



Online webinar on how to report KPIs

4 May 2023

Agenda

4th of May 2023 | Webinar on how to report KPIs

Time	Topic	Speaker
10:00-10:15	Welcome and introduction to KPI reporting	Sandro D'Elia (CNECT)
10:15-10:25	Overview of the KPIs Reporting Tool	Pär Weström (CARSA)
10:25-10:45	Live Demo of the KPI Reporting Tool	Notis Pikros (Netcompany-Intrasoft)
10:45-11:00	Q&A Session	All speakers

Welcome and introduction to KPI reporting

Sandro D'Elia (CNECT)

KPI – main concepts

The EDIH workprogramme **requires us to collect KPI**

The **Digital Maturity Assessment** is one of the KPI

The **value of the services** provided to customers is important for **state aid control**

The EDIH network web portal will include all the **data entry and reporting** functionalities needed

DIGITAL EUROPE
European Digital Innovation Hubs
Work Programme 2021-2023

Outcomes and deliverables

At the end of the project, a balanced network of EDIH will cover all regions in Europe, addressing the needs of the public and private sectors, including all economic sectors, offering a wide range of specialised digital transformation services.

The following indicators will be used to evaluate the performance of the hub; proposals should define their targets related to each of them:

- Number of businesses and public sector entities, which have used the European Digital Innovation Hubs' services, by user category (businesses of different sizes, public sector entities, etc.), sector, location and type of support received. Where relevant, this will include a description of which Digital Europe Programme capacities have been used.
- For access to finance: amount of additional investments successfully triggered (e.g. through venture capital, bank loan, etc.).
- Number of collaborations foreseen with other EDIHs and stakeholders outside the region at EU level, and description of jointly shared infrastructures / joint investments with other EDIH.

A set of additional impact indicators will be collected and analysed with the support of the Digital Transformation Accelerator:

- Increase in digital maturity of organizations that have used the services of the EDIH network. Digital maturity will be defined on the basis of a questionnaire developed by the Joint Research Centre assessing the categories digital strategy and readiness, intelligence and automation, data and connectedness, green and human-centric digitalisation¹⁵. The green digitalisation category will focus on the use of digital technologies to improve environmental sustainability and the inclusion of circularity in value chains.
- Market maturity and market creation potential of innovations, as defined in the JRC's Innovation Radar methodology¹⁶.

What data?

Target (allocation of services)
Year
Category (e.g.: test before invest)
Amount
Expected # customers
...

EDIH (catalogue)
Title
Description
Partners
Specializations
...

Customer
Type (SME or Public sector organization)
Legal ID
Region (NUTS2)
...

Service
Customer
Category (e.g.: test before invest)
Status (ongoing, finalised...)
Value (from price list)
...

Event
Name / title
Sectors, technologies, services
Attendees
...

DMA
Customer
Time (T0, T1, T2)
Digital strategy
Digital readiness
Interoperability
...

What data?

Targets are (mostly) defined in the EDIH proposal – nothing new

Target (allocation of services)
Year
Category (e.g.: test before invest)
Amount
Expected # customers
...

EDIH (catalogue)
Title
Description
Partners
Specializations
...

Customer
Type (SME or Public sector organization)
Legal ID
Region (NUTS2)
...

Service
Customer
Category
test invest
Status (ongoing, finalised...)
Value (from price list)
...

A service has an associated value (from the price list) which is **the value to be considered when calculating State Aid**

in a service you have different values

- **The value of the service** (from the price list)
- **The value billed to the customer** (which may be zero)
- **The value to be declared as state aid** (usually 50% of the total value, but could be different)

Event
Name / title
Service
test
Service
At
...

An EDIH organises Events. These are “just like services”, but are normally delivered to many customers (not necessarily registered) and may be considered as “zero value” in terms of State Aid

DMA
Customer
Time (T0, T1, T2)
Digital strategy
Digital readiness
Interoperability
...

EDIH (catalogue)
Title
Description
Partners
Specializations
...

What data?

The EDIH Catalogue is at the core of the database

A new functionality allows to build a “mini-site” for an EDIH within the EDIH network portal

It is basically an extension of the catalogue that you can use as you want
(see documentation in the knowledge portal)

europa.eu/system/files/2023-04/EDIH%20websites%20guide.pdf

Microsoft PowerPoint - EDIH websites guide.p... 2 / 22 | 93%

EDIH websites guide

EDIH websites

What are they?

The EDIH network offers EDIH moderators the opportunity to create and host simple websites for their EDIHs in the network's web portal.

Each EDIH website comes with several features, each of which may be enabled or disabled independently according to your EDIH's communication needs.

To create and manage your EDIH website, you must log in as an EDIH moderator user.

Features:

- **Home page:** offers key information on your EDIH and links to the other sub-sections of your EDIH website
- **About:** introduce your EDIH, its mission, goals, objectives, activities etc.
- **Services:** a listing of the services you provide to your SMEs and PSOs.
- **News:** functionality allowing you to publish news items
- **Events:** functionality allowing you to publish events
- **Collaborations:** information on your EDIH's collaboration network and opportunities for partnerships
- **Contact:** provides contact details
- **Twitter feed:** presents a latest tweets feed from your EDIH's Twitter account
- **Newsletter signup:** provides a link to your (third-party) newsletter signup form

EDIH | European Digital Innovation Hubs Network

European Commission

Further developments

Many thanks to the "Beta testers"
EDIH from HR, LV, SI, IT, FR

Member States will have (read only) access to all the data of EDIH in their country

It will be possible to export the data
(e.g., to feed the systems used for reporting at national level)

KPI from the web portal will be discussed during the month-18 project review for EDIH funded under Digital Europe

Seal of Excellence EDIH have no obligation to use the reporting, but they can do it if they want (and please, update at least your data in the catalogue!)

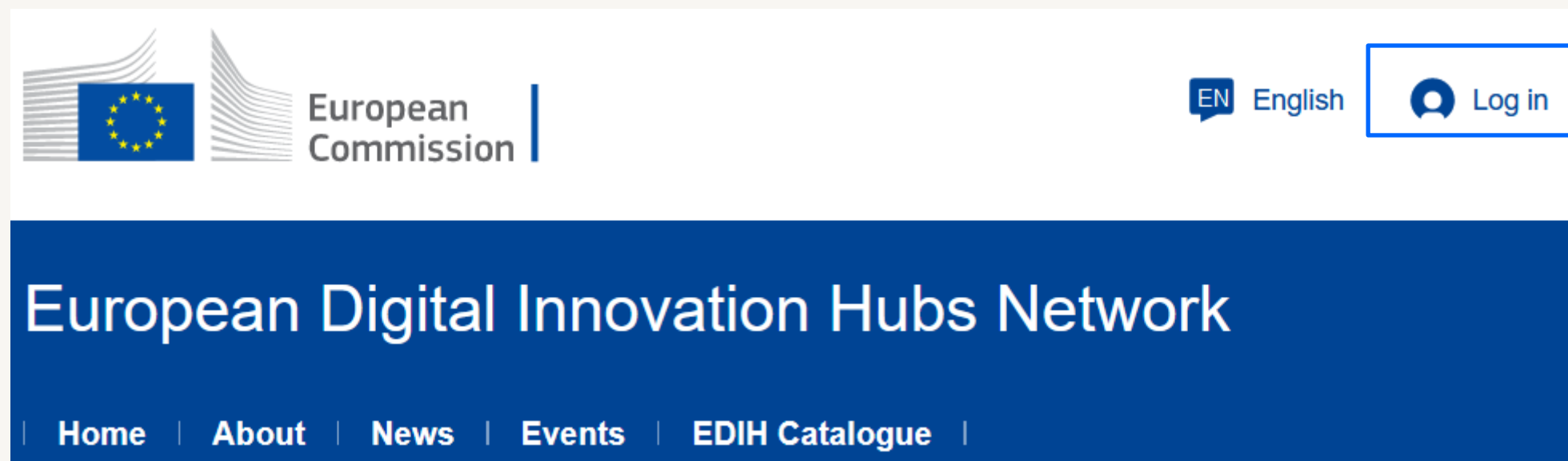
Overview of the KPIs Reporting Tool

Pär Weström (CARSA)

Performance Indicators reporting Tool

Where do I find the Tool?

First you will need to login into “My EDIH section”



<https://european-digital-innovation-hubs.ec.europa.eu>

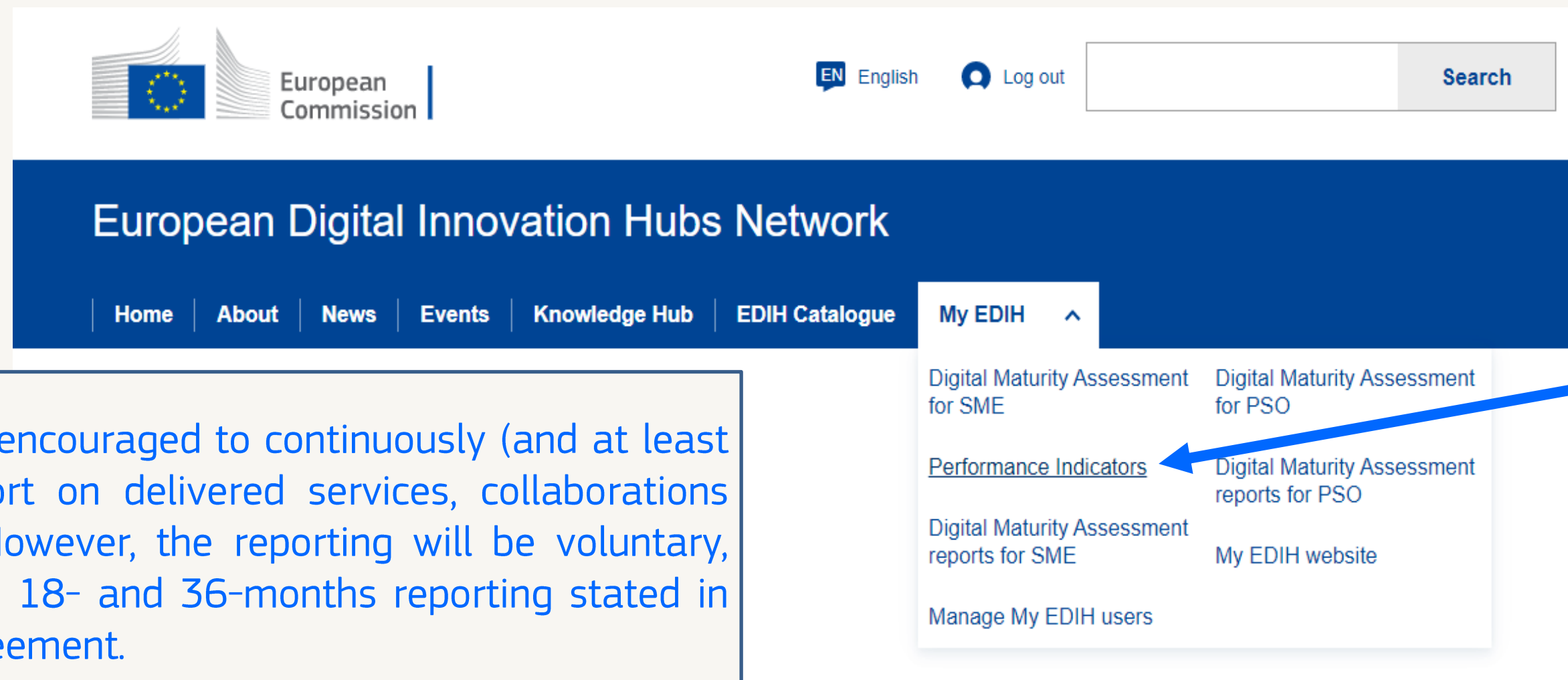
To login into “My EDIH” section, an already activated **EU Login account** is needed.

The EDIH will need to login to My EDIH, e.g., to edit data about their own EDIH and to access the Performance Indicator reporting Tool.

Performance Indicators reporting Tool

What is it?

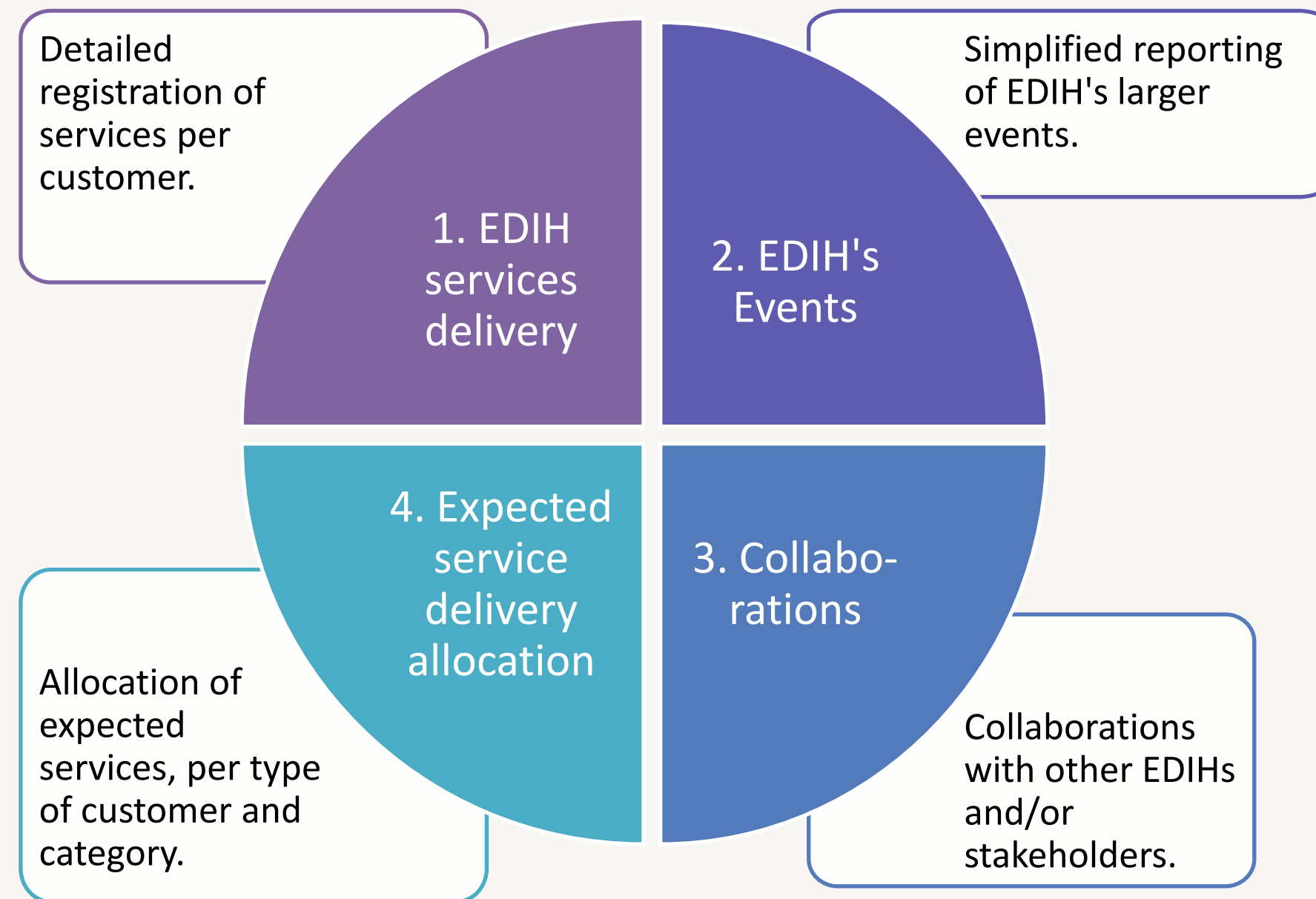
EDIHs will be encouraged to continuously (and at least monthly) report on delivered services, collaborations and events. However, the reporting will be voluntary, except for the 18- and 36-months reporting stated in the Grant Agreement.



The Performance Indicators Tool is a self-reporting tool available on the EDIH Network platform under “My EDIH” section.

Performance Indicators reporting Tool

Four sections of the tool



The reporting tool handles 4 main types of data.

It is **developed to help the EDIHs** to monitor the service delivery.

→ The tool will help the EDIHs to **fulfil their reporting requirements** towards the European Commission through a standardised method.

→ On the other hand, aggregated data on KPIs will be used by the DTA to assess the degree of target achievement and performance of the EDIH Network.

Performance Indicators reporting Tool

Overview of the layout and basic data input facilities

Reporting of EDIH services delivery

Reporting of EDIH services delivery | Reporting of EDIH's events | EDIH collaboration | Allocation of service per type of customer and service category

Service category delivered*

- Select a value -

- Select a value -

Networking and access to innovation ecosystems

Support to find investment

Test before invest

Training and skills development

Information on the use of capacities financed by the Digital Europe Programme

- None -

Add information on the use of capacities financed by the Digital Europe Programme with respect to the service provided.

The tool consists of four main entry tables/reporting sections, displayed in the top of the page.

Forms with drop-down menus/options facilitate the structured data entry/input (where applicable).

Explanatory texts on the type of data to be filled in are also provided.

Live Demo of the KPI reporting Tool

Notis Pikros (Netcompany-Intrasoft)

Q&A

Please write questions in chat.

Performance Indicators reporting Tool

FAQ: How to fill in the KPI reporting Tool

Q. How often am I supposed to report data on the tool?

→ We would encourage you to report data related to delivered services, collaborations and events continuously (and at least monthly). However, the reporting is made on a voluntary basis, except for the 18- and 36-months reporting stated in the Grant Agreement.

Q. Is there only a manual version or do we have the possibility to upload directly content?

→ Right now, the Performance Indicators Tool is only manual. We are planning to implement the upload from Excel (CSV).

Q. Who has access to the tool?

→ Any member of the EDIH with access to the platform will be able to visualise and edit data.

Performance Indicators reporting Tool

FAQ: How to fill in the KPI reporting Tool

Q. What is your definition of an event?

→ A reported event can be any kind of activity organized in the context of the EDIH and thanks to the project's funding (e.g., workshop, webinar or road show). Events are “just like services”, but normally delivered to many customers (not necessarily registered) and may be considered as “zero value” in terms of State Aid.

Q. Who is considered to be an external stakeholder?

→ Any kind of relevant collaboration which is not an EDIH. Ex: EEN. Only external stakeholders, not partners inside the EDIH.

Q. Is the DMA considered as a service?

→ Yes, the digital maturity assessment of a customer is a service, which can fit any of the categories listed, depending on the context.

Performance Indicators reporting Tool

FAQ: How to fill in the KPI reporting Tool

Q. Is there a limitation based on the country of origin of an EDIH, when it comes to collaboration? Or are there further countries with DIH not in the EU we can work with?

→ There is no limitation considering entities giving in-kind contributions, e.g., participating as associated partners or third parties bearing their own costs (not recipients of EU funding). Main participants of the consortium (beneficiaries) are limited to those described in the Grant Agreement.

Q. Is collaboration (within our funding scheme) possible with other EU-funded projects (e.g. SKIIVE) ?

→ There is a strict prohibition of double funding from the EU budget (except under EU Synergies actions). Outside such Synergies actions, any given action may receive only ONE grant from the EU budget and cost items may under NO circumstances be declared to two different EU actions.

Performance Indicators reporting Tool

FAQ: How to fill in the KPI reporting Tool

Q. Is there a limitation based on the country of origin of a customer, when it comes to providing them with services? Or are there further countries (e.g. UK, Switzerland, Kenya...), who's customers we are allowed to work with/service?

→ Yes, there is a limitation. The Digital Europe Programme does not allow countries outside the EU and Associated Countries (Liechtenstein, Iceland and Norway) to benefit from the funding.

Q. If we collaborate with another EDIH in one of the services we offer, how will this be considered in our KPIs?

→ Services provided in collaboration can be counted and registered as KPI for both (all) EDIHs involved.

Thank you!

*Again: Special thanks to the “Beta testers” EDIH
from HR, LV, SI, IT, FR*

Get in touch: support@edihnetwork.eu

Twitter: [edih_net](https://twitter.com/edih_net)

LinkedIn: [edih-net](https://www.linkedin.com/company/edih-net)