

IDENTIFICATION OF THE ACTION

Type of Activity	Monitoring and Evaluation (according to ISA ² decision)
Service in charge	DG DIGIT.B6

EXECUTIVE SUMMARY

The Monitoring and Evaluation action needs to ensure administrative support for the following (but not limited to) legal and internal obligations:

- The Commission monitors and evaluates (M&E) the progress and in particular the relevance, effectiveness, efficiency, utility, sustainability and coherence of the actions of the programme to ensure that the requirements of the ISA² decisions are met;
- The Commission needs to report annually to the ISA² Committee on the implementation of the programme;
- The ISA² programme is subject to an interim and a final evaluation;
- One of the key outputs of the rolling work program is the monitoring activities.

In order to allow the ISA² Committee Members and the ISA² programme management to take decisions, measurements collected in the frame of this action will be communicated on a quarterly, semester and yearly basis.

This action will follow three main phases in which project officers will be actively involved supported by an external contractor:

- Definition of indicators and related management processes for each new action
- Provide training and support to the project officers
- Measurement and communication of the indicators on a regular basis (quarterly, semester and yearly)
- Inform the communication action about upcoming milestones for possible news flashes

In each quarter the relevant metrics are gathered, grouped, analysed and communicated to all stakeholders (including EU citizens when privacy and business secrecy concerns are met).

The metrics are grouped in 3 categories:

- process metrics (e.g. cost, risk, time) – specifically related to efficiency;
- generic metrics (that will be the same for each type of action, including policy impact metrics);
- action specific metrics (that will vary amongst actions) – specifically related to effectiveness.

In 2017, the action will apply the method and instruments to monitor the actions funded by ISA² and to disseminate information.

OBJECTIVES

The objective of the action is to contribute to the efficient and effective use of ISA2 funds by providing relevant, reliable and up-to-date information about all funded actions.

To achieve this, the action will monitor and evaluate, on regular basis, five main criteria at action and when relevant programme level:

- **Relevance:** extent to which the action/the programme meets the objectives stated in the ISA2 legal Decision and of the EIS;
- **Effectiveness:** extent to which the action is meeting the strategic objectives of the ISA2 programme by reaching the expected outcome;
- **Efficiency:** extent to which the outputs planned to be produced in the frame of the action/the programme are produced within the time and budget given;
- **Perceived Quality:** extent to which the targeted users of the action/programme are satisfied of what has been developed and their expectations are met (potential improvements are also gathered in that frame);

- Perceived Utility: extent to which the action/programme answers the business needs defined upfront by its stakeholders.

SCOPE

The scope of the action is to gather, analyse and publish relevant information on all actions funded by the ISA2 programme.

The lack of continuous measurement severely limits the ability to achieve the intended results or even to identify if they were achieved. Therefore a system needs to be set up that is able to provide both quantitative and qualitative metrics, thus providing guidance on both ISA2 and EIS objectives. The supporting system will also act as an effective communication tool for decision-making.

ACTION PRIORITY

In order to satisfy the requirements of article 13 in the ISA2 decision, namely that The Commission shall regularly monitor the implementation and impact of the ISA2 programme for the purpose of assessing whether its actions continue to meet the identified needs, this action is a continuous activity throughout the programme.

Contribution to the interoperability landscape

The contribution of the action to the interoperability landscape, measured by the importance and necessity of the action to complete the interoperability landscape across the Union

Question	Answer
<i>Does the proposal directly contribute to implementing the European Interoperability Strategy, the European Interoperability Framework, or other EU policies with interoperability requirements, or needed cross-border or cross-sector interoperability initiatives? If yes, please indicate the EU initiative / policy and the nature of contribution.</i>	Yes, as this action is there to monitor and assess the implementation and impact of the different actions, and to determine if they continue to meet the identified needs. So indirectly, it contributes as it will keep the programme focussed.
<i>Does the proposal fulfil an interoperability need for which no other alternative solution is available?</i>	no

Cross-sector

The scope of the action, measured by its horizontal impact, once completed, across the sectors concerned

Question	Answer
<i>Will the proposal, once completed be useful, from the interoperability point of view, and utilised in two (2) or more EU policy areas? If yes, which are those?</i>	Not applicable
<i>For proposals or their parts already in operational phase: have they been utilised in two (2) or more EU</i>	Not applicable

policy areas? Which are they?	
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Cross-border

The geographical reach of the action, measured by the number of Member States and of European public administrations involved.

Question	Answer
<i>Will the proposal, once completed be useful, from the interoperability point of view, and used by public administrations of three (3) or more EU Members States?</i>	The ISA ² dashboard is the web portal where all results of the ISA ² programma will be published and will be made available to all member states
<i>For proposals or their parts already in operational phase: have they been utilised by public administrations of three (3) or more EU Members States?</i>	

Urgency

The urgency of the action, measured by its potential impact, taking into account the lack of other funding sources

Question	Answer
<i>Is your action urgent? Is its implementation foreseen in an EU policy as priority, or in EU legislation?</i>	Yes, article 13 of the ISA ² decision (EU) 2015/2240
<i>Does the ISA² scope and financial capacity better fit for the implementation of the proposal as opposed to other identified and currently available sources?</i>	Not applicable

Reusability of action outputs

The re-usability of the action, measured by the extent to which its results can be re-used

Can the results of the proposal be re-used by a critical part of their target user base, as identified by the proposal maker? For proposals or their parts already in operational phase: have they been re-used by a critical part of their target user base?

Name of reusable solution	The ISA ² Dashboard
Description	The dashboard used to monitor the performance of actions is available under an open source licence for re-use.
Reference	http://ec.europa.eu/isa2/dashboard/
Target release date / Status	Live already.

Critical part of target user base	
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	Under assessment

Level of reuse by the proposal

The re-use by the action of existing common frameworks and elements of interoperability solutions.

Question	Answer
Does the proposal intend to make use of any ISA ² , ISA or other relevant interoperability solution(s)? Which ones?	The ISA Dashboard
For proposals or their parts already in operational phase: has the action reused existing interoperability solutions? If yes, which ones?	The ISA Dashboard

Interlinked

The link of the action with Union initiatives to be measured by the collaboration and contribution level of the action to Union initiatives such as the DSM.

Question	Answer
Does the proposal directly contribute to at least one of the Union's high political priorities such as the DSM? If yes, which ones? What is the level of contribution?	The action shall examine the benefits of the actions to the Union for the advancement of common policies, identify potential overlaps and examine coherence with areas for improvement and verify synergies with other Union initiatives, in particular with the CEF.

PROBLEM STATEMENT

The lack of continuous measurement severely limits the ability to achieve the intended results or even to identify if they were achieved. Therefore a system needs to be set up that is able to provide both quantitative and qualitative metrics, thus providing guidance on both ISA2 and EIS objectives. The supporting system will also act as an effective communication tool for decision-making.

EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Commission	Ensure the objectives of the ISA ² Decision are met.
	Better programme management, as underperforming actions will be identified sooner.
	Increase transparency of the ISA ² work-programme investments.
ISA ² Committee	Better communication of the results of programme's actions.
	Improved information of the overall ISA ² work programme.
	More transparency as to what the budget is used for.

EXPECTED MAJOR OUTPUTS

Output name	
Description	
Reference	
Target release date / Status	

ORGANISATIONAL APPROACH

Expected stakeholders and their representatives

Stakeholders	Representatives
ISA ² actions	Action owners
Member States	Representatives in the ISA ² bodies (Committee, coordination group or equivalent, etc.)

Identified user groups

Action owners
Representatives in the ISA ² bodies (Committee, coordination group or equivalent, etc.)

Communication plan

Event	Representatives	Frequency of meetings / Absolute dates of meetings?
ISA Governance Meetings	ISA Coordination Group Members	Twice a year

Governance approach

This action is managed by DIGIT B.6 with the support of an external contractor. In order to allow the ISA2 Committee Members follow closely the progress of the programme, measurements collected in the frame of this action will be made publicly available on the ISA2 dashboard on a , quarterly, semester and yearly basis.

This action has 4 main phases during which project officers are actively involved supported by the external contractor:

- 1) Definition of indicators and related management processes for new actions
- 2) Provide training and support to the project officers
- 3) Measurement and communication of the indicators on a regular basis (quarterly, semester and yearly) via conference calls with the action responsible
- 4) Inform the communication action about upcoming milestones for possible news flashes

TECHNICAL APPROACH AND CURRENT STATUS

The measurements gathered in the frame of this action are available to all stakeholders (ISA2 Programme management, ISA2 project officers, Member States, citizens, etc.) on the ISA2 dashboard <http://ec.europa.eu/isa2/dashboard/>.

The use of this tool helps in decision making and ensures transparency towards all the ISA2 programme stakeholders.

COSTS AND MILESTONES

Breakdown of anticipated costs and related milestones

Phase: Inception Execution Operational	Description of milestones reached or to be reached	Anticipated Allocations (KEUR)	Budget line ISA ² / others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational	2016 WP monitoring	230	ISA ²	Q2/2016	Q4/2016

	ISA ²				
	ISA ² Dashboard Operations, maintenance and technical support	200	ISA ²	Q1/2016	Q1/2018
	Design and implementation of new monitoring actions	100	ISA ²	Q3/2016	Q4/2016
	2017 WP monitoring ISA ²	480	ISA ²	Q4/2016	Q1/2018
	Total	1010K			

Breakdown of ISA funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2016	Operational	680	
2017	Operational	100 (200 KEUR from administrative budget)	
2018			
2019			
2020			