

Global Europe Results Framework Indicator Methodology Note

1. Indicator name
GERF 2.11: Number of people with access to internet with EU support
2. Technical details
<p><i>Please use the information provided in OPSYS or the SWD.</i></p> <p><u>Results Dashboard code(s)</u>: 65219.</p> <p><u>Unit of measure</u>: <i>Number of (#).</i></p> <p><u>Type of indicator</u>: <i>Quantitative (not qualitative) – Numeric (not percentage); Actual ex-post (not estimated or ex-ante); Cumulative (not annual); Flow (not stock).</i></p> <p><u>Level(s) of measurement</u>: <i>Specific Objective – Outcome; Direct Output; Output.</i></p> <p><u>Disaggregation(s)</u>: <i>Sex (Female; Male; Intersex); Gender (Woman/girl; Man/boy; Non-binary; Prefer not to say); Region (North; Northeast; Northwest; South; Southeast; Southwest; Center; East; West); Generic age (0-4; 5-9; 10-14; 15-19; 20-24; 25-34; 35-65; 66 and over; 0-17; 18 and over); Rural/urban (Rural; Urban; Other (i.e. peri-urban, isolated)).</i></p> <p><u>DAC sector code(s)</u>: 22040 – <i>Information and communication technology (ICT).</i></p> <p><u>Main associated SDG</u>: <i>9.c Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.</i></p> <p><u>Other associated SDGs</u>: <i>1.2 multidimensional poverty; 4.1 primary and secondary education; 4.3 technical, vocational and tertiary education; 4.4 youth and adult skills; 8.2 diversification and innovation; 8.3 entrepreneurship, MSMEs and decent job creation; 9.1 sustainable and resilient infrastructure; 9.5 support upgrade technology; 10.3 reduce inequalities of outcome.</i></p> <p><u>Associated GERF Level 1 indicator</u>: <i>1.9 ITU Individuals using the internet.</i></p> <p><u>Associated GERF Level 3 indicators</u>:</p> <p><i>3.2 Amount and share of EU-funded external assistance directed towards digitalisation</i></p> <p><i>3.3 Amount and share of EU-funded external assistance contributing to strengthening investment climate</i></p> <p><i>3.4 Amount and share of EU-funded external assistance contributing to: (a) aid for trade, (b) aid for trade to LDCs, and (c) trade facilitation</i></p> <p><i>3.5 Leverage of EU blending and guarantee operations financed by EU external assistance, measured as: (a) Investment leverage ratio, (b) Total eligible financial institution financing leverage ratio, (c) Private financing leverage ratio</i></p> <p><i>3.13 Number and share of EU- external interventions promoting gender equality and women's empowerment</i></p> <p><i>3.14 Number and share of EU-funded external interventions promoting disability inclusion</i></p>

3.15 Amount and share of EU-funded external assistance directed towards reducing inequalities

3.16 Amount and share of EU-funded external assistance qualifying as ODA

3. Policy context and rationale

The indicator is in line with the European Commission’s objective of strengthening economic and social development, including through the development of the digital economy and society.

The global connectivity landscape is characterised by vast imbalances, commonly referred to as the digital divide. The availability of digital connectivity significantly varies between world regions, with an estimated 2.7 billion people still lacking access to the internet. Access to the internet has become a fundamental enabler of socio-economic progress, fostering innovation, education and communication. Recognising the transformative potential of digital connectivity, the EU remains a key advocate for leveraging technology to address socio-economic challenges. The EU’s Digital for Development policy framework underscores the pivotal role of digitalisation in achieving sustainable development goals. As part of its commitment to fostering inclusive growth, the EU has dedicated substantial resources to supporting partner countries to bridge the digital divide.

While several factors affect people’s ability to connect to the internet, such as affordability, digital literacy and mobile phone ownership, a key obstacle remains the lack of adequate digital infrastructure.

Internet access is a gateway to knowledge, skills and global markets. By tracking the number of people gaining internet access using EU support, we can measure the extent to which our programs contribute to empowering communities digitally, thereby enabling them to participate more actively in the economy.

4. Logframe inclusion

If an intervention generates the result measured by this indicator, then it must be reported in OPSYS. Corporate targets have been set for the indicators used to monitor the Strategic Plan and the Multiannual Financial Framework (see Section 9). Progress towards these targets is reported annually in the Annual Activity Plan (for the Strategic Plan) and the Programme Performance Statements (for the Multiannual Financial Framework). These values are calculated by aggregating the results reported in OPSYS. These reports ultimately contribute to the Annual Management Performance Report submitted by the European Commission to the Council and Parliament during the annual budgetary discharge procedure. If targets are not met, explanations must be provided. Therefore, it is crucial that all results are recorded in OPSYS.

There are two ways of doing this:

- Include the indicator directly in the logframe (recommended approach);
- Match the indicator to the closest logframe indicator (only if the indicator was not originally included in the logframe and modification is not possible).

Why? The matching functionality in OPSYS only accommodates reporting current values and does not yet support encoding baselines and targets. This is a significant drawback because targets are a valuable piece of information, especially at the beginning of a Multiannual Financial

Framework. Indeed, results take time to materialise as they are the last step in the chain, appearing only after programming, commitments, contracting, and spending have occurred. Targets allow to see what results are expected long before they materialise, which is reassuring to the different stakeholders concerned with accountability. **Therefore, include all corporate indicators directly in the logframe whenever possible, and reserve the matching functionality only for cases when this is not feasible.**

5. Values to report

The following values must be determined in line with the definitions provided in Section 6.

Baseline value: the value measured for the indicator in the baseline year. The baseline value is the value against which progress will be assessed. For GERF indicators, this value is usually zero. This is because the results being measured must be directly attributable to EU support; prior to the start of implementation, the specific intervention has not yet occurred and therefore cannot have generated a result. A non-zero baseline may only occur if the intervention is following up on work achieved by another intervention financed by the same instrument.

Current value:

- **For logframe indicators:** the most recent value for the indicator at the time of reporting. The current value includes the baseline value which is reported separately for logframe indicators in OPSYS.
- **For matched indicators:** the most recent value for the results achieved at the time of reporting since the start of implementation of the intervention. This value is obtained by taking the most recent value for the indicator at the time of reporting and subtracting off the baseline value which is not reported separately for matched indicators in OPSYS.

Current values will be collected at least once a year and reported cumulatively throughout the implementation period.

Final target value: the expected value for the indicator in the target year.

Intermediate target values (milestones). A tool has been developed in OPSYS to generate intermediate targets automatically¹.

¹ This has been done in the context of the Primary Intervention Questionnaire (PIQ) for the EAMR. Three new KPIs provide an overall assessment of ongoing interventions (current performance and future performance) and completed interventions (final performance). Scores will be calculated for all INTPA and NEAR interventions participating in the annual results data collection exercise.

- *KPI 10* reflects the relevance, efficiency and effectiveness of ongoing interventions. 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 either by the logframe data, if sufficient data is available, or the response to a question in a survey, if not.
- *KPI 11* reflects expectations regarding the most probable levels of relevance, efficiency, effectiveness and sustainability that can be achieved by ongoing interventions in the future. In this case, all the information is provided by the Operational Manager's responses to questions in a survey.
- *KPI 12* reflects the relevance, efficiency and effectiveness of completed interventions. 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 sufficient data is available, or the response to a question in a survey, if not.

- **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).
- **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 options²) 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.

6. Calculation of values

Specify all assumptions made, list definitions for all technical terms, provide any relevant guidance on (double) counting, and include checklist for quality control.

The value for this indicator is calculated by counting the number of people with access to Internet with EU support, using the technical definitions and counting guidance provided below. Please double check your calculations using the quality control checklist below.

Technical definitions

Access to the internet refers to personal access and does not include household access or any other type of shared access. Therefore, access to the internet includes mobile-cellular telephone subscriptions and/or active mobile-broadband subscriptions, but excludes fixed subscriptions. Prepaid mobile services, sometimes referred to as ‘pay-as-you-go’ or ‘pay-per-use’ are also included. However, internet access through hotspots or municipal networks or provided by public institutions or private businesses does not count.

Support for internet access can include:

- **policy and regulatory support:** assisting governments in creating an enabling policy and regulatory environment for expanding internet access. This includes reforms to promote competition among internet service providers, reduce regulatory barriers to infrastructure deployment, and establish frameworks for protecting users' rights online.
- **infrastructure development:** focusing on building or improving internet infrastructure, including laying down fiberoptic cables, expanding broadband networks, and improving connectivity in rural and underserved areas. This helps extend the reach of the internet to populations that would otherwise lack access due to inadequate infrastructure.
- **device provisioning:** supporting initiatives to provide affordable or subsidised devices such as smartphones, tablets and computers to individuals who lack access to these tools. Access to devices is essential for connecting to the internet and accessing online resources and services.

² a. *steady progress*: The outcomes are achieved continuously throughout implementation; b. *accelerating progress*: The outcomes are achieved towards the end of implementation; c. *no progress until end*: The outcomes are mostly achieved at the end of implementation; d. *none of the above*.

- capacity building and digital literacy: implementing programs to build digital literacy skills among underserved populations. This includes providing training on how to use computers, smartphones and the internet, as well as educating individuals on the benefits of internet access and how to navigate online platforms safely and effectively.

Counting guidance

1. Only mobile internet access can be counted. Fixed subscriptions do not count.
2. Only internet access via subscriptions or prepaid services can be counted. Internet access through hotspots or municipal networks or provided by public institutions or private businesses does not count.
3. Only one person can be counted per phone/subscription because this indicator measures personal access to the internet.
4. The Gender Action Plan III (GAP III) requires the reporting of gender-diasaggregated values if possible and sex-disaggregated values if not. Use intervention data to provide the disaggregation.
5. Double counting is not allowed: a person can be counted only once in the same reporting period. This means that if the same person benefits from one or more forms of support, over one or more years of the same reporting period, from the same intervention or different interventions, this person should be counted only once. Please pay particular attention to possible overlaps between household access and public access. To avoid the double counting of people over time, two approaches are possible. If it is possible to reliably estimate the number of people supported in the first year, and the number of new people supported in the following years (i.e. not yet supported during the reporting period in question), these numbers can be added up without the risk of double counting. However, if this information is not available, the maximum result of the reporting period should be used instead. Record the calculations in the calculation method field to facilitate quality control of the values reported. Report the geographic location of the people in the comment field to facilitate quality control of double counting.
6. However, there are exceptions to the double counting rule: people counted under GERF 2.11 can also be counted under the following GERF indicators if the relevant conditions are met:
 - GERF 2.20 *Number of migrants, refugees, and internally displaced people or individuals from host communities protected or assisted with EU support*;
 - GERF 2.39 *Number of people directly benefiting from EU supported interventions that aim to reduce social and economic inequality*.

Quality control checklist

1. Has the indicator been included directly in the logframe? Reserve the OPSYS matching functionality only for cases when this is not feasible.
2. If the indicator has been included directly in the logframe, does the current value *include* the baseline value? If the indicator has been matched to a logframe indicator, does the current value *exclude* the baseline value?
3. Have fixed subscriptions been excluded? This indicator only considers mobile internet access.

4. Has access provided by businesses and public institutions been excluded? This indicator only considers access for people in households.
5. Have you counted one person per phone/subscription? This indicator only considers personal access to the internet.
6. Is the GERF value a whole number? The number of people cannot be a decimal number.
7. Have gender (or sex) disaggregated values been reported? Gender (or sex) disaggregation is mandatory.
8. Does the intervention focus on migration? If so, this result should also be reported under GERF 2.20 *Number of migrants, refugees, and internally displaced people or individuals from host communities protected or assisted with EU support*, if all conditions are verified. Double counting with GERF 2.20 is allowed.
9. Does the intervention focus on inequalities? If so, this result should also be reported under GERF 2.39 *Number of people directly benefiting from EU supported interventions that aim to reduce social and economic inequality*, if all conditions are verified. Double counting with GERF 2.39 is allowed.
10. Has any other double counting been avoided? People should be counted only once, except for the cases mentioned above.
11. Have all calculations been recorded in the calculation method field? Has all relevant information, including the geographic location of results, been reported in the comment field?

7. Examples of calculations

An EU grant is used to fund an intervention on the expansion of mobile networks in rural area X by financing the construction of 10 telecom towers.

The baseline assessment reveals that in rural area X:

- there are 5 000 residents;
- internet coverage is currently at 20%, meaning 1 000 residents have internet access through mobile networks;
- of the 4 000 residents without internet access through mobile networks, 3 000 can afford to acquire a mobile phone and pay for internet access.

Each telecom tower extends coverage to an additional 500 residents. Therefore, following construction of the 10 telecom towers, $10 \times 500 = 5\,000$ more residents could have access to the internet. However, since there are only 4 000 residents without internet access, and only 3 000 residents who can afford internet access, the number of people who have gained access to the internet through this intervention is 3 000.

8. Data sources and issues

Please use the data source categories specified in OPSYS.

EU intervention monitoring and reporting systems: *Progress and final reports for the EU-funded intervention; ROM reviews; Baseline and endline surveys conducted and budgeted by the EU-funded intervention.*

Include any issues relating to the availability and quality of the data.

9. Reporting process & Corporate reporting

The data collected on this indicator will be reported in OPSYS by the Implementing Partner. The values encoded in OPSYS will be verified, possibly modified and ultimately validated by the Operational Manager. Once a year the results reported will be frozen for corporate reporting. The methodological services in HQ that are responsible for GERF corporate reporting will perform quality control on the frozen data and aggregate as needed to meet the different corporate reporting requirements.

Please replace with for the relevant items below.

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

- NDICI via the Annual Report
- NDICI via the 2021-27 Programme Performance Statements
- INTPA Strategic Plan 2020-24 via the Annual Activity Report
- INTPA Strategic Plan 2025-29 via the Annual Activity Report
- NEAR Strategic Plan 2020-24 via the Annual Activity Report
- ENEST Strategic Plan 2025-29 via the Annual Activity Report
- MENA Strategic Plan 2025-29 via the Annual Activity Report
- FPI Strategic Plan 2020-24 via the Annual Activity Report
- FPI Strategic Plan 2025-29 via the Annual Activity Report

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

- EFSD+
- GAP III
- IPA III
- TEI-MORE

10. Baseline alignment & Annualisation

Corporate reports most often cover different timeframes. Only rarely does the 7-year Multiannual Financial Framework (MFF) start in the same year as the 5-year Strategic Plans. Because the MFF drives the funding for these interventions, it serves as the primary baseline for data collection. To report against other cycles with different start dates, results must first be annualised and then re-cumulated starting from the required baseline year.

The annualisation method depends on the type of indicator, which can be found in Section 2:

- **Flow Indicators** (discrete achievements): These measure "one-off" events or new beneficiaries reached within a specific timeframe (e.g., Number of people trained). To find the annual result, we calculate the variation (the difference between the cumulative total at the end of the year and the beginning of the year).

Example: If a project reached 500 total people by 2024 and 800 by 2025, the 2025 annual result is 300 (the new results generated that year).

- **Stock Indicators** (continuous support): These measure an ongoing state or sustained support (e.g., Number of countries supported). To find the annual result, we take the total cumulative value at the end of the year, as this represents the full extent of the EU's active footprint.

Example: If the EU supports 10 countries in 2024 and continues supporting those same 10 in 2025, the 2025 annual result remains 10 (the total "stock" of support active that year).

In this case, the result is often achieved at the onset of the intervention and remains ongoing throughout implementation. When re-baselining for a new corporate cycle, these results are maintained rather than recalculated as variations. The annual value is the total number of entities under active support at the end of the reporting year, regardless of whether that support commenced before or after the new baseline year.

11. Other uses

GERF 2.11 can be found in the following thematic results chains:

- [Digitalisation](#)
- [Digitalisation for GAP III](#)
- [Human Rights](#)

GERF 2.11 can be found in the following groups of EU predefined indicators available in OPSYS, along with other related indicators:

- Democracy – Media
- Digitalisation
- Human Rights

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

Include references to external bodies using the same or similar indicator.

12. Other issues