

Last updated: 01 June 2022 (AI)

Short introduction to IIASA's Management Information System (MIS)

What is MIS?

Management Information System) is the internally developed ERP (Enterprise Resource Planning) of IIASA. MIS contains the main business logic for the operational workload of the institute (based on prespecified policies, rules and responsibilities, procedures, and guidelines).

MIS also acts as the main reporting tool and represents an information hub connecting data to and from internal and external applications.

The system is under support by the AMA (Administrative Management Applications) department. For any questions and for further training, please contact the AMA team (see section "Requesting support").

Why do I need MIS?

MIS is meant to be used for:

Procedural requests:

- Leave, travel, visitor, conference, contract, procurement, personnel approval, etc.
- Reimbursements (travel, visitor, conference and miscellaneous).
- Tickets
 - Service requests related to the:
 - Facility Management (FM) department
 - Information and Communication Technologies (ICT) department
 - Finance (FAB) department
 - CMS department
 - AMA department
- Administrative conference support (list of participants, name tags, statistics, participant registration, etc.)
- Warehouse orders (specifically office material)
- Guest room bookings

- Overtime request/approval (non-scientific staff)
- Administration of email aliases (distribution lists)

Other:

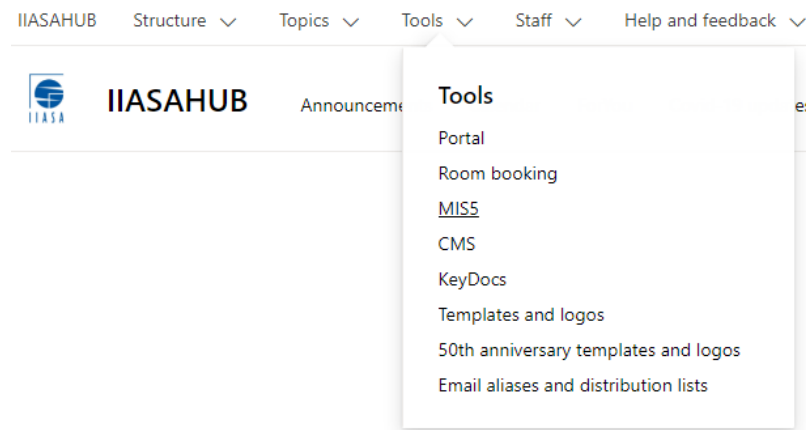
- Inventory management (ICT, FAB, FM)
- HR (Human Resources) management:
 - Employment contract repository
 - Payroll
 - Employment vacancies
 - Personnel information overview
- Time sheets (scientific staff)
- Budgeting for internal and external funding sources
- Financial information related to
 - travel, visitor, conference, contract, procurement, personnel approval/reimbursement
 - Cost center core and/or external budget(s)
 - Bookkeeping
 - Accounts Payable
- Calendar (synchronizing with Outlook)

Depending on your function and role at IIASA, you will have different amount of functionality as well as viewing permissions in the MIS. In case you want to request a permission change, please contact the AMA team – they will provide you with the necessary information.

Where do I find it?

MIS can be accessed through:

- the URL: <http://www.iiasa.ac.at/mis> (available over usual browsers e.g., Chrome)
- the [IIASAhub intranet](https://iiasahub.sharepoint.com/) (https://iiasahub.sharepoint.com/) (in the Tools menu)

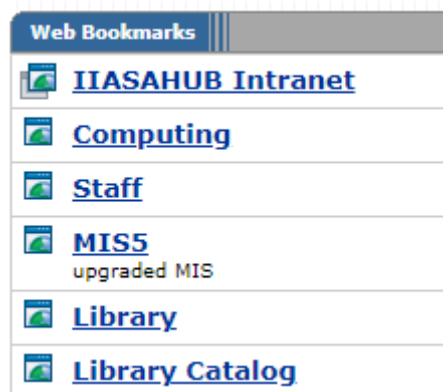


- the [direct link](https://mis5.iiasa.ac.at/login) (<https://mis5.iiasa.ac.at/login>)

How to access from outside of IIASA network?

There are two options:

- Login to [ICT's portal](https://portal.iiasa.ac.at/) (<https://portal.iiasa.ac.at/>) with your ICT provided login and select MIS5 from the List

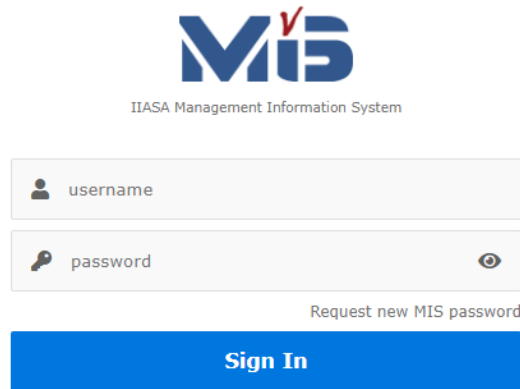


- VPN connection to IIASA network. For this option, you need to get in touch with ICT and ask whether you can receive it and get help with setting this up. A VPN allows you to work remotely as if you were in the IIASA network. You then only need to connect to MIS normally through a browser as described above.

How do I use it?

Login

In order to use MIS, you need to log in first. You need to set up a new password using the username that has been assigned to you by ICT. Select "Request new MIS password" below the password field and submit your username. You will receive an email to your IIASA email address describing the next steps.



Password

Please choose a secure password by abiding to the [ICT password policy](https://iiasahub.sharepoint.com/sites/ict/Shared%20Documents/Accounts%20and%20connectivity/Password%20Policy.pdf) (<https://iiasahub.sharepoint.com/sites/ict/Shared%20Documents/Accounts%20and%20connectivity/Password%20Policy.pdf>)

Your password should:

- contain both upper- and lower-case characters (e.g., a-z, A-Z)
- have digits and punctuation characters as well as letters e.g., 0-9, !@#\$%^&*()_+ ~-={ } [] : " ; ' < > ? , .)
- be at least eight alphanumeric characters long.
- not be based on personal information, names of family, etc.
- be changed once a year

Training request

To schedule an individual introduction to MIS, please contact the AMA department (see section "Requesting support")

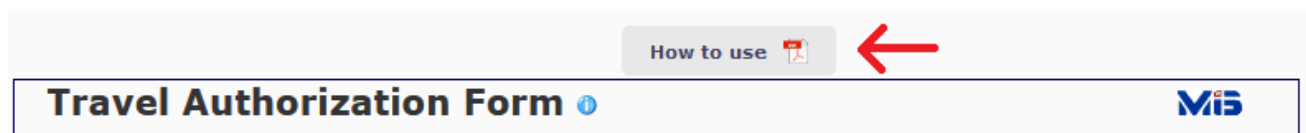
Principally there are four categorizations of MIS introductions/trainings depending on your function at IIASA:

- **Basic**
 - Meant for regular users who use MIS for the basic workflows (for example, to submit leave requests)
- **Cost Center Administrative Staff**
 - Includes the most important functionality for administrative tasks such as
 - Travel/visitor/conference authorizations and reimbursements
 - Contact database editing
 - Financial administration

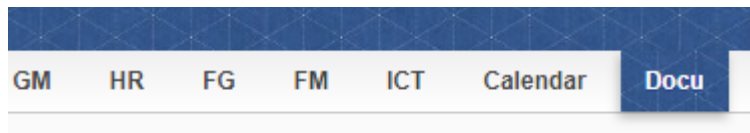
- Using default reports and overviews
- Receiving HR-related data
- **Cost Center Heads or Main Administrative Staff**
 - Additional functionality especially financial overviews for own costcenter, GM contracts and supervisor status list
 - Approval of workflows
- **Application Owners**
 - Specialized training for specific areas of the MIS (e.g., HR, FAB, GM, ICT, FM)

User help

Each page has a "How to use" link, implying that documentation on the currently open page is available.



The summary of all documentation available can be found on the right-hand of the top blue bar:



MIS in few examples

Navigation menu

The main tab **Requests** includes all workflow approvals (e.g., leave, travel, visitor, conference, contract, procurement, personnel approval, reimbursement).

It also includes the following overview tabs:

- **Worklist** (your to-do list): requests saved, but not yet submitted or waiting ones for your action
- **Status list:** requests already submitted (all workflows related to the person logged in).

The **My Data** tab includes an overview of your personal data (name, address, contract, etc.) stored in the system. **It is recommended that you fill out the in-case-of-emergency (ICE) section and provide a contact person, if possible.**

Other menu tabs are related to services provided by other IIASA departments such as Finance (FAB), Human Resources (HR), Information and Communication Technologies (ICT), Facility Management (FM) and Grant Management (GM) departments.

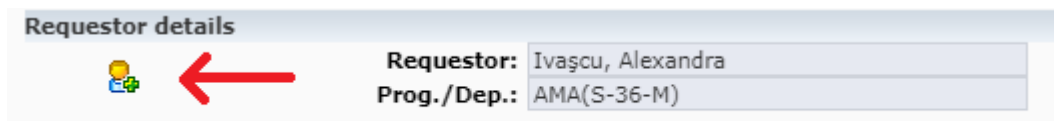
The tab **"My Expertise"** (under My Data ► My Expertise) stores information about your professional expertise, which can be used by other staff members to contact interesting knowledge bases within the institute. Please take some time to fill this section out, so that other colleagues may connect with you.

How to submit a ticket

The ticketing system can be accessed via the tab "TicketS".

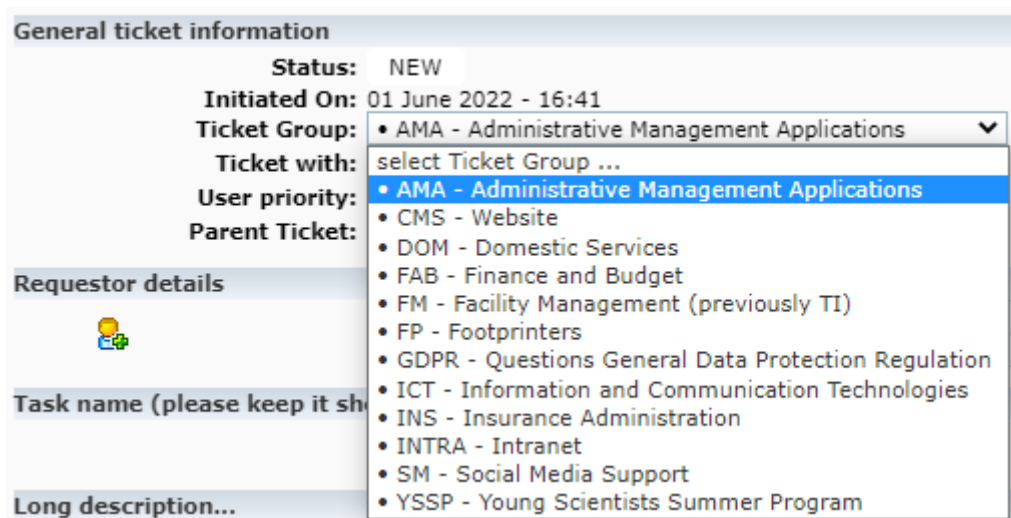


This will open a prefilled form, containing the requestor details (which can be changed): name, Program/Department, Extension, Email and Room.



The following information should be provided:

- Ticket group



- Task name

- Long description – it is recommended to provide as many details as possible, to ensure that the issue can be solved efficiently
- Attachments (it can be a screenshot with the issue)

Requesting support

The support team (AMA) can be reached for trainings or other related issues and questions via tickets.