EUROPEAN COMMISSION
DG CONNECT

European
Digital Innovation
Hubs Network

# Key Performance Indicators (KPIs) Reporting Tool

# Frequently Asked Questions (FAQs)

## Version history

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|---|---|---|
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Document created by

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Transformation
Accelerator

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This document provides answers to a list of Frequently Asked Questions (FAQs) related to the implementation of the Key Performance Indicators (KPIs) reporting Tool. In the document we aim to cover most of the questions received from EDIH representatives from channels such as: email queries received by the DTA Helpdesk and/or Commission staff and the ones received during the KPI webinar and Annual Event.

You are kindly asked to check thoroughly the FAQ document before addressing any question regarding the reporting of KPIs.

# 1. KPI Framework and Methodology

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

Although the frequency of reporting is not predefined, we would encourage you to report data related to delivered services, collaborations and events continuously (and at least monthly). In any case, it is, mandatory to update the data in preparation for the review meetings at month 18 and 36, as stated in the Grant Agreement.

## 1.2. When will the indicator status be checked – in M18 and in M36 (according to the Grant Agreement) or also yearly (calendar years), according to the DTA monitoring table?

KPIs will be checked individually (for each EDIH case by case) only at M18 and M36 by the EC, based on the targets agreed in the grant agreement. The data collected thanks to the KPI tool will also be used by the DTA for the annual impact assessment reports, which will focus on monitoring the performance of the whole EDIH Network, and related trends.

## 1.3. Who has access to the tool?

Any member of the EDIH with access to the platform will be able to visualise and edit data. Member States representative will also be granted a separate access in order to view data from EDIHs in their respective country (this is functionality of the portal is in the plan for development). EC and DTA with authorized access will also have access to visualise the data. For further information, please take a look at the general guidelines on data protection: Data protection in the context of the EDIHs - General Guidelines | European Digital Innovation Hubs Network (europa.eu).

## 1.4. Is the registered data visible to everyone?

No. The registered data will be visible to the members of the respective EDIH. EC and DTA staff with authorized access will be able to view all records, while authorized MS Member States representatives will be able to view data of EDIHs from the respective country.

## 1.5. Will the tool be translated in all EU languages?

No. The online reporting tool and related explanations are only available in English. The KPI tool is for the EDIHs, not for the SMEs, so we see no need to translate in other languages.

## 1.6. Is the DMA creation a prerequisite for registering a new service?

No, the DMA is not a prerequisite, but the registration of the customer is. The guidelines to register a new customer can be found under the guidance documents: slide n.7 of DMA tool quick user guide.

## 1.7. In the section "Reporting of EDIH services delivery" despite the fact that the company that I'm typing is existing and registered to the Chamber of Commerce, I get the following Error Message: "There are no content items matching". Why? Should I rather pick the firm in a proper list?

Even though the company is registered to the Chamber of Commerce, you need to register any customer in the portal/reporting system. Please check the quick user guide on DMA (available under the guidance documents), explaining how to register a new customer: Link to DMA Guide.

## 1.8. Do we have to update the status of the services later?

Yes. If the service is registered as "Ongoing", once it is finalised and invoiced the status of the registered service should be updated, along with all other relevant updates to the recorded data.

## 1.9. Under which categories can we register the preparation services the delivery services? (Design of the Digital product, PoC, feasibility studies …) Is it the same for the DMA? Can we fill in the One category we believe fits best?

Yes, the EDIHs are expected to register each substantial service under the most fitting Service category. The four service category options are not subject to any update.

## 1.10. What is "1 training" in the DTA's planning system? Is it one person attending one training or one company or one training case? Can a person or a company appear several times in the plan?

One training is provided to one customer: SME or PSO, without regard to the number of attendees. If you provide several trainings to the same customer (SME/PSO as a whole and not the number of participants), each of these trainings should be reported separately. One training reported corresponds to one training case with one customer.

## 1.11. 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.

## 1.12. If we work together with another EDIH in the area of prototyping, each EDIH with internal costs budgeted per prototyping project, intending to service at least 2-3 SMEs per project: Is it possible to bundle resources and make one bigger project, with each EDIH full prototyping project budget, in order to include more SMEs and have a bigger impact?

Yes, you can collaborate and e.g., share infrastructures with other EDIHs, to improve the impact. Such cooperations should be reported under EDIH Collaboration. On the other hand, the reporting of all substantial interventions/services to SMEs (or PSOs) should be treated on individual basis, per customer. This will include both DMA performance and reporting of service-related information (KPIs).

## 1.13. Is it mandatory to report the events in the EDIH portal. We already report our dissemination and communication activities in the EC tenders and funding portal (as part of continuous reporting)

If you are an EDIH funded by Digital Europe, using the DTA tool is mandatory, because of the need to have all the data in one database. However, you will be able to use your CRM tool for example and then import the data in the DTA tool.

## 1.14. Due to the new information on events reporting, where and how we can update the price list of the EDIH?

The price list can be changed, but as it is part of the Grant Agreement, this means that, in principle, a grant amendment is needed. The EDIH should contact the Project Officer to agree on how to proceed, on a case-by-case basis.

## 1.15. The part on events is not very clear to me. We have for instance monthly webinars (service with a cost but 100% granted so price 0€) with 20-30 participants. How should I declare it?

Events are services just like the others, whatever is the number of participants or the objective. The only difference is that, if your national legislation allows it, you can record them as zero-value services - for the European Commission this is perfectly acceptable.

## 1.16. Are there any requirements, what kind of information there must be included in the list of attendees and how the participation at online and hybrid events should be documented? Is e.g. a screenshot of all participants enough?

The list of attendees is not a mandatory field to fill in when reporting an event. You just need to communicate the number of attendees and the delivery mode. You are free to share the data of the participants if you find it relevant, and if the GDPR is respected, using the most suitable type of file.

## 1.17. How should we report a collaboration with EEN for events? In Events part or in collaboration? or in both? This is a bit confusing.

Registered EDIH collaborations are typically on a strategic level and more ample than the co-organisation of one event: it means a long-term partnership. Depending on the context, you could fill in the “collaboration with other stakeholders” tab. However, when we are talking about an occasional event where the EEN participated, it makes more sense to register it simply as an event.

## 1.18. In Spain we will have to invoice companies for technological services for the full cost amount, but the SME will only have to pay the VAT. What do we have to put in value billed then?

The value billed should be the value of the invoice sent to the SME, so in this case it should be the full cost amount.

## 1.19. Do we need to report the value of the services provided to a PSO?

In the case of services provided to public entities, it is not mandatory to report the value to be declared as State Aid. The price of the services are not relevant for the public sector (state aid does not apply).

### 1.20. Is it correct that 1 client can appear several times in the set targets (between categories and within categories).

Yes, one customer can appear several times between and within categories in the target section. And then, every actual service provided to one customer corresponds to one line in the tool.

### 1.21. We were wondering about how to fill the tab “allocation of services” yearly. I explain myself: If we had planned to have for example 40 test before invest services in 2023, and we only realize 30 services. Are we supposed to transfer this gap of 10 services to 2024 objectives?

Regarding the services: under the last tab of the tool (allocation of services), you should always fill in the expected services, meaning the one you agreed and signed with the EC (in your example the targeted 40 test before invest). We advise you to fill it once, when starting to use the tool. Then, it will just help you to monitor and compare with the services you are actually performing, to see how close you are from reaching the objectives. On the first KPI tab (reporting of services delivery), you need to fill in one by one the actual services you perform, even if they don't match the objectives.

### 1.22. How do EDIHs correctly enter a format such as a workshop? When we add a new service delivery, we always have to enter a customer, but if I have a workshop with 30 customers, do I have to create this delivery 30 times (i.e. for each participant)?

In relation to the reporting of workshops, "customer" in the context of service delivery corresponds to an SME/PSO, not to individuals. If you are reporting a workshop given to one customer, with 30 attendees from this one customer, you should report it under Training and skills development and record 30 as the number of attendees (although the number of attendees is not a mandatory field). On the other hand, if the workshop consists of an event with the attendance of 30 different customers (30 separate SMEs/PSOs) then you should report it under "Reporting of EDIH's events" with the number of attendees as 30.

# 2. Definitions

### 2.1. 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.

### 2.2. Who is considered to be an external stakeholder?

Any kind of relevant collaboration partner which is not an EDIH, e.g., EEN. Note that EDIH Collaboration reporting only refers to external stakeholders, not to partners within the EDIH.

### 2.3. 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.

### 2.4. Are mass education or training also considered as events?

If it’s something done in the context of the EDIH activity and thanks to the funding, then yes.

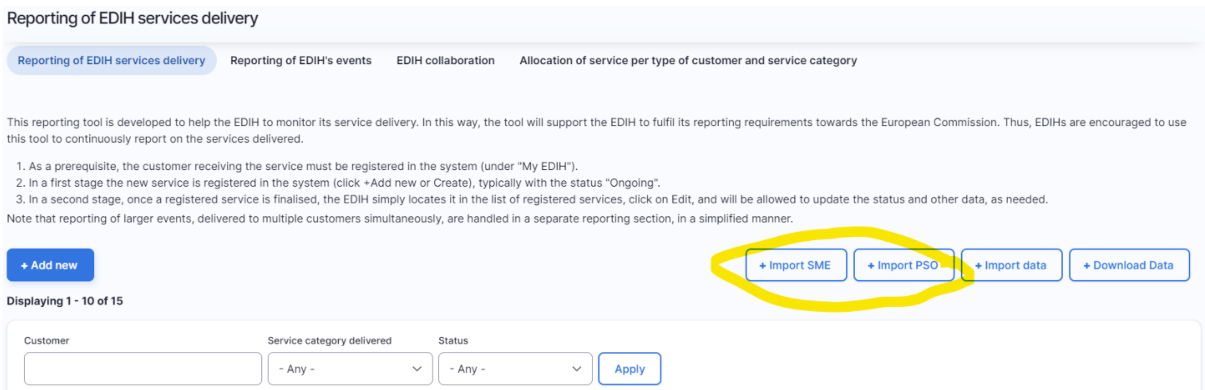
# 3. Technical aspects of the KPI Tool

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

Yes, it is now possible to upload information regarding all sections via csv.

## 3.2. How to massively upload SMEs and PSOs on EDIH Network's website?

You are currently able to bulk upload customer (separate documents for PSO and SME) through the main table of the KPI tool.




Once you do that, the customer will appear in the register and you will have the possibility to register KPI related data and also to start a T0- assessment under the DMA section.

## 3.3. What is the format of the exported data? Is it possible to feed any type of national tool (airtable...)?

The KPI data is exported (downloaded) in XLS format.

## 3.4. How can we find the Excel template in order to upload data directly?

The csv templates are available on the Knowledge Hub under Guidance Documents: [Overview - KPI Reporting Tool | European Digital Innovation Hubs Network (europa.eu)](#) . Alternatively, if you already have some data registered in the tool, when you click to Download data you will get access to the Excel file, which will also serve as a template for uploading data.

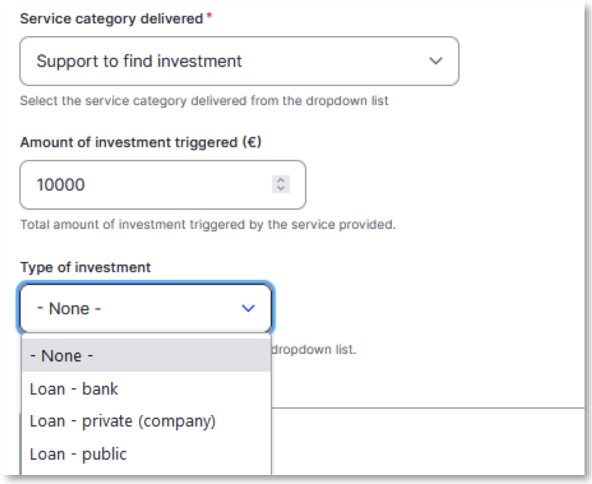
## 3.5. Will all EDIHs in Croatia be able to enter the same SME or PSO for the different services they have provided for them?

The sharing of customer is now available. If you try to create a SME or PSO to perform a Digital Maturity Assessment (DMA) or record Performance indicators, and the SME or PSO is already created by another EDIH, you will receive the following message: "This fiscal registration number corresponds to an SME/PSO that is already registered with another EDIH. You may request access to this SME/PSO by contacting the helpdesk." You need to click on the hyperlink that will appear in order to inform the DTA Helpdesk and request to be added as an associated EDIH for that customer.

### 3.6. Where do we register other KPIs like "amount of additional investments triggered"?

When you register a new service and choose the category “Support to find investment”, two new fields automatically appear (see image to the right):

- “Amount of investment triggered (€)” and
- “Type of investment”.




### 3.7. I will be hopefully the unique enter point for this project but to be sure that nobody else enters data on the platform, I would like to see a column "Author" every time I download the data for double-checking. Is it possible to have this feature?

Yes, we can add the author's username or email to the download data. We will plan it for a future update.

### 3.8. I see the import functionality just in the section "Reporting of EDIH services delivery" is it possible to have it implemented in all sections?

Import and upload data functionalities are now available in all sections of the KPI tool.

### 3.9. Is it possible to add additional fields when registering the technology type or sector?

No, the technologies and sectors are based on the lists used in the EDIH catalogue and are not foreseen to be updated.

# 4. Requirements and limitations related to reporting

### 4.1. What is the consequence if the planned target figure(s) do not meet when there is a checkpoint?

EDIH projects will be reviewed by external experts at the periodic review meetings (month 18 and month 36), the situation will be assessed and the EDIH will have the opportunity to justify deviations.

### 4.2. 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.

### 4.3. 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: ERDF and RRF). Outside such Synergies actions, any given action may receive only ONE grant from the EU budget and cost items may under NO circumstances declared to two different EU actions.

### 4.4. 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.

### 4.5. If there has to be EU-SME involved always, is it possible to include SME from non-EU countries in project, if we have EU-SME in it as well (so basically, the costs of setting up a program stay the same, we just have more participants.

Targeted stakeholders include both companies (SMEs and small mid-caps) and public sector organisations (PSO). The Digital Europe Programme does not allow countries outside the EU and Associated Countries (Liechtenstein, Iceland and Norway) to benefit from the funding. SME from non-EU countries can thus not receive the same benefits (e.g., price reduction) as those from EU-countries.

### 4.6. The EDIHs with the Seal of Excellence (funded only by national funds) don't have the obligation to use the tool, nevertheless, we are advised to use it. Correct?

- If we have activities in partnership with other EDIHs that are obligated to use the platform, how this procedure should be made?
- Also, it should be possible to have some kind of benchmarking of the activities of the EDIHs (by country or by pillars of activities for example) provided by the tool?

The European Commission would encourage also Seal of Excellence (SoE) EDIHs to use the reporting tool but its use is not mandatory for them. SoE EDIHs are advised to discuss with their respective national authority what they would prefer.

### 4.7. As we are still under clarification stage with our MS regarding the state aid for beneficiaries (preventing us to start offering services for SMEs), I would kindly like to ask you if there are ongoing discussions with DG REGIO, which oversees the funds for our MS, from where the co-financing will come. It seems that there are some unclear situations/unalignments between State Aid rules and 1060 Regulatory framework definitions. If GBER is used in more MS could we have a best practice sharing? How other states are proceeding?

There are different approaches depending on the MS, all of which are compatible with the regulation. All these problems are being solved with time. We recommend to contact your project officer in order to have a clearer view on this issue.

### 4.8. We have made some changes on our price list since the Grant Agreement was signed at the beginning of the project, especially targeted amounts in euros per service category. Should we still indicate the original prices presented in the Grant Agreement, or can we indicate the news prices from our updated price list?

It would make indeed more sense to fill in the actual updated prices you will invoice. However, the EC should be notified about it and the updated prices need to be agreed. We would advise you, if you haven't done so yet, to inform your Project Officer and ask her/him for advice on this issue.