

How to use the Digital Maturity Assessment Tool (DMAT) Tool for PSOs?

Brief explanation for EDIH users

Digital Maturity Assessment Tool (DMAT) Tool for PSOs

What is it?

Status on the EDIH Network website?

The DMA is a framework that assesses the overall digital maturity level of EDIH customers (company or PSO) over 6 dimensions:

Small and Medium-sized Enterprises - SMEs (and midcaps)	Public Service Organisations - PSOs
<ul style="list-style-type: none"> • Digital Business Strategy • Digital Readiness • Human-Centric Digitalisation • Data Management • Automation & Intelligence • Green Digitalisation 	<ul style="list-style-type: none"> • Digital strategy & investments • Digital readiness • Human-centric digitalization • Data management & security • Interoperability • Green digitalisation

To assess the impact of services delivered, EDIHs need to fill the DMA on behalf of the customers three times:

- ❖ T0: max 6 months prior to EDIH support start.
- ❖ T1: 1 year after T0
- ❖ T2: 2 years after T1

Where can I access the DMAT?

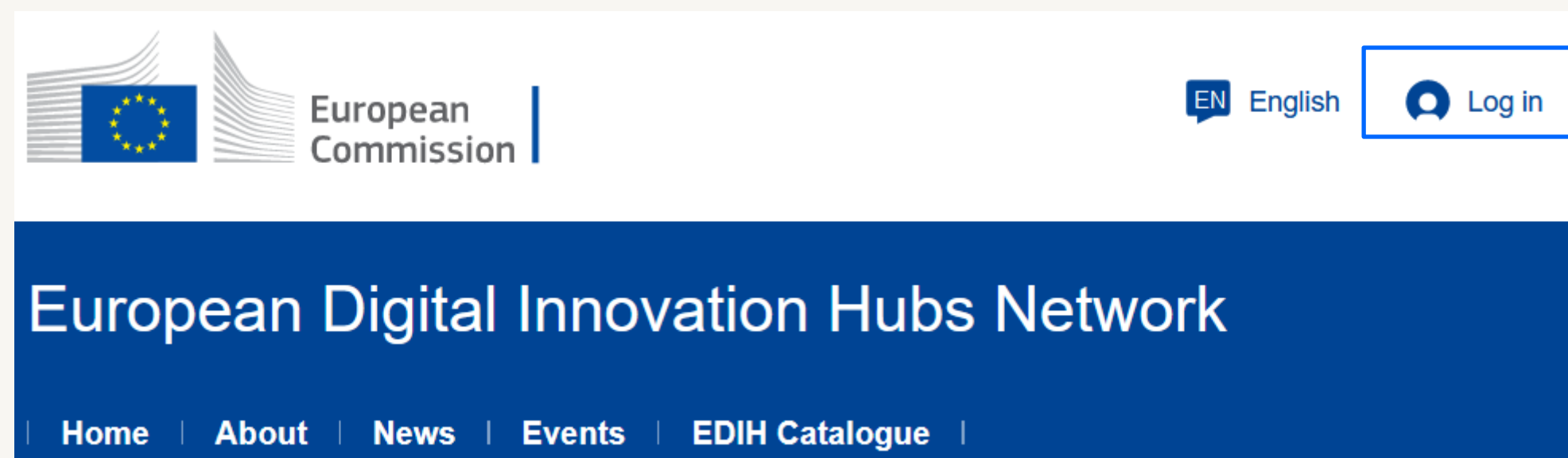
The DMAT is available in the “My EDIH” section of the EDIH Network online platform, which EDIHs can access when logged in.

What is available?

The full versions of the DMAT are now available (09 March, 2023) – both for company and PSO assessments.

DMAT for PSO customers

How 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 DMAT.

DMAT for PSO customers

How to access the DMA working space and PSO customer registrations?

The screenshot shows a user profile page with the following sections:

- Hub information**
 - EDIH Title: Agricultural EDIH
 - Description: AEDIH is the Agricultural European Digital Innovation Hub for Hungary. The 4 project partners will increase the digital capabilities of agricultural enterprises and their confidence in digital technologies through digitalisation services. The AEDIH project accompanies agricultural enterprises through the different stages of the customer lifecycle, providing them complementary services that build on each other in a modular system. This
- Market and services**
 - Sectors: Public administration
 - Keywords: Ecosystem building, Public sector innovation, SME support
 - Updated: 22/02/2023 10:27
- DMA Assessments of dependent SMEs**
 - My SMEs DMA overview
 - My SMEs DMA results
 - Create new SME
- DMA Assessments of dependent PSOs**
 - My PSOs DMA overview
 - My PSOs DMA results
 - Create new PSO

DMA Assessments of dependent PSOs

My PSOs DMA overview

My PSOs DMA results

Create new PSO

Within My EDIH section, there is a space dedicated to the DMAT for PSOs, on the bottom left of the page.

Three options are available:

For PSOs already registered

- My PSOs DMA overview
- My PSOs DMA results

For registration of a new PSO

- Create new PSO

DMAT for PSO customers

My PSOs DMA Overview

DMA Assessments of dependent PSOs

[My PSOs DMA overview](#)

My PSOs DMA results

Create new PSO

My PSOs DMA Overview

+ Create new PSO

Review the DMA status of dependent PSOs.

Sector:
 Size:
 PSO Name:

PSO name	Region	Sector	Staff size	DMA - T0	DMA - T1	DMA - T2	EDIH
Lalala S.A.		Education	Medium-size (50-249)	results submissions	<input type="button" value="Create"/>	Assessment available two years after T1 submission	
my first PSO	Principado de Asturias	Education	Small-size (0-49)	results submissions	<input type="button" value="Create"/>	Assessment available two years after T1 submission	

Here, all the PSOs already registered by the EDIH in the system are available, and the overview displays the DMA status per PSO.

1) If the DMA is not performed, click on "Create" button to start an assessment.

2) Once the assessment is performed, the status for DMA – T1 and DMA – T2 will be automatically updated.

3) The DMA "results" and "submissions" (answers to questions) can be accessed for each individual customer.

DMAT for PSO customers

My PSOs DMA Results

DMA Assessments of dependent PSOs

[My PSOs DMA overview](#)

[My PSOs DMA results](#)

[Create new PSO](#)

My PSOs DMA Results

Average DMA Results

Average scores (overall and by dimension) across all dependent PSOs matching your filter criteria.



Values automatically updated each time that a new DMA is registered, including the results for all customers managed by the EDIH.

Full Results Table

View and/or download the individual results of all PSOs matching your filter criteria.

[Download XLSX](#)

PSO name	Region	Sector	Size	PSO Score	Digital Strategy and Investments	Digital Readiness	Human-Centric Digitalisation	Data Management and Security	Interoperability	Green Digitalisation
Lalala S.A.		Education	Medium-size (50-249)	45.00	46.00	41.00	53.00	53.00	22.00	57.00
my first PSO	Principado de Asturias	Education	Small-size (0-49)	23.00	15.00	19.00	18.00	27.00	16.00	43.00

DMA results per individual PSO linked to the EDIH.

This table can be easily exported to an Excel file, by clicking the button "Download XLSX".

This section is dedicated to the DMA results of individual PSO customers, as well as the Average DMA Results of the EDIH's dependent customers.

DMAT for PSO customers

Register new customer (PSO)

DMA Assessments of dependent PSOs

[My PSOs DMA overview](#)

[My PSOs DMA results](#)

Create new PSO

Create PSO
Save

Name of the organisation supported by the EDIH*

Fiscal registration number (VAT or equivalent)*

PIC Number

Contact person*

Role in the organisation*

Email address*

Telephone*

Website

This must be an external URL such as <http://example.com>.

Type of public sector organisation*

Staff size*

Country*

Region (NUTS2)*

Address*

Primary sector*

Other sectors



Test PSO customer

✔ **Status message**
 PSO Test PSO customer has been created. Close this message

View
Edit
Delete

PSO Profile

Name Test PSO customer	Type of public sector organisation Province/municipal authority	Fiscal registration number (VAT or equivalent) 12345
PIC Number 000111	Country Spain	Region (NUTS2) La Rioja
Email address a@b.xx	Contact person Contact Name	Role in the organisation Tester
Telephone 987654321	Primary sector General public services	Other sectors Economic affairs
Staff size Medium-size (50-249)	Website http://example.com	Address AAAA BBBB CCCC

Digital Maturity Assessments

T0 Assessment Assessment now available <input type="button" value="Create"/>	T1 Assessment Assessment available one year after T0 submission	T2 Assessment Assessment available two years after T1 submission
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Before performing a DMA, the customer (PSO) needs to be registered in the system.

Here, the Digital Maturity Assessments access and status per milestone are available as well.

DMAT for PSO customers

Performing the DMA (fill the questionnaire)

T0 Assessment

Assessment now available

Create

Create a DMA assessment

For PSO "Test PSO customer"

Purpose of the Digital Maturity Assessment tool

The DMA (Digital Maturity Assessment) is a questionnaire aimed at measuring the impact of the services delivered to PSOs by the EDIHs network, as well as to identify adjustments and improvements that could be made to the existing offer of services. To achieve this, EDIHs are requested to fill the DMA on behalf of the beneficiaries (served PSOs) three times:

T0: A point of time not longer than 6 months prior to EDIH support/intervention start.

T1: 1 year after T0 (only after EDIH support is complete – and not later than 3 months after EDIH support was delivered/completed).

T2: 2 years after T0 — not longer than 24 months after EDIH support has been substantially delivered — or not earlier than 18 months.

Fill in the DMA questionnaire

Submit the PSO's data and get results instantly.

Start the online assessment >

This is the access to fill in the questionnaire for the Digital Maturity Assessment.

A brief explanation about the tool and phases timeline is provided.

Just click on the highlighted yellow button to start the online assessment.

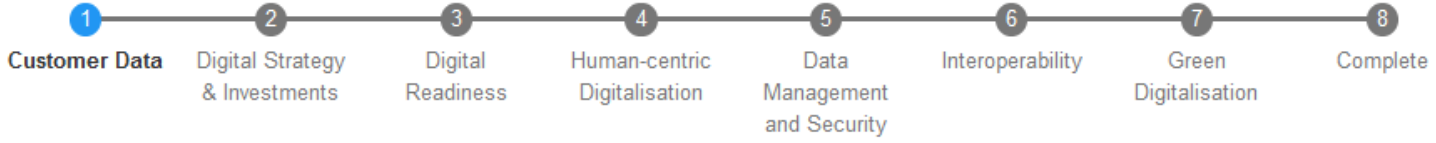
You can also bulk import DMA submissions via CSV. Check the "DMA Bulk Import Tool" guidelines under the Guidance documents in the Knowledge Hub

DMAT for PSO customers

Performing the DMA (fill the questionnaire)

[Start the online assessment >](#)

PSO DMA form



General Data

Maturity assessment date *
2023-03-10

Name of the organisation supported by the EDIH:
Test PSO customer

Fiscal registration number (VAT or equivalent):
12345

Comments

[Save Draft](#) [Next](#)

When starting an assessment for a customer, the registered name and fiscal registration number is shown, as confirmation.

You need to provide a date for the DMA and you can make some comment (e.g., who performed it).

The form can be saved as a draft, to be finalised later on (Save Draft), or go ahead to the DMA tool questionnaire (Next)

DMAT for PSO customers

Performing the DMA (fill the questionnaire) – Six dimensions

Dimension 1 – Digital Strategy and Investments

The questions of this dimension intend to capture the overall status of a digitalisation strategy in your organisation. They ask about the organisation's readiness to embark on a digital journey that might require organisational and economic efforts not yet foreseen and related investments in digitalisation per area of activity (either executed or planned).

Dimension 2 – Digital readiness

The digital readiness dimension provides an assessment of the current uptake of digital technologies (both mainstream and more advanced technologies).

Dimension 3 – Human-centric digitalisation

This dimension looks at how staff are skilled, engaged and empowered with and by digital technologies, and their working conditions improved, with a view to increase their productivity and wellbeing..

Dimension 4 – Data Management and Security

This dimension captures how data are digitally stored, organised within the organisation, made accessible across connected devices and exploited for business purposes, keeping an eye on ensuring sufficient data protection via cybersecurity schemes. The question covers data stored in all possible forms including documents.

Dimension 5 – Interoperability

This dimension explores the level of interoperability the organisation has reached measured against the level of planning/implementation of a number of the 12 interoperability principles of the new European Interoperability Framework (EIF).

Dimension 6 – Green digitalisation

This dimension captures the capacity of an organisation to undertake digitalisation with a long-term approach that takes responsibility and cares about the protection and sustainability of natural resources and the environment.

DMAT for PSO customers

Fill the questionnaire: Example, Dimension 1 - Digital Strategy & Investments

Q1. In which of the following ways is your organisation prepared for (more) digitalisation? Please select all options that apply.

- Digitalisation needs are identified and are aligned with policy making/administrative objectives
- Financial resources (own funds, grants, loans) are identified to secure digitalisation projects during at least the following two years
- ICT infrastructures are ready to support digitalisation plans
- ICT specialists are employed/sub-contracted (or hiring/subcontracting needs have been identified)
- There is appropriate level of political commitment to lead the necessary organisational changes needed
- Organisational units'/departments' management and their staff are prepared and ready to support digitalisation plans
- Internal and external operational processes can be adapted if required by digitalisation
- Offline services are ready to be brought online or further modernised by digital technologies
- Citizens' and other stakeholders' (businesses, NGOs etc) satisfaction with online services/interactions is monitored regularly (e.g. via feedback forms, emails exchanges, social media, etc.)
- Risks of digitalisation (e.g. non-planned effects over other areas) are considered

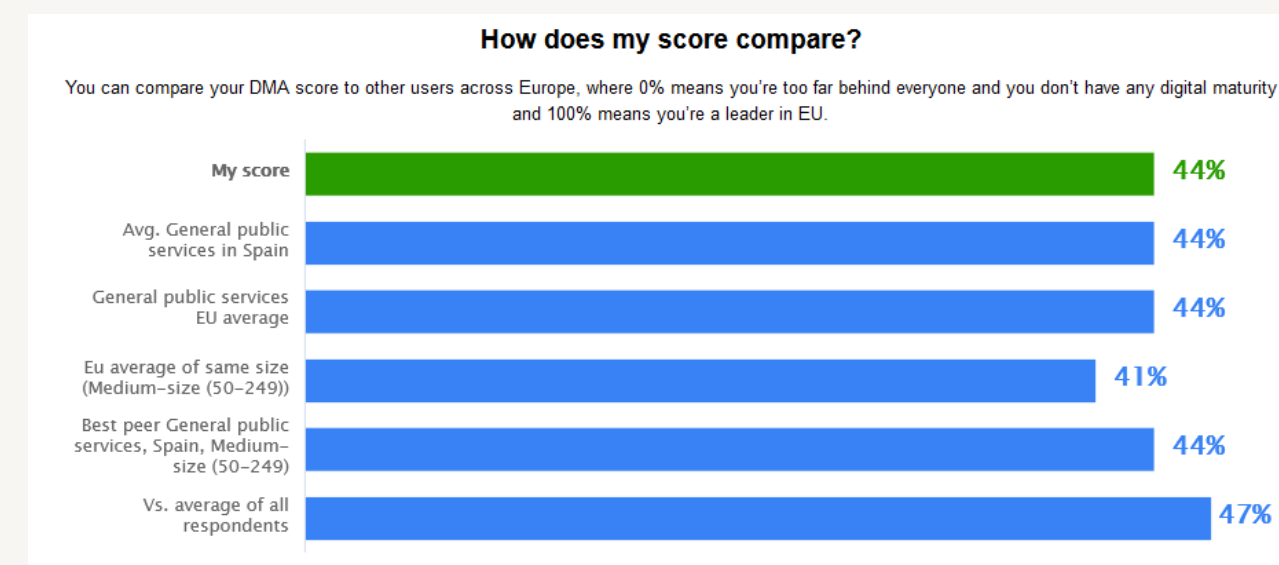
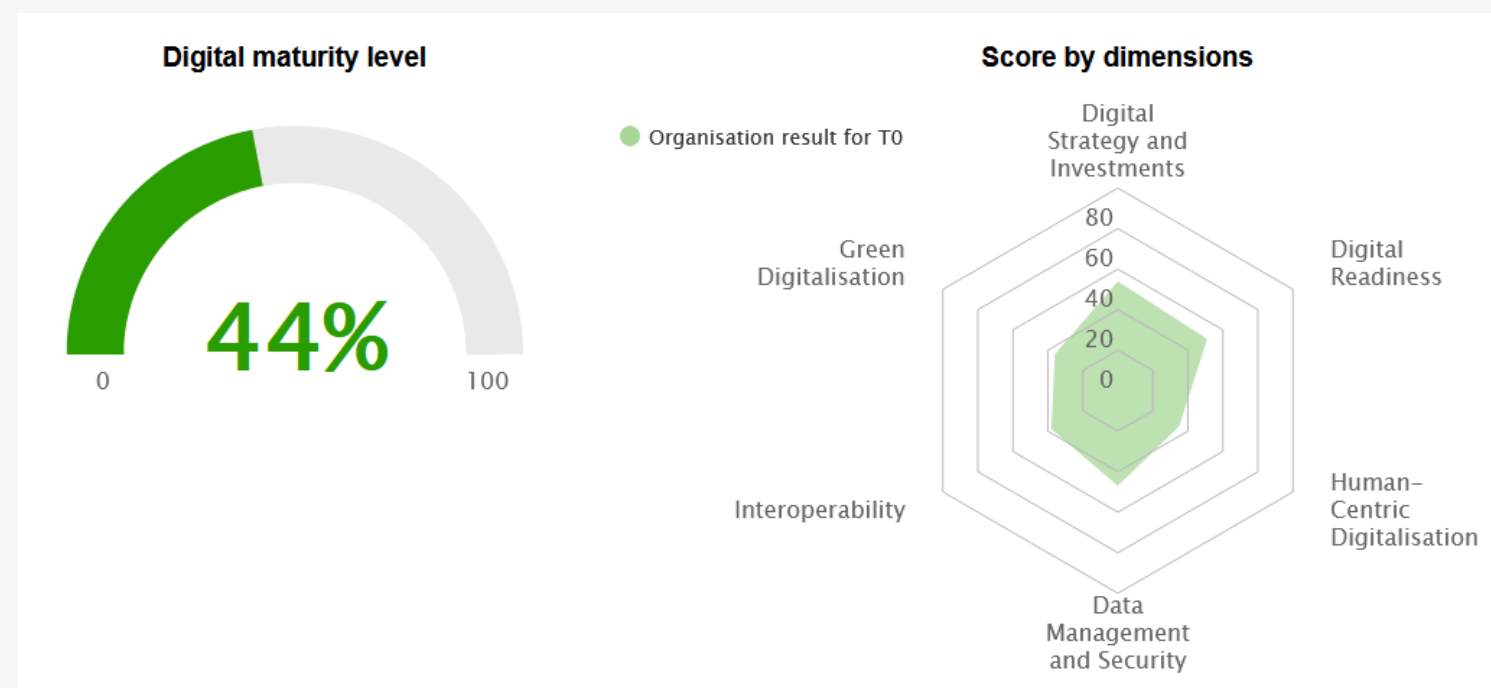
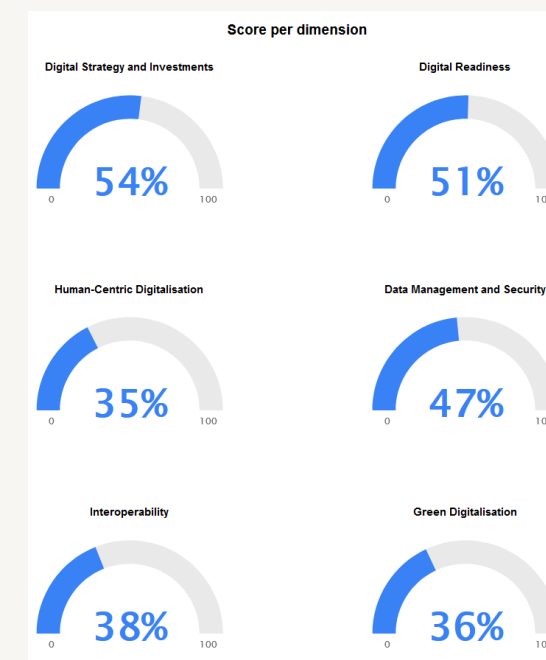
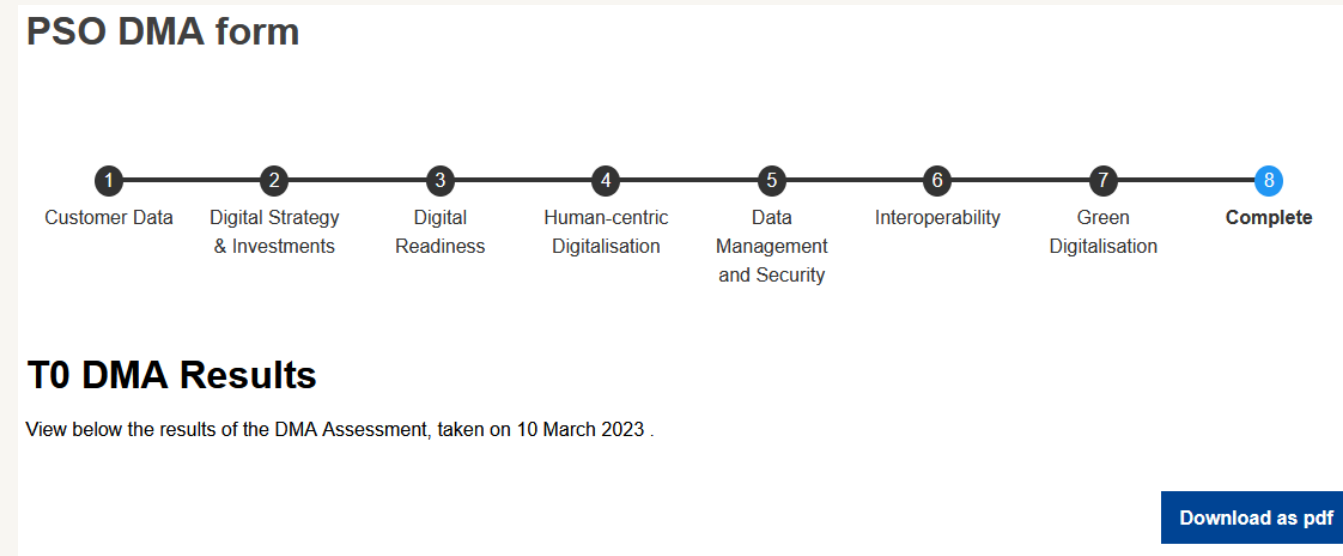
[Save Draft](#) [Previous](#) [Next](#)

You can navigate back and forth, and save a draft of your answers to come back later.

Q2. In which of the following operational areas has your organisation already invested in digitalisation and in which ones does it plan to invest in the future? Please select all options that apply.	Already Invested	Plan to Invest
Internal operations (administrative, structural, organisational processes)	<input type="checkbox"/>	<input type="checkbox"/>
External operations (governance processes including new ways of citizen participation)	<input type="checkbox"/>	<input type="checkbox"/>
Policy making (Policy making cycle: agenda setting, policy formulation, policy adoption, policy implementation, policy evaluation)	<input type="checkbox"/>	<input type="checkbox"/>
Provision of public services (or products)	<input type="checkbox"/>	<input type="checkbox"/>
Financial administration (accounting, logistics, eInvoices etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Human resources management	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing and public procurement	<input type="checkbox"/>	<input type="checkbox"/>
Project planning and management	<input type="checkbox"/>	<input type="checkbox"/>

DMAT for PSO customers

DMA Results



After completing the questionnaire, you are automatically provided with a dashboard showing a visual display of the results.

In this dashboard, the Digital Maturity Level is the overall result (considering all six dimensions), shown as a percentage (44% in the dummy example). A hexagonal chart with all dimensions, and charts with individual scores of each dimension are also available.

Moreover, the scores can be compared with EU- level averages.

The results dashboard can be saved as a PDF file – “Download as pdf”.