

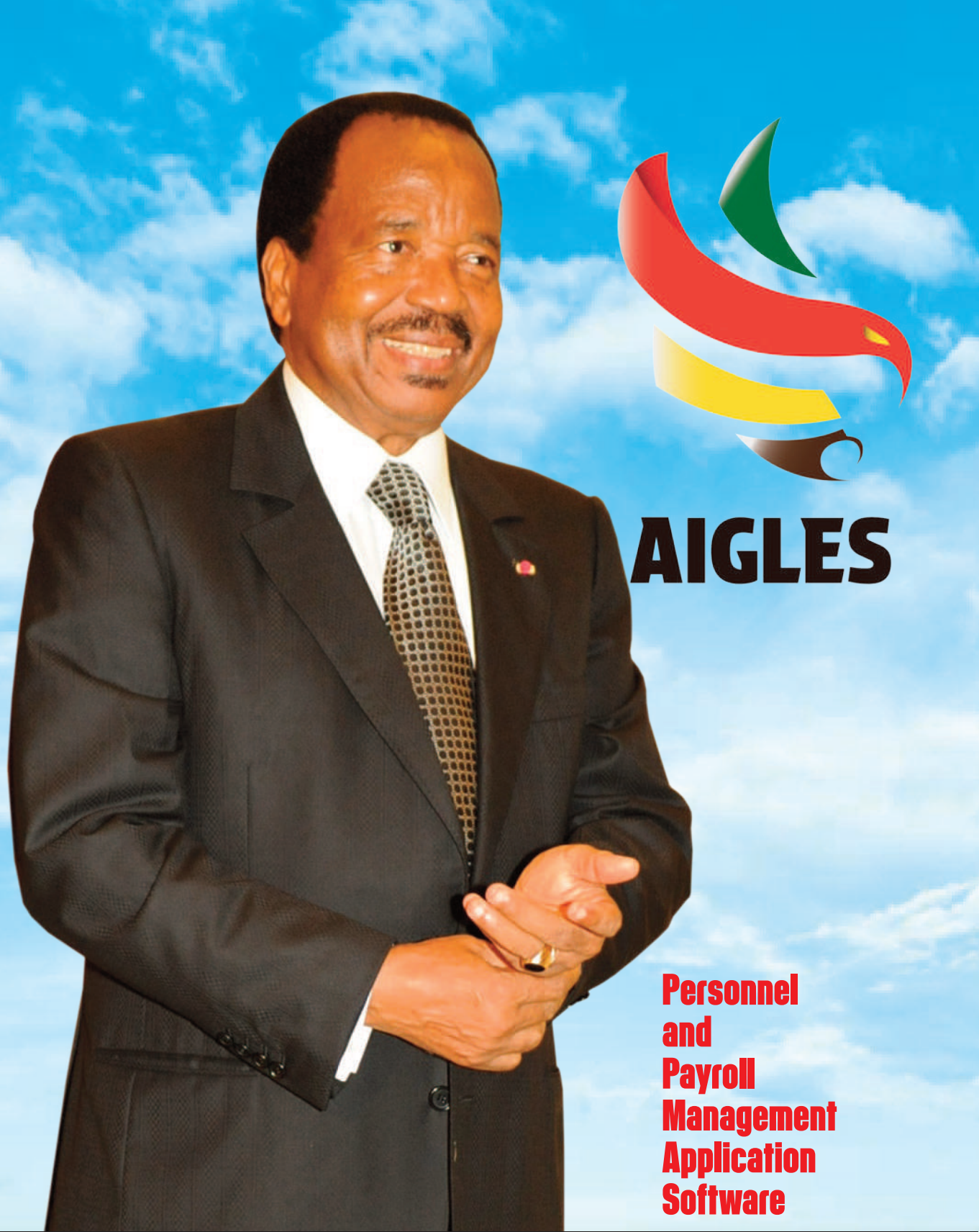
REPUBLIC OF CAMEROON

*Peace-Work-Fatherland*



# **AIGLES** **In 100 Questions** **100 Answers**

***All what the user needs to know about the ‘AIGLES’ application software, its nest in the Personnel and Payroll Management Application Software.***



**Personnel  
and  
Payroll  
Management  
Application  
Software**

# **The Realization of a Vision !**

# Somary

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# **I. GENERAL OVERVIEW AND OBJECTIVES**



# AIGLES

APPLICATION INFORMATIQUE DE GESTION LOGIQUE DES EFFECTIFS ET DE LA SOLDE  
PERSONNEL AND PAYROLL MANAGEMENT APPLICATION SOFTWARE



## **1- What does 'AIGLES' mean?**

'AIGLES', refers to the Personnel and Payroll Management Application Software. An integrated solution for the management of State human resources, specific to the State of Cameroon, this comprehensive software package merges and replaces the former SIGIPES and ANTILOPE systems.

## **2- Why was this application software christened 'AIGLES'?**

The change of name from the New SIGIPES 2 to 'AIGLES', aims to symbolise the evolution of the system and its new ambitions. The name 'AIGLES', equivalent to the English word "EAGLE" was chosen for several reasons:

- symbol of vigilance and rigour: the "EAGLE" epitomises strength, vigilance and accuracy; all of which are essential qualities for the rigorous management of human resources;
- better storage and ownership of the system: the name 'AIGLES' is shorter, easier to memorise and pronounce than "New SIGIPES"; a situation that would likely facilitate its ownership by users;
- new image for the management of human resources: the change of name marks a new era in managing human resources in Cameroon, with emphasis laid on rigour, transparency and efficiency.

## **3- What is the main objective pursued by 'AIGLES'?**

The 'AIGLES' application software aims to endow the Cameroon Public Administration with a new computerised system, combining in the same application software the aspects pertaining to both career and payroll. Specifically, it enables to:

- combine the database for managing career and salary aspects within a single database for managing all State workers;
- allow administrations in charge of managing career and payroll to control the staff strength and wage bill;
- bring the administration, State workers and pensioners together through the availability of innovative digital platforms allowing for on-line follow-up of their careers and pension files;
- allow a continuous supervision of presence, assiduity of State workers at their duty posts;
- modernise HRM through the digitalisation of processes and mobility of duty posts;
- replace the ANTILOPE and SIGIPES computerised systems in use over the past few decades;
- render effective the issuance of career and salary instruments in English and French.

#### **4- Who developed the 'AIGLES' application software?**

'AIGLES' is developed by the 'Société de l'Informatique, de Management et de Communication' company, abbreviated SIMAC, whose head office is located in Tunis. Specialised in computerised solutions.

#### **5- Since when is this application software operational?**

'AIGLES' went operational since 1<sup>st</sup> January 2025 in Cameroon.

#### **6- What are the main functionalities of the application software?**

The new system offers a wide-range of functionalities broken down into fourteen (14) modules, twelve (12) of which are fully integrated and two (2) are in the pipeline. These modules cover the entire life cycle of public employees. Here is a detailed outline of the main functionalities:

1. Management of the organisation, employment and skills
  - creation and management of organisational charts of administrations;
  - job description and skills required for each duty position;
  - management of profiles and skills of public employees.
2. Forecasts management of staff strength, employment and skills
  - anticipation of needs in human resources, in the short and long terms;
  - planning for recruitments, training and postings;
  - management of skills' surpluses and deficits.
3. Recruitment management
  - on-line advertisement of employment opportunities;
  - application and recruitment file management;
  - assessment of candidates and selection of best profiles.
4. Administrative management of personnel and follow-up of users' files
  - management of the personal files of public employees;
  - management of leave and absences.
5. Career management
  - establishment of career instruments (advancements in incremental position, in class, absorption, contract...)
6. Management of discipline and rewards
  - application of disciplinary sanctions;
  - Award of rewards and bonuses;

Management of disciplinary files.



7. Scheduling, salary and pension processing

- calculation and payment of the salary of public employees;
- management of retirement pensions and other social security contributions;
- statements on salary and pensions.

8. Management of retirement and calculation of benefits

- management of procedures for retirement;
- processing of applications for early retirement and instruments on calculation of benefits.

9. Management of notifications

- sending notifications to public employees via email or SMS;
- follow-up of notifications and acknowledgement of receipt.

10. Electronic management of mails and archives

- digitisation of administrative mails;
- electronic processing of incoming and outgoing mails;
- electronic archiving of documents;
- digitalisation and archiving of HR documents;
- timestamping of documents to ensure their authenticity;
- preservation of archived documents in a secure environment.

11. Management of interfaces

- interconnection with other governmental information systems;
- provision of web interfaces for external partners.

12. Management of dashboards and management planning indicators

- production of dashboards and relevant HR indicators;
- monitoring HR performance and identification of trends;
- aid to strategic decision-making in the area of human resource management.

13. Management of assiduity using biometrics

- supervision of the presence of State workers using biometric devices;
- calculation of actual working hours;
- fight against absenteeism and routine presence at work.

14. Management of service quality evaluation

- evaluate the quality of services provided to users in order to carry out internal readjustments within the administration.

**7- What are the main benefits of the 'AIGLES' application software?**

This recent application software concerns a variety of stakeholders involved in human resource management (HRM) in Cameroon.

Here are the main beneficiaries:

- administrations in charge of career and payroll management of State personnel;
- public employees (civil servants, State employees governed by the Labour Code, the personnel of Defence Forces, Magistracy and Penitentiary Administration, the Police);
- personnel with global pay;
- pensioners;
- any other user of public service relating to HRM.

## **8- Why did the Government of Cameroon deem it necessary to initiate the 'AIGLES' application software?**

The 'AIGLES' application software was initiated within the framework of a broader approach geared towards optimising human resource management in Cameroon.

The new aspirations of the 'AIGLES' system manifest themselves through the following elements:

- fighting against fictitious salaries: the 'AIGLES' application software will facilitate the identification and elimination of fictitious salaries thanks to more rigorous data management and the use of biometrics;
- tracking of unscrupulous employees: biometrics will also contribute to a better identification of dishonest employees and combat fraud and corruption;
- strengthening transparency and accountability: the 'AIGLES' system fosters a clearer and more accountable human resource management thanks to better traceability of data and processes.

## **9- What are the long-term objectives of the 'AIGLES' application software?**

The long-term objectives of the 'AIGLES' application software are as follows:

- increase the accountability and efficiency of government management: the objective of the 'AIGLES' system is to foster accountability in human resource management and payroll, thereby reducing the error margin and abuse while providing accurate data easily accessible for all stakeholders involved;
- modernise public administration: the 'AIGLES' system strives to renovate Cameroon's public administration by devising state of the art technologies and contemporary methods, in order to simplify proce-



dures and improve on personnel management and public finance;

- improve on the ability to take decisions: the 'AIGLES' system, through detailed reports and thorough examination, offers to officials all data indispensable for taking informed decisions concerning personnel and payroll management;
- contribute to human resource planning: the 'AIGLES' system facilitates a better management and organisation of State human resources, while considering future exigencies and making provisions for demographic and economic transformations;
- optimise the professional monitoring of public service employees: the application software offers the possibility to closely monitor the professional career of State workers, thus ensuring fair management and fostering advancements based on merit;
- improve on the management of retirement and pensions: the 'AIGLES' system seeks to streamline and automate procedures linked to the management of retirement and pensions, thus ensuring an efficient and accurate processing of retirement files.

#### **10- How does the 'AIGLES' application software fit in other existing Government systems?**

The module for the management of interfaces enables the 'AIGLES' application software to connect with the other government information systems.



# AIGLES

APPLICATION INFORMATIQUE DE GESTION LOGIQUE DES EFFECTIFS ET DE LA SOLDE  
PERSONNEL AND PAYROLL MANAGEMENT APPLICATION SOFTWARE

## It's 14 modules

- 1 Management of organization, employments and skills
- 2 Recruitment management
- 3 Career management
- 4 Scheduling, salary and pension processing
- 5 Preparation of dashboards and forecast management indicators
- 6 Administrative management (State employee' s file)
- 7 Forecast management of staff, jobs and skills (GPEEC)
- 8 Retirement management and calculation of benefits
- 9 Discipline and reward management
- 10 Notification management
- 11 Interface management
- 12 Quality of service evaluation management
- 13 Electronic mail and archives management
- 14 Biometrics (workforce control)



# II. FUNCTIONALITIES OF THE APPLICATION SOFTWARE

***Analogy of the objectives of parallel processing of public employee files in SIGIPES -ANTILOPE and the new system***

- Checking the similarity and consistency of results produced by the new system
- Testing the load-bearing capacity of the new system in its operating environment
- Enabling users to run the application in their usual working environment

*Source: CIM activity report Steering the 2023-2024 new system*





## **11- In what ways does the application software facilitate human resource management?**

The 'AIGLES' application software facilitates human resource management in various ways, notably:

- consolidating and centralising information: the latter brings together all data concerning public employees, such as personal information, duty posts occupied, promotions, absences and their performance evaluation. Moreover, each administration has the possibility to access only data pertaining to its own personnel. This paves the way for a more structured and logical administration;
- career traceability: the 'AIGLES' application software offers the possibility to monitor the real-time professional development of public employees. Managers have the possibility to consult the files of collaborators, monitor career promotions and progress as well as organise training sessions for their professional development;
- payment of remuneration and bonuses: the application software simplifies the payment of salaries, bonuses and allowances to public employees. It ensures the automatic and accurate calculation of salaries, thus reducing errors and payment deadlines;
- performance evaluation: the 'AIGLES' application software includes performance evaluation mechanisms authorising managers to monitor and assess the performance of public employees. It enables to identify assets and sectors requiring improvement, thus easing the process of taking informed decisions;
- management of presence and absences: the tool facilitates the monitoring of the absences and presence of State workers. It facilitates the management of leave, absences for health reasons and other sorts of leave, thus ensuring an efficient management of working time;
- human resource organisation: the 'AIGLES' application software assists in human resource planning in line with the exigencies of the administration. It facilitates the anticipation of recruitments, advancements and posting, thus ensuring an optimal use of existing resources;
- automating processes: the application software facilitates the implementation of several administrative processes, thus alleviating the burden of managers and public employees;
- transparency and consistency: the 'AIGLES' application software strengthens transparency and ensures the observance of rules and regulations in force by centralising and automating data. This contributes in reducing frauds and errors, thus ensuring a fairer and more reliable management.

## **12- What is the information available on a public employee that can be found in the 'AIGLES' platform?**

In the 'AIGLES' platform, you can have access to an array of information on a public employee displayed as follows:

- personal Information: name, surname(s), date of birth, place of residence, marital status and other contact details;
- professional details: current position, ministry or department, work unit, category, grade and incremental position;
- professional history: appointments, career progress, occupational training and other landmark moments in the professional career;
- salary data: details on salaries received, bonuses, allowances, as well as other financial benefits;
- presence and absences: records on presence, absences, leave, sick leave and other forms of absences;
- performance evaluation: evaluation reports, opinions of supervisors, performance ratings;
- details concerning pensions: date of envisaged retirement, estimate of pension amounts, and management of retirement files;
- information on training: courses attended, diplomas awarded and skills developed through out the career;
- acquired rights: specific benefits and rights accumulated through out the career.

## **13- How is the salary data of State workers managed by the 'AIGLES' application software?**

The 'AIGLES' application software ensures an accurate and efficient management of the salary data of public employees:

- data centralisation: all salary information of State employees is centralised for coherent and structured management;
- automated calculation of salaries: the 'AIGLES' application software automatically calculates salaries, by taking into consideration parameters such as grade, incremental position, bonuses, and deductions, thus ensuring accurate payment;
- management of bonuses and allowances: the application software automatically manages and adds bonuses and allowances to monthly salaries in accordance with well-defined criteria;
- payment monitoring: the 'AIGLES' application software saves each payment and enables to generate statements on pay to rapidly resolve any irregularities;



- real-time updating: any modification of salary data is updated in real-time, thus providing current information;
- generation of payslips: the application software generates detailed payslips including all relevant pieces of information;
- transparency and secure access: State employees can access their salary data via a secure web portal to consult their payslips and verify the amounts received;
- reports and analyses: the 'AIGLES' application software generates reports and analyses to assist in the decision-making process and planning of salary budgets.

#### **14- Does the application software enable to monitor the career of public employees?**

The 'AIGLES' software package enables to monitor the career of public employees in a detailed and efficient manner through the following:

- career history: the application software saves positions, promotions, advancements in incremental position and posting of each public employee;
- performance evaluation: the 'AIGLES' application software includes tools to assess performance, identify strengths and areas needing improvement;
- training monitoring: training and certifications awarded to employees are saved, thereby enabling to monitor skills acquired;
- management of absences and leave: the application software monitors absences, leave and sick leave, thus ensuring a comprehensive management of working time;
- real-time access: the employees can consult their real-time career information via a secure web portal;
- reports and analyses: the 'AIGLES' application software generates reports on professional careers, thereby helping to take informed decisions in human resources management.

#### **15- What security measures have been devised to protect data?**

To protect the data of public employees in the 'AIGLES' application software, strict security measures have been taken, notably:

- data encryption: data has been encrypted to prevent any unauthorised access;
- secure access: access via secure web portals requiring strict authentication;
- access control: only authorised users can access relevant informa-



tion;

- continuous monitoring: regular monitoring to detect and prevent security threats.
- updating and audits: frequent updating and security audits are carried out to ensure continuous data protection.

**16- Is it possible to draft customised reports using the ‘AIGLES’ application software?**

Given that the ‘AIGLES’ system belongs to the Government of Cameroon, all reports generated are unique and compliant with national standards.

**17- How can the ‘AIGLES’ application software help in improving transparency in public management?**

The ‘AIGLES’ application software improves the transparency in the management of public resources by centralising and automating the processes for processing files and salaries, thereby rendering information traceable and accessible, thus reducing errors, user-manager contact and facilitating accurate and regular audits.

**18- What are the various languages taken onboard by the application software?**

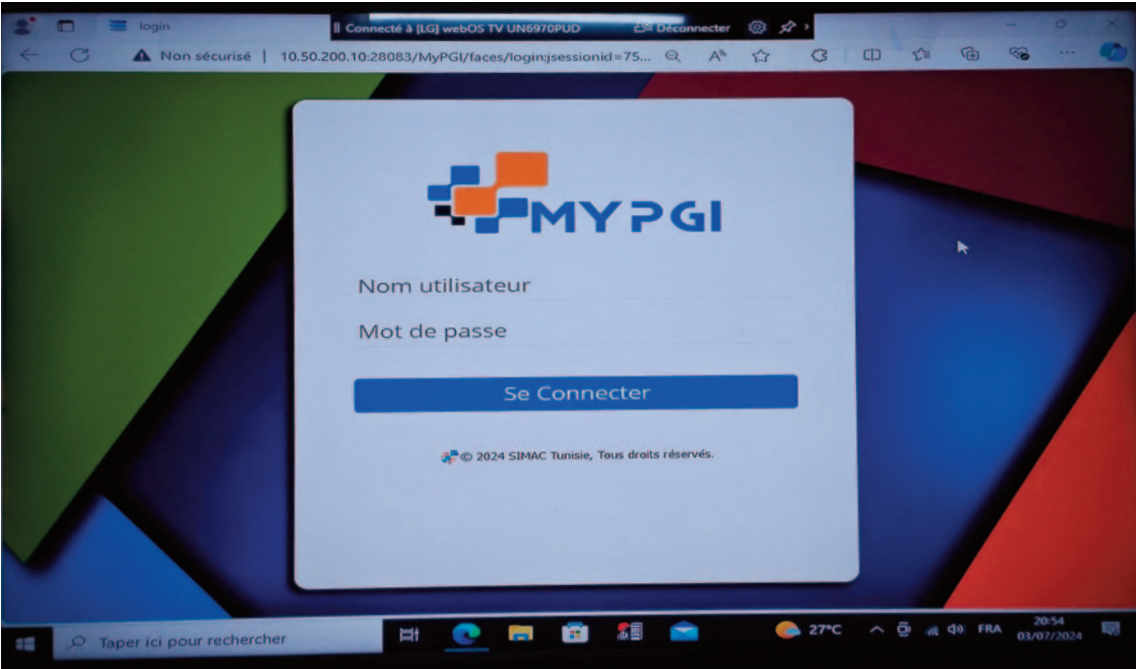
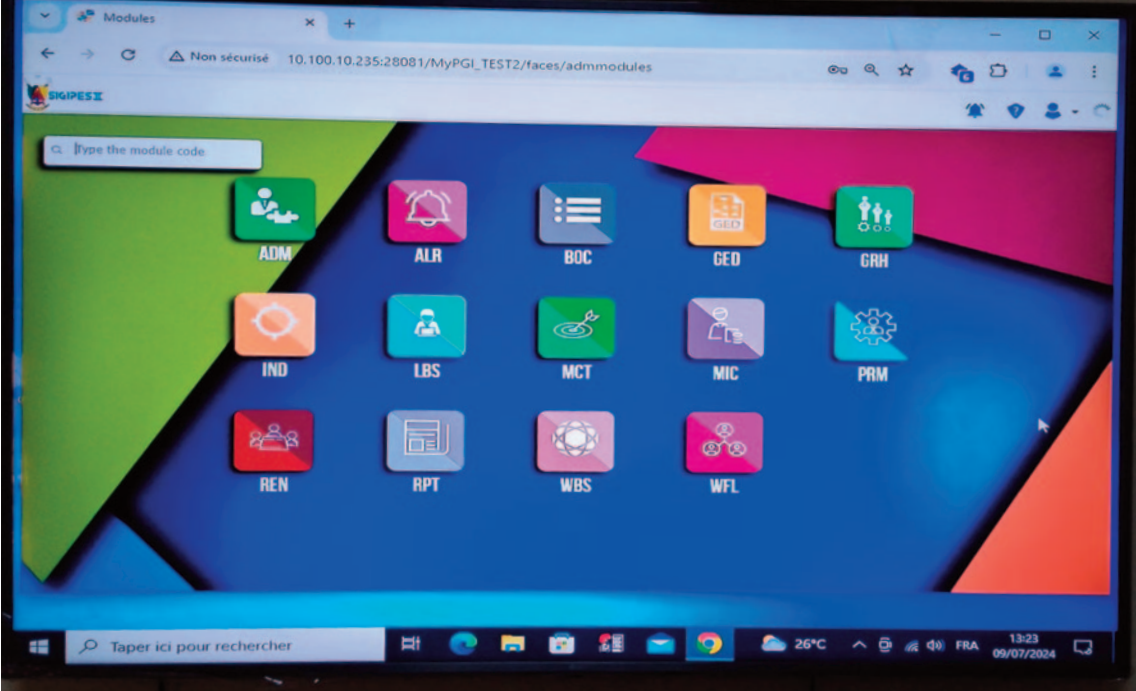
The ‘AIGLES’ application software supports English and French, thus enabling users to choose their preferred language to explore the application software and use its functionalities efficiently.

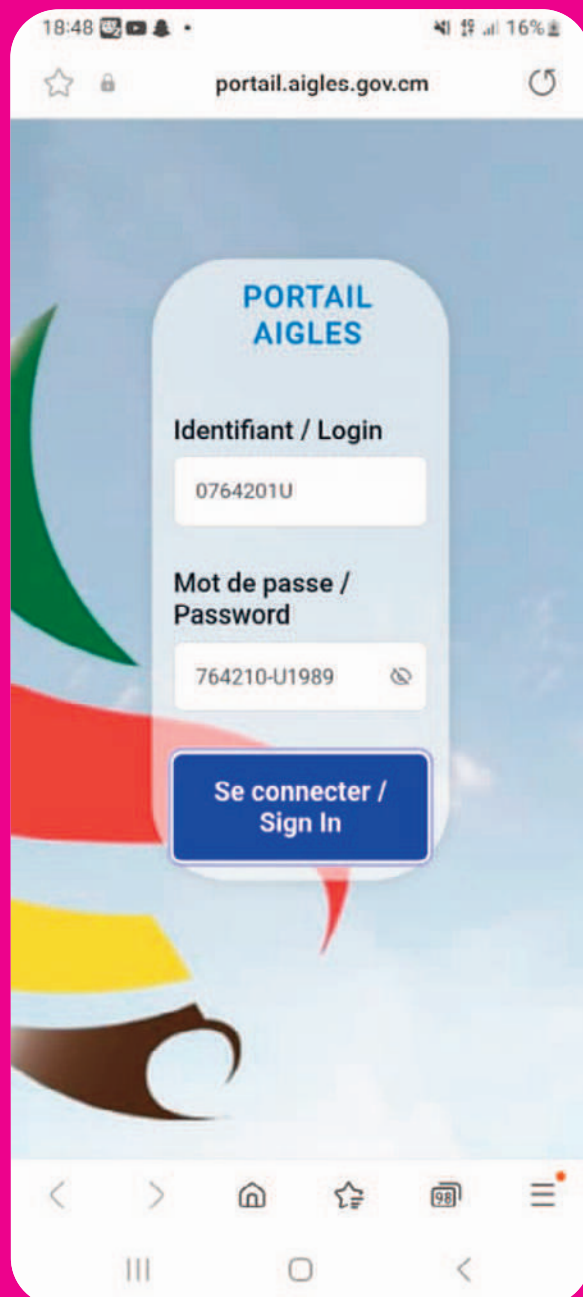
**19- Is it possible to receive notifications via the application software?**


It is possible to receive notifications via the ‘AIGLES’ application software. Users can receive real-time information on important updates, reminders, and warnings concerning their careers, salaries, and other relevant pieces of information.

**20- Is the application software accessible through mobile phone?**

The web portal which is an integral part of the ‘AIGLES’ application software open to all public employees is accessible through mobile phone. Public employees can thus create their accounts where they will be able to monitor their careers, consult their salaries and download their payslips.







## PORTAIL AIGLES

Identifiant / Login

Identifiant / Login

Mot de passe / Password

Mot de passe / Password

Se connecter / Sign In

Entrez votre matricule selon le nouveau format:

- Si votre ancien matricule avait le format 000000-X, il devient **000000X** sans le tiret.
- Si votre ancien matricule avait le format X-000000, il devient **1000000X** sans le tiret.

Entrez votre ancien matricule avec votre année de naissance. Exemple si vous êtes né le 15/08/**1980** et votre ancien matricule est:

- 000000-X alors votre mot de passe est 000000-X**1980**
- X-000000 alors votre mot de passe est X-000000**1980**

# **III. ACCESS AND USE OF THE APPLICATION SOFTWARE**



REPUBLIQUE DU CAMEROUN



REPUBLIC OF CAMEROON

|                                     |                                |                                                             |            |                 |          |         |
|-------------------------------------|--------------------------------|-------------------------------------------------------------|------------|-----------------|----------|---------|
| PAY SLIP                            |                                | JANUARY 2025                                                |            |                 |          |         |
| Ministry of Communication           |                                |                                                             |            |                 |          |         |
| PAYMENT METHOD                      |                                |                                                             |            |                 |          |         |
| P017212933682K                      |                                | SERVICE NBR                                                 |            | 0562431V        |          |         |
| BIRTH DATE                          |                                | RESIDENCE                                                   |            | Yaoundé VI      |          |         |
| Position                            |                                | UNDER POSITION                                              |            | Normal activity |          |         |
| Unit Head                           |                                | In active service                                           |            | Normal activity |          |         |
| GRADE                               |                                | CLASS                                                       | LEVEL      | INDEX           | HOUSING  | CHILDRE |
| Ingénieur Principal des travaux des |                                | H                                                           | 00         | 1140            | Unhoused | 2       |
| REMUNERATION ELEMENTS               |                                |                                                             |            | AMOUNT          |          |         |
| CODE                                | DESIGNATION                    | GAINS                                                       | DEDUCTIONS |                 |          |         |
| 1101                                | Sal de indiciaire              | 3,2                                                         |            |                 |          |         |
| 2001                                | Complément Forfaitaire         |                                                             |            |                 |          |         |
| 3001                                | Indemnité de Logement          |                                                             |            |                 |          |         |
| 5001                                | Indemnité de Soutien           |                                                             |            |                 |          |         |
| 5007                                | Prime de Jeune                 |                                                             |            |                 |          |         |
| 5501                                | Indemnité de                   |                                                             |            |                 |          |         |
| 5601                                |                                |                                                             |            |                 |          |         |
| 5602                                |                                |                                                             |            |                 |          |         |
| 5999                                | Déplacements                   |                                                             |            |                 |          |         |
| 9000                                | IRPP                           |                                                             |            |                 |          |         |
| 9010                                | Taxes communales               |                                                             | 1.         |                 |          |         |
| 9020                                | Contributions additionnelles   |                                                             | 2.         |                 |          |         |
| 9030                                | Crédit Foncier                 |                                                             | 11         |                 |          |         |
| 9040                                | Redevance Audiovisuelle (CRTV) |                                                             |            |                 |          |         |
| 9101                                | Cotisation pension retraite    |                                                             | 2          |                 |          |         |
| TOTAL                               |                                | 460367                                                      | 2          |                 |          |         |
| NET TO PAY                          |                                | THREE HUNDRED EIGHTY EIGHT THOUSAND SIX HUNDRED NINETY FOUR | 388695     |                 |          |         |

NOTIFICATION :

AIGLES

AIGLES, edited on : 23/01/2025 17:23:16





## **21- Can we have access to the ‘AIGLES’ application software?**

The ‘AIGLES’ application software is a web-based application. To access this software package, we use an internet browser (such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari) and the following web address: [production.aigles.gov.cm](http://production.aigles.gov.cm) and for the web portal, we use the following address: [portail.aigles.gov.cm](http://portail.aigles.gov.cm)

## **22- What are the technical pre-requisites to use the ‘AIGLES’ application software?**

To use the software package, make sure that:

a. For human resource managers:

- have a desktop or laptop possessing an updated web browser such as Google Chrome, Mozilla Firefox, Microsoft Edge or Safari;
- be connected to the interconnection network of administrations;
- have an account;
- make sure that your device has the latest software and security updates.
- check that your device meets the minimum requirements of the ‘AIGLES’ application software (operating system, memory, etc.).

b. For the rest of public employees via the web portal:

- a compatible desktop, laptop, tablet or smartphone having an updated web browser such as Google Chrome, Mozilla Firefox, Microsoft Edge or Safari;
- a stable and fast internet connection to access the application software and use its functionalities on-line;
- a user name and password to get secure connection to the application software;
- make sure that your device has the latest software and security updates;
- check that your device meets the minimum requirements of the ‘AIGLES’ application software (operating system, memory, etc.).

## **23- How to identify oneself to access the application software?**

Follow the steps below to identify oneself to access the ‘AIGLES’ application software:

a. On the web portal:

- open the web browser and click on the ‘AIGLES’ portal;
- login by entering your service number (new format);

- enter your password (your service number using the old format with a dash concatenated to your year of birth);
- click on sign in;
- follow the steps for creating a new password and controlling the name, surname, date of absorption into the public service, date of birth, telephone number and email, without adding any space;
- click on save;
- the system takes you back to the invitation get connected where you have to login (service number using the new format) and the new password that you would have created;
- click on the button «sign in» to access your account in a secure manner.

b. On the 'AIGLES' application software for human resources managers:

The account should be activated beforehand and a profile assigned thereto. Thereafter, follow the steps below:

- open your web browser and go to the 'AIGLES' portal;
- login by entering your service number (new format);
- enter your password (your service number using the old format without the dash concatenated to your year of birth);
- click on sign in;
- follow the steps for creating a new password;
- click on OK;
- the system takes you back to the invitation to get connected where you have to login (enter your service number using the new format) and the password you newly created;
- click on the button «sign in» to access your account in a secure manner.

## **24-What can you do if you lost your password?**

If you lose your password:

a. on the web portal:

- click on the “forgotten your password” option on the login page;
- follow the steps indicated to reset your password.

b. on the 'AIGLES' application software meant for human resource officials:  
Contact the site administrator in order to proceed with the resetting of your password.

## **25- Can users access AIGLES from a distance?**

The web portal is accessible over the Internet regardless of the network used, and access to the AIGLES software package requires a connection to the Administrations' interconnection network.

## **26- Can public employees update their own personal information?**

No, the updating of information concerning public employees is carried out by the user administration of the employee in question through a request made by the latter.

## **27- How can other administrations use AIGLES?**

To make it easier for other ministries to adopt AIGLES:

- Training sessions for both officials and users of the application are organized on a regular basis.
- Detailed manuals and user guides were distributed to Secretaries General and human resources managers of the various administrations.
- A mobile team has been set up to provide regular support to administrations.
- Ensure clear and regular communication on the benefits and functionalities of the application.

## **28-What measures have been taken to ensure that the application runs smoothly?**

To ensure the application runs smoothly, we have put in place the following measures:

- Optimising technical performance to ensure fast and constant access.
- Creation of an ergonomic user interface to facilitate navigation. - Technical support available to assist users in the event of any difficulties.
- Frequent updating of the application to rectify errors and improve functionality.

## **29-How can you be sure that the data you enter are correct?**

To ensure the accuracy of the information entered:

- Manual data entry is restricted, and when managing files the system automatically determines the current situation from the previous one.
- Use of checks during data entry.
- Information is confirmed and validated by supervisors before final approval.
- Training users on the importance of rigorous data entry and best practice in this area.

## **30-Is it possible to restore information that has been inadvertently deleted?**

Yes, you can recover data that has been inadvertently deleted in AIGLES. In the event of accidental deletion, data can be recovered by regular back-ups.







## **IV. SECURITY AND CONFIDENTIALITY**





**31- What are the main safety issues for AIGLES?**

AIGLES is primarily concerned with security, protecting the sensitive data of State workers, preventing unauthorised access, ensuring the confidentiality of information and guarding against cyber-attacks.

**32- Is the application data encrypted?**

The AIGLES application encrypts its data to ensure confidentiality and prevent any attempt of unauthorised access.

**33- How does AIGLES defend itself against unauthorised access?**

AIGLES employ security features such as rigorous authentication, role-based access controls and data encryption to guard against illicit access.

**34- What confidentiality protocols are in force in AIGLES?**

AIGLES adhere to strict confidentiality policies covering the protection of personal data, the restriction of access to confidential information, and openness regarding the use of data.

**35- Who is authorised to access public employee information in the application?**

In AIGLES, access to public employee data is reserved exclusively for authorised users, such as application administrators and human resources officials.

**36- What is the procedure for users to report a security vulnerability?**

Users have the option of reporting a vulnerability by contacting the site administrator via specific means of communication, such as Bug tracking, which is used to compile various bugs.

**37- What kind of data does AIGLES collect?**

AIGLES collect information such as public employees' personal details, salary data, career profile, performance assessments and attendance and absence data.

**38- What kind of data does AIGLES collect?**

AIGLES collect information such as public employees' personal details, salary data, career profile, performance assessments and attendance and absence data.

**39- Is it wise to entrust your AIGLES account to a third party?**

No, it's not wise to let someone else manage your AIGLES account. It is imperative for each user to save their connection identifiers and avoid any disclosure in order to ensure the protection of their information.

**40- Are safety audits carried out regularly for AIGLES?**

Yes, ANTIC carries out regular security audits to ensure compliance with security standards and identify any vulnerability that need to be corrected.

**41- What measures can users take to secure their personal information?**

Users can keep their personal data secure by opting for strong, unique passwords, avoiding divulging their login details and reporting any suspicious activity.









# **V. SUPPORT AND ASSISTANCE**





**42- How can I contact the technical assistance service in the event of a problem?**

You can contact the technical assistance service via the toll-free number 1522, by WhatsApp on +237 622 001 616, or by e-mail at [appli@aigles.gov.cm](mailto:appli@aigles.gov.cm).

**43- What types of problems can be solved by this service?**

The technical assistance service can solve a variety of problems, including connection problems, bugs, data entry errors, questions about functionality and assistance when browsing in the application.

**44- How do I report a bug in the application?**

To report a bug in the web portal, you can contact the technical assistance service via the available communication channels (WhatsApp phone, e-mail, toll-free number) and provide details of the problem encountered.

**45- Is training available for users?**

Yes, training courses are available for AIGLES users to help them familiarize themselves with the application and make the best use of its features.

**46- Where can I find them?**

They are provided by the mobile team in the various government services.

**47- Is there a community of users to share tips and tricks?**

There is not a real community of AIGLES users. But, increasingly, tips and tricks for using the platform are shared between colleagues.

**48- How can users give their opinion on the application?**

There is a monitoring unit within the mobile team, whose mission is to collect all feedback from users. It can be contacted via a toll-free number (1522), by WhatsApp on +237 622 001 616, or by e-mail at [appli@aigles.gov.cm](mailto:appli@aigles.gov.cm).

**49- Are periodic updates for AIGLES planned?**

Indeed, AIGLES is subject to periodic updates to enhance its functionality and resolve errors. Users will be informed, enlightened and educated about recent improvements on the software.



## **50- How can I get help if I get stuck using the application?**

If you have any problems using the application, don't hesitate to contact the technical assistance service at the toll-free number 1522, available Monday to Friday from 7.30am to 5pm, or by WhatsApp on +237 622 001 616, available 24 hours a day, 7 days a week. You can also contact them by e-mail at the following address [appli@aigles.gov.cm](mailto:appli@aigles.gov.cm).







# **VI. CAREER AND PAYROLL MANAGEMENT**



REPUBLIQUE DU CAMEROUN  
PAIX - TRAVAIL - PATRIE  
MINISTÈRE DE LA FONCTION PUBLIQUE ET  
DE LA REFORME ADMINISTRATIVE  
SECRÉTARIAT GÉNÉRAL  
DIRECTION DE LA GESTION DES CARRIÈRES  
SOUS DIRECTION DES PERSONNELS  
FONCTIONNAIRES DES SERVICES EDUCATIFS  
SERVICE DES AUTRES PERSONNELS  
ENSEIGNANTS

REPUBLIC OF CAMEROON  
Peace - Work - Fatherland  
MINISTRY OF THE PUBLIC SERVICE AND  
ADMINISTRATIVE REFORM  
GENERAL SECRETARIAT  
DEPARTMENT OF CAREER MANAGEMENT  
SUB-DEPARTMENT OF ESTABLISHED EDUCATION  
SERVICES PERSONNEL  
OTHER TEACHING PERSONNEL SERVICE

ARRETE N° 008720 /MINFOPRA/SGDGC/SOPFS/SAPE/BI  
Portant intégration de Monsieur DOMGA Flaurant dans le cadre des Maîtres  
d'Education Physique.

**LE MINISTRE DE LA FONCTION PUBLIQUE ET DE LA REFORME ADMINISTRATIVE,**

Vu la Constitution ;  
Vu le décret n° 75/789 du 18 décembre 1975 portant statut particulier des corps des fonctionnaires  
de la Jeunesse et des Sports ;  
Vu le décret n° 75/791 du 18 décembre 1975 fixant l'échelonnement indiciaire des différents cadres  
des fonctionnaires ;  
Vu le décret n° 94/199 du 07 octobre 1994 portant statut général de la Fonction Publique de l'Etat,  
modifié et complété par le décret n° 2000/287 du 12 octobre 2000 ;  
Vu le décret n° 2011/408 du 09 décembre 2011 portant organisation du Gouvernement, modifié  
et complété par le décret n° 2018/190 du 02 mars 2018 ;  
Vu le décret n° 2012/537 du 19 novembre 2012 portant organisation du Ministère de la Fonction  
Publique et de la Réforme Administrative ;  
Vu le décret n° 2018/191 du 02 mars 2018 portant réaménagement du Gouvernement,

**ARRETE :**

**Article 1<sup>er</sup> :** Monsieur DOMGA Flaurant, né vers 1978 à Goundaye, titulaire du Diplôme de Maître Principal d'Education Physique  
et Sportive délivré par le Centre National de la Jeunesse et des Sports de Garoua est, à compter du 04 août 2008, date de prise de  
service, intégré dans le cadre des Maîtres d'Education Physique, au grade de Maître Principal d'Education Physique et Sportive  
(MPEPS) de 2ème classe 1er échelon (indice 335), catégorie "B" deuxième grade de la Fonction Publique.

**Article 2 :** La dépense résultant des présentes dispositions est imputée sur le budget de l'Etat (Exercice 2023) Imputation  
budgétaire 16 340 0102661 10.

**Article 3 :** Le présent arrêté sera enregistré et communiqué partout où besoin sera./-

**AMPLIATIONS**  
- MINFOPRA/OGC  
- MINFI/BUDGET/TRESOR  
- MINJEC/DAG  
- INTERESSE/DOSSIER  
- CHRONO/ARCHIVES

Yaoundé, le 07 décembre 2023  
Le Ministre de la Fonction Publique et de la Réforme  
Administrative

Joseph LE

(4)



### **51- How does the application manage your career?**

The AIGLES application makes it possible to track and manage the entire professional career of State employees, from recruitment to retirement, based on performance and promotion criteria set by the Cameroonian government. Civil servants can consult their professional career history and remuneration via the online portal, while following their advancements.

### **52- Are promotions in grade automatic?**

Promotions in grade for public employees are automatic, except for police staff. Only the defense corps, the prison administration and the judiciary are excluded.

### **53-How to rectify inaccuracies in professional data?**

Users can rectify inaccuracies in their professional data by logging on to the personal and professional information section of the application via the web portal, together with supporting documents. They have the possibility of submitting requests for modifications or corrections, which will then be checked and validated by the competent authority.

### **54-How can inaccuracies in professional data be rectified?**

Users can rectify any errors in their professional data by visiting the personal and professional information section of the application via the web portal. They can submit requests for changes or corrections, which will then be checked and approved by the competent authority.

### **55-Does the application offer the possibility of following up bonuses and allowances?**

Yes, the AIGLES application makes it easy to follow-up allowances, while bonuses are awarded automatically, taking into account the position occupied, the activity carried out and the corps concerned. From the web portal, users can view the history of their bonuses and allowances.

### **56-Will the scheduled arrears paid through AIGLES? How?**

Yes, the scheduled reimbursements will be made by the AIGLES application software in accordance with a regularisation schedule drawn up by MINFI. Notifications are automatically calculated and integrated into the remuneration process. Users receive alerts about arrears payments, and the corresponding amounts are integrated into their payslips.

### **57-How does the AIGLES application software facilitate the management of absences and presences?**

The AIGLES application software facilitates the management of civil servants' absences and presences using a biometric module, and provides monitoring and alert tools. When the system will be fully operational, biometric devices will record absences and presences, while alerts will be sent to supervisors in case of non-compliance. Employees can also check their presence and submit their absences petitions via the online portal

### **58-Is it possible to consult your payslip via the application?**

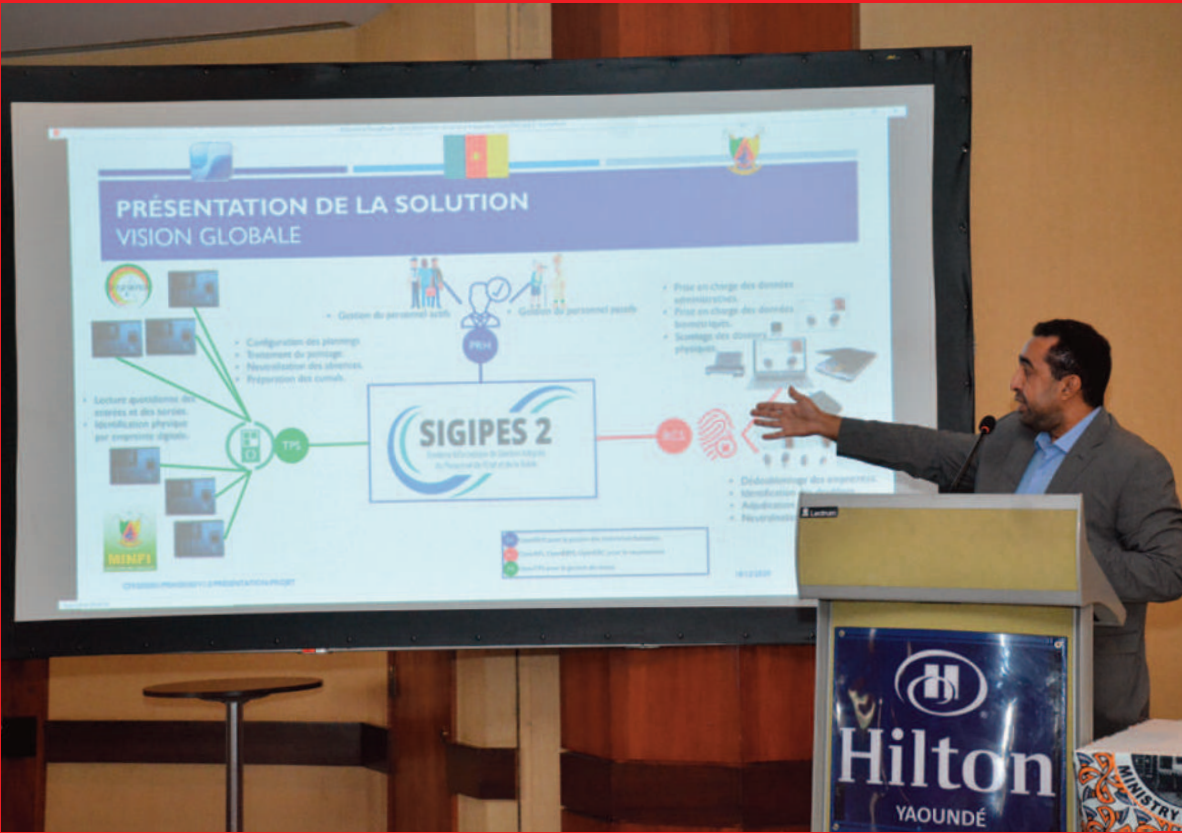
Indeed, pay slips can be viewed and printed via the AIGLES application software and the Web Portal. Users can access their digital payslips, see payment information and download copies for their files.

### **59-How does the application help to optimise human resources management?**

The AIGLES application software facilitates human resources management by automating numerous administrative procedures, offering instant follow-up tools, encompassing all elements linked to career and salary management, and promoting transparency and exchange between staff and the administration. It also allows data to be grouped together, making access to information and the decision-making process easier.

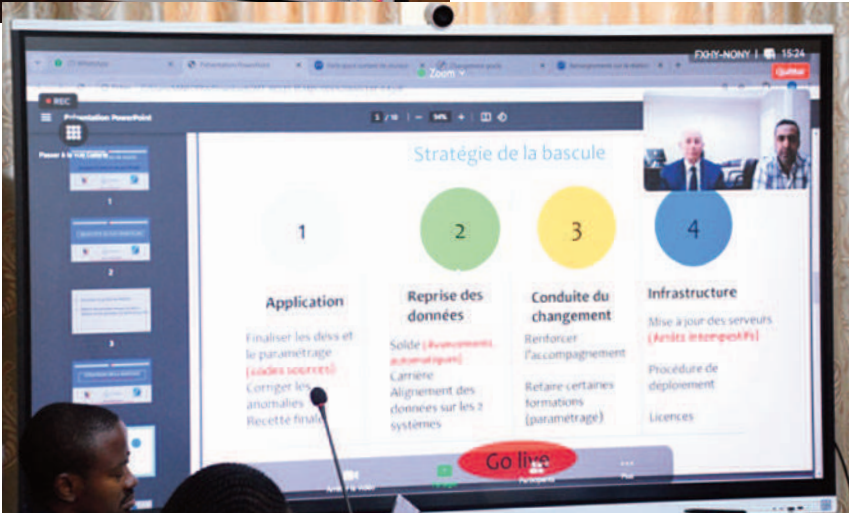
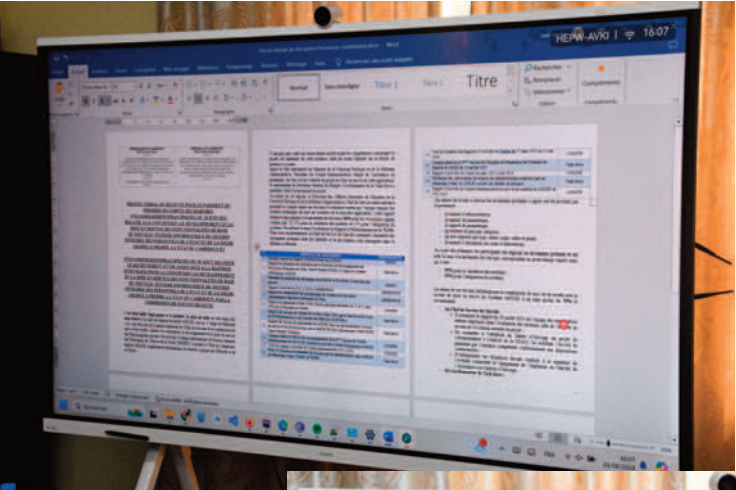
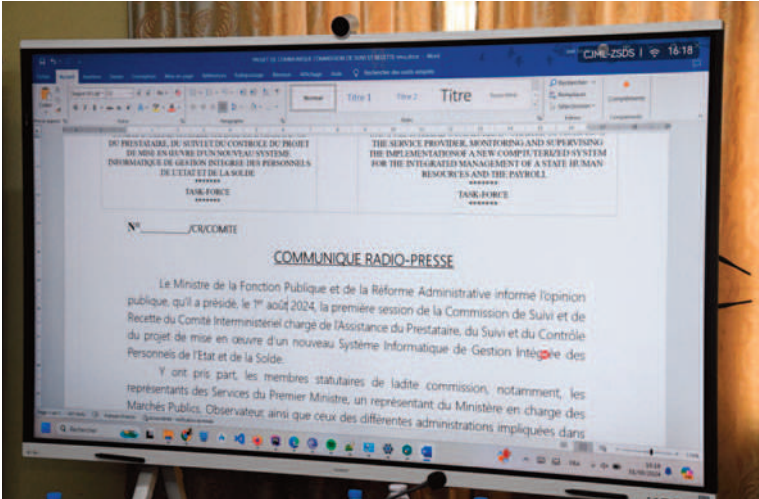
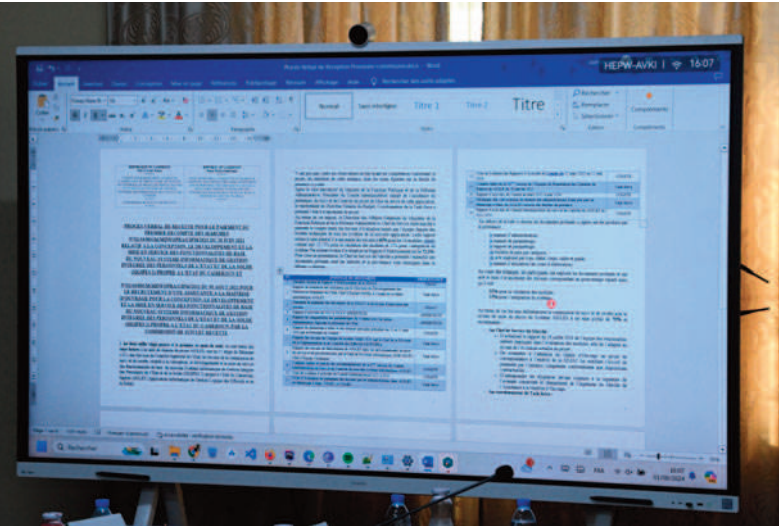






# **VII. TRANSITION AND MIGRATION TO AIGLES**





## **60-What are the sources of AIGLES data?**

The main sources of data used by AIGLES are: SIGIPES for career data, ANTI-LOPES for payroll data and Mapping of job positions for the location of public employee workstations.

## **61-How was the data migration to AIGLES carried out?**

Data migration to AIGLES was done in various stages. During the preparation phase, the data was cleansed and checked to ensure their integrity. Then, the data were transferred from the former systems to AIGLES using data migration tools. Extensive tests were carried out at each stage to ensure that data were migrated correctly and without loss of information.

## **62-What were the main migration challenges?**

The main challenges of the migration included the management of data quality, ensuring compatibility of data formats from the former systems and AIGLES, and minimizing disruption for users. In addition, ensuring data security during transfer and training users on how to use the new interface were also some major challenges faced.

## **63-Why has the service number format changed?**

A number of factors led to the change of the service number format:

- **Standardisation and Uniformity:** The new format helps a lot in standardising service numbers, and the systems is more coherent and uniform. It facilitates the data management and improves the integrity of monitoring systems.
- **Security and confidentiality:** The new format can incorporate additional security features, the service numbers cannot be falsified easily, and provide greater protection for users' personal information.
- **Compatibility with new systems:** Modern human resources and payroll systems often require specific data formats. Changing the service number format ensures greater compatibility with these new systems.
- **Easier update and integration:** With a more structured and standardised format, it is easier to integrate service numbers into various systems and databases, errors are reduced and updates can be done easily.
- **Complying with regulatory changes:** Sometimes, format change can be the result of regulatory or legal requirements, leading to the update of management systems in order to comply with new rules.

#### **64-What is the new service number format?**

The new service numbers format consists of eight characters: the first seven characters in numbers and the character in letter form.

#### **65-What happened to the old service numbers?**

The old service numbers were transformed and standardised as follows:

- For service numbers that start with letters: replace the letter by 1 and put the letter at the end (former service number: S-XXXXXX = new format: 1XXXXXS).
- For service numbers that end with letters: add 0 at the beginning and keep the rest unchanged (former service number: XXXXXX-S = new format: 0XXXXXS).
- For service Numbers starting with figure 8 (reversionary pension): add 8 at the beginning and keep the rest unchanged (former service number: 8XXXXX-S = new format: 88XXXXXS).

#### **66-How were users trained to use the new application?**

A series of training sessions and practical workshops were organised to train users on how to use the AIGLES application software. Detailed user guides and training videos were also provided to help users to be familiar with the application's features. A permanent technical support service was set up to answer questions and resolve potential problems.

#### **67-What was the feedback from users after the migration?**

In general, the feedback from users after the migration was positive. Users appreciated the user-friendly interface and improved features of AIGLES. However, some expressed concerns about the initial learning curve and requested additional training sessions to better master the application.

#### **68-How does AIGLES handle data from previous years?**

AIGLES integrates past data, which can be consulted through the user interface. They have been cleansed, checked and organized to ensure their integrity and relevance.

#### **69-How are previous data managed in the AIGLES application software?**

Previous data are integrated into AIGLES and accessible via the user interface. They have been cleansed, verified and structured to guarantee their integrity and usefulness. Data backup and recovery systems are also available to ensure the security and availability of historical data.

## **70-How do you ensure that all migrated data are correct?**

In-depth audits and verifications were carried out at every stage of the migration process to ensure all migrated data were correct. Data validation tools were used to compare data before and after migration. In addition, users, via the web portal, continue to check their data and send back the various anomalies identified for correction of any inconsistencies.

## **71-What were the major benefits of the transition to AIGLES?**

We have gone through some minor disruptions during the transition, including periods of slowdown or temporary service interruptions. However, proactive actions were taken in order to minimise these disruptions, and contingency plans were put in place so that the main services continue to operate.

## **72-What were the main benefits of migrating to the AIGLES application software?**

Among the major benefits of the transition to AIGLES, we can mention :

Parmi les bénéfices majeurs de la transition vers AIGLES, nous pouvons compter :

- An integrated database (career- salary);
- the alignment of the new HRM software to standards;
- consistency of salary and career data of State workers;
- real-time online access to personal data (pay slip etc);
- automatic advancements;
- SMS notifications;
- an end to the accumulation of salary debts due to advancements.

## **73-What are the next steps for the AIGLES application software?**

Future actions envisaged for AIGLES include the finalization of the biometrics and electronic archives management modules, the regular enhancement of its functionalities, the incorporation of new technologies to optimize human resources management, and the expansion of its capabilities to encompass a greater number of administrative processes. Emphasis will also be placed on improving the user experience, as well as on ongoing user training.







# **VIII. PERSPECTIVES OF THE APPLICATION**



# AIGLES

APPLICATION INFORMATIQUE DE GESTION LOGIQUE DES EFFECTIFS ET DE LA SOLDE  
PERSONNEL AND PAYROLL MANAGEMENT APPLICATION SOFTWARE

#### **74-What are the next steps for the portal?**

The AIGLES portal plans to enhance its functionality by developing additional modules for talent and skills management, as well as implementing more sophisticated reporting capabilities. We also plan to improve user interfaces to make navigation more user-friendly.

#### **75-How do you intend to improve AIGLES in the future?**

In order to enhance AIGLES, we are going to develop additional modules for talent and skills management, and we will introduce advanced reporting functionalities. We will also like to improve user interfaces for more user-friendly browsing.

#### **76-How can users help to improve the application?**

Users can help improve the application by providing regular, constructive feedback, taking user test sessions, and giving suggestions for new features. Specific communication channels, such as forums and satisfaction surveys, will be put in place to gather user feedback.

#### **77-Are there any additional functionalities envisaged for AIGLES?**

Yes, real-time collaboration tools and project management functionalities are also in the pipeline.

#### **78-What is the long-term ambition of the AIGLES software?**

The long-term objective of AIGLES is to become a comprehensive, centralized human resources management solution for all public entities in Cameroon. This includes extending its features, strengthening data protection and improving administrative procedures for greater efficiency.

#### **79-What's the long-term plan for AIGLES?**

The long-term plan for AIGLES is to become a complete, centralised human resources management solution for all public entities in Cameroon. This includes expanding functionality, improving data security, and optimising administrative processes for greater efficiency.

#### **80-What are the concrete activities on the next agenda of this application?**

The AIGLES agenda for the next few days consists of::

- improving security: stepping up protective features to safeguard user information from cyber attacks and privacy breaches.
- Scalability: developing the application so that it can grow in parallel with

the increase in the number of its users and its functionalities.

- accessibility: ensuring that the application is accessible to all users, including those with special needs, in compliance with accessibility standards.
- increasing the application's speed and performance to ensure a smooth, uninterrupted and uninterrupted experience.

### **81- How can the application be improved to better satisfy user requirements?**

In order to move AIGLES forward and improve our response to user demands, we need to:

- To collect and examine user feed-backs; encouraging users to share their opinions and proposals, and using surveys, in-app feedback and usability tests to capture their demands and annoyances ;
- to frequently update the system; implementing new functionalities while optimizing existing ones and building on feedback received ;
- perform periodic maintenance to rectify errors and improve performance;
- offer customization options to enable users to configure the application according to their specific preferences and requirements.

### **82- What will be done for users with special needs?**

For them, it's a question of ensuring their accessibility to the application; respecting their specific needs to optimize their experience. It's also a question of establishing proactive, easy-to-access user support to help them resolve their problems quickly and answer their questions.

### **83- What were the major challenges faced by AIGLES when it went into service?**

Several challenges were encountered during the implementation of AIGLES, including:

- Unforeseen errors such as inconsistencies in the titles of draft instruments, incorrect dates of birth, etc. At the time of deployment, this had an impact on performance and user experience ;
- Network slowness;
- The challenge brought about in managing and dealing with user feedback, including unfavorable comments and the rapid modifications that were required.



#### **84-What was the Government's strategy for overcoming these challenges?**

- To respond to the various challenges encountered during the implementation of AIGLES, the Government had to reorient itself quickly and effectively using the following means:
- setting up a joint MINFOPRA-MINFI team in charge of collecting malfunctions and monitoring their resolution ;
- the creation of an application (Bug Tracker) that allows users to report bugs providing details such as the description of the problem, steps to reproduce it, screenshots and information about the system ;
- the provision of several channels of recourse for users.

#### **85-What are the particular challenges related to data management in AIGLES?**

In terms of specific challenges associated with data management, we can mention:

- The disparity between career data and pay data;
- the simplification of merging the various information systems employed by Administrations in order to guarantee consistent, high-performance data management ;
- the establishment of precise policies and processes for data management, including data collection, storage, use and disposal;
- the accuracy, completeness and relevance of the information gathered for effective decision-making.

#### **86-How to ensure legal compliance of data in AIGLES?**

In order to guarantee the legality of data in AIGLES, various provisions have been introduced:

- data access and management: authorizing users to consult their data in read mode ;
- training and education: staff training on data management best practices and relevant regulations, and raising government employees' awareness of the challenges of data protection and the legal implications in the event of non-compliance ;
- regular audits carried out by ANTIC;
- documentation and certification of compliance: an updated, comprehensive file on data management and security measures is currently being prepared.



# **IX. CHALLENGES AND SOLUTIONS**







**87-What are the challenges of data security in AIGLES?**

Security is a key issue for optimal functionality of the AIGLES application. Here are some of the most significant ones, concerning data breaches in particular:

- computer attacks can jeopardize users' sensitive information, causing financial damage and privacy violations ;
- social engineering and phishing: cybercriminals can use social engineering or phishing methods to mislead users and gain unauthorized access to information ;
- vulnerability in software: security flaws present in application code or in the libraries and frameworks employed can be used for malicious purposes by cyber hackers.

**88-What is the procedure for public employees wishing to report problems with the application?**

To enable public employees to effectively report problems in the application, there are a few techniques to adopt:

- reporting form: a form for reporting problems is accessible at MINFO-PRA and MINFI. In it, employees are requested to detail the problems they encounter and provide supporting evidence ;
- online help: a toll-free number is available on 1522, Whatsapp +237 622001616, as well as the e-mail address: appli@aigles.gov.cm;
- bug management applications: use of bugtracking.

**89- What are the obstacles associated with large-scale use of the web portal?**

Large-scale use of the website poses several important problems:

- application scalability: ensuring that the application is capable of supporting a substantial increase in the number of users without compromising performance or functionality ;
- its performance: ensuring fast response times and a flawless user experience, even during periods of heavy traffic ;
- the establishment of a solid infrastructure capable of handling high volume, potentially including adding servers, optimizing databases and setting up content delivery networks (CDNs) ;
- enhanced security features to safeguard user data against potential computer attacks;
- the adaptation of the application through the proposal of customization options capable of satisfying the diversified requirements of a wide range of users.

## **90- How could the AIGLES application help solve absenteeism problems?**

The biometric system integrated into AIGLES will guarantee live monitoring of presence in the workplace thanks to:

- attendance monitoring: the implementation of digital time and attendance systems (badges, mobile apps, etc.) to monitor employee presence and absence in real time;
- automatic alerts: notifications and reminders will be sent to public employees and their human resources managers, facilitating rapid intervention in the event of unforeseen or repeated absences ;
- periodic reports will be produced, facilitating anticipated management and decisions based on trusted information;
- leave request processing: simplified leave request and approval will be made possible through the application, promoting more effective resource planning and management.

## **91-How could AIGLES optimize human resources management in rural areas?**

In many ways, AIGLES will make a decisive contribution to improving human resources management in rural areas. This will be achieved through:

- examining data via the use of analytical tools to gather and interpret human resources information;
- enabling managers to formulate informed decisions based on solid data ;
- work flexibility will result in adaptable work arrangements (teleworking, flexible working hours) to support public employees in reconciling their personal and professional obligations, consequently reducing unforeseen absences ;
- data analysis will make it possible to collect and examine information on absences to identify trends and frequent reasons, with a view to implementing preventive actions

## **92-How can AIGLES improve human resource management in rural areas?**

AIGLES will play a crucial role in improving human resource management in rural areas in several ways:

- Data analysis: using analytical tools to collect and interpret human resource data, enabling managers to make informed decisions based on reliable data;
- Workplace flexibility: will offer flexible work options (teleworking, flexible working hours) to help employees better manage their personal and professional duties, thereby reducing unplanned absences;
- Data analysis: Collect and analyse absence data to identify trends and recurring patterns, so that preventive measures can be put in place.









# X. CASE STUDIES AND DAILY USE





### **93- How can a public employee consult his career information via the Web Portal?**

The web portal is the part of AIGLES open to all public employees. For a state employee, consulting his/her career information and accessing his/her pay slip via the web portal involves the following basic steps:

- Logging in to the application: The employee must connect to the portal (<https://portail.aigles.gov.cm/>) using his/her identifiers and password (new Service Number format and password).
- Access the dashboard: Once logged in, the employee can access his or her personal dashboard, where various options are available.
- Browse to the “Administrative status” section: Look for the section dedicated to career information, which is entitled “Career”.
- Consult information: Click on the appropriate section to display career information, such as posting, promotion records, training courses undergone, and other relevant details.

### **94- How do I access my pay slip via the Web Portal?**

- Logging in to the application: As with consulting career information, the employee should log in using his/her secure login credentials;
- Accessing the dashboard: From the dashboard, search for the section dedicated to pay slips;
- Navigating to the section “Enter year and month”, the system will automatically search and display the salary information under two headings: earnings and deductions;
- Print or download: if required.

### **95- How do I report an absence via the Web Portal?**

Absences are reported to the manager responsible for discipline, who immediately takes note of the absence to initiate the disciplinary procedure.

### **96- How to update your personal information via the Web Portal?**

Personal information can be updated by sending a request online via the Web portal to the structures in charge of personnel for data correction.

### **97- How do I use the application to track my career via the Web portal?**

In his/her account, the employee’s dashboard has a “career history” tab which lists all his/her career instruments.

## **98- What are the advantages of using the Web Portal for a public employee?**

The main advantages are:

- **Accessibility:** Employees can access the Web portal from any location with an Internet connection, thus facilitating remote work and access to the necessary information at any time;
- **Access to documents and pay slips:** employees can consult and download their personal documents, including pay slips, attestations of employment and other important files, directly from the portal.
- **Improved communication:** the web portal facilitates communication between employees and the various services, enabling rapid and efficient exchanges.
- **Administrative efficiency:** Administrative processes are simplified and automated, reducing the manual workload and allowing employees to focus on higher value-added tasks.

## **99- How does the application help manage bonuses and allowances?**

State employees can access information on their bonuses and allowances from any device, ensuring maximum transparency and accessibility. In addition, public-sector workers receive notifications of bonus and allowance arrears received. In addition, the detailed history of bonuses and allowances paid enables public servants to consult past payments and verify the accuracy of amounts received.

## **100- How to consult acquired benefits via the application?**

To consult acquired benefits via the portal, civil servants must log on to the portal, consult their salary and, in the “Earnings” section, read the amount of benefits acquired.