

# Standard Operating Procedures for the global service performance reporting team

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Outline	Details	Timelines
<p><b>PURPOSE AND SCOPE</b></p>	<p>These updated SOPs provide step-by-step guidance for the global service performance reporting team which is responsible for the overall management of the ACR process. The global service performance reporting team is composed of staff from the APPM ACR team and/or outposted OIM staff, where such positions exist. It aims to enhance efficiency, ensure quality output and uniformity in performance. It is worth noting that some of the process related tasks featured in this SOP are ONLY related to the APP MP ACR team.</p> <p><b>Expected changes to the ACR process:</b></p> <p><b>a. Global Service Performance Reporting Team role</b></p> <ul style="list-style-type: none"> <li>• The global service performance reporting team is composed of staff from the APP MP ACR team at Headquarters and/or OIM staff based at regional offices, where such positions exist.</li> <li>• These team members are designated to support specific country offices and technical areas within WFP’s operations. APP MP ACR team members are expected to collaborate closely with outposted OIM staff, where such positions exist.</li> <li>• Serving as the first line of support for country offices, the team coordinates the ACR process in their respective regions. Their responsibilities include managing all communications with country offices, coordinating the global technical review of the ACRs, and ensuring that all steps in the reporting process are completed on time.</li> <li>• In addition to the global performance reporting team, technical specialists provide business and systems support—covering platforms such as COMET, GaM M and the financial reporting service. Ideally, the team also includes an M&amp;E focal point to strengthen monitoring and evaluation aspects.</li> </ul> <p><b>b. Review Process Update</b></p> <ul style="list-style-type: none"> <li>• A significant change introduced in this SOP is the consolidation of the review process. Going forward, all ACRs will undergo a single, centralized review conducted by the global technical units.</li> <li>• This aims to streamline the review cycle, ensure consistency, and improve the overall quality and coherence of the reports.</li> </ul> <p><b>c. Approval process update</b></p> <ul style="list-style-type: none"> <li>• Going forward, the final approval of the ACRs will be at the Country Office (CO) level, specifically by the Country Director (CD), with no further approval by the Regional Director (RD).</li> </ul>	<p>CD approval is required in SPRING by <b>13 March 2026</b>.</p>
<p><b>ROLES AND RESPONSIBILITIES</b></p>	<p>The global service performance reporting team coordinates and manages the entire ACR exercise, including trainings, technical review, and lessons learned exercise.</p>	
<p><b>APP MP ACR team only</b></p>	<ul style="list-style-type: none"> <li>• Provide system management &amp; support for SPRING and liaises with TEC to ensure annual updates are developed and implemented in alignment with requirements collection, and SPRING launch timeline.</li> <li>• Revise the ACR outline template and data tables in line with the Corporate Results Framework (CRF).</li> <li>• Establish guidance and standards in coordination with the global technical units, ensuring consistency and updates.</li> <li>• Manage the publication process to produce the web version of the ACR, as well as maintaining both restricted and public repositories of ACR versions.</li> </ul>	

<b>PROCESS AND TIMELINE</b>	<ul style="list-style-type: none"> <li>ACRs report on the performance for the year under review, covering the period from <b>January</b> to <b>December</b>, and are published annually on <b>31 March</b>. To ensure the success of the ACR process, the global service performance reporting team coordinates and is accountable for the following steps:</li> </ul>	
<b>Phase 1: Planning and preparation</b>		
<b>Step 1:</b> Plan the global ACR process & assess capacity and training needs	<p>Review lessons learned from previous years and assess country-level capacities for managing the ACR process. The capacity assessment to consider the number of CSPs to be produced in the region and the complexities linked to the operational context.</p> <ul style="list-style-type: none"> <li>Assess country office training needs based on prior quality assessments and lessons learned from previous ACR cycles.</li> <li>Engage regularly with the country office reporting team on deadlines, training, and steps that require joint coordination of the annual ACR process.</li> <li>Develop a strong coordination mechanism among the country office ACR focal points, the global office designated ACR focal points/reviewers by programmatic area, the regional COMET focal point. An example includes organizing ad hoc briefings, Microsoft Teams groups, regular calls, and tailored individual country office support.</li> <li>Ensure country office management, including the country director, deputy director and head of programme, recognizes the strategic importance of the ACR to effectively showcase their achievements.</li> </ul>	<b>July - September</b>
<b>APP MP ACR team only:</b>	<ul style="list-style-type: none"> <li>Collect and consolidate business requirements based on the previous year's ACR exercise and lessons learned to enhance and upgrade the SPRING platform, ensuring compliance with TEC standards and improving maintenance and data integration.</li> <li>Improve the layout and design of both the ACR web-report and pdf document incorporating feedback from the field as applicable.</li> <li>Lead the design and implementation of enhancements and new features for SPRING to ensure timely testing and full operability before its opening in November.</li> <li>Prepare the annual ACR outline, specifying any new content and additional guidance to be developed with relevant HQ technical units. Ensure the outline reflects emerging priority areas from the reporting year.</li> <li>Revise the ACR template to align with the updated outline, ensuring the format supports effective performance reporting and meets donor requirements.</li> </ul>	

<p><b>Step 2:</b> Review and update ACR guidance</p>	<ul style="list-style-type: none"> <li>Review and update the ACR guidance to reflect any changes in corporate frameworks, policies and guidance agreed upon during the reporting year, in consultation with relevant global technical units.</li> <li>Ensure additional guidance on emerging priorities is provided in collaboration with appropriate technical units and shared promptly with Country Offices (COs) to support their preparation, adaptation, and development of regionally specific guidance.</li> <li>Share the adapted ACR guidance with the country offices for feedback to ensure clarity and alignment with operational needs.</li> </ul>	<p>Deadlines should be communicated to country offices between <b>September and November</b></p>
<p><b>Step 3:</b> Organize training for the upcoming ACR</p>	<ul style="list-style-type: none"> <li>Design and deliver global training support based on recommendations from the annual lessons learned exercise and any emerging issues.</li> <li>Provide continuous technical support to country offices throughout the ACR exercise, including separate and tailor-made trainings/sessions.</li> </ul>	<p>At the start of the ACR season, ideally around <b>October</b>.</p>
<p><b>APP MP ACR team only</b></p>	<ul style="list-style-type: none"> <li>Organize ad hoc SPRING training session for global technical unit focal points appointed as ACR reviewers.</li> </ul>	<p><b>December</b></p>
<p><b>Step 4:</b> Validation of CSP classification exercise</p> <p><b>APP MP ACR team only</b></p>	<ul style="list-style-type: none"> <li>Provide a list of CSPs that require operational ACRs and validate it against country office records.</li> <li>The global service performance reporting team coordinates this review and collects feedback on the list. APP MP confirms the final list of CSPs that require an ACR and makes a final decision on any borderline cases.</li> <li>Waivers are determined in consultation between global service performance reporting teams and country offices, based on the <a href="#">1.4 Waiver criteria</a> published in the guidance.</li> </ul>	<p>In <b>October</b>, prior to SPRING opening</p>
<p><b>Step 5:</b> Set deadlines</p>	<ul style="list-style-type: none"> <li>Set and manage deadlines for the global ACR process, including global reviews and final approval of the ACRs.</li> <li>Allocate sufficient time to thoroughly review ACRs and feedback to country offices, and to ensure all comments have been addressed.</li> <li>APPM management to send reminders to country office ACR coordinators on report submission and global review deadlines.</li> </ul>	
<p><b>Step 6:</b> SPRING user access</p>	<ul style="list-style-type: none"> <li>Compile accurate SPRING usernames across all country offices and assign appropriate user roles accordingly.</li> </ul>	<p><b>Prior to SPRING opening in November</b></p>
<p><b>APP MP ACR team only</b></p>	<ul style="list-style-type: none"> <li>Complete the annual SPRING set-up to launch the platform by the first week of November.</li> <li>Ensure user access is granted prior to system opening.</li> <li>Reinforce SPRING's role as the corporate reporting platform for ACRs, emphasizing to country office ACR coordinators that offline or alternative systems are discouraged due to audit trail and transparency risks.</li> </ul>	

<b>Phase 2: Reviewing</b>		
<b>Step 7:</b> Review ACRs for quality	<ul style="list-style-type: none"> <li>• Ensure quality control of the ACRs, covering both data and narrative components to ensure consistency and alignment with reporting standards and guidelines.</li> <li>• Coordinate the global technical review process, including managing timelines, and ensure that ACRs are reviewed by global technical staff with expertise in key reporting areas (e.g., gender, nutrition, protection)</li> <li>• Comments by global technical reviewers are entered in the relevant section in the reporting platform SPRING.</li> <li>• During the ACR process, global technical reviewers should strictly provide comments that help country offices improve the quality of the ACRs. Questions related to programme design and quality should be addressed outside the SPRING system. Country office ACR focal points are responsible for reviewing all comments made by global technical reviewers, closing (not deleting) any comments that are irrelevant or cannot be addressed by country offices for technical reasons. <b>Note:</b> <i>There are no limits to the number of comments technical reviewers may provide.</i></li> <li>• Once all comments from global technical reviewers have been received, the global service performance reporting team inform the country office and sets a deadline for addressing the comments.</li> <li>• Once the country office reverts with a revised version, global ACR focal points will inform global technical reviewers and ask them to acknowledge in SPRING whether their comments have been addressed satisfactorily or not.</li> <li>• After the review is finalized, the reports will be submitted to the country director for approval.</li> </ul> <p><b>Note:</b> refer to <a href="#">global technical reviewer guidance</a> for more details</p>	
<b>Phase 3: Clearing and Learning</b>		
<b>Step 8:</b> Clearance process for ACRs	<p><b>The clearance process for the ACRs is as follows:</b></p> <ul style="list-style-type: none"> <li>• The ACR is submitted to the country director in SPRING for clearance and approval.</li> <li>• The country director reviews the ACR and requests the CO ACR focal point for further revisions as applicable.</li> <li>• The country director approves the ACR in SPRING.</li> <li>• The Global service performance reporting team publishes ACRs in SPRING.</li> </ul> <p>The country director is responsible for the final approval of the ACR in SPRING.</p>	All ACRs need to be cleared by the country director <b>by 13 March,</b>
<b>Step 9:</b> Publication and Dissemination	<ul style="list-style-type: none"> <li>• The APPM ACR team provides the country office with templates and guidance for local and regional dissemination plans <a href="#">2.9 ACR dissemination</a></li> </ul>	<b>31 March</b>
<b>APP MP ACR team only</b>	<ul style="list-style-type: none"> <li>• Liaises with relevant global technical units to organize the dissemination of ACRs to partners and donors.</li> <li>• Manages the publication process to produce the web version of the ACR, as well as restricted and public ACR formats.</li> <li>• Is responsible for managing access to all SPRs and ACRs repositories.</li> </ul>	

<p><b>Step 10:</b> Conduct lessons learned exercise</p>	<ul style="list-style-type: none"> <li>Following the publication of the ACRs on 31 March, APP MP will lead a lesson learned exercise on the ACR process to identify areas for improvement and highlight issues requiring changes at the global level.</li> </ul>	<p>April – June <b>Resources:</b> Previous year’s lessons learned</p>
<p><b>CONTACTS</b></p>	<ul style="list-style-type: none"> <li>SPRING system issues: <a href="mailto:HQ.SPRING@wfp.org">HQ.SPRING@wfp.org</a></li> <li>Content-related ACR queries: <a href="mailto:PerformanceReporting.Global@wfp.org">PerformanceReporting.Global@wfp.org</a>;</li> <li>Historical ACR/SPRs repository: <a href="mailto:wfp.annualreportqueries@wfp.org">wfp.annualreportqueries@wfp.org</a></li> <li>COMET support: <u>COMET support for country offices should come from the COMET regional offices focal points.</u> If regional office is unable to address the issues, then <a href="mailto:HQ.COMETsupport@wfp.org">HQ.COMETsupport@wfp.org</a></li> </ul>	