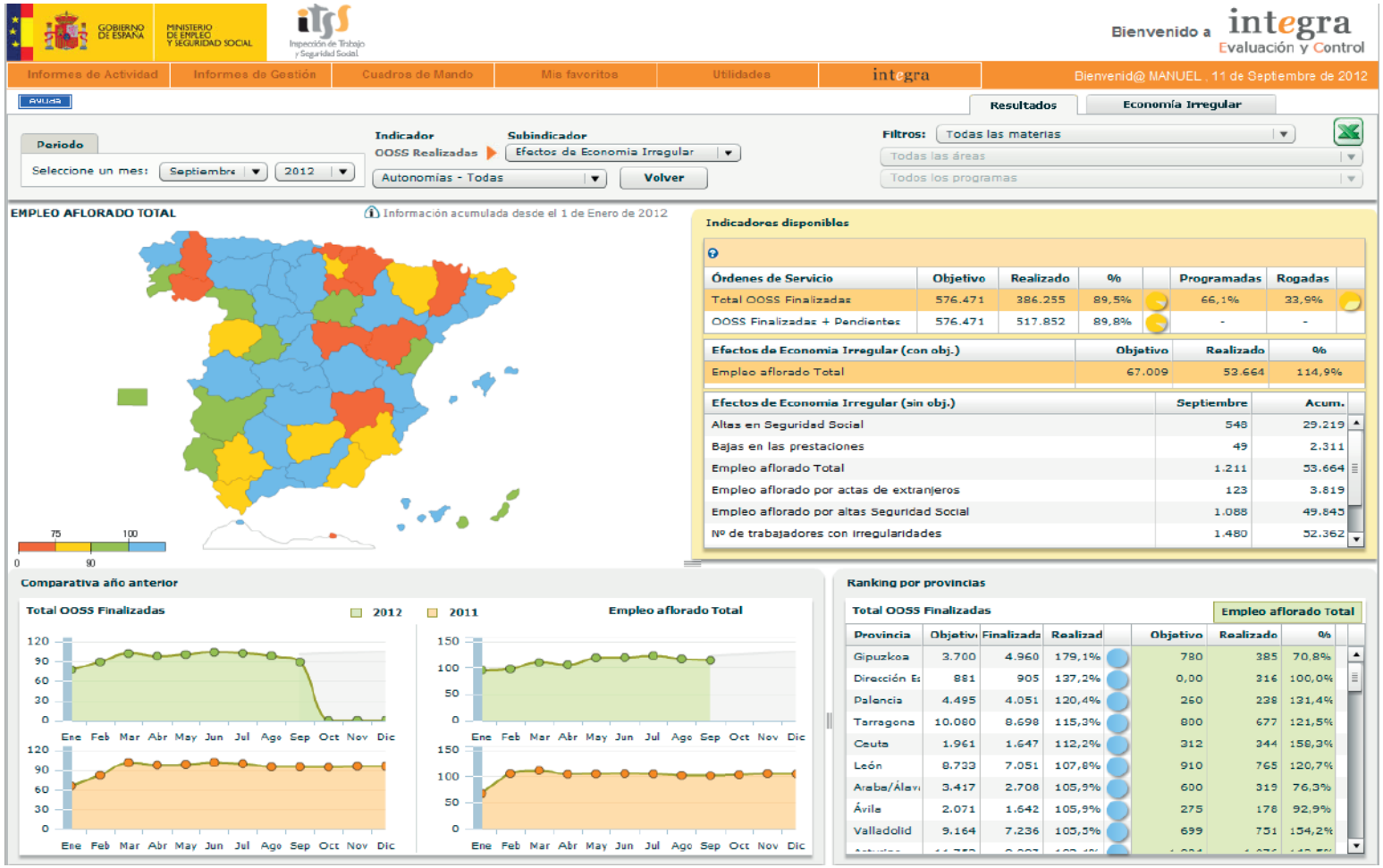
Integra for Management

Evaluation & Control (Reports)



Integra for Management

Evaluation & Control (Dashboard)

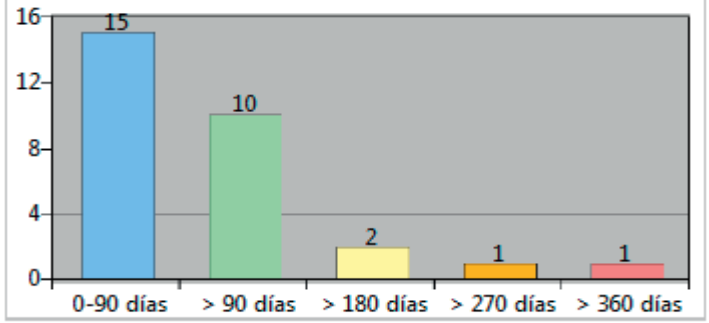


Integra - Inspector Dash Board

Madrid - Madrid - Datos acumulados a 10 de septiembre de 2012

Todos | Inspectores/as | Subinspectores/as

Número de Ordenes de Servicio pendientes.



Indicadores para el gráfico

- 0-90 días
- > 90 días
- > 180 días
- > 270 días
- > 360 días

OS Finalizadas y Puntos en el Trimestre

	A	B	C	D	E	F	G	N.C.	OS	PUNTOS
Rogada	--	--	2	--	--	--	--	--	2	2,00
Planificada	--	--	18	2	--	--	--	--	20	22,00
Iniciativa Propia	--	--	1	--	--	--	--	--	1	1,00
E. Generica	--	--	--	--	--	--	--	--	--	0,00
Totales	--	--	**21**	**2**	--	--	--	--	**23**	**25,00**

Resumen Ordenes de Servicio pendientes (Por estado)

	Rogada	Planificada	Iniciativa Propia	E. Generica	TOTALES
Generada	--	--	--	--	--
Asignada	7	10	--	--	17
En proceso	3	8	1	--	12
Suspendida	--	--	--	--	--
Comprobación Expediente	--	--	--	--	--
Entregada para la firma	--	--	--	--	--
Visado	--	--	--	--	--
En revisión técnica	--	--	--	--	--
En revisión formal	--	--	--	--	--
Impresión	--	--	--	--	--
Totales	**10**	**18**	**1**	--	**29**

Integra for Inspector

Integra - Service Order

Orden de Servicio: | CONSULTA | NUEVA ORDEN

Datos Generales | Asignaciones | Actuaciones | Productos | Historico Estados | Asociación

Editar | Ant. Empresa | Ant. Centro | Actualizar Empresas | Visualizar | Visualizar (antiguo mod.) << Volver

Número Orden Servicio		Fecha Generación	06/10/2011	Tipo O.S.	Específica
Estado	Asignada	Fecha Estado	06/10/2011	Motivo Estado	
Categoría	Rogada	Origen O.S.	R. Entrada	Código	
Campaña Relacionada	NE0006			Urgente	☐
Fecha Límite		Datos Provisionales			
Observaciones					

Valoraciones

Inicial C | Final | Observaciones

De interés para la escuela ITSS ☐

Empresa

Nombre Razón Social		Tipo Empresa	Jurídica	Tipo Identificativo	CIF	Identificativo	
Domicilio Social		Código Empresa		CCC/NAF		CCC Ppal	☐
CNAE	0161 - Actividades de apoyo a la agricultura						

Centro de Trabajo Visualizar en Google Maps

Dirección | Teléfono | Plantilla 1

Solicitantes

Apellidos y nombre / Razón Social	Tipo doc.	Identificador

Asunto

	Clave	Materia	Princ.
☐	19E - Permisos de trabajo cuenta ajena (art. 52 e; 53.2 a y 54.1.d,f de la Ley Orgánica 4/2000)	3 - Empleo y Extranjeros	☑

Processes and Procedures of the ITSS

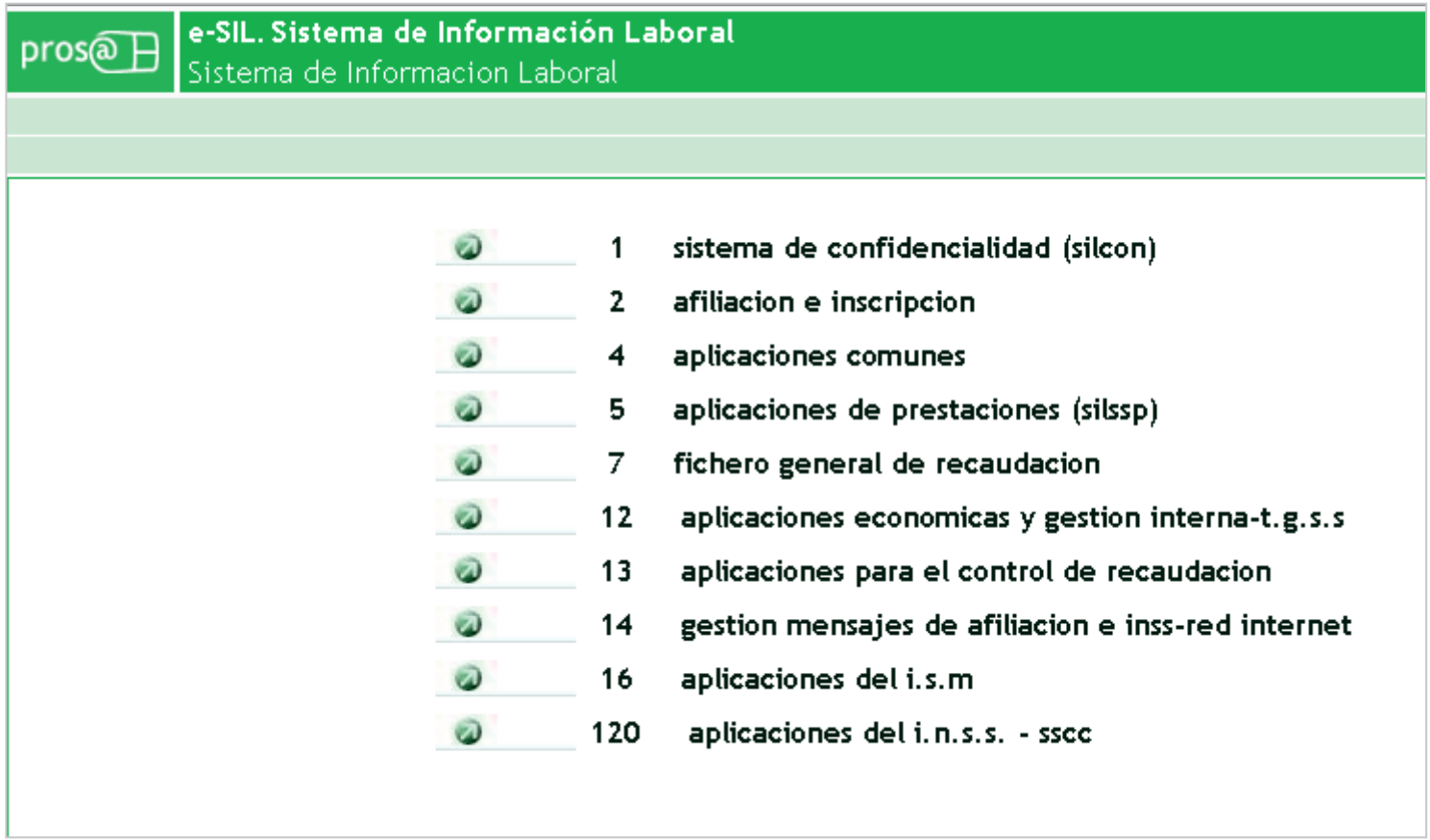
Knowledge Forum Web

Argos

Mismatching between SS-Data and Finance Ministry Data Declarations

eSIL

eSil: Database of Social Security Records



eSIL

pros@

e-SIL. Consulta General de C.C.C.
Consulta General de Cuentas de Cotizacion

Criterios de Búsqueda en Cuentas de Cotización

C.C.C.		Régimen			
Ident. empresario		Dir. provincial		Régimen	
N.S.S.		Dir. provincial		Régimen	
C.C.C. principal		Régimen			
Antiguo N.I.S.S.		Régimen			
Ident. embarcación					
Razón social					
Apellidos y nombre					
Anagrama					
Dirección Provincial	28				

Criterios de Búsqueda en el Histórico

Ident. empresario			
Razón social			
Apellidos y nombre			
Dirección Provincial	28		

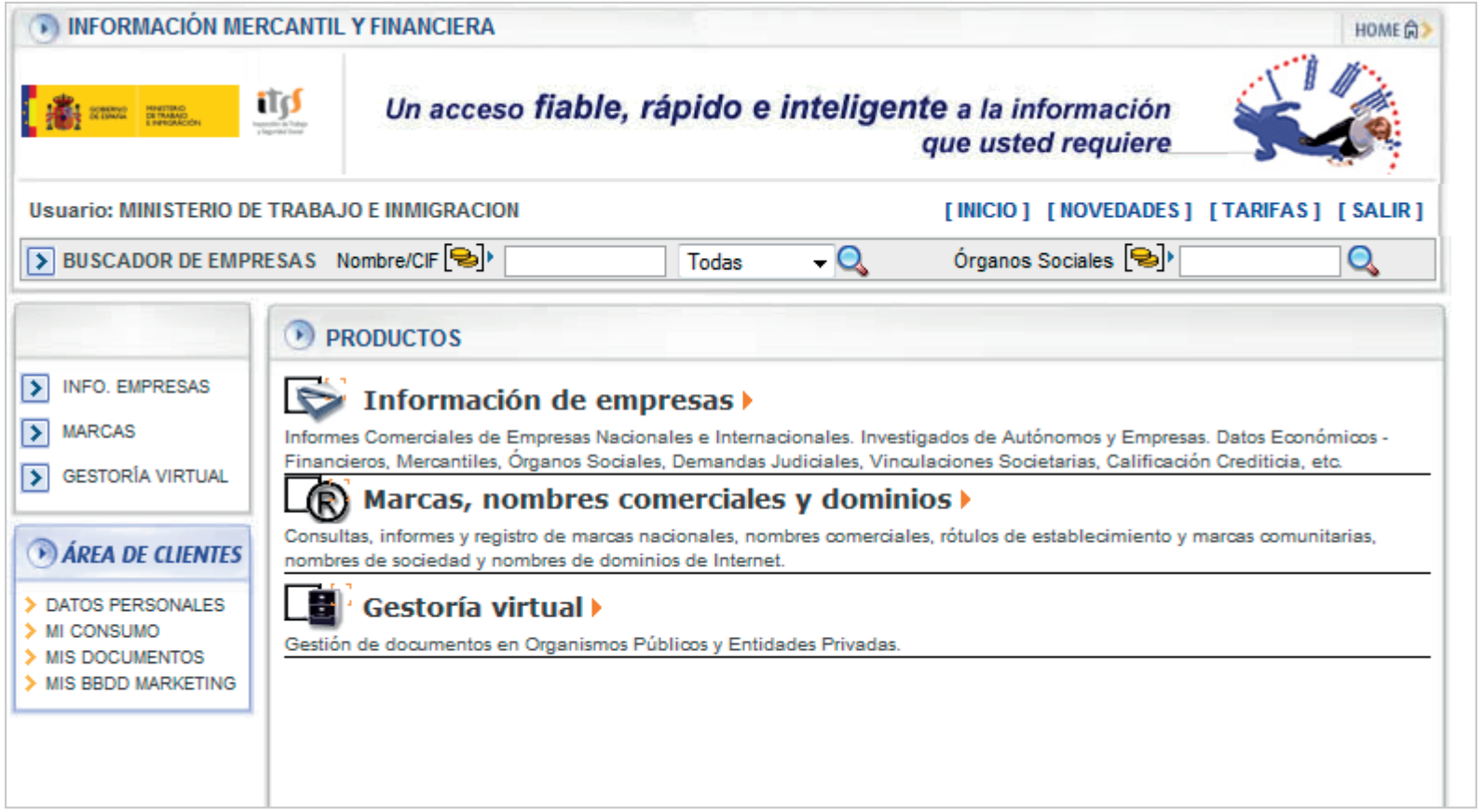
3083* INTRODUZCA LOS DATOS Y PULSE INTRO

CEPROSS

Database of professional diseases

AXESOR

Financial and administrative data of private companies



SilcoiWeb: DB of Unemployment Agency

Unemployed database

Citizens

Web Mitramiss – ITSS (Information)

DIGITAL CERTIFICATE

- **Electronic Procedures:**
  - Complaints
  - Statements
  - Judicial appeals

- **Fraud mailbox**

Citizen – Online Portal

Fraud Mailbox

Inspección de Trabajo y Seguridad Social

BUZON DE LA INSPECCION DE TRABAJO Y SEGURIDAD SOCIAL

Elec

Aviso: ¿CÓMO DENUNCIAR ANTE LA INSPECCIÓN DE TRABAJO Y SEGURIDAD SOCIAL?

Los Campos marcados con * son Obligatorios

INFORMACIÓN SOBRE LA EMPRESA

Nombre o Razón Social (*): -

Nombre Comercial ( ): -

INFORMACIÓN SOBRE EL CENTRO O LUGAR DE TRABAJO

Provincia (*): -

Municipio (*): -

Dirección (*): -

Código Postal ( ): -

Actividad Económica (*): -

Horario (*): -

INFORMACIÓN SOBRE IRREGULARIDADES OBSERVADAS

- ☐ Trabajadores sin contrato y falsos autónomos
- ☐ Trabajo incompatible con la prestación de desempleo, incapacidad temporal, jubilación, etc...
- ☐ Trabajadores extranjeros sin permiso de trabajo.
- ☐ Pago de cantidades que no figuran en nómina y no declaradas a la seguridad social (En "B")
- ☐ Trabajadores con contratos temporales irregulares
- ☐ Trabajadores con jornada superior a la firmada en contrato (contratos a tiempo parcial irregulares)
- ☐ Incumplimientos en materia de jornada, horas extraordinarias y vacaciones
- ☐ Discriminación en el acceso al empleo y en el trabajo
- ☐ Discriminación en el salario por razón de género (brecha salarial)
- ☐ Acoso sexual y por razón de sexo
- ☐ Incumplimientos en materia de Prevención de Riesgos Laborales
- ☐ Otros (Detallar en la descripción de los hechos)

INFORMACIÓN SOBRE EL POSIBLE FRAUDE LABORAL

Breve descripción de los hechos (hasta 600 caracteres) (*): -

MOVING FORWARD TOGETHER

SOCIAL JUSTICE DECENT WORK

EU-ILO Project
«Enhancing the labour administration capacity to improve working conditions and tackle undeclared work»

Status of the State Labour Service information system and recommendations for its modernization

Technical workshop | *18-19 September 2019*

Manuel Carbajo Amigo
Spanish Labour and Social Security Inspectorate

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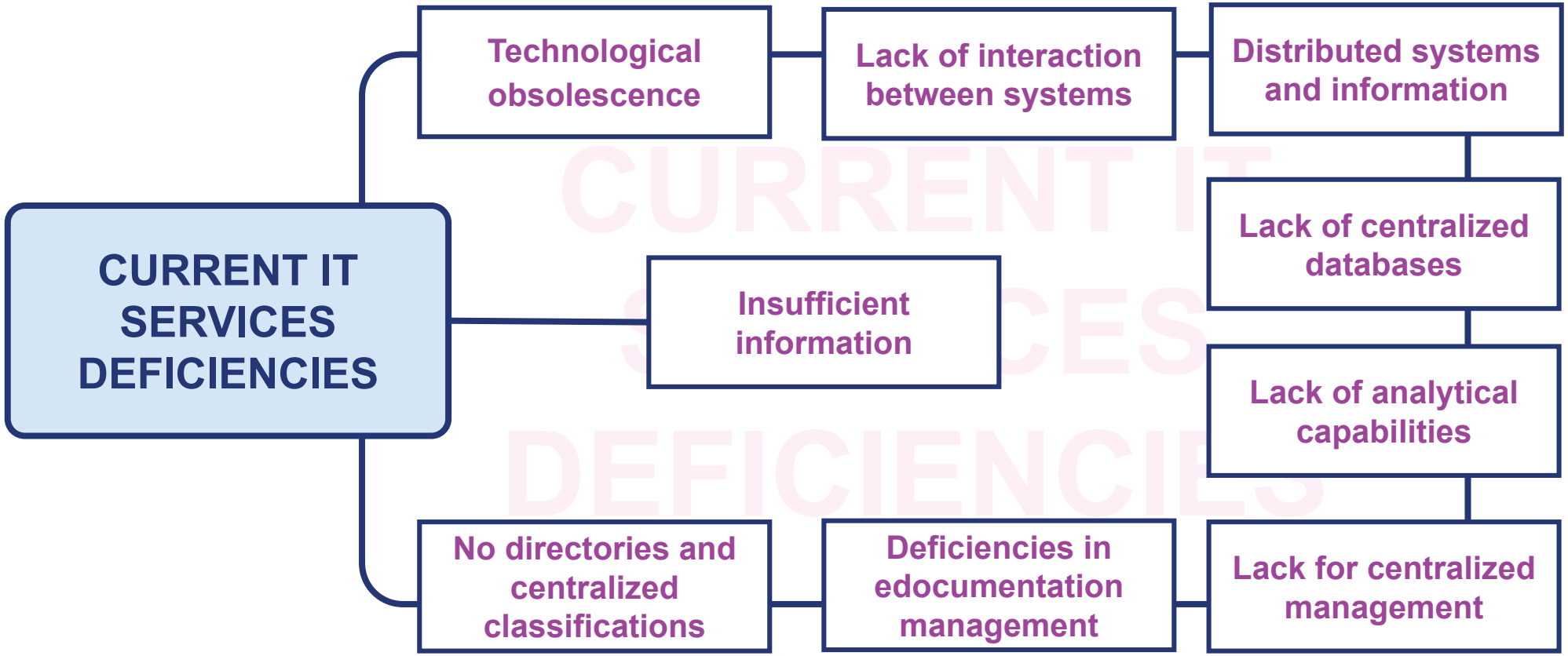
1 IT Current Situation

2 Proposed Solution

3 Critical Factors of Success

4 Roadmap and estimated Budget

1 IT Current Situation



2 Proposed Solution. Main Characteristics.

IT Solution
Main Characteristics

- More modern Infrastructure
- Based on web technologies, to facilitate access and usability
- Scalable both quantitatively (number of users), and qualitatively (new services)
- Use of widely accepted and tested solutions by the Industry
- New capabilities of communication with external information systems
- Interoperability and data exchange more flexible
- New capabilities of data analysis and reporting
- Data intelligence to facilitate detection of undeclared work and other possibilities of fraud
- Data set managed more complete
- Contemplate all SLS functional and business needs

2 Proposed Solution. Objectives.

Objectives pursued with the improvement plan

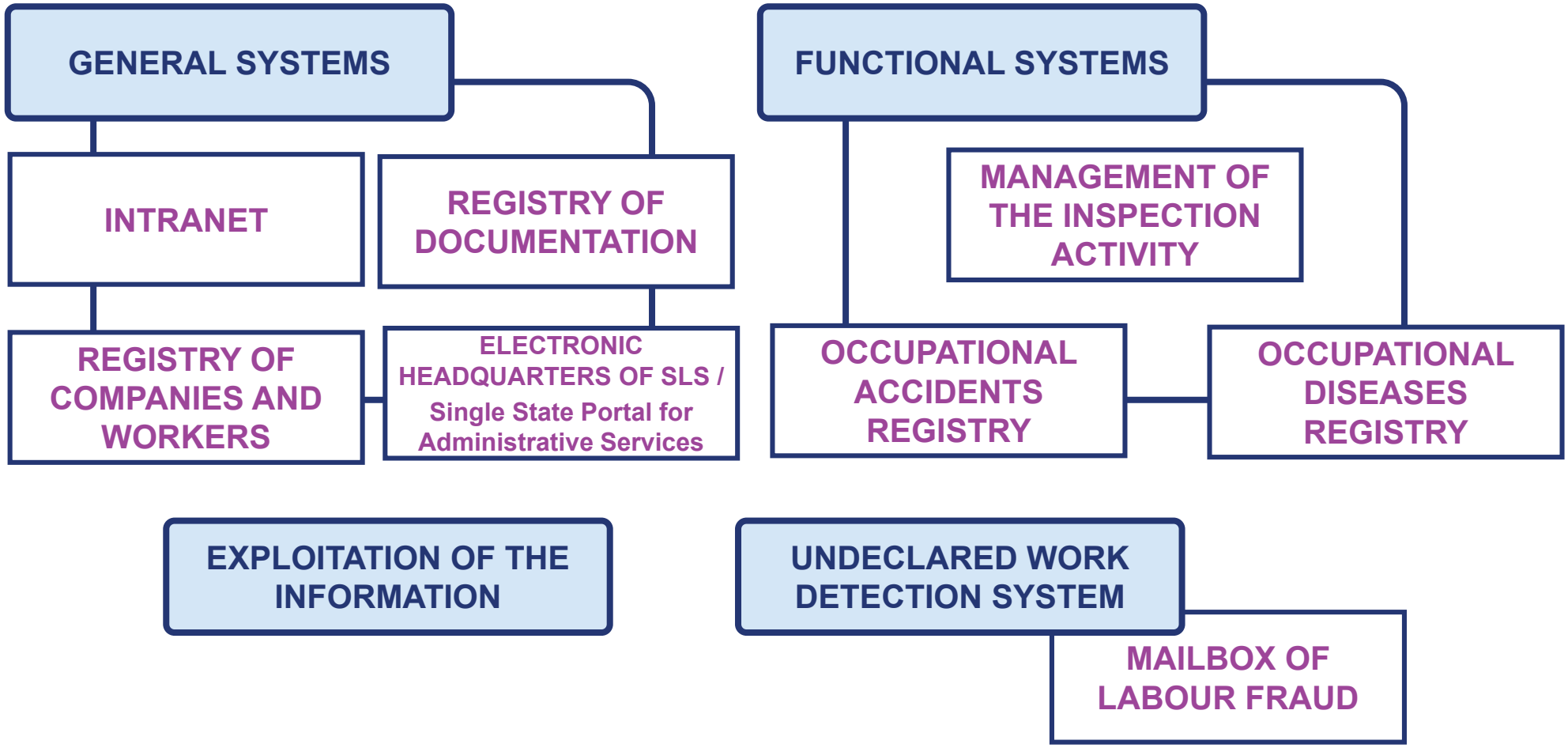
- Endow SLS with a modern technological architecture
  - *With new operational capabilities*
  - *That facilitates future maintenance and evolution*
- Facilitate the work of the different Units of the SLS
  - *With the provision of improved tools and efficiency in the processes.*
- Provide SLS with the necessary tools to analyze data
  - *To improve the analysis and decision making.*
  - *To improve reporting, as well as analytical and predictive capabilities.*
  - *For the detection of fraud.*
- Provide SLS with the maintenance of the legally attributed records
  - *As, for example, occupational accidents, occupational diseases, etc.*
- Enabling and enhancing online transactions
- Improve the management of reports and statistics
- Allow the SLS the automated exchange of information

2 Proposed Solution. Benefits.

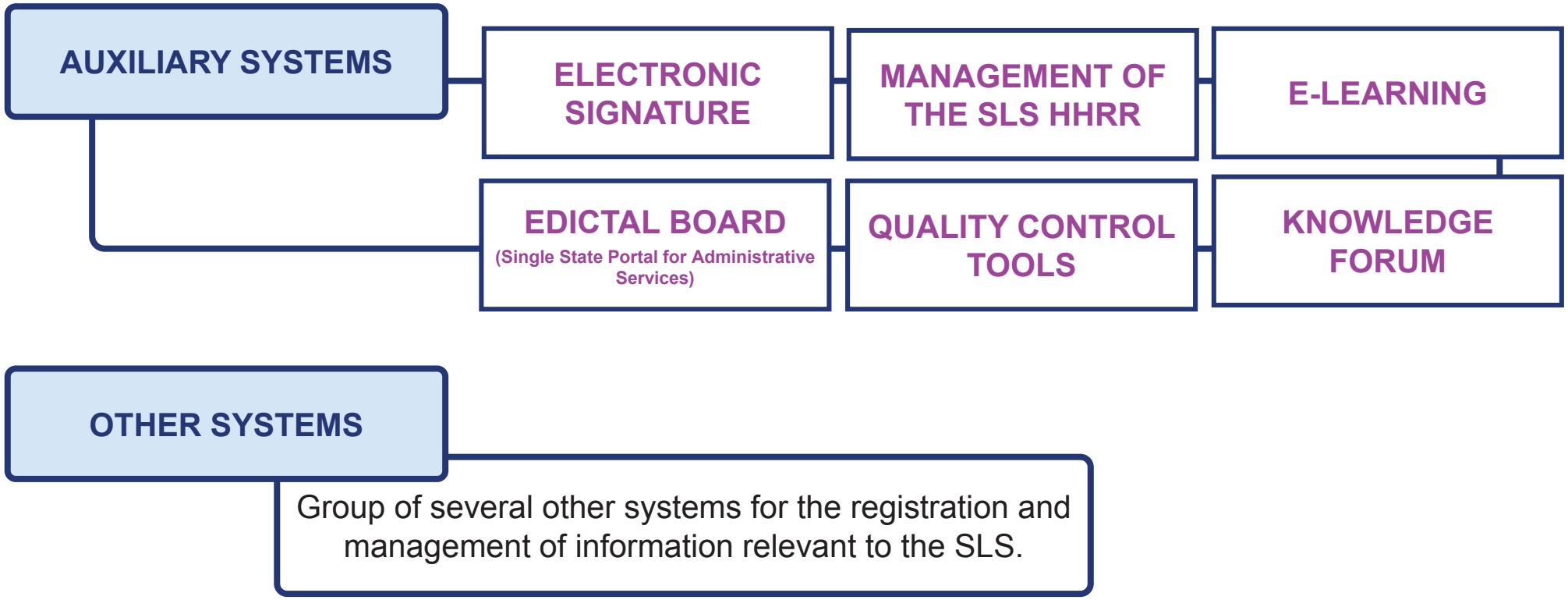
Benefits of the Information Services Evolution Plan

- Get a better image of the Ukrainian Public Administration
  - *From the internal point of view of the Public Administration*
  - *From the point of view of companies and workers*
  - *From the point of view of other national or international organizations*
- Have a complete, reliable and accessible set of information
  - *Improve and complete the available information that allows a more complete management of SLS operations*
- Improve the efficiency of the SLS processes
  - *Based on standardization, automation, management improvements, etc.*
- Improve the detection, control and monitoring of undeclared work
- Enable the detection, control and monitoring of other fraud possibilities
- Making the investment profitable in the short / medium term:
  - *Saving costs by improving efficiencies*
  - *Through the increase in revenues due to the improvement in the detection of fraud and in the improvement of the administration's control.*

2 Proposed Solution. Main Information Systems.



2 Proposed Solution. Main Information Systems.



3 Critical Factors of Success

Establish a clear leadership in the project

Create the Technical Office of the Project

- *Exclusive dedication to controlling the roadmap and its deviations*
- *3 or 4 Functional experts (labor inspectors + procedure experts)*
- *3 to 4 ICT experts to control the technical requirements*
- *Direct dependency from the top management*
- *Get the support from a technological external company during the whole process*

Management and exhaustive coordination

- Steering Committee
- Project operating committee

Periodic Checkpoints

- SC quarterly basis
- POC monthly basis

Adequate provision of human and material resources

- HHRR
  - *Identification of required profiles and people*
  - *Training needs*
- Material Resources
  - *Office space*
  - *Technological environment*
  - *Basic and specific software*

3 Critical Factors of Success

Expert personal from external companies

- With proven solvency in similar projects
- Khowlege in the selected technology
- Background in providing services of Technical Office

Selection of the technology

- Commercial vs custom developed software
- On SLS premises vs external provider

Auditing the system on any new version

- Security and software quality
- Functional compliance
- Data quality

Stepwise deployment strategy

- Test it with a limited number of users before the total deployment of new versions.

4 Roadmap and estimated Budget

Key Factors

The detailed work plan to carry out all the tasks, including analysis and implementation of the proposed systems, will be strongly affected by the capabilities of the SLS as well as the strategy adopted to undertake the work.

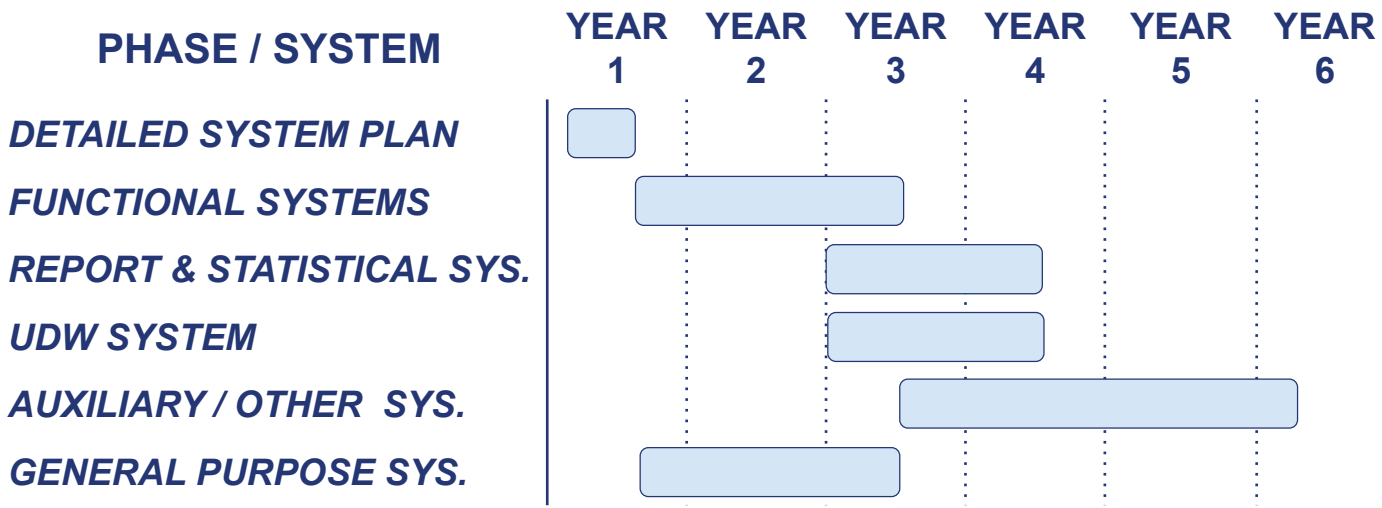
We suggest the following topics to be taken into consideration:

- *Technical Office to impulse and control the project*
- *Finance capabilities to develop and evolve the system*
- *Consideration of the need of help and support of specialized external providers (one or more)*
- *Mixed working teams (internal / external)*
- *Possibility of parallelizing several lines of work depending on the available work force*

The detailed roadmap, with all the tasks to be considered, will be based on the strategy adopted and available capacities, both economic and human

4 Roadmap and estimated Budget

Global Outline



4 Roadmap and estimated Budget

Estimated budget for development

Estimated Budget

Technical Project Office	Define the scope, take of technological alternatives, definition of requirements and functional analysis	300.000 €

	Subsystem name	Estimated cost of development
Creation and Implementation of the SLS UIAS	Development cost of the SLS UIAS subsystems	960.000,00 €
	Cost of works related to UIAS implementation and staff training	102.000,00 €
	Cost of work related to UIAS maintenance during a year	45.000,00 €
	Cost of computer hardware and licensed software	437.250,00 €
	including:	
	Server equipment	61.500,00 €
	Computer hardware (fixed workstations)	216.000,00 €
	Computer hardware (mobile items)	58.500,00 €
	Licensed software	101.250,00 €
	Licensed software and certificates to be issued by the state administration (licenses and connection to the IS Trembita, State Statistics Service IS, Ministry of Justice IS etc.)	60.000,00 €
	TOTAL	1.544.250,00 €

EU-ILO Project
«Enhancing the labour administration capacity
to improve working conditions and tackle undeclared work»

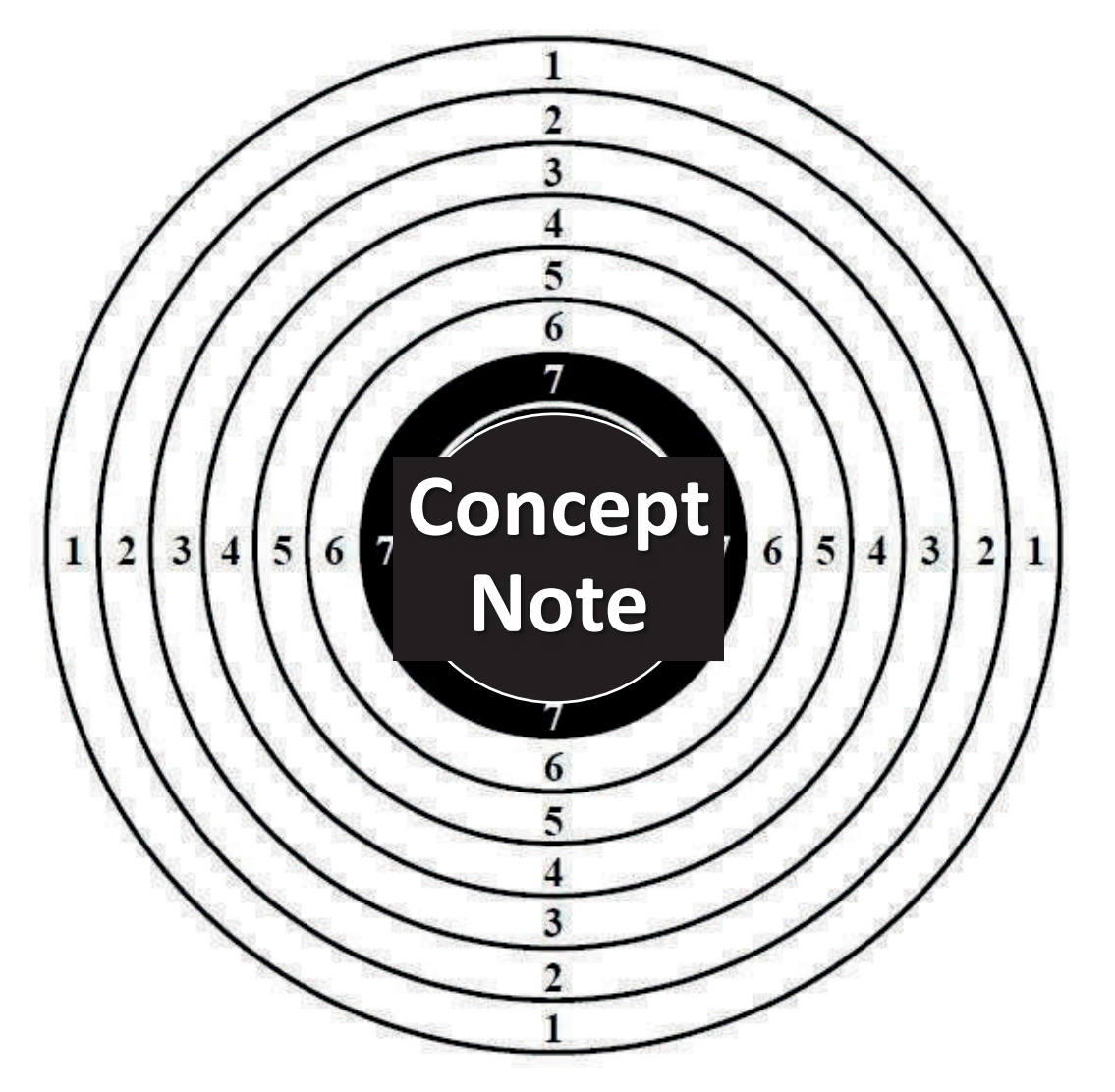
State Labour Service information system and its modernization

Project Concept Note Design

Technical workshop | *18-19 September 2019*

Антоніу Сантуш / António Santos
Менеджер проекту / Project manager

Workshop Goal



eEUProject

Content

Project Main Documents

Concept Note

Concept Note Design

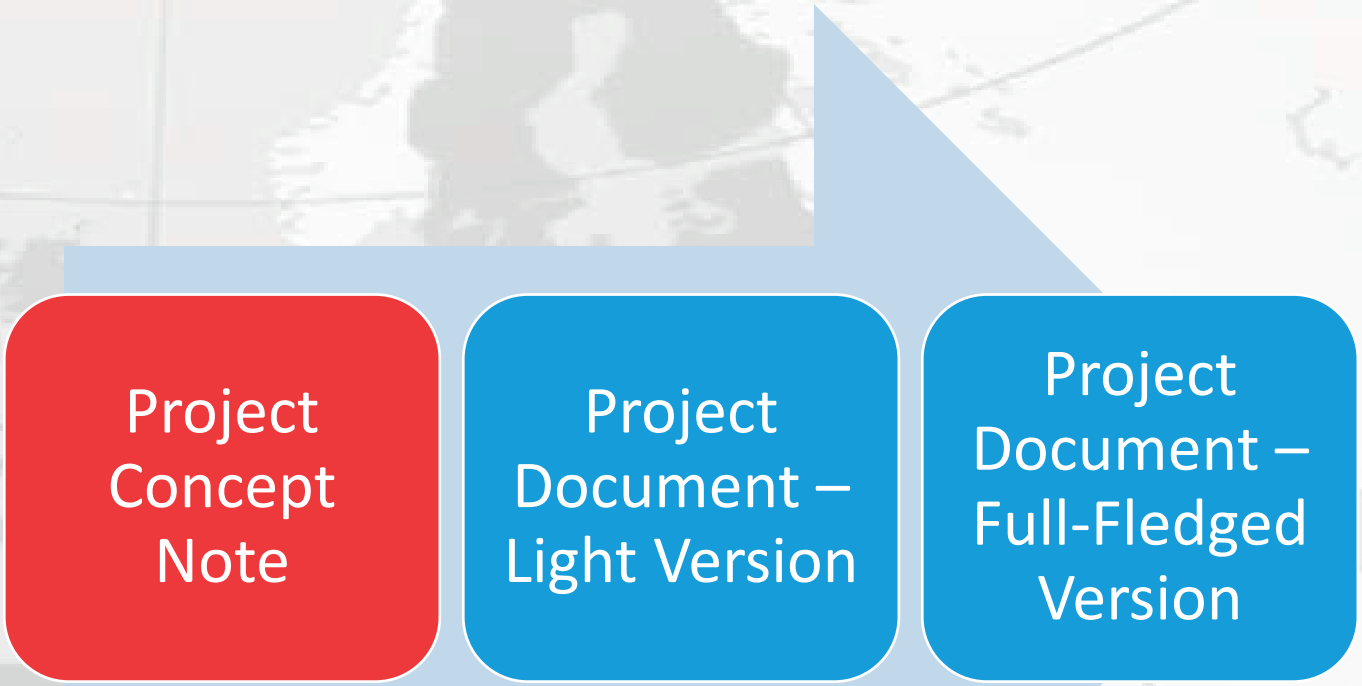
Situation Analysis – Problems, Causes and Effects

Desired Situation - Objectives Setting

Project Strategy – Results Chain – Logframe Matrix

neEUProject

Project Main Documents



www.ilo.org/UkraineEUProject

4

Project Concept Note - Objective

To provide summarized information to enable project stakeholders, development partners and other decision makers to assess the **strategic relevance** of any proposal.

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5

Project Concept Note - Content

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Project Concept Note - Content

1. Rationale and justification for the project:

- Description of the unsatisfactory initial situation;
- Problems, causes and effects;
- Identification of potential stakeholders.

2. Strategic relevance of the project:

- Way in which it links to strategic priorities of the beneficiaries or stakeholders;
- To what extent the project will be able to improve the unsatisfactory initial situation.

3. Project strategy:

- Describe how the project will change the current situation into the desired one;
- Describe the results chain (cActivities➔Ouputs➔Outcomes➔Impact).

4. Comparative advantage:

- Present the arguments why the proposed implementer is the most suitable.

5. Budget & Timetable:

- Estimate the expected funds needed to implement the project and potential sources;
- Indicate the expected duration of the project.

Concept Note Design Process

1. Current situation (problems, causes and effects)

2. Objectives of new situation

3. Strategy – Results Chain (activities, outputs, outcomes, impact)

4. Project Concept Note

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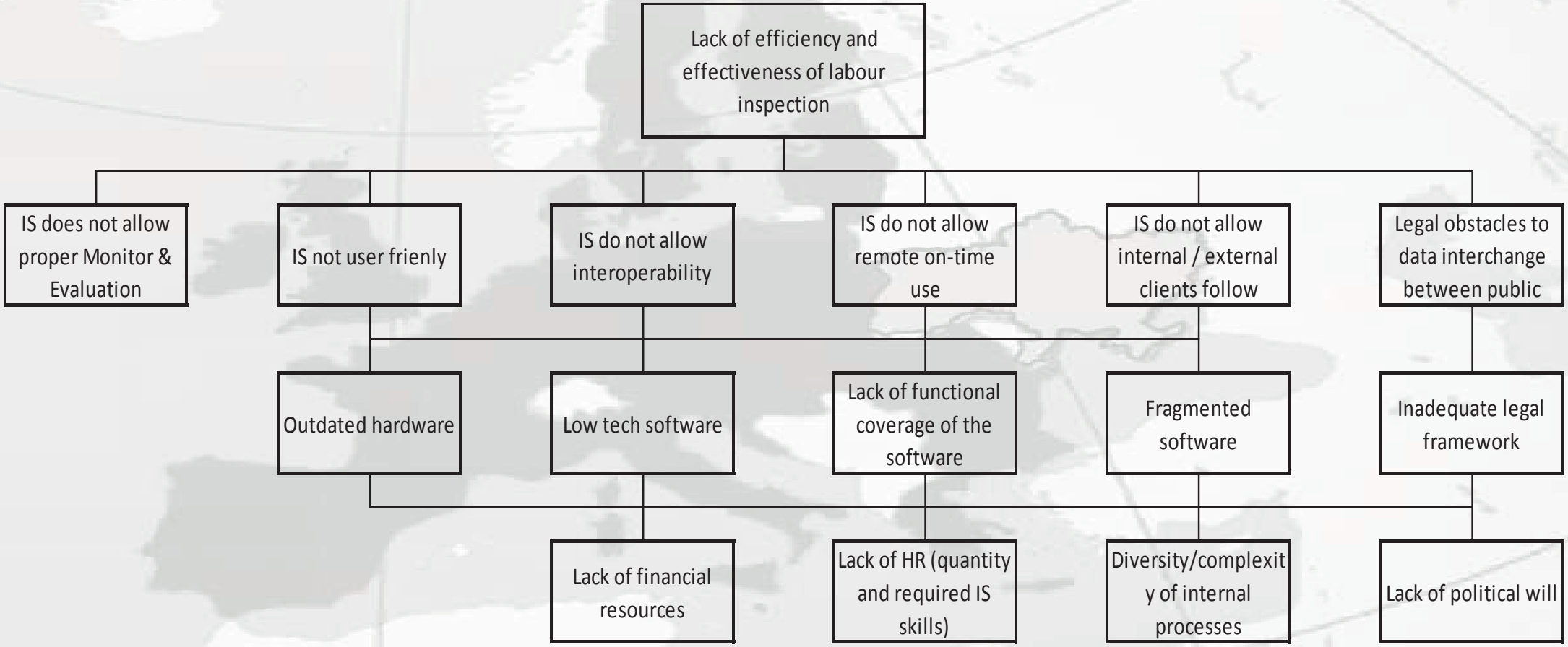
8

Situation Analysis – Problems, Causes and Effects – Problems Tree



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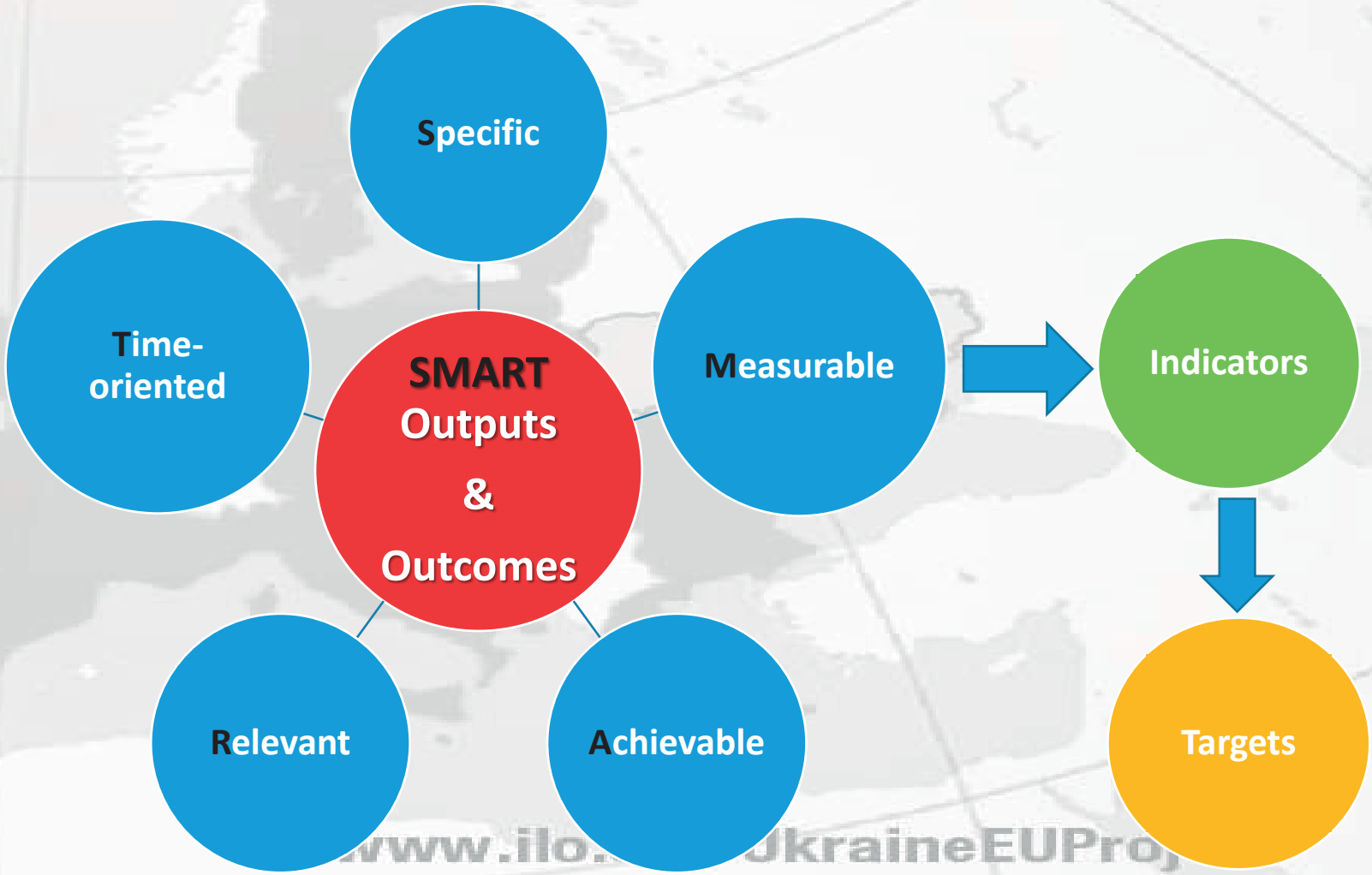
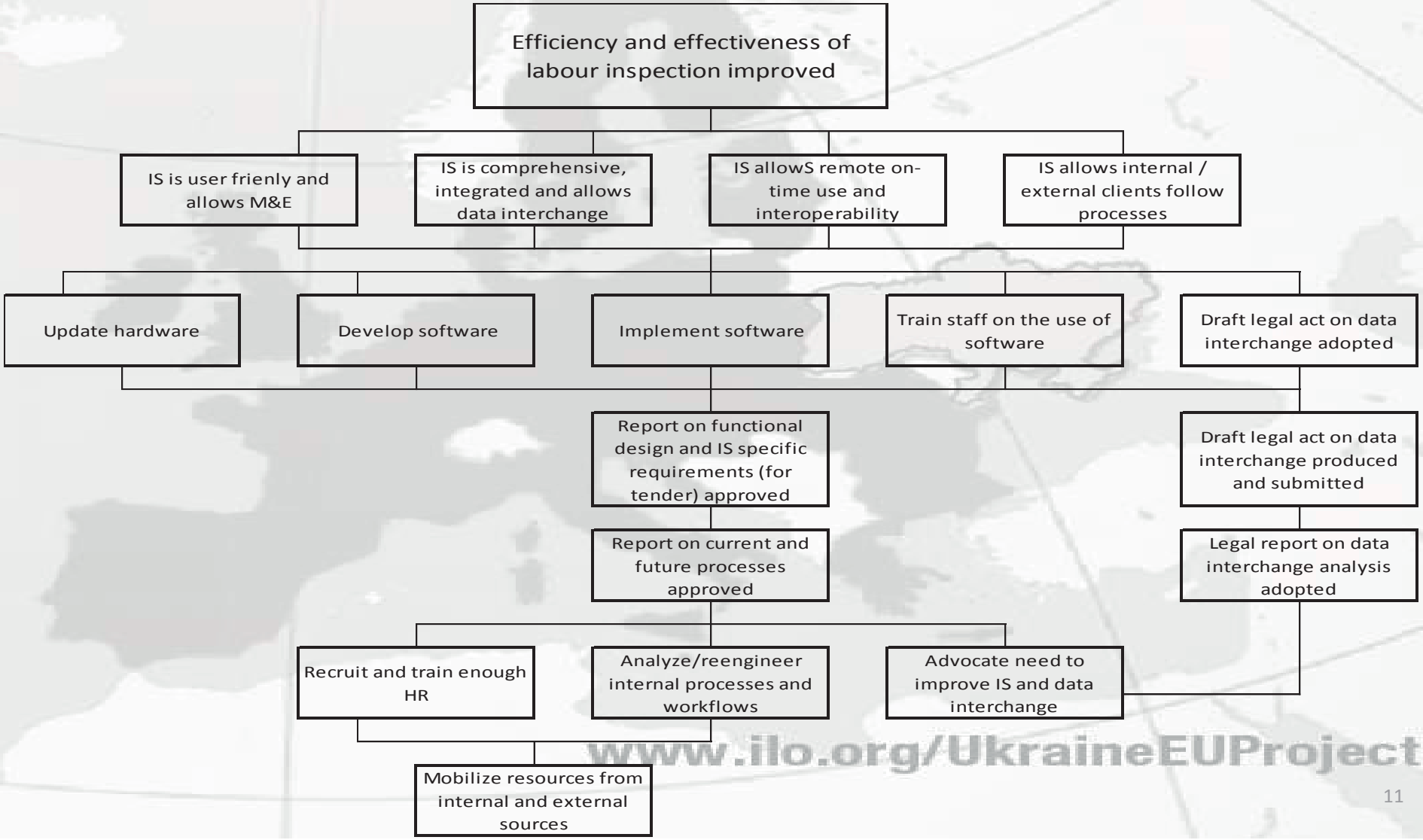
9

Desired Situation - Objectives Setting – SMART Objectives



Desired Situation - Objectives Setting – Objectives Tree



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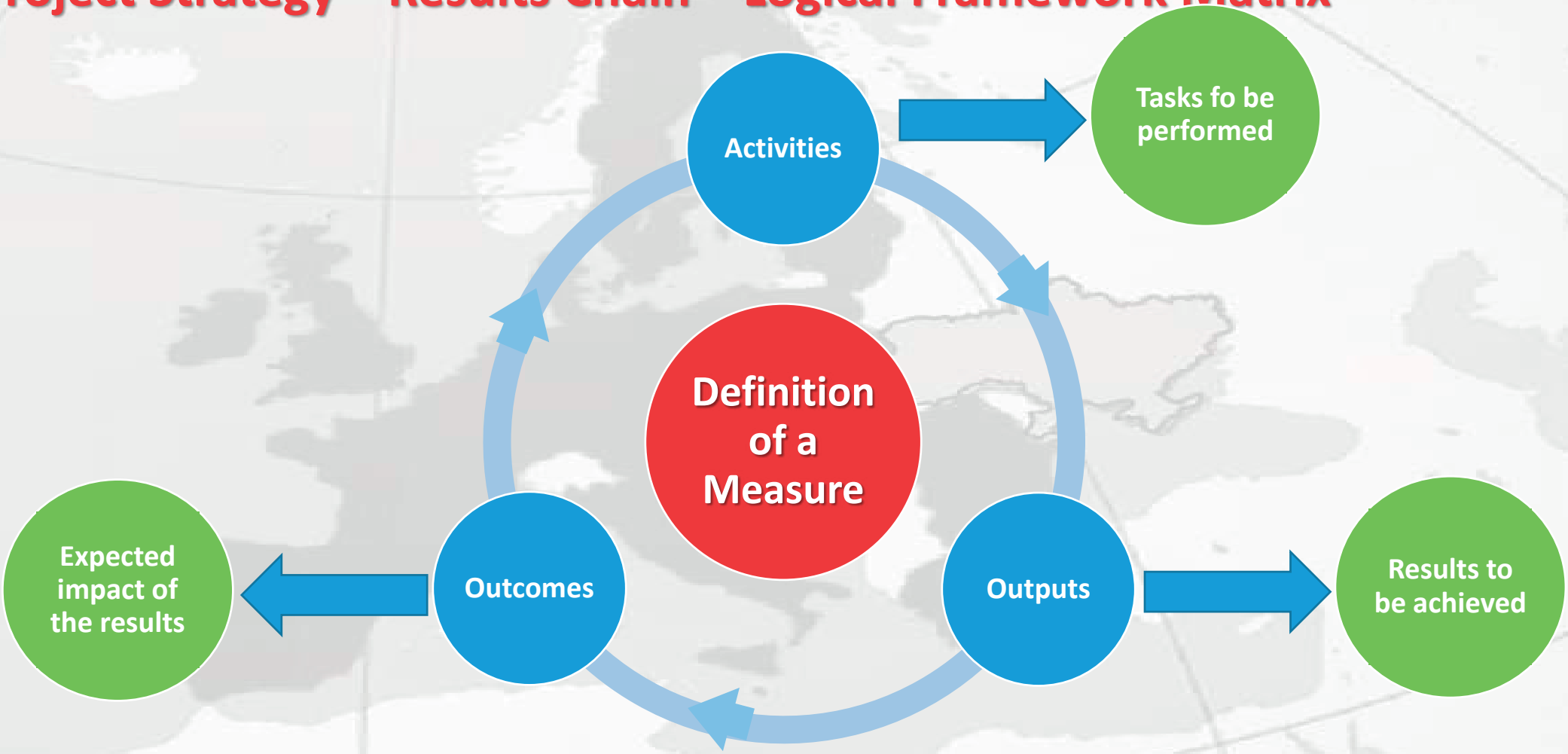
Project Strategy – Results Chain – Logical Framework Matrix



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Project Strategy – Results Chain – Logical Framework Matrix

Results chain		Strategic Fit				Indicators	Baseline	Targets	Sources of Verification	Assump-tions	Risks	Mitigation Measures
Nature	Deliverables	P&B Outcome	DWCP Outcome	SDGs targets	UNPF Pillar Outcome							
Long term impact /Development objective	Labour inspection efficiency and effectiveness improved					% variation on the unit cost per regularized infraction (between the beginning and the end of the project)	na	-20%	SLS data			
						% variation on the percentage of regularized infractions (between the beginning and the end of the project)	na	50%	SLS data			
Outcome 1	SLS processes' efficiency is improved					% of concerned staff consider that SLS new processes improved their efficiency	na	75%	Survey report			
Output 1.1	Report on current and future processes produced and approved					Date of report approval	na	Until the end of Q5	SLS or Project website			
Output 1.2	SLS processes and workflows are redesigned and simplified					Date o implementation of the redesigned and simplified processes	na	Until the end of Q9	SLS or Project records			

INTERNATIONAL LABOUR ORGANIZATION

Project Concept Note

Cover page

XB Symbol:	UKR/XX/XX/EUR
Project title:	Enhancing labour inspection efficiency and effectiveness in Ukraine
Country:	Ukraine
P&B Outcomes:	**Outcome 7**: Promoting safe work and workplace compliance including in global supply chains.
DWCP Outcome:	**Outcome 2.4**: An effective Labour Inspection is set up
Technical field:	Labour administration, Labour inspection, OSH
Administrative unit:	
ILO Responsible Official:	
Technical Backstopping Unit:	
Collaborating ILO Units:	
Time frame:	48 months
Budget requested:	5 million Euros
Evaluation requirements:	Independent evaluation

1. Rationale and Justification

Please include the rationale of the project and justification for the action to be undertaken. This should explain the initial situation and the context and factors leading to the demand for an intervention; provide statistical information where possible to document the unsatisfactory initial situation.

Please make a clear reference to key project stakeholders. Refer to specific decisions and commitments made, if any (e.g. commitment of significant resources, etc.)

2. Strategic relevance

Link to strategic plan and programme

Describe how the proposal contributes to the achievement of programme objectives and how the project fits into the strategic plans (vision and mission) of the organization presenting the project and of the stakeholders the project will ultimately serves.

3. Project strategy

State the core problems. Provide the elements of the project and a strategy for addressing the project's core problems.

Identify the project target groups. Indicate who is being targeted by the project and why. Distinguish between direct recipients, who the project serve directly and the ultimate beneficiaries that in the long will benefit from this project to be implemented.

Include a basic results-chain in a narrative form, including:

3.1 Development Objective /Impact

Please define the project development objective.

3.2 Outcome(s)

Please define the project desired outcome(s).

3.3 Outputs and Activities

Define and describe the activities to be carried out and their expected outputs.

3.4 Monitor & Evaluation Logical Framework Matrix of the Project

Insert here the project logframe.

Monitor & Evaluation Logical Framework Matrix of the Project

Results chain		Strategic Fit				Indicators	Baseline	Targets	Sources of Verification	Assumptions	Risks	Mitigation Measures
Nature	Deliverables	P&B Outcome	DWCP Outcome	SDGs targets	UNPF Pillar Outcome							
Long term impact /Development objective												
Outcome 1												
Output 1.1												
Output 1.2												
Output 1.3												
Outcome 2												
Output 2.1												
Output 2.2												
Output 2.3												
Outcome 3												
Output 3.1												
Output 3.2												
Output 3.3												

4. Comparative advantage

Analyse your comparative advantage in addressing the identified problem (e.g. expertise, presence in the country, proximity to beneficiaries, experience from past projects and/or similar contexts, costs, resources, etc.) This should also include an initial analysis of project partners and synergies with other ongoing activities in the same sector, technical field and/or country.

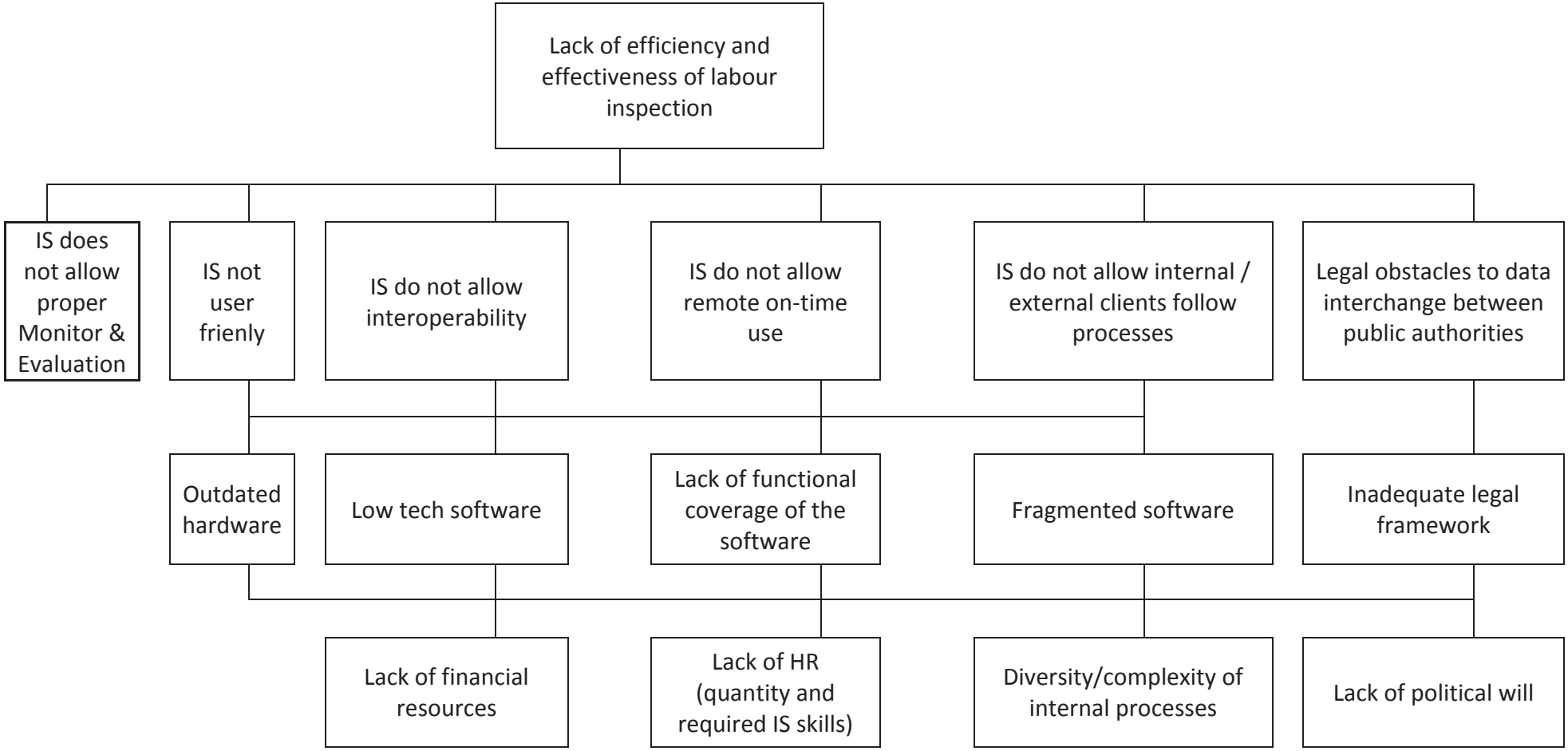
5. Indicative budget

At the concept note stage, there are two options available to develop this section: (a) Please indicate the total amount of the project budget in one sentence, or (b) provide a preliminary outcome / output-based breakdown.

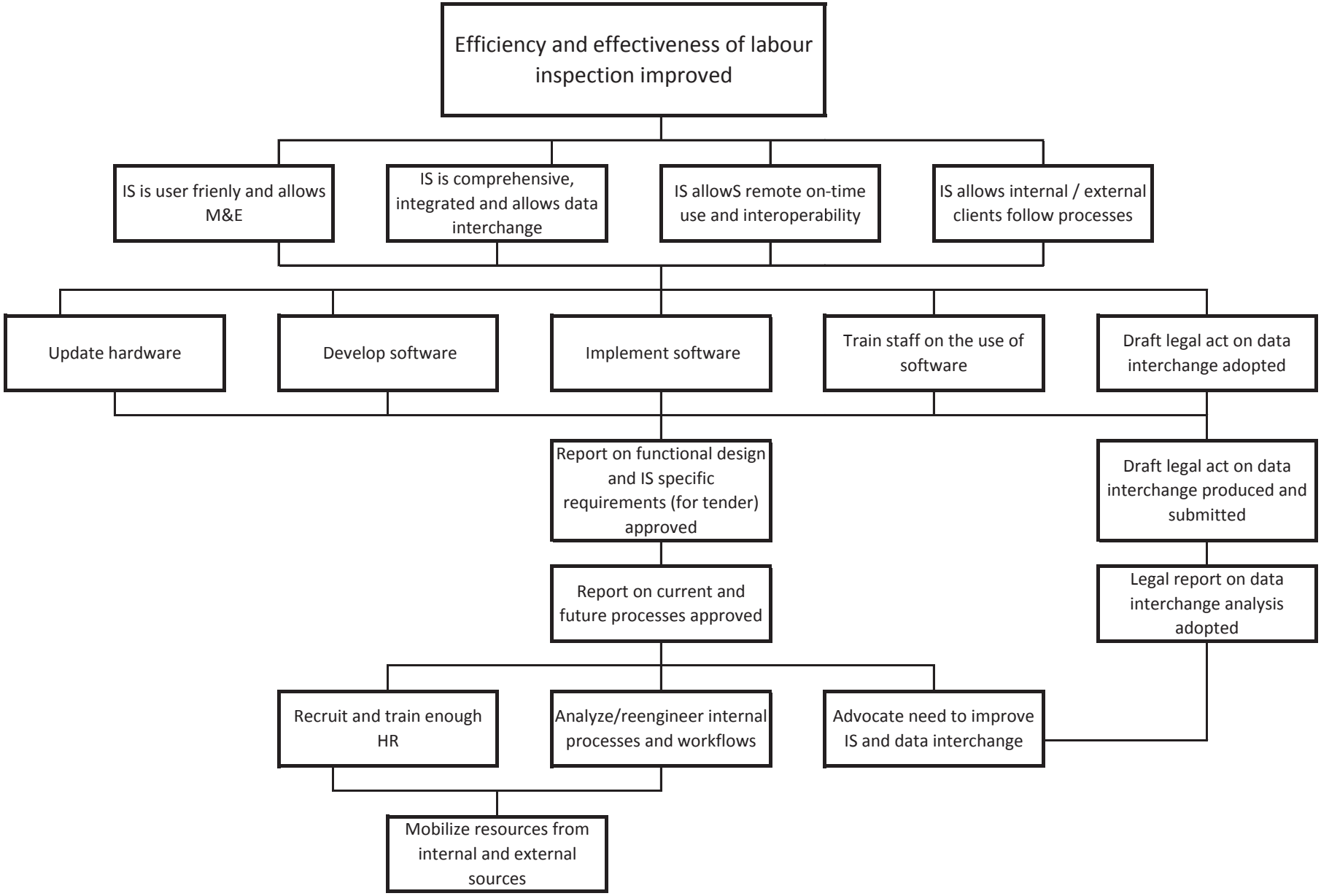
6. Other information

Please enter any further information to support the proposal, including information on institutional and management arrangements, and an effective use of resources.

Example of Problem Tree



Example of a Objectives Tree



Example of a Monitor & Evaluation Logical Framework Matrix of a Project

Results chain		Strategic Fit				Indicators	Baseline	Targets	Sources of Verification	Assumptions	Risks	Mitigation Measures
Nature	Deliverables	P&B Out-come	DWCP Out-come	SDGs tar-gets	UNPF Pillar Out-come							
Long term im-pact /De-velop-ment ob-jective	Labour inspection efficiency and ef-fectiveness im-proved					% variation on the unit cost per regularized infraction (between the beginning and the end of the project)	na	-20%	SLS data			
						% variation on the percent-age of regularized infrac-tions (between the begin-ning and the end of the pro-ject)	na	50%	SLS data			
Outcome 1	SLS processes' ef-ficiency is im-proved					% of concerned staff con-sider that SLS new pro-cesses improved their effi-ciency	na	75%	Survey report			
Output 1.1	Report on current and future pro-cesses produced and approved					Date of report approval	na	Until the end of Q5	SLS or Project website			
Output 1.2	SLS processes and workflows are re-designed and sim-plified					Date o implementation of the redesigned and simpli-fied processes	na	Until the end of Q9	SLS or Project records			

Outcome 2	SLS IS's effectiveness is improved					% of concerned staff consider that the new SLS IS improved their effectiveness	Na	75%	Survey report			
						% of external users consider that the new SLS online transactional services improved their effectiveness	Na	75%	Survey report			
Output 2.1	Report on functional design and IS specific requirements (for tender) produced and approved					Report concluded and approved before deadline		Until the end of project Q7				
Output 2.2	Tender winner selected					Service provider selected until deadline		Until the end of project Q9				
Output 2.3	New SLS IS developed					SLS IS developed until deadline	na	Until the end of project Q13	SLS or Project records			
Output 2.4	Necessary hardware installed					Hardware implemented before deadline	na	Until the end of project Q13	SLS or Project records			
Output 2.5	New SLS IS implemented					Implementation concluded before deadline	na	Until the end of project Q14	SLS or Project records			
Output 2.6	Key and final users trained					% of users trained by project Q16	na	100%	SLS or Project records			
Output 2.7	SLS processes and workflows are automatized					Date of SLS IS go-live	na	Until the end of project Q16	SLS or Project records			

Outcome 3	Public authorities interchange data					Draft law allowing public authorities to interchange data adopted	Na	By the end of project Q12	Official Gazette			
Output 3.1	Report on the analysis of legal framework for data interchange produced and validated					Draft law allowing public authorities to interchange data adopted	na	By the end of project Q3	MSP, SLS or Project website			
Output 3.2	Draft legal act foreseeing data interchange between public authorities produced					Draft law allowing public authorities to interchange data adopted	na	By the end of project Q5	MSP, SLS or Project records			
Output 3.3	Draft legal act foreseeing data interchange between public authorities validated, advocated and submitted for adoption					Draft law allowing public authorities to interchange data adopted	na	By the end of project Q8	MSP, SLS or Project records			