



European
Commission

Results and
Indicators for
Development

Digitalisation

*International
Cooperation and
Development*

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Unit D4 - Performance, Results and Evaluation; Internal
Communication, Knowledge Management and Collaborative Methods

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Results and Indicators for Development

General Introduction

This **guidance for action design** has been developed by INTPA Unit D4 “Performance, Results and Evaluation; Internal Communication, Knowledge Management and Collaborative Methods” jointly with INTPA Thematic Units.

It is **addressed** to all colleagues involved in the preparation of action documents and project documents and offers a handy tool to develop solid logical framework matrices. It identifies clear and measurable results statements that are in line with INTPA policy priorities, as well as with the UN Sustainable Development Goals (SDGs), along with a range of good indicators to monitor progress. It will be updated regularly to reflect evolving priorities.

Its **main objective** is to enhance the quality of INTPA interventions – both in terms of design as well as of monitoring and reporting in the course of implementation.

The **need for this type of guidance** was identified in the framework of the results-reporting process led by INTPA D4, as well as through its systematic review of all action documents presented to Quality Review Group meetings.

The present guidance covers INTPA strategies in various sectors, and presents for each sector:



1. EU policy priorities: a short narrative explaining EU policy priorities and commitments as articulated in key policy and strategic documents.



2. Results Chain: a diagram showing the main results (impact, outcomes, outputs) that EU development interventions are expected to achieve in the sector, reflecting EU policy priorities and commitments.



3. List of Sector Indicators: examples of measurable indicators associated to each result statement are provided, that may be used in Logframe Matrices at project/ programme level.



You can access the online Sector Indicator Guidance at <https://europa.eu/capacity4dev/results-and-indicators>. For further information and/or to provide feedback please contact INTPA Unit 04 at INTPA-EU-RESULTS@ec.europa.eu

1. EU Policy Priorities



The exponential spread and scale-up of digital technologies and services has profound global implications, creating opportunities for sustainable development and inclusive growth, but at the same time bringing new threats and challenges.

The 2030 Agenda for Sustainable Development highlights the importance of information and communication technologies in developing countries as powerful enablers of growth. Reference to ICT can be found explicitly as a target under SDG 9 “Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation”, while ICT is also referenced in the targets related to climate change (SDGs 13, 14 and 15), gender equality and women empowerment (SDG 5), private sector development (SDG 8), education (SDG 4) and health (SDG 3).

In line with the 2030 Agenda and as indicated in the new European Consensus on Development², the EU and its Member states will continue to develop their support for promoting information and communication technologies in partner countries.



Based on Digital4Development approach, digitalisation is mainstreamed into EU development policy across four main priority areas:

- Promote access to affordable and secure broadband connectivity and to digital infrastructure, including the necessary regulatory reforms;
- Promote digital literacy and skills;
- Foster digital entrepreneurship and job creation;
- Promote the use of digital technologies as an enabler for sustainable development.

This will be achieved through a well-coordinated and targeted set of measures, using already existing or planned delivery instruments and tools.

The Digital4Development approach will not be implemented in isolation, but as part of overall development strategies and the policy dialogue with partner countries and in partnerships involving the public and private sectors.

Although digitalisation is considered of global interest, it will not be possible to implement these measures in all partner countries at once, and not at the same pace. Consequently, the Commission is putting the immediate focus mainly on Africa, since the digital divide there is the greatest.

In the digital sector, the desired impact/overall objective is to promote human development reconciling economic prosperity and efficiency, peaceful societies, social inclusion and environmental responsibility.

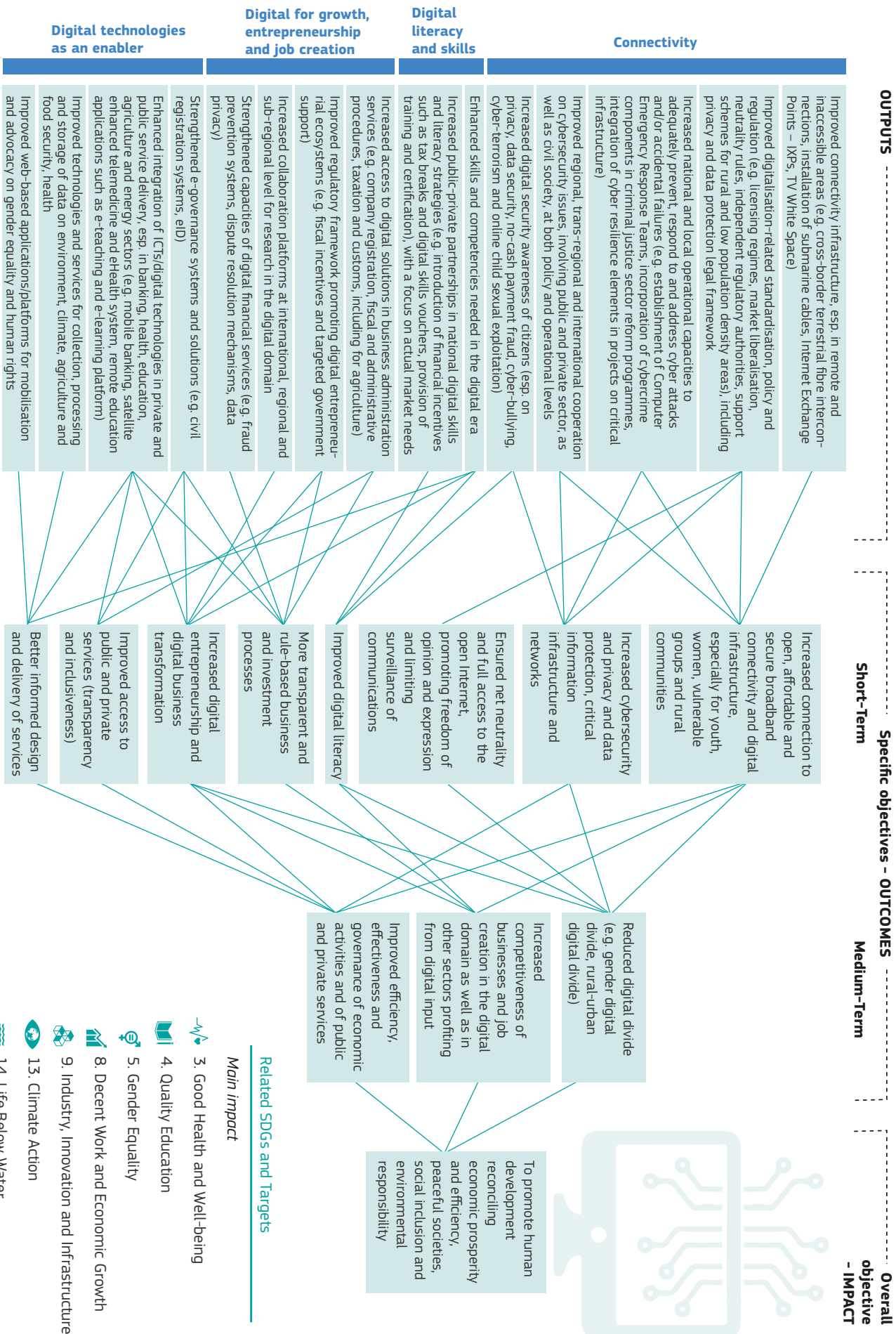
EU strategic priorities

The results chain is structured around the four EU strategic priorities, with the medium-term specific objectives / expected outcomes being identified as follows:

- Reduced digital divide (e.g. gender digital divide, rural-urban digital divide);
- Increased competitiveness of digital businesses and job creation in the digital domain as well as in other sectors profiting from digital input;
- Improved efficiency, effectiveness and governance of economic activities and of public and private services.



2. Results Chain














3. List of Sector Indicators





Result	Indicators
<p> Impact</p> <p>To promote human development reconciling economic prosperity and efficiency, peaceful societies, social inclusion and environmental responsibility</p>	<ul style="list-style-type: none"> <p>✔ SDG 9.b.1. Percentage of medium and high-tech industry value added in total value added (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p> <p>✔ Employment rate, disaggregated by sex, rural/urban, age, disability status and displacement status (Percentage) <i>data source</i> ILO STAT data portal, https://ilostat.ilo.org/data/</p> <p>✔ Country score according to the Human Development Index (Score) <i>data source</i> Human Development Index data portal (UNDP), http://www.hdr.undp.org/en/indicators/137506</p> <p>✔ Country score according to the Inequality-Adjusted Human Development Index (Score) <i>data source</i> Inequality-Adjusted Human Development Index data portal (UNDP), http://www.hdr.undp.org/en/indicators/137506</p> <p>✔ Country score according to the Gender Inequality Index (Score) <i>data source</i> Gender Inequality Index data portal (UNDP), http://www.hdr.undp.org/en/indicators/68606</p> <p>✔ SDG 8.2.1. Annual growth rate of real GDP per employed person (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p> <p>✔ SDG 8.1.1. Annual growth rate of real GDP per capita (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p> <p>✔ SDG 9.5.1. Research and development expenditure as a proportion of GDP (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p> <p>✔ SDG 9.4.1. CO2 emission per unit of value added (kg/\$) (Kilogrammes of CO2 per constant 2010 United States dollars (kg/\$)) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p> <p>✔ SDG 9.4.1. CO2 emission per unit of value added (MVA) (Kilogrammes of CO2 equivalent per unit of MVA in constant 2015 USD) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p>




Result	Indicators
 Outcome Reduced digital divide (e.g. gender digital divide, rural-urban digital divide)	<p>➤ EFSF digital 3.4. Number of households with access to fixed broadband connectivity, disaggregated by urban/rural and type of internet service (wired or wireless broadband network) (Number of) <i>data source</i> Telecommunication/ICT regulatory authority, Ministry of ICTs. Baseline and endline surveys conducted and budgeted by the EU-funded intervention.</p>
	<p>➤ EFSF digital 3.4. Number of people with access to mobile broadband connectivity, disaggregated by sex, urban/rural (Percentage) <i>data source</i> Telecommunication/ICT regulatory authority, Ministry of ICTs. Baseline and endline surveys conducted and budgeted by the EU-funded intervention.</p>
	<p>➤ EURF 2.11. Number of people with access to Internet with EU support (Number of) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.</p>
	<p>➤ SDG 9.c.1. Proportion of population covered by a mobile network (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p>
	<p>➤ EFSF digital 3.5. Number of people using digital financial services through investment support (disaggregated by sex, age, urban/rural)(Percentage) <i>data source</i> Baseline and endline surveys conducted and budgeted by the EU-funded intervention, Database of beneficiaries of the EU-funded intervention</p>
	<p>➤ SDG 17.8.1. Percentage of individuals using the Internet (disaggregated by sex, geographic region and/or urban/rural, age group, educational level, labour force status, occupation)(Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p>
	<p>➤ SDG 5.b.1. Percentage of individuals who own a mobile phone (disaggregated by sex, geographic region and/or urban/rural, age group, educational level, labour force status, occupation) (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p>



Result	Indicators
 Outcome Increased competitiveness of businesses and job creation in the digital domain as well as in other sectors profiting from digital input	<p>➤ EFSF digital 4. Number of FTE workers employed during operations and maintenance phase, disaggregated by sex (Number of) <i>data source</i> Baseline and endline surveys conducted and budgeted by the EU-funded intervention</p>
	<p>➤ EFSF digital 5. Number of indirect jobs supported, disaggregated by sex (Number of) <i>data source</i> Baseline and endline surveys conducted and budgeted by the EU-funded intervention</p>
	<p>➤ Number of new jobs created in companies benefitting from digitalisation support provided by the EU-funded intervention (or provided by digitalization companies/experts supported through this EU-funded intervention), disaggregated by sex (Number of) <i>data source</i> Baseline and endline surveys conducted and budgeted by the EU-funded intervention</p>




Result	Indicators
 Outcome Improved efficiency, effectiveness and governance of economic activities and of public and private services	<ul style="list-style-type: none">  SDG 4.a.1. Schools offering basic services – Proportion of schools with access to the internet for pedagogical purposes (disaggregated by education level) (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/. Baseline and endline surveys conducted and budgeted by the EU-funded intervention.  SDG 8.10.2. Percentage of adults (15 years and older) with an account at a bank or other financial institution or with a mobile-money-service provider, disaggregated by sex (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/

Result	Indicators
 Outcome Increased connection to open, affordable and secure broadband connectivity and digital infrastructure, esp. for youth, women, vulnerable groups and rural communities	<ul style="list-style-type: none">  EFSO digital 3.2. Number of Mobile Subscriptions (disaggregated by data/no data services enabled)(Number of) <i>data source</i> HIPSO  EFSO digital 3.3. Number of Fixed Data Subscriptions (disaggregate by commercial and non-commercial subscriptions) (Number of) <i>data source</i> Annual data from Telecommunication/ICT regulatory authority, Ministry of ICTs (where possible), otherwise baseline and endline surveys conducted and budgeted by the EU-funded intervention  EURF 2.11. Number of people with access to Internet with EU support Country Score) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.  Digital Evolution Index Score <i>data source</i> Digital Evolution Index data portal, https://sites.tufts.edu/digitalplanet/2017-digital-evolution-index/

Result	Indicators
 Outcome Increased cybersecurity and privacy and data protection, critical information infrastructure and networks	<ul style="list-style-type: none">  Global Cybersecurity Index (GCI) (Score) <i>data source</i> Global Cybersecurity Index data portal, https://www.itu.int/en/ITU-D/Cybersecurity/Pages/GCI.aspx  CyberGreen Index Score (Country Score) <i>data source</i> CyberGreen Index data portal, http://stats.cybergreen.net/  Percentage of people who say that they feel their privacy and personal data is protected online (disaggregated by sex and age group) (Percentage) <i>data source</i> Baseline and endline surveys conducted and budgeted by the EU-funded intervention


Result	Indicators
 Outcome Ensured net neutrality and full access to the open Internet, promoting freedom of opinion and expression and limiting surveillance of communications	<ul style="list-style-type: none">  Freedom on the Net - Freedom House <i>data source</i> Freedom on the Net Report https://www.freedomonthenet.org/countries-in-detail  Number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information(Number of) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/


Result	Indicators
 Outcome Improved digital literacy	<ul style="list-style-type: none">  SDG 4.4.1. Percentage of youth and adults with information and communications technology (ICT) skills (disaggregated by sex, age group, labour force status and type of skill) (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/


Result	Indicators
<p> Outcome</p> <p>More transparent and rule-based business and investment processes</p>	<p>✔ SDG 16.5.2. Percentage of businesses that had at least one contact with a public official and that paid a bribe to a public official, or were asked for a bribe by those public officials during the previous 12 months (Percentage) <i>data source</i> Global SDG Indicators Database, https://unstats.un.org/sdgs/indicators/database/</p> <p>✔ Ease of Doing Business ranking (Country ranking) <i>data source</i> World Bank Open Data, https://data.worldbank.org/</p> <p>✔ Number of people who are using digital financial system(s) developed by the EU-funded intervention (disaggregated by sex and age group) (Number of) <i>data source</i> Survey of beneficiaries conducted and budgeted by the EU-funded intervention</p>
<p> Outcome</p> <p>Increased digital entrepreneurship and digital business transformation</p>	<p>✔ Number of MSMEs, including farmers, who have received incentives within the promotional schemes established or reinforced with support of the EU-funded intervention (disaggregated by beneficiary's sex, age, urban/rural, level of education) (Number of) <i>data source</i> Beneficiary reports from ministries, agencies and organizations administering incentives</p>
<p> Outcome</p> <p>Improved access to public and private services (transparency and inclusiveness)</p>	<p>✔ EFSD digital 2.1. Number of people using e-governance systems and services established and/or improved through investment support, disaggregated by sex and age (Number of) <i>data source</i> Beneficiary reports from ministries, agencies and organizations implementing e-governance systems</p> <p>✔ Number of people with access to e-services established and/or improved with support of the EU-funded intervention (Number of percentage) <i>data source</i> Reports from ministries, agencies and organizations implementing e-services</p>
<p> Outcome</p> <p>Better informed design and delivery of services</p>	<p>✔ Extent to which regional/national policy documents or sector strategies are developed/improved by making use of machine-readable data (Qualitative) <i>data source</i> Baseline and endline studies conducted and budgeted by the EU-funded intervention</p>
<p> Output</p> <p>Improved connectivity infrastructure, esp. in remote and inaccessible areas (e.g. cross-border terrestrial fibre interconnections, installation of submarine cables, Internet Exchange Points – IXPs, TV White Space)</p>	<p>✔ EFSD digital 3.1. Length of optical fibre cables installed with investment support (km) <i>data source</i> Contracts with companies installing optical fibre, Inspection reports</p> <p>✔ EURF 2.11. Number of people with access to Internet with EU support (Number of) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.</p> <p>✔ EURF 2.10. Number of countries supported by the EU to (b) implement digital-related policies/strategies/laws/regulations) (Number of) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.</p>

Result	Indicators
<p>Output</p> <p>Improved digitalisation-related standardisation, policy and regulation (e.g. licensing regimes, market liberalisation, neutrality rules, independent regulatory authorities, support schemes for rural and low population density areas), including privacy and data protection legal framework</p>	<ul style="list-style-type: none"> <p>✔ EURF 2.10. Number of countries supported by the EU to (a) develop and/or revise digital-related policies/strategies/laws/ regulations (Number of)</p> <p><i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.</p>
<p>Output</p> <p>Increased national and local operational capacities to adequately prevent, respond to and address cyber attacks and/or accidental failures (e.g. establishment of Computer Emergency Response Teams, incorporation of cybercrime components in criminal justice sector reform programmes, integration of cyber resilience elements in projects on critical infrastructure)</p>	<ul style="list-style-type: none"> <p>✔ Number of national/local incident response organisations and/or Computer Emergency Response Teams (CERTs) created with support of the EU-funded intervention (Number of)</p> <p><i>data source</i> Establishing documents of the organizations and teams; Notes from the meetings on establishment of the organizations and teams</p> <p>✔ Number of incidents monitored and handled by national/local incident response organisations and/or Computer Emergency Response Teams (CERTs) thanks to support of the EU-funded intervention (Number of)</p> <p><i>data source</i> CERT incident reports, national/local incident response organisations incident reports; EU-funded intervention incident reports</p> <p>✔ EURF 2.10. Number of countries supported by the EU to (b) implement digital-related policies/strategies/laws/ regulations (Number of)</p> <p><i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.</p> <p>✔ Number of national cyber strategies, Action Plans and Critical Information Infrastructure Protection policies developed/ revised with support of the EU-funded intervention (Number of)</p> <p><i>data source</i> Official Gazette, Official policy and strategy online government sources; Notes from the policy development working group meetingsNumber of national/local incident response organisations and/or CERTs that join international professional cyber associations (e.g. FIRSt, Trusted Introducer) thanks to support from the EU-funded intervention</p> <p>✔ Number of key private sector entities (especially from critical infrastructure/services) and civil society organizations participating in the development of the national cyber strategies</p> <p><i>data source</i> Notes and attendance records from the national cyber strategy working group meetings</p> <p>✔ Number of national/local incident response organisations and/or CERTs that join international professional cyber associations (e.g. FIRSt, Trusted Introducer) thanks to support from the EU-funded intervention</p> <p><i>data source</i> International professional cyber association membership records, Membership documents of national/local incident response organisations and CERTs. Reports on expert and other support provided by the EU-funded intervention</p>
<p>Output</p> <p>Improved regional, trans-regional and international cooperation on cybersecurity issues, involving public and private sector, as well as civil society, at both policy and operational levels</p>	<ul style="list-style-type: none"> <p>✔ Number of formal or informal cyber information sharing networks established/reinforced with support of the EU-intervention (Number of)</p> <p><i>data source</i> Notes from the cyber information sharing networks meetings</p> <p>✔ Number of civil society, government and private sector participants in operational meetings organized by the EU-funded intervention to promote inter-agency and trans-national cooperation in actual cyber incidents (disaggregated by sex and category) (Number of)</p> <p><i>data source</i> Meeting notes and attendance records</p> <p>✔ Number of joint cyber operations and investigations supported by the EU-funded intervention (Number of)</p> <p><i>data source</i> Operations and investigations reports participating organizations Operations and investigations reports of the EU-funded intervention</p>
<p>Output</p> <p>Increased digital security awareness of citizens (esp. on privacy, data security, no-cash payment fraud, cyber-bullying, cyber-terrorism and online child sexual exploitation)</p>	<ul style="list-style-type: none"> <p>✔ Number of people whose awareness has been increased on privacy, data security, no-cash payment fraud, cyber-bullying, cyber-terrorism, online harassment, sexual and gender-based violence online, online child sexual exploitation thanks to the support of the EU-funded intervention (disaggregated by sex, age group, urban/rural, level of education) (Number of)</p> <p><i>data source</i> Press clipping performed by the EU-funded intervention, contracts with the media, events notes and records, online analytics, number of website engagements, number of online likes or discussions</p> <p>✔ EURF 2.10. Number of countries supported by the EU to (b) implement digital-related policies/ strategies/laws/regulations</p> <p><i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations.</p>


Result	Indicators
<p> Output</p> <p>Enhanced skills and competencies needed in the digital era</p>	<ul style="list-style-type: none"> ✔ Status of ICT/technical skills inclusion in the curriculum for primary/lower-secondary/upper-secondary education (disaggregated by types of skill) with the support of the EU-funded intervention (Qualitative) <i>data source</i> Ministry of Education curricula for primary/lower-secondary/upper-secondary education, Notes from curricula development meetings ✔ EURF 2.10. Number of countries supported by the EU to (b) implement digital-related policies/strategies/laws/regulations(Number of) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations ✔ EURF 2.14. Number of people who have benefited from institution or workplace based VET/skills development interventions supported by the EU - (b) only VET/skills development for digitalisation (Number of) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations. ✔ Existence of IT course materials at different education levels thanks to support of the EU-funded intervention(Qualitative) <i>data source</i> Ministry of Education course materials, Notes from course development meetings, Course materials database of the EU-funded intervention


Result	Indicators
<p> Output</p> <p>Increased public-private partnerships in national digital skills and literacy strategies (e.g. introduction of financial incentives such as tax breaks and digital skills vouchers, provision of training and certification), with a focus on actual market needs</p>	<ul style="list-style-type: none"> ✔ Status of regional/national digital skills and literacy strategies (Qualitative) <i>data source</i> Official government websites and archives with regional/national digital skills and literacy strategies. Progress reports and notes from strategy development meetings produced by the EU-funded intervention. ✔ Number of people who have benefited from incentives for using digital solutions thanks to support of the EU-funded intervention (disaggregated by sex, age, urban/rural, level of education) (Number of) <i>data source</i> Database of beneficiaries

Result	Indicators
<p> Output</p> <p>Increased access to digital solutions in business administration services (e.g. company registration, fiscal and administrative procedures, taxation and customs, including for agriculture)</p>	<ul style="list-style-type: none"> ✔ Extent to which the EU-funded intervention supported the development of digital solutions for business administration services (Qualitative) <i>data source</i> Progress reports ✔ Number of people trained by the EU-funded intervention who have increased knowledge and/or skills for using online system/business service (disaggregated by sex, age) (Number of) <i>data source</i> Database of training participants, pre- and post-training surveys

Result	Indicators
<p> Output</p> <p>Improved regulatory framework promoting digital entrepreneurial ecosystems (e.g. fiscal incentives and targeted government support)</p>	<ul style="list-style-type: none"> ✔ Extent to which the EU-funded intervention supported the definition/revision of the regulatory framework promoting digital entrepreneurial ecosystems (Extent to which) <i>data source</i> Progress reports ✔ Extent to which the EU-funded intervention supported the definition/revision of incentive mechanisms for digital entrepreneurship (Extent to which) <i>data source</i> Project progress reports

Result	Indicators
<p> Output</p> <p>Increased collaboration platforms at international, regional and sub-regional level for research in the digital domain</p>	<ul style="list-style-type: none"> ✔ Number of international/regional/sub-regional platforms established/reinforced with support of the EU-funded intervention, with the representation from stakeholders, that meet at least X-times per year (Number of) <i>data source</i> Notes and attendance records from the platform member meetings, progress reports ✔ Number of stakeholder groups participating in platforms established/reinforced with support of the EU-funded intervention (disaggregated by type of stakeholder, e.g. MSMEs, start-ups, research institutions, etc.) (Number of) <i>data source</i> Notes and attendance records from the platform member meetings, progress reports ✔ Number of joint research projects aimed at improving knowledge in digital domains supported by the EU-funded intervention (Number of) <i>data source</i> Research reports
<p> Output</p> <p>Strengthened capacities of digital financial services (e.g. fraud prevention systems, dispute resolution mechanisms, data privacy)</p>	<ul style="list-style-type: none"> ✔ Number of digital financial systems developed by the EU-funded intervention that are offered by financial service providers with investment support (Number of) <i>data source</i> Handover documents for the digital financial systems, progress reports ✔ EURF 2.17. Number of beneficiaries with access to financial services with EU support - (c) people with access to digital financial services (Number of) <i>data source</i> EU interventions monitoring and reporting systems: annual and final reports from implementing organisations (e.g. governments, international organisations, non-state actors, etc), ROM reviews, evaluations ✔ Number of financial service providers who accepted the digital financial systems developed by the EU-funded intervention (Number of) <i>data source</i> Handover documents for the digital financial systems, progress reports
<p> Output</p> <p>Strengthened e-governance systems and solutions (e.g. civil registration systems, eID)</p>	<ul style="list-style-type: none"> ✔ Number of e-governance systems and services established and/or improved with support of the EU-funded intervention (Number of) <i>data source</i> Progress reports
<p> Output</p> <p>Enhanced integration of ICTs/digital technologies in private and public service delivery, esp. in banking, health, education, agriculture and energy sectors (e.g. mobile banking, satellite enhanced telemedicine and eHealth system, remote education applications such as e-teaching and e-learning platform)</p>	<ul style="list-style-type: none"> ✔ Extent to the EU-funded intervention supported the integration of ICT/digital technologies in delivery of services (Qualitative) <i>data source</i> Progress reports ✔ Number of schools where ICT facilities and equipment have been provided by the EU-funded intervention (Number of) <i>data source</i> Handover documents, progress reports ✔ Number of hospitals where ICT facilities and equipment have been provided by the EU-funded intervention (Number of) <i>data source</i> Handover documents, progress reports ✔ Number of courts where ICT facilities and equipment have been provided by the EU-funded intervention (Number of) <i>data source</i> Handover documents, progress reports ✔ Number of participants trained by the EU-funded intervention who increased their skills and/or knowledge on integrating ICTs/digital technologies in service delivery (disaggregated by sex) (Number of) <i>data source</i> Database of training participants, pre- and post-training tests ✔ Number of health information systems that have been rolled out with support of the EU-funded intervention (Number of) <i>data source</i> Progress reports ✔ Number of healthcare staff trained by the EU-funded intervention with increased IT skills (disaggregated by sex, age, type of skill) (Number of) <i>data source</i> Database of training participants, pre- and post-training tests

Result	Indicators
 Output Improved technologies and services for collection, processing and storage of data on environment, climate, agriculture and food security, health	<ul style="list-style-type: none"> Extent to which the EU-funded intervention contributed to the integration of ICT/digital technologies in collection, processing and storage of data on environment/climate/agriculture/food security/health (Qualitative) <i>data source</i> Progress reports

Result	Indicators
 Output Improved web-based applications/platforms for mobilisation and advocacy on gender equality and human rights	<ul style="list-style-type: none"> Number of technologies established/reinforced with support of the EU intervention enabling human rights defenders/civil society organisations/ government to bear witness to human rights abuses and to share their stories (Number of) <i>data source</i> Progress reports

