

IPA III Results Framework Indicator Methodology Note

1. Indicator code and name
IPA III RF 3.2.2.2: Number of people using e-governance systems and services established and/or improved through investment support
2. Technical details
<p><u>OPSYS and Results Dashboard code:</u> 65422.</p> <p><u>Unit of measure:</u> Number of (#)</p> <p><u>Type of indicator:</u> <i>Quantitative: Numeric; Actual (ex-post); Cumulative (not annual).</i></p> <p><u>Level of measurement:</u> this is an outcome indicator. It would logically be associated with an outcome such as "Increased secured access to public e- services.</p> <p><u>Disaggregation:</u></p> <ul style="list-style-type: none"> • Where relevant / possible, please disaggregate by: gender; age; sector (education/ health/ culture/ procurement/others) <p>Any disaggregation should be agreed with the relevant ministry or IP in advance.</p> <p><u>DAC sector codes:</u> 15110; 22040</p> <p><u>Main associated SDG:</u> SDG 16 - Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels .</p> <p><u>Other associated SDGs:</u> SDG 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all, and SDG 3 Ensure healthy lives and promote well-being for all at all ages.</p> <p><u>Associated IPA III Level 1 indicator:</u></p> <ul style="list-style-type: none"> • Digital skills (source: Eurostat online data code: isoc_sk_dskl_i ,isoc_sk_cskl_i, isoc_sk_dskl_i21, isoc_sk_cskl_i21) (Ind. 2.2.4, same indicator presented under Window 2 - TP2; Window 4 - OO) . <p><u>Associated IPA III Level 3 indicators:</u> none.</p>
3. Policy context and Rationale
<ul style="list-style-type: none"> • IPA III PF: Window 3 - Green Agenda and Sustainable Connectivity, Thematic Priority 2: Transport, digital economy and society, and energy. • Chapter of the Acquis: the main concerned chapters of the EU <i>acquis</i> under this section are chapter 7 (Intellectual property rights), chapter 15 (Energy) and chapter 10 (Information society and media), distributed in clusters 2 (Internal Market), 3 (Competitiveness and Inclusive Growth) and 4 (Green agenda and sustainable connectivity). • EFSD+, Investment Window 2- Digital: <i>'Number of people using e-governance systems and services established and/or improved through investment support, disaggregated by sex and age where relevant, and by sector (education, health, culture, procurement, etc.)'</i>

- **GERF indicator 2.12b:** Number of (b) people supported by the EU with enhanced... access to digital government services.

The widespread, rapid and extensive development of digital service platforms, as well as debates on public data spaces and new technologies such as artificial intelligence, affect all areas of our society.

As recalled in the [Economic and Investment Plan for the Western Balkans](#)¹ and the [Digital Agenda for the Western Balkans](#)², the digital transformation can increase the accessibility, transparency, responsiveness, reliability, and integrity of public governance. Efforts in this area focus on deployment of eGovernment services, infrastructure, standards and interoperability. It is important to include the IPA III beneficiaries in the EU's efforts to embrace technological change and to avoid a widening digital gap between them and the EU. This will hinge upon the alignment with and the implementation of the EU acquis and the implementation of its Digital Agenda. IPA III will support strengthening digital connectivity and the digital transformation of businesses and public services with a special focus on e-Government, e-Procurement and e-Health, in coordination with the other windows. Digital Connectivity needs to be secure and resilient, mitigating risks in networks and preserving citizens' privacy and integrity.

4. Values to report

All of the following values must be determined according to the definitions provided in Section 5 below.

- **Reporting values in the logframe:**
 - **Baseline value:** The value assumed by the indicator at time t0, against which progress will be assessed.
 - **Reporting of current value** is done at least once a year: actual latest value on the total number of people by the time of reporting and according to the applicable definitions provided in section 5 of the note. Current values will be reported annually not cumulatively.
 - **Final target value:** estimated total annual number of people by the target year and according to the applicable definitions provided in section 5 of the note.
- **Intermediate targets (milestones).** A tool has been developed in OPSYS to automate the generation of intermediate targets³.
 - For outputs, the intermediate targets are generated using a linear interpolation between the baseline and target values because it is assumed that outputs materialise sooner and more progressively over implementation (than outcomes).

¹ <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:52020DC0641>

² <https://edz.bib.uni-mannheim.de/edz/pdf/swd/2018/swd-2018-0360-en.pdf>

³ This has been done in the framework of the **Intervention Performance Assessment**. Two composite indicators have been developed to provide an overall assessment of an intervention's current implementation and future prospects. These scores will be calculated for all NEAR interventions participating in the annual results data collection exercise.

- The **implementation score** reflects the relevance, efficiency and effectiveness already achieved by the intervention. The information on relevance is provided by the Operational manager's response to a question in a survey. The information on efficiency and effectiveness is provided by the logframe data, if sufficiently available, or the response to a question in a survey, if not.
- The **risk score** reflects expectations regarding the most probable levels of relevance, efficiency, effectiveness and sustainability to be achieved by the intervention in the future. In this case, all the information is provided by the Operational manager's responses to questions in a survey.

- For outcomes, the expected progression over the course of implementation will vary across interventions. During the creation of a logframe, the expected outcome profile must be selected (OPSYS offers four options⁴) and this selection triggers the generation of intermediate targets for all 30 June and 31 December dates between the baseline and target dates for all output and outcome quantitative indicators. All automatically generated intermediate targets values and dates can be subsequently modified by the Operational Manager or the Implementing Partner with the approval of the Operational Manager

5. Calculation of values

The value for this indicator is calculated by counting the **Number of people**, using the Technical Definitions and Counting Guidance provided below. Please double check your calculations using the Quality Control Checklist below.

Technical Definitions

In line with the technical definition adopted in the EFSD+, the following applies:

- **The number of people** benefitting from the **investment supporting digital services** (e.g. digitalising and interconnecting national registries, eID, eProcurement, eHealth, eEnergy, climate services, disaster risk management, forestry and land management, eJustice, eCompany and other digitalised public services) intended to increase the performance and the accountability of public services towards citizens and businesses.
- **Public service:** A public service is any service intended to address specific needs pertaining to the aggregate members of a community. Public services are available to people within a government jurisdiction as provided directly through public sector agencies or via public financing to private businesses or voluntary organizations. Financial (banking) services offered by private institutions don't usually fall under the category of public services. There is a specific indicator on financial services in IPA III RF - Window 4 (indicator 4.2.1.6), so include people supported to access financial services via digital services in that indicator.
- The exact **number of people**, beneficiaries to be counted for, will depend on the context of the project. For example, in the case of support of a voter registration system, this indicator could include the number of people registered through the biometric voter system which was set up with investment support. People refers to individuals, not companies.

Counting Guidance

- **Reference to possible double-counting:** there is a risk of double if data supplied by the e-platforms to calculate their user's reach is not based on unique users or equivalent method.

Quality Control Checklist

1. Has double counting been avoided as indicated in the Counting Guidance above?
2. Have all relevant disaggregations been reported?
3. Has the baseline and final target been encoded with the right dates?
4. Did you encode the latest current value available?
5. Did you use the comment box to inform on the values encoded?

⁴ a. Constant: The outcomes are achieved continuously throughout implementation; b. Accelerating: The outcomes are achieved towards the end of implementation; c. At the end: The outcomes are mostly achieved at the end of implementation; d. None of the above.

6. Examples of calculations

The EU supports a candidate country to modernise its social security administration, including by setting up a digital platform for citizens to manage all basic operations online. This is a new system in the country for individual's digital access to the social security administration that builds upon the lessons learned from an existing digital platform for companies. It is expected that by the end of the intervention 40% of all active social security users (800 000 persons) would have registered in the platform. In Year 1 the platform has been developed and tested. In Year 2 the platform is opened to the citizens and awareness campaigns are implemented. The year ends with 300 000 individuals registered. In Year 3, the Social Security Administration reports that 700 000 individuals are registered in the platform.

Values:

Baseline value Year 0: 0 persons

Target value: 800 000 persons

Value Y1: 300 000

Value Y2: 700 000

7. Data sources and issues

Data sources in the logframe:

- Since this is an outcome indicator, the data to inform the indicator will be generated by the agencies / authorities managing the e-governance systems and services benefitting from IPA support.
- Implementing partner's monitoring and reporting systems and, when required, progress reports of the intervention should capture relevant information from **primary sources** used for data calculation which, in the case of this indicator, are the e-service platform's informetric sources. The progress reports of the interventions should clearly state how the informetric method allows to count unique users.
- Other possible sources include studies carried out in the framework of the interventions and external monitoring and/or evaluation reports.

Data source categories specified in OPSYS:

- Public sector reports (Strategies and policy documents; Ministry/agency administrative data and reports)

8. Reporting process & Corporate reporting

Who is responsible for collecting and reporting the data?

- The implementing partner (i.e. the entity responsible for delivering the support to develop e-services) will need to ensure the counting starts at the lowest level of intervention and is reported upwards and aggregated for the entire intervention in the framework of regular monitoring and reporting systems.
- Data verification:
 - For indirect management by beneficiary countries, the National IPA Coordinator will verify the data.
 - For other modes of implementation, the Operational Manager in HQs/EUD will verify the data.
- It is then the responsibility of DG NEAR to receive and verify data for this indicator from all relevant interventions and to eventually ensure aggregation within and across all IPA Beneficiaries.

This indicator is used for corporate reporting in the following contexts:

- *IPA III via the Annual Report*

This indicator has been included in the following other Results Measurement Frameworks:

- *NDICI*
- *EFSD+*

9. Other uses

IPA III RF 3.2.2.2 can be found in the following groups of EU predefined indicators available in OPSYS, along with other related indicators:

- **"Digitalisation (Digit);**
- **European Fund for Sustainable Development (EFSD);**
- **European Fund for Sustainable Development PLUS (EFSD+);**
- **IPA III RF Window 3: Green agenda and sustainable connectivity (IPA III W3)"**

For more information, see: [Predefined indicators for design and monitoring of EU-funded interventions | Capacity4dev \(europa.eu\)](#)

Results indicators for European Regional Development Fund (ERDF): RCR 11 - Users of new and upgraded public digital services, products and processes

10. Other issues

This indicator is also an EFSD+ indicator. The contents of this note have been adapted to be used in IPA III RF, therefore, they are not necessarily applicable to other contexts as the specifications of the EU acquis are not always in application in third countries eligible to EFSD+ funds.