

HEADLINES THIS MONTH

- **CS-DRMS Version 1.3 Has Been Released**
- **SASD Has a New Director**
- **DMS Has a New Head of Section**
- **A New Site Adopts the French Edition of CS-DRMS**
- **Support Goes On Line**

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Debt Management Section

Newsletter

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CS-DRMS 2000+ v1.3 Released

CS-DRMS 2000+ Version 1.3 is the fourth release in the CS-DRMS 2000+ product line. Version 1.3 resolves bugs identified with Version 1.2 or earlier and contains various improvements on the functional, architectural as well as usability aspects of the application. The main functional enhancements in Version 1.3 include a comprehensive **Securities Auction System** which will enable users to streamline the auctioning of domestic securities (T-Bills and

Bonds); a new and improved **reporting module** which will allow users to view and compare the outputs of several reports in a separate window; a new **licensing** structure defining access to various components of the software; a **user trail recording** facility which will allow users to record all activities performed during a session; improved **instrument status and restructuring screens** which will provide up-to-date information on the accounting status of

individual instruments and details of restructuring applied to them, respectively; a first-cut of the **on-lending module**; improvements to the calculations of GE/PV to match these with international standards; classification of **participants' categories and sectors as per the Debt Guide**; and, consistencies of the data outputs generated for **World Bank's DRS and Debt Pro systems**.

New SASD Director from DMS



José Maurel was appointed Director of the Special Advisory Services Division (SASD) in September 2007.

He is responsible for the effective delivery of SASD's technical assistance and capacity-building activities in areas such as debt management; trade

facilitation; enterprise development; natural resources development; and maritime boundaries negotiations.

José is a career economist specialising in development finance.

After completing his undergraduate studies, he returned home to Mauritius where he worked as an Economist in the Ministry of Economic Planning and Development between 1981 and 1987. He began his international career in 1988 when he was appointed Debt Management Adviser at the Central Bank of Belize. After a short stint as a freelance

consultant, José joined the Commonwealth Secretariat in 1991 and has greatly contributed to the focus and content of our capacity-building programme in debt management.

José holds a Masters in Public Administration (MPA) from Harvard University (USA) and a joint honours degree in Economics and Politics from the University of Keele (UK).

SASD Director Welcome Message

It gives me great pleasure to contribute to this new series of the DMS Newsletter. I hope you will enjoy this new publication.

The Commonwealth Secretariat's capacity-building programme in debt management continues to grow from strength to strength. Over the past few months, we have implemented a number of measures aimed at improving the quality of the delivery of the programme – from hiring new staff to implementing a remote assistance facility to improve our hot-line support service – all of

which you will read about in this issue.

As far as CS-DRMS is concerned, we have now reached a turning point with the release in February 2008 of version 1.3. While we will continue to maintain and support this version for some years to come, work will soon start in defining a next generation of CS-DRMS – one which will leverage web technologies; provide better integration to Integrated Financial Management Information Systems (IFMIS) as well as creditor data sources; and provide enhanced functionality to our users.

Beyond the software, we continue to focus on the issues of debt data statistics and quality as well as analysis, with a view to supporting debt management strategies. We are also widening our coverage of debt portfolios to include private external debt; domestic debt; debt of sub-national entities; and on-lent loans.

We greatly depend on your inputs to continue improving the work we are undertaking. Please keep providing us with your feedback.

- José Maurel



“The system is certainly a technological innovation that will help a country manage its debt in an efficient and effective manner.”
Mr Cyril Teboua
Treasury, Solomon Islands

Former Secretary-General Comments

There are those who call the Commonwealth a “niche” organization. That's not, in my view, reflective of an organization that does so much in so many fields, but it is fair to say that there are some specific things which we do remarkably well. “Debt” is one such. Bilateral and multilateral debt relief are now part of the lexicon of international development, but 20 years ago they were nowhere. The Commonwealth can claim to be the parents of both ideas. It was the Commonwealth Finance Ministers Meeting in Barbados in 1987 which first floated the idea of bilateral debt re-

lief, and the Meeting in Mauritius in 1997 which did the same for multilateral debt relief. Others have now run with our ideas, to the tune of an astonishing near-\$100 billion of debt relief for some 30 countries over the last decade alone. From the principle, to the practice: the Commonwealth Debt Recording and Management System is our very special contribution to the ongoing task of making debt relief a reality. The fact that countries outside the Commonwealth use our software is testimony to its quality, and to our concern not just for a better Commonwealth, but a better world. I have never

ceased to sing its praises, and as I step down now after 8 years as Commonwealth Secretary-General, rest assured that I shall talk of it still.

My thanks and best wishes to all involved in this truly excellent Commonwealth contribution to the deepest needs of its poorer members. We have already seen the monies which would have been used to pay off debts, going into health and education where they are so desperately needed. “Niche” or not, the business of managing debt is the business of improving lives.

- Don McKinnon,
Former
Commonwealth
Secretary-General

DMS Head Welcome Message

Dear Readers,

It gives me great pleasure to bring you a reactivated newsletter from the Debt Management Section in the Special Advisory Services Division of the Commonwealth Secretariat. The newsletter will be published regularly from May 2008 onwards and is intended to provide a platform for all readers interested in debt management to exchange and share views on issues that impact debt management, whether it is sovereign or sub-national debt management or external debt management in a country.

Starting with this issue, the Debt Management Section will, through the newsletter, try to adequately highlight developments and issues of relevance on debt management for developing countries in general, and in particular the heavily indebted poor countries, the small island economies, and the emerging market economies. This will include dissemination of major developments in the debt management arena, whether they are global or regional trends; and local stories of challenges, successes, or failures. Another major objective will be to keep readers informed of recent events taking place related to capacity building initiatives by technical assistance providers. The newsletter will also attempt to briefly portray the evolving international financial architecture as it unfolds, with

implications for debt management. We shall give particular coverage to various debt initiatives being launched aimed at prevention and resolution of debt crises, the recommended sound practices for prudent debt management, and best standards for compiling and disseminating debt statistics.

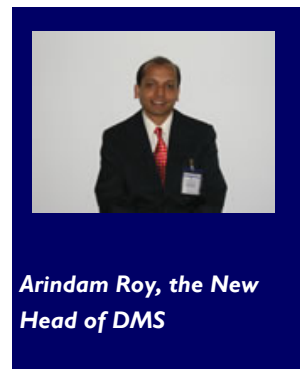
Given our growing presence in more than 55 countries for capacity building on debt management, we owe a moral responsibility to the intended beneficiaries to be transparent in reporting our effectiveness periodically, on our successes, and even the not so successful stories. For this purpose, we will attempt to report through this newsletter our progress in the delivery of our debt management services with respect to the relevance and timeliness in the development of CS-DRMS; a scorecard of our training programme which encompasses debt data recording and compilation, dissemination of debt statistics and debt analysis; and advisory services relating to policy support and institution building. It is hoped that greater openness will encourage better feedback from various quarters of the globe so as to enrich the content of the newsletter as well as to guide us in shaping our delivery strategy appropriately.

The success of this newsletter will crucially depend on its role as an effective vehicle for better informing our readers on issues of interest related to CS-DRMS

in particular and debt management in general. We also trust that this newsletter will act as an outreach to the global sovereign debt management community, thereby enabling a wider exchange of views and experiences across a diverse section of readers and stakeholders, which can stimulate a constructive debate or discussion on contemporary issues in debt management.

We eagerly look forward to your valued contribution and sharing of your expert knowledge as an equal stakeholder in this initiative, through candid feedback and articles.

- Arindam Roy



Arindam Roy, the New Head of DMS

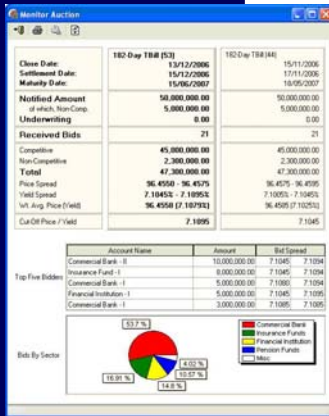
Debt Management Team

2007 was quite a hectic year for staffing within the section. DMS was honoured by the promotion of José Maurel (formerly the head of DMS) to assume the directorship of SASD. During the same year, Sanjay Lollbearree from Mauritius joined DMS as Adviser & Team Leader (IT Systems) to lead the CS-DRMS development team. DMS bade farewell to Mac Banda (former Systems Development Officer) who left us for greener pastures in the private sector.

The section last year also took the bold decision to revisit its strategy for employing programming resources. With effect from January 2008, short-term contract programmers have been replaced by longer-term staff. In the same vein, the posts of Test Analyst and Technical Writer have been established within the section. This initiative aims to better serve the long-term programming needs of DMS, as well as to improve software testing and documentation. Consequently, new staff having joined DMS this year

include Damodar Thejaswee (Test Analyst), Alan Fisk (Technical Writer), and Brian Taylor, Kieran Smart and Andrew Hargreaves (Programmers).

New Securities Auction System



Auctioning Monitoring Screen



**Equatorial
Guinea,
sub-Saharan
Africa's
third-largest oil
producer, is the
latest client for
the French version
of CS-DRMS.**

Addressing a long-outstanding demand of users, a Securities Auction System has been developed which will allow users to conduct the auctions for domestic securities (T-Bills and Bonds) efficiently. The system is being released together with v1.3 of CS-DRMS 2000+ but it will be an independent system which can be installed completely on its own.

It is a comprehensive tool allowing users to streamline the entire

process from notification to receipt of bids, their processing and finally the payment by successful bidders in a fairly secured environment. The software allows the users to conduct auctioning of various instruments – Treasury Bills, Fixed Coupon Bonds, Zero Coupon Bonds and Floating Rate bonds - and is flexible enough to handle various auctioning techniques – price-based or yield-based, with allocations on a bid-price

or common-price basis and also catering to competitive and non-competitive bidding. The system includes a complete suite of reports – listing reports for auction processing, analytical reports for decision support and also fully customisable letters to the bidders.

The software also provides links to CS-DRMS and other external systems for directly uploading the information on successful bids after completion of the auction process.

French Version of CS-DRMS a Success

Since 1998, the Commonwealth Secretariat, through the Debt Management Section, has been collaborating with the Organisation Internationale de la Francophonie (OIF) in the area of debt management. OIF sponsors a French edition of CS-DRMS to be supplied free of charge to francophone non-Commonwealth countries.

Seven countries, of which six are Heavily Indebted Poor Countries (HIPCs), are already using the French edition of CS-DRMS: Cameroon, Benin, Cape Verde, Guinea, Mali, Niger, and the Comoros Islands. In February 2008, the central African state of Equatorial Guinea became the latest country to adopt the French version of CS-DRMS, bringing the total number of French users to eight.

Testing activities are periodically carried out by selected experienced users sponsored by OIF to ensure that the French edition conforms to the English version.

The latest French workshop was conducted in January 2007 to assist Cameroon with its Debt Management Assistance project. This activity was extended to benefit other francophone countries in the region with the assistance of Pôle Dette, which is the regional training unit in Cameroon and assists in capacity-building projects on debt management, targeted at Franc Zone member states in Central and West Africa. Pôle Dette has developed capacity building in the same area and has been supporting French sites in their use of CS-DRMS through a number of international missions.

Crown Agents, our official partner for CS-DRMS distribution to non-Commonwealth countries, is also taking care of a number of French users such as Cape Verde.

The French edition of the new version 1.3 is in progress and the translation of the documentation, which again was sponsored by OIF, has been outsourced and is expected to be completed shortly.

Some other francophone countries (including Laos PRD and Guinea-Bissau) are interested in using the software and the volume of enquiries from existing users demonstrates the success and effectiveness of this project.

Training Workshops

The Debt Management Section will be running a number of training workshops over the course of the year. These workshops range from individual country training up to training for regions. During the coming six months we plan to run the workshops listed on the right.

For further details on these workshops and others that may have been arranged since please look at our website www.csdrrms.org.

Date	Workshop Title	Location
25-May-2008	Domestic Debt Workshop	Sierra Leone
2-June-2008	Management Tools Workshop for Francophone Countries	Cameroon
2-11 June 2008	CS-DRMS Workshop on Sub-National Debt in India	Faridabad, India

Other Agencies' Workshops

Date	Workshop Title	Location	Comments
9-23 May 2008	"Managing Risk in Debt Portfolio", Crown Agents	Surrey, UK	Open to all
19-23 May 2008	Regional Course on "International Loans Negotiations and Mechanics of Loan Agreements", WAIFEM	Lagos, Nigeria	By Invitation only
2-6 June 2008	"Designing Government Debt Management Strategies", World Bank and OECD	Paris, France	By Invitation only
9-13 June 2008	"Implementing a Debt Management Strategy", World Bank and OECD	Paris, France	By Invitation only
25 June – 6 July 2008	"New Challenges in Debt Management", Crown Agents	Surrey, UK	Open to all
June 2008	"Application of IMF-World Bank Debt Sustainability Framework for Low Income Countries" organised by WAIFEM	Abuja, Nigeria	By Invitation only

Crown Agents CS-DRMS training

In collaboration with the Commonwealth Secretariat, Crown Agents runs a three-week intensive CS-DRMS training course

each October at its training centre in the UK.

The course is delivered as three separate back-to-back one-week training modules, covering the

Participants developed their skills and techniques to compile an accurate and up-to-date debt database, an essential element in active debt management, and to analyse the

resulting portfolio through the use of the software's comprehensive analytical functionalities.

Caribbean Regional User Group Meeting and Domestic Debt Workshop



Participants in the Caribbean Regional User Group Meeting

The first Regional CS-DRMS User Group Meeting (UGM) was held at the Eastern

Caribbean Central Bank (ECCB) on February 22, 2008. The meeting attracted 21 delegates from 13 countries in the region plus representatives from the ECCB. The UGM was opened by Ms Natasha Marquez-Sylvester, CS-DRMS Regional Adviser. Mr Walton Gilpin, Debt Management Adviser, Commonwealth Secretariat, discussed the mandate for, and usefulness of, the regional User Grouping. In their deliberations, delegates discussed a number of topical issues including:

- Institutional arrangements and systems for debt management in the Caribbean region,
- Domestic debt management in the region,
- Emerging issues in debt management,
- Debt data quality and the role of CS-DRMS,

- Software issues and CS-DRMS user support and the technical assistance process.

At the end of the session, delegates had highlighted key areas of concern, deliberated on the way forward for the project, elected an interim committee to oversee the User Group, and prepared a communiqué for submission to the Commonwealth Secretariat.

In addition to the UGM the Commonwealth Secretariat and the Eastern Caribbean Central Bank organised a workshop on the Domestic Debt Module of CS-DRMS 2000+. The workshop, being attended by 25 participants from 13 countries in the region, (plus representatives from the ECCB), was opened by the Governor of the ECCB, Sir K Dwight Venner. The workshop discussed a number of contemporary issues in domestic debt facing the Caribbean region, and focused primarily on the functionality and features of the Domestic Debt Module in CS-DRMS 2000+. It covered a number of topics in the

CS-DRMS application including, the management of domestic instruments in CS-DRMS, such as Treasury Bills, Fixed coupons, Zero coupons, Floating rate bonds and Indexed bonds. The workshop also discussed the domestic securities issuance process and simulated an auction exercise using the newly-developed Securities Auction System.

The Secretariat was represented at both the UGM and Regional Workshop by Walton Gilpin and Vikas Pandey, from the Debt Management Section in UK, and by Natasha Marquez-Sylvester, CS-DRMS Regional Adviser in the region.



Crown Agents

Crown Agents Activities

Crown Agents (CA) debt management services works in close partnership with the Commonwealth Secretariat supporting its work in Commonwealth

countries such as Nigeria and the Maldives. CA also extends the use of CS-DRMS outside the Commonwealth to countries such as Bhutan,

Thailand, China, Surinam, and Cape Verde.

A few highlights are provided below.

Maldives prepares for first Comprehensive Public Debt Audit

Supreme Audit Institutions (SAIs) have a crucial role to play in enhancing transparency and the accountability framework for public debt management. SAIs should be undertaking annual comprehensive audits of public debt and be reporting their findings. The audit's scope and depth in terms of debt management performance, systems, and

controls, will depend on the SAI's legal mandate. However, the technical expertise to audit and assess complex public debt transactions that have significant linkages to fiscal and monetary operations is often lacking.

Crown Agents has been working in the Maldives with the Auditor General's Office to build its capacity

to undertake the first comprehensive debt audit to date. In addition to training audit staff in the use of CS-DRMS from an audit perspective, CA has been working with senior staff to design the audit plan,

methodology and guidelines for undertaking the audit. CA has also assisted in the preparation of reporting guidelines for the preparation of the audit report of State Debt.



New Debt Reporting Service Launched

To meet the growing demand from CS-DRMS users for customised debt reports, Crown Agents has recently launched a new service - to write customised reports using the CS-DRMS Report Writer Tool.

Though CS-DRMS comes with well over 100 built-in reports and an executive

aggregation wizard tool to create on-the-fly aggregate debt reports, countries often require additional reports specific to their operational and management needs. This new service addresses this need and goes a very long way towards making CS-DRMS the operational backbone for debt management in user

countries.

Examples of reports provided to countries such as Nigeria and Bhutan include a customised payment voucher raised directly from CS-DRMS; various budget reports consistent with the Government's specific budget model; and several

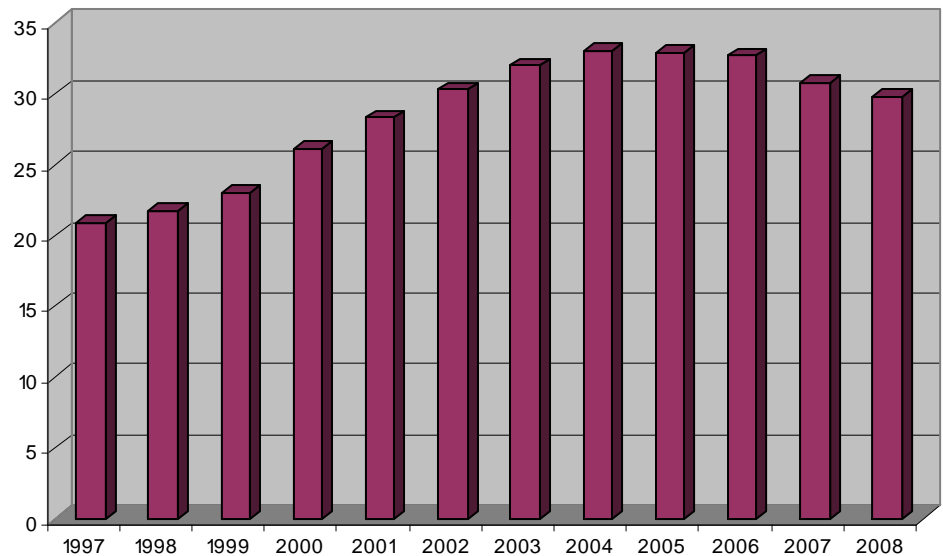
consolidated domestic debt reports covering debt stock, duration, average yield to maturity and average interest rates.



Borrowing by sub-national governments such as states and provinces is becoming increasingly important. DMS has responded to a request by the Government of India to institute a programme to help Indian states to effectively manage their debt using CS-DRMS.

Strengthening Sub-National Debt Management in India

State Debt Level in India (% of GDP)



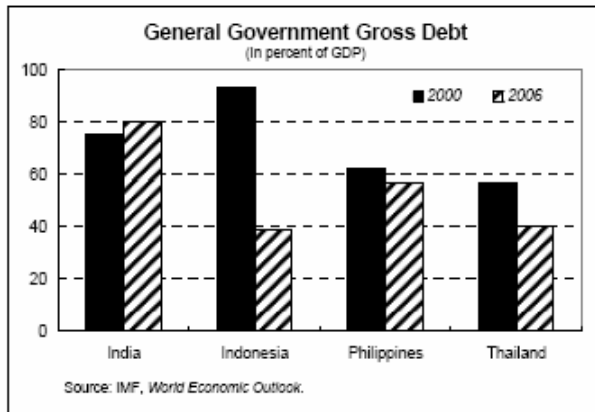
Source: Reserve Bank of India, "State Finances, A Study of Budgets of 2007-08," 2007.

Given the trend towards fiscal decentralisation which has been observed in recent decades, the management of sub-national finance, including debt, has become a major challenge for many countries. This includes Commonwealth countries such as India and Nigeria. The situation has created the need for co-ordination of appropriate economic policies among the different tiers of government and to ensure sufficient strengthening of debt management capacity by the sub-nationals in order to maintain macroeconomic and fiscal stability.

In the case of India, sub-national debt increased from 20.9 per cent of GDP in end-March 1997 to a peak of 33.0 per cent in end-March 2004 as shown in the chart above. The large and growing gross fiscal deficit of States, particularly since the latter half of the 1990s, led to accumulation in the outstanding debt of State Governments. Since 2004, the debt levels have been on a downward trend. It declined to 30.8 per cent in end-March 2007 and is budgeted to decline further to 29.8 per cent of GDP by end-March 2008. Notwithstanding the

decline, the high level of state debt has pushed the general government debt of India to 79.0 per cent of GDP in 2007 accounting for around two-fifth of the country's overall public debt. Compared to the other emerging market economies in Asia, the general government's debt level is the highest in India (see chart on the next page).

Although the debt burden has moderated in recent years, the states' ability to meet debt service obligations is threatened by rapid increases in expenditure on salaries, retirement benefits and



pensions. This is further compounded by the growth in contingent liabilities associated with fiscal support to the public sector units, co-operatives and statutory boards. India recognised a potential looming crisis arising from sub-national debt and initiated timely reforms of states' fiscal and debt consolidation. As a consequence, the ratio of interest payments to revenue receipts for the states, which was 26.0 per cent in 2003-04, has been budgeted to come down to 16.9 per cent in 2007-08 mainly on account of debt consolidation measures.

For strengthening debt management capacity in the states, the Government of India in recent years has been encouraging the states to computerise their debt databases so as to accurately ascertain their indebtedness level and prepare for more effective policy formulation. According to the Report of the Working Group on the Compilation of State Government Liabilities (Government of India [GOI], 2005): 'there appears to be no unanimity about the exact level, composition and the

methodology for compiling the liabilities of State Governments in India'.

In India, there are two agencies already using the Commonwealth Secretariat Debt Recording and Management System (CS-DRMS): the Ministry of Finance (MOF), which uses the software to manage the central government's external borrowing; and the Reserve Bank of India (RBI) for monitoring external commercial borrowings by the public and private sectors. Given the experience of the Indian authorities in using CS-DRMS for managing the country's external debt since the early 1990s, the Special Advisory Services Division (SASD) was approached in 2006 to explore the possibility of implementing CS-DRMS 2000+ at the state level.

Following consultation between the Government of India and the Secretariat, a pilot project was drawn up in 2006 to assist four states (Assam, Uttarakhand, Jharkhand and Karnataka) to strengthen their debt management capacity. In

developing the project, extensive discussions were held with the United States Agency for International Development (USAID), which is currently assisting three states (Uttarakhand, Jharkhand and Karnataka) to set up state debt management offices as part of the programme. Assam is also benefiting from a similar project funded by the Asian Development Bank. The pilot project's main objective was to assist the selected states to better record and manage their debt liabilities using CS-DRMS 2000+.

The pilot project implemented in collaboration with the Ministry of Finance, Government of India and the Reserve Bank of India over 2006-08 was aimed at implementing CS-DRMS 2000+ in the four identified pilot states and assisting them in creating their debt database. Over the period, the following activities were implemented:

- A training workshop on CS-DRMS conducted at Faridabad in the National Institute of Financial Management (NIFM) during April-May 2007 benefiting a total of 25 government officials from the four states;
- Installation of CS-DRMS 2000+ in the four states; and
- Conducting database reviews in the four states.

The project has made a significant impact on building up a computerized debt database in the pilot states and strengthening the debt capacity in

these states. The coverage of the debt data is quite comprehensive, covering their entire public debt portfolio with some states even recording guarantees on debt to monitor their contingent liabilities. Some states have already started using their database for the formulation of their state budget in 2008. Participants and invitees during the opening of the training workshop for state officials

Given the success of the pilot project, the Secretariat along with the Government of India has now agreed to extend the project to assist six more states including Andhra Pradesh, Madhya Pradesh, Maharashtra, Orissa, Rajasthan, and Uttar Pradesh. Assistance to the new block of states will be initiated in June 2008 through the conduct of a pan-state workshop held in New Delhi, India.

It is expected that with the completion of the extended project, adequate skills and expertise on the use of CS-DRMS will have been developed locally in as many as 10 states. At the same time, it is expected that during this process, the Government of India will develop an institutional framework to support the strengthening of debt management capacity in these selected states on a sustainable basis, as well as to extend implementation of CS-DRMS to the other states.

CS-DRMS is helping to create vitally-needed accurate and consistent debt management data for Caribbean countries

Public Debt Management and CS-DRMS in the Caribbean Region

Although economists have made important advances in developing theoretical models aimed at evaluating the impact of debt in both normal and crisis times, and in developing sophisticated techniques aimed at measuring debt sustainability, the empirical work has been hindered by the lack of a rich and comparable cross-country dataset on the level and composition of public debt. Over the last two decades, economists, statisticians and policy-makers have been plagued with difficulties in the accuracy and reliability of the debt data reported for countries. This may lead to the danger that without good data, statisticians and economists may make assumptions based on inaccurate historical data, and will therefore produce unrealistic projections, leading the policy-makers who use the output data to make inefficient decisions.

In the 1970s many Caribbean countries gained their independence, and in the quest for development debt

accumulation became a virtual necessity.

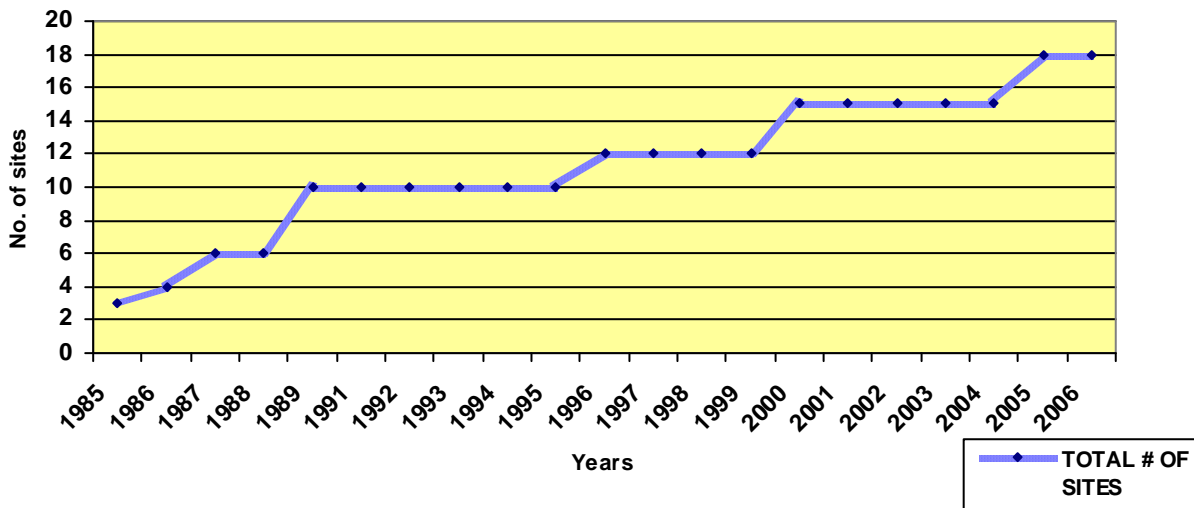
In more recent times, with natural disasters becoming almost an everyday occurrence, the level of debt accumulation has been on the rise for most of the region. The OECS countries currently have public debt totalling approximately 106 per cent of their gross domestic product. The larger Caribbean countries such as Jamaica, Barbados, and Guyana all have debt burdens in excess of 100 per cent of their GDP.

The need for debt management systems has therefore become necessary as the Latin-American crisis and

general world recession resulted in its own share of trickle-down effects on the Caribbean Region. In addition, some of the countries faced difficulties in meeting their debt service obligations, which also made them seek relief from their creditors. In the Caribbean region there are two countries that have been involved in HIPC (Heavily Indebted Poor Countries) initiatives, and four countries that approached the Paris Club for debt relief. The importance of having reliable debt data and proficient debt data recording and management systems is therefore critical. Countries have been plagued with inaccuracies



The Use of The CS-DRMS software in The Caribbean Region



in debt data recording, incomplete information and insufficient analytical work being done on the public debt.

The long-standing reputation of CS-DRMS dates back to the mid-1980s for some Caribbean countries. Of the 18 CS-DRMS sites that currently make up the CS-DRMS community in the Caribbean region, Barbados, Grenada and Belize were among the earliest users of the CS-DRMS software. Since the 1990s there has been a gradual increase in the number of sites using CS-DRMS in the region, and to date even non-Commonwealth countries have been acquiring the Commonwealth Secretariat Debt Recording and Management software for use in the management of their debt. The graph above shows the increase in the use of the CS-DRMS system in the Caribbean region from the 1980s to current times.

Although CS-DRMS provides a recording

and management facility for user countries, the onus remains on data entry personnel and their supervisors to work towards ensuring that the dataset is accurate. The experience of the Caribbean region in relation to improving the quality of the debt data that is collected and disseminated for the individual countries has now shown the need for defined roles for all the players in the debt data compilation process.

The developers of the debt data recording software must ensure that the recording and management software provides accurate and reliable reports based on data input, which are useful to all end users.

The data entry personnel must be diligent and proficient in their recording of the statistics.

The debt managers who supervise the debt management function throughout the region oversee the entire process and ensure

that what is disseminated is accurate.

The formation of a user group on debt data compilation may be an option worth exploring as this would foster good networking among compilers in the region. In addition the use of Guides prepared and circulated on External Debt Statistics by the IMF and the World Bank Debt Tables should be maximized as these would help debt data compilers in ensuring correct classification of the debt data being recorded.

Support Goes On Line

DMS has opened up a new channel for bringing CS-DRMS technical support closer to customers. Now the CS-DRMS team in London can connect securely to your system (with your permission, of course) to provide virtually on-site support.

No need to install any software. No need to follow any training. A broadband Internet service is all that you need. Send us an email or telephone us. We shall send

If you cannot fix your problem and need our physical intervention, send us an email or give us a ring. We shall send you an email to request your authorisation. You reply to the email and we are connected to your system over a secure link. It is as easy and simple as that.

You can see on your screen whatever intervention is being done. You can chat online with the support staff. You can even at any time

staff. You can even terminate the connection at any time.

Access will pertain only to the provision of support on CS-DRMS. Your data will be treated in strict confidentiality.

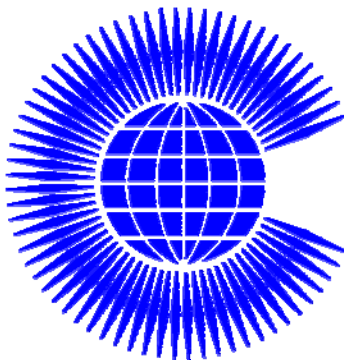
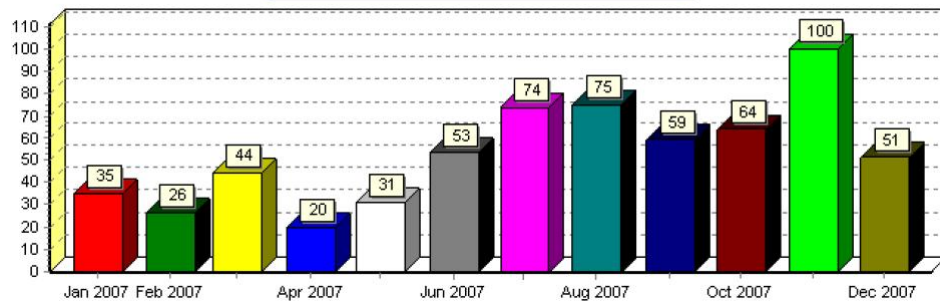
You are encouraged to use the service, whenever necessary, so that we can effectively and efficiently attend to your problems.

For more details, including the connection process and the security mechanism, there is a paper called 'CS-DRMS Remote Helpdesk and Technical Support' on the CS-DRMS website, in the User Support Area. (You must be registered with the website to access the paper.)

Support in 2007

2007 was a busy year for the DMS support service. 632 incidents were fixed, and in addition 194 customer enquiries were dealt with.

Incidents Fixed Across The Last Year



Commonwealth Secretariat

Debt Management Section
 Special Advisory Services Division
 Commonwealth Secretariat
 Marlborough House
 Pall Mall
 London
 SW1Y 5HX

Phone: +44 (0)20 7747 6437
 Fax: +44 (0)20 7747 6450
 E-mail: csdrms@commonwealth.int

Hot Support Topic: World Bank Bridge

Over the course of the last year there have been various support calls to the CS-DRMS help desk in relation to the World Bank Bridge Data Export facility provided within the CS-DRMS 2000+ software. As a result of these calls DMS organised a meeting with representatives from the World Bank responsible for maintaining the DRS system, who use the information returned by the Data Export. With their input the following changes have been made in CS-DRMS 2000+ v1.3.



1.	Handling of Restructured Loans
2.	Handling of Opening Commitments, Enhancements and Cancellations
3.	Reported Debt Outstanding and Disbursed always includes Arrears of Principal.
4.	Inclusion of Outstanding Loans irrespective of transactions during period.
5.	Service Fees, Commitment Fees and Other Payments included with Interest Payments.
6.	Reporting Period limited to Yearly and/or Quarterly.
7.	Improved handling of Euro Currency converted Loans.
8.	Loans included for output automatically filtered in line with World Bank requirements.
9.	Inclusion of loans that mature during period.
10.	Inclusion of Country Code in Report.
11.	Include CS-DRMS Version Numbers in Output Files
12.	Usage of Export for French Users
13.	File names include date generated.