Workshop #5: Common tools for the EDIHs
Part 2: DMAT2 updates

11:00 – 12:30

Workshop #5: Common tools for the EDIHs Part 2: DMAT2 updates

Lali Costa

DIH4CAT

Alexandru Bobe

CiTyInnoHub

Yiannis K. Giannarakis

GR DigiGOV EDIH

Daniel Nepelski

Moderator, Joint Research Centre

European Commission

Mihaela Lafont

Moderator, DG CNECT

European Commission

EDIH Summit 2026:

Strengthening the AI innovation ecosystem

The EDIH SME DMAT 2.0

9-10 June 2026

Square Convention Centre, Brussels

EDIH European Digital Innovation Hubs Network

Digital Maturity Assessment Tool Today

- Currently more than 30,000 assessments
- Open DMAT has more than 12,000 assessments
- Important to perform follow-up assessments
  - New KPI – share of second assessments performed
- Recognition of the EDIH Network's efforts and efficiency

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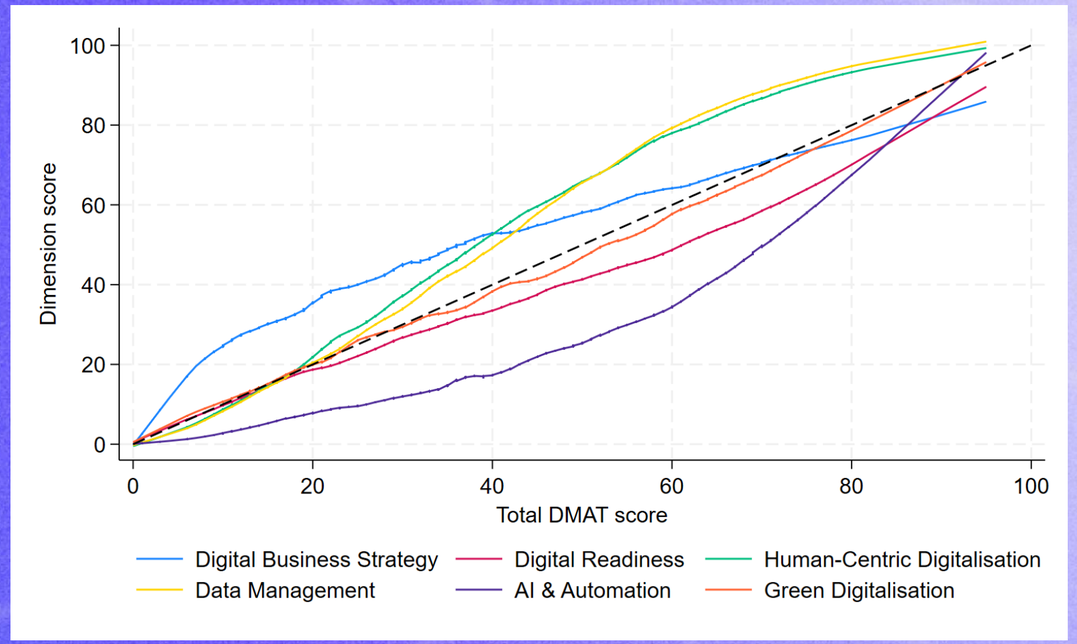
How firms digitalise? Lessons from DMAT 1.0

Digital transformation patterns and interactions between DMAT dimensions

- Digital business strategy comes first
- Human-centric and Data management
- Advanced digital technologies can only be used if other things are in place

Development of DMAT dimensions



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Towards the EDIH SME DMAT 2.0

Issues with the current DMAT:

- Long and cumbersome
- Not all options applicable to all firms
- Measuring the most important aspects of digitalisation?

Objectives	Challenges
• More user-friendly • More compressed • More focused	• Time-consistency • Generality vs. accuracy • Measure development

Revision approach

Revision methods and their impact on different aspects of the DMAT

Aspect \ Method	Literature review	Empirical analysis	COIN review	Feedback from CNECT and EDIHs	Survey feedback from DIH
Conceptual	High	Low	Low	High	High
Statistical	Low	High	High	Low	Low
Design	High	Medium	Medium	High	Medium
Implementation	Low	Low	Low	High	Low

EDIH SME DMAT 2.0

6 → 5 dimensions

Increased focus on digitalisation

More generally applicable

Fewer questions

Ranked responses

Part of a European AI monitoring system

- Eurostat ICT survey
- Apply AI strategy strategic sectors

Dimension 1 – Strategy

A digital strategy outlines how a firm uses digital technologies to achieve business goals and maintain competitiveness. It integrates digital opportunities into the business model to drive value creation. This dimension assesses how well a firm identifies digital benefits, incorporates them into business objectives, and aligns digital initiatives with strategic goals.

Ranked response options

Fewer questions

Catch new developments

Question 1 **What measures do you take to digitalise your business and to what extent?**	**Not at all**	**To a small extent**	**To some extent**	**To a large extent**
1. We identify and prioritise digital opportunities *(e.g., we identify tasks that can be automated; we identify opportunities for digital product enhancements or new digital products; etc.)*	☐	☐	☐	☐
2. We analyse and evaluate digital business cases *(e.g., using structured approaches to analyse costs and benefits such as return on investment (ROI); conducting feasibility studies for digital projects; etc.)*	☐	☐	☐	☐
3. We have a clear digital roadmap *(e.g., setting milestones and timelines for digital transformation; creating a strategic plan for digitalisation; etc.)*	☐	☐	☐	☐
4. We assess and mitigate digital risks *(e.g., implementing risk management for technological dependencies, cybersecurity; developing contingency plans for digital system failures; etc.)*	☐	☐	☐	☐
5. We allocate dedicated investments and resources to digitalisation projects *(e.g., budgeting for IT enhancements and digital marketing; ensuring adequate personnel to digitalisation projects; etc.)*	☐	☐	☐	☐
6. We monitor and evaluate progress of digitalisation *(e.g., tracking KPIs to see the development in real-time; using dashboards to visualise milestones; etc.)*	☐	☐	☐	☐
7. Other (please specify) [free-text answer, maximum 500 characters]	☐	☐	☐	☐

DMAT2

DMAT2: web version

A walkthrough of
what remains the same,
what is new,
and what is coming next

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What remains the same

NAVIGATION

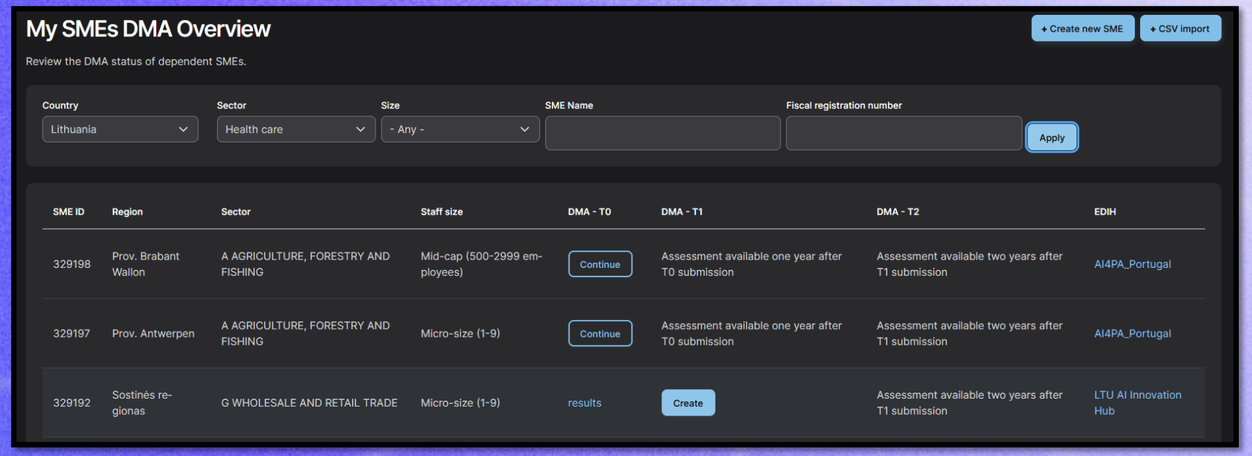
Select “Digital maturity assessment for SME/PSO”. Exactly as before.

VERSION SELECTION

The system knows which version to use.
If an SME/PSO was already assessed via DMAT1, it will continue with DMAT1 for follow-up assessments. No action needed from you.

CREATING SME/PSO

The process for creating a new SME/PSO profile is identical.



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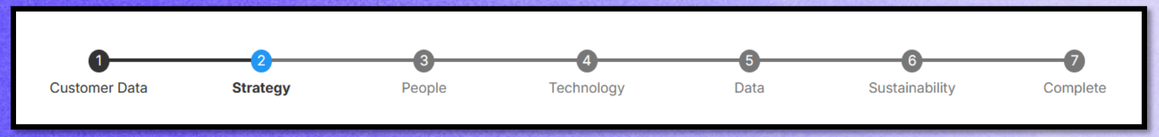
New questionaire flow

DMAT1

8 parts

DMAT2

7 parts



Less time spent on filling in the questionaire

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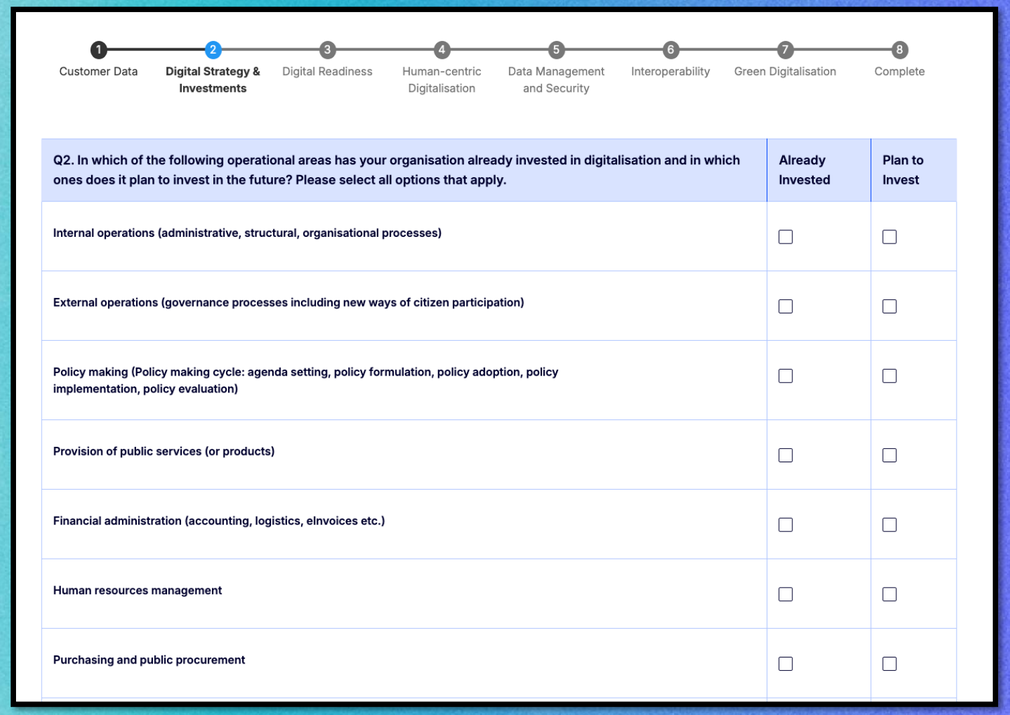
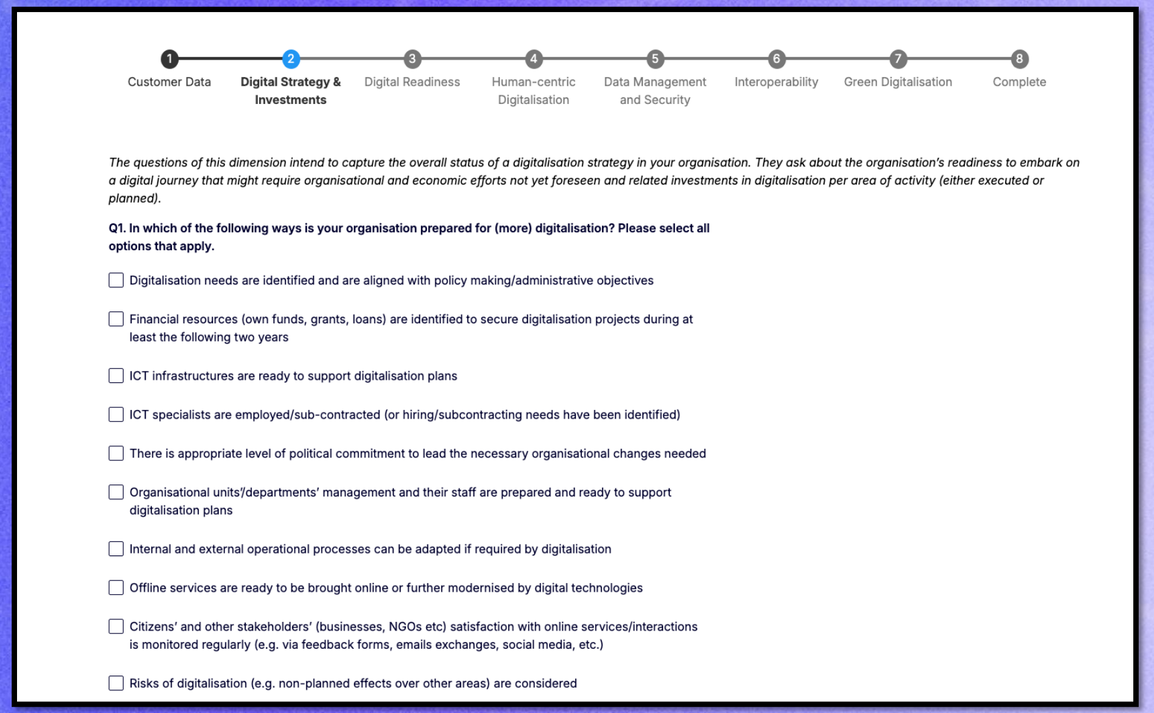
Simplified question formats

DMAT1: many different question formats



1 Customer Data — 2 **Digital Strategy & Investments** — 3 Digital Readiness — 4 Human-centric Digitalisation — 5 Data Management and Security — 6 Interoperability — 7 Green Digitalisation — 8 Complete

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)	☐	☐
External operations (governance processes including new ways of citizen participation)	☐	☐
Policy making (Policy making cycle: agenda setting, policy formulation, policy adoption, policy implementation, policy evaluation)	☐	☐
Provision of public services (or products)	☐	☐
Financial administration (accounting, logistics, eInvoices etc.)	☐	☐
Human resources management	☐	☐
Purchasing and public procurement	☐	☐



1 Customer Data — 2 **Digital Strategy & Investments** — 3 Digital Readiness — 4 Human-centric Digitalisation — 5 Data Management and Security — 6 Interoperability — 7 Green Digitalisation — 8 Complete

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).

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

Each section of DMAT1 had a different layout and format, making it harder to navigate and fill in consistently.

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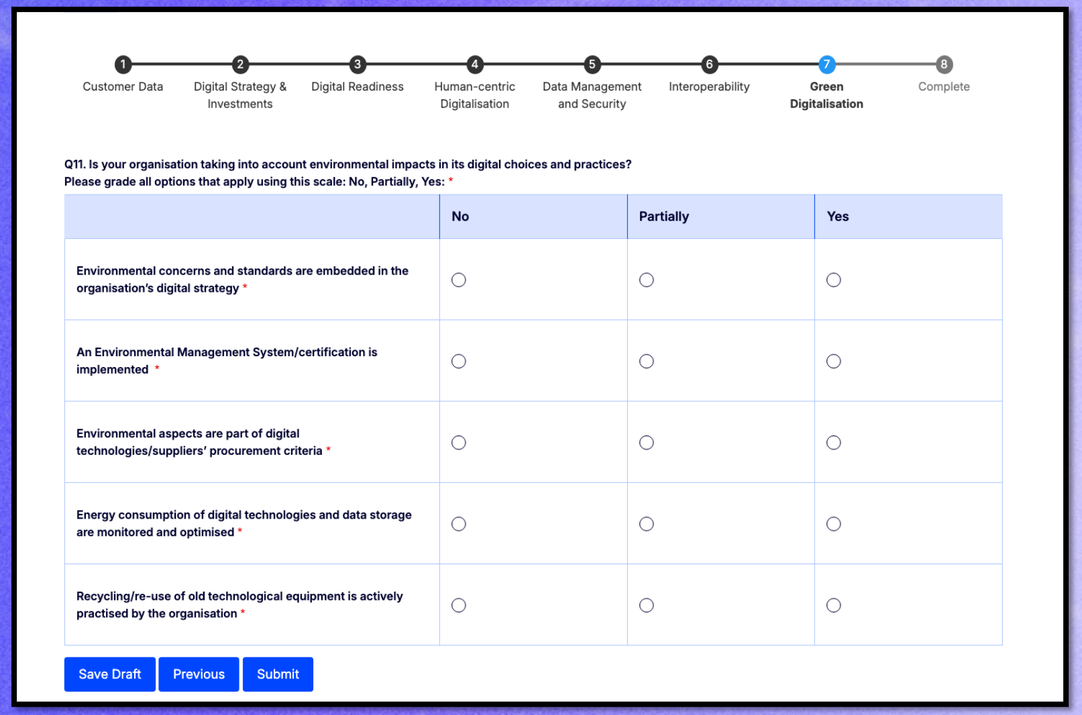
Simplified question formats

DMAT1: many different question formats

1 Customer Data · 2 Digital Strategy & Investments · 3 **Digital Readiness** · 4 Human-centric Digitalisation · 5 Data Management and Security · 6 Interoperability · 7 Green Digitalisation · 8 Complete

Q4. Which of the following advanced digital technologies are already used by your organisation? Please choose all options that apply using the provided scale. (Options: Not used, Consider to use, Prototyping, Testing, Implementing, Operational) *

	Not used	Consider to use	Prototyping	Testing	Implementing	Operational
Artificial Intelligence (e.g. Machine learning, Deep learning, Expert and Rule based systems, Cognitive computing, predictive analytics, Robotic process automation, Natural Language Processing, Text Mining, Computer Vision) *	○	○	○	○	○	○
Communication Technologies (e.g. 5G Networks and Handheld Devices, Software Defined Networks) *	○	○	○	○	○	○
Computing Infrastructures (e.g. High Performance Computing, Cloud Computing, Edge Computing) *	○	○	○	○	○	○
Distributed Ledger Technologies (e.g. Blockchain, Other Distributed Ledger Technologies) *	○	○	○	○	○	○
Digital Identity and Security (e.g. Firewall and Protocols, Antivirus and Vulnerability Scanners, Biometric Screening, Cloud-oriented Cybersecurity; Advanced User Analytics, Mobile ID, Digital Identity Frameworks) *	○	○	○	○	○	○



1 Customer Data · 2 Digital Strategy & Investments · 3 Digital Readiness · 4 Human-centric Digitalisation · 5 Data Management and Security · 6 Interoperability · 7 **Green Digitalisation** · 8 Complete

Q11. Is your organisation taking into account environmental impacts in its digital choices and practices?
Please grade all options that apply using this scale: No, Partially, Yes: *

	No	Partially	Yes
Environmental concerns and standards are embedded in the organisation's digital strategy *	○	○	○
An Environmental Management System/certification is implemented *	○	○	○
Environmental aspects are part of digital technologies/suppliers' procurement criteria *	○	○	○
Energy consumption of digital technologies and data storage are monitored and optimised *	○	○	○
Recycling/re-use of old technological equipment is actively practised by the organisation *	○	○	○

Save Draft · Previous · Submit

Each section of DMAT1 had a different layout and format, making it harder to navigate and fill in consistently.

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DMAT2: one consistent format throughout

Q1. What measures do you take to digitalise your business and to what extent? *

	Not at all	To a small extent	To some extent	To a large extent
We identify and prioritise digital opportunities * (e.g., we identify tasks that can be automated; we identify opportunities for digital product enhancements or new digital products; etc.)	○	○	○	○
We analyse and evaluate digital business cases * (e.g., using structured approaches to analyse costs and benefits such as return on investment (ROI); conducting feasibility studies for digital projects; etc.)	○	○	○	○
We have a clear digital roadmap * (e.g., setting milestones and timelines for digital transformation; creating a strategic plan for digitalisation; etc.)	○	○	○	○
We assess and mitigate digital risks * (e.g., implementing risk management for technological dependencies, cybersecurity; developing contingency plans for digital system failures; etc.)	○	○	○	○

All questionnaire pages now look and behave the same way.
Simpler, cleaner, easier to complete.

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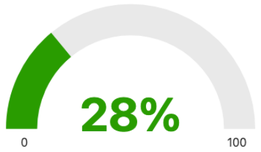
Results overview

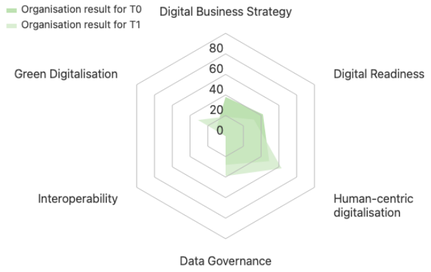
DMAT1

Digital maturity level



AVERAGE

Score by dimensions



Interpretation

Thank you for your time and effort to fill in the DMA questionnaire for PSOs!

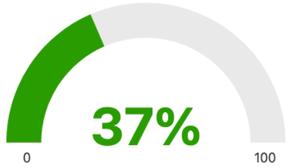
Your average score shows that your organisation has already achieved an average level of digital maturity however there is still scope for improvement. You could derive significant benefits from additional investments in digital technologies and skills to improve operations and your services to citizens/businesses. Your current investments in digital technologies cover a range of your core internal operations while you could prepare more (in terms of plans and resources) in order to accommodate more advanced solutions. You are using a number of mainstream technologies for your operations while you could benefit more by the adoption of more advanced technologies (Information Management Systems, ERP, digital public services, e-procurement etc.) and others more disruptive ones (i.e. AI).

Your personnel has an average level of digital skills, however in order to advance in your digital transformation you would need well planned and executed training of personnel, and IT specialised professionals to support you. Management and staff should receive the necessary encouragement to fully engage and support the adoption of new digital solutions without fear of the changes that this would bring. You may already have a lot of information in digital form but you could focus on a comprehensive data strategy, including data security, which would provide you with increased data analytics capacities and would support high-level decision-making. You could adopt more ICT technologies to help your organisation become more sustainable in its operations (decrease environmental footprint) while you could prioritize the selection of environmentally friendly digital products (IT equipment).

Improving the digital maturity of your organisation could bring you closer to more digitally mature organisations and increase efficiency and the satisfaction of the citizens/businesses with whom you interact on a daily basis.

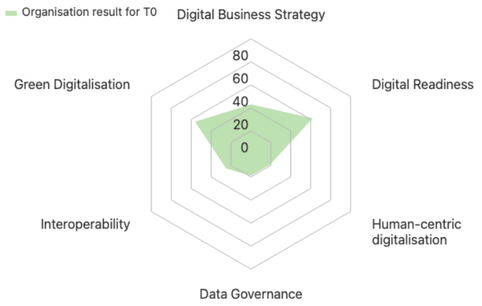
DMAT2

Digital maturity level



AVERAGE

Score by dimensions



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Next steps

Currently being finalised by IT:

- Bulk import of test results (available in DMAT1, being re-enabled for DMAT2)
- PDF export of DMAT2 results

Testing underway:

- DG CNECT and JRC are currently running end-to-end testing (multiple scenarios) to ensure a bug-free release

July 2026

Tentative release

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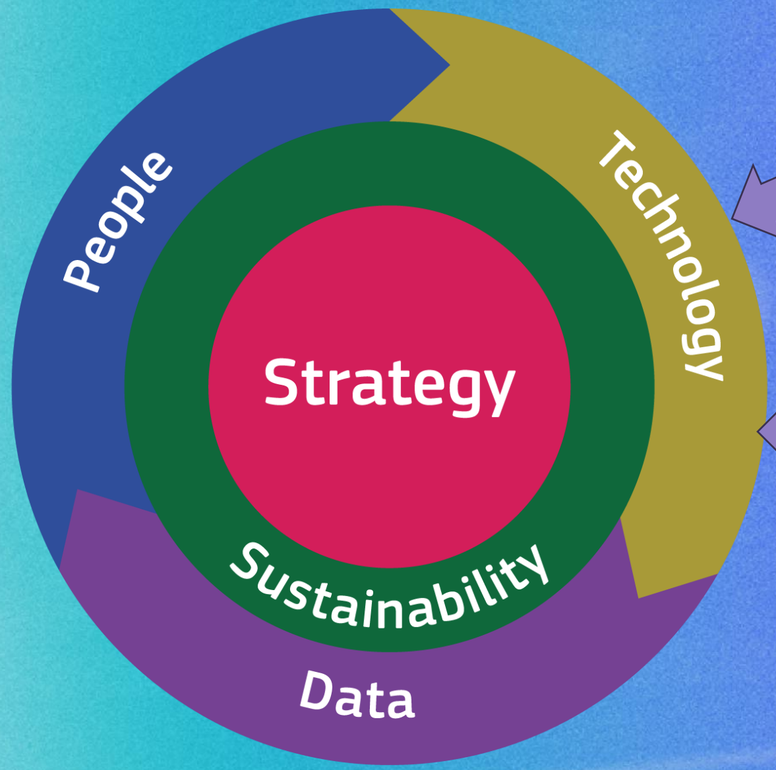
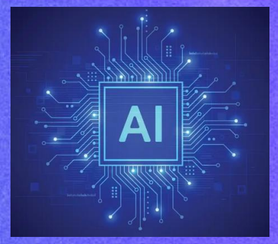
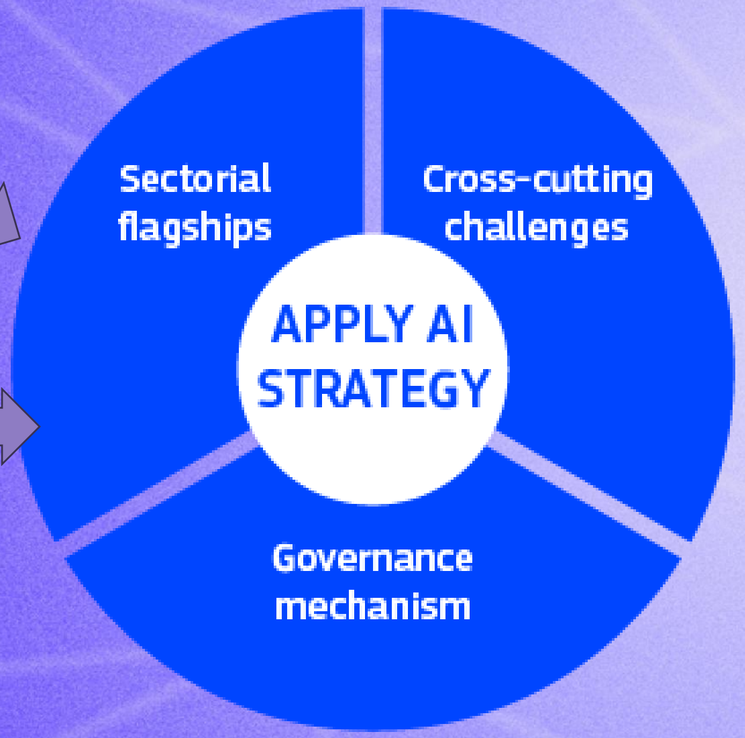
Part of a European AI monitoring system

EDIH SME DMAT 2.0



European ICT survey by Eurostat





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Summing up, DMAT 2.0

- Tracks digital maturity patterns and evolution over time
- Evidence-based revision (research, data, and EDIH feedback)
- Shorter, simpler, and more relevant assessment framework
- Digital Business Strategy and AI placed at the core of the framework
- Aligned with the Eurostat ICT Survey for European-level comparability
- Supports analysis by strategic sectors of the Apply AI Strategy

P.S. EDIH PSO DMAT 2.0

Same as EDIH PSO DMAT 1.0, but with modified AI dimension

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Workshop #5: Common tools for the EDIHs Part 2: DMAT2 updates – panel discussion

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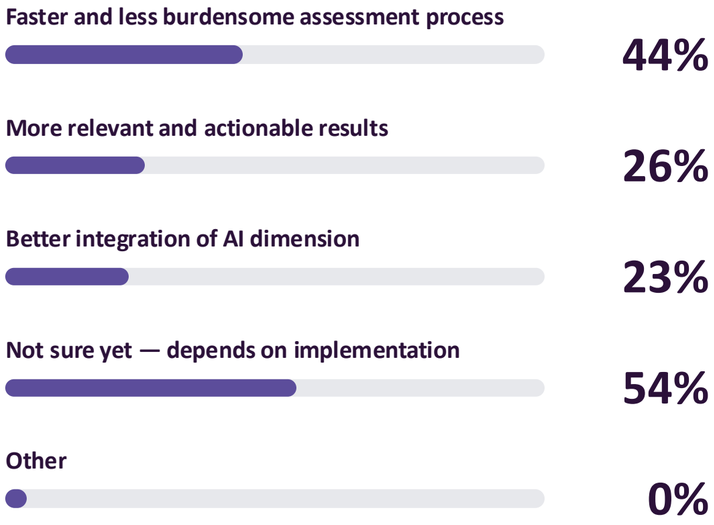
Results of the Slido polls conducted during the panel discussion:

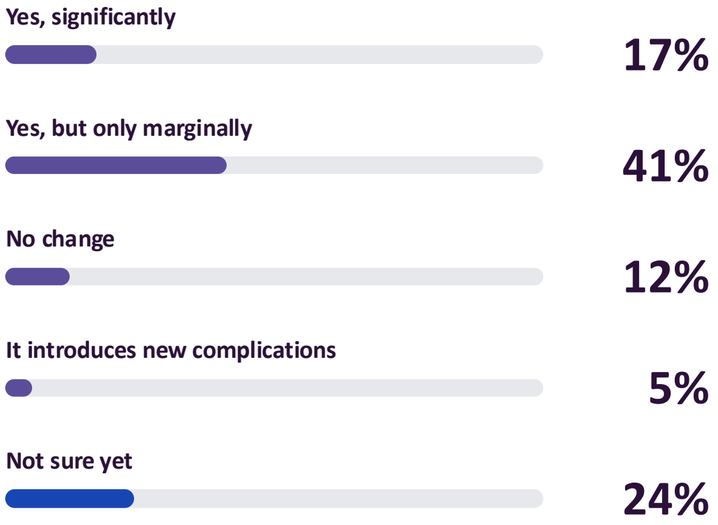
1 DMAT 2.0 POLL RESULTS

VALUE & USABILITY

1.1 What do you think will be the most important change DMAT 2.0 brings for your clients? (Multiple answers)



1.2 Overall, do you expect that DMAT 2.0 will improve the usability for your EDIH's assessment activities?



Responses: 39 (Q1.1) | 41 (Q1.2)

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Results of the Slido polls conducted during the panel discussion

2 DMAT 2.0 POLL RESULTS

QUESTIONNAIRE UPDATES

2.1 The revised tool is designed to be simpler. In your opinion, how does this affect its diagnostic value for SMEs?

- No — it is simpler and equally valuable — 3%
- It is broadly positive, although some useful detail may have been reduced — 3%
- Yes — it is too simplified for meaningful diagnostics — 5%
- It is too early to assess / I am not sure — 89%

2.2 In your opinion, how well does the new AI component reflect the real AI needs of your SME clients?

- Very well — it matches what we see on the ground — 3%
- Partially — some aspects are missing or misaligned — 8%
- Poorly — it does not reflect our clients' reality — 3%
- Too early to say — 87%

Responses: 37 (Q2.1) | 38 (Q2.2)

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Results of the Slido polls conducted during the panel discussion

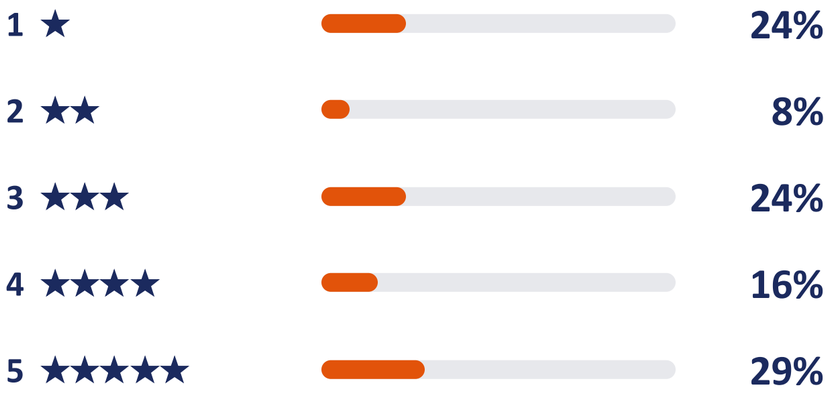
3 DMAT 2.0 POLL RESULTS

IMPLEMENTATION & RESULTS

3.1 What is the most valuable use of aggregated DMAT 2.0 data at network or European level?

3.2 In your opinion, how ready is your EDIH to use DMAT 2.0 in practice? (Rating poll)

AVERAGE SCORE **3.2** / 5



Responses: 33 (Q3.1) | 38 (Q3.2)

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Results of the Slido polls conducted during the panel discussion

4 DMAT 2.0 POLL RESULTS

IMPLEMENTATION & RESULTS

4.3 What would help you most during the full-scale launch of DMAT 2.0? *(Open text poll –20 responses)*

"Attractive Customer Journey Success Stories and best practices —>good Arguments and Common reasoning"

"Training, more detailed information which questions changed exactly in detail"

"It would be great if SME and PSO could enter it directly on the portal – we log in and generate a dedicated link for the company, and they can enter it directly on the EU website."

"User notice"

"A transition period to integrate it with local assessments which are currently used"

"A dedicated training session based on best practices"

"A better interoperability"

"Getting dmat2 prior to launch"

"A tutor who can guide us through DMAT 2 and show us all its options and functionalities ect"

"More information - clarity on differences. Adding option for client to prioritise areas for developement, to faciliatate a more consultant based discussion. Is this a tool to collect data for reporting or to generate useful insights for clients?"

"Clear procedures for use and for coupling to DMA1 - what do we do with companies that fullfilled DMA1 only one time"

"Clear instructions for all common cases (earlier assessments, timings, ...)"

"Trainings"

"Graphics in the results for companies"

"Getting the questions and structure ahead of the launch to ensure our processes and methodology align with the parallel course of DMAT1 and DMAT2 If not direct implementation in our tools have option to bulk import to DTA"

"Training sessions to present the results of EDIH1 and explain the changes of DMAT2.0"

"Enabling clients direct access to complete DMA on the platform"

"Clear explanation of the intended usage, session and video that can be shared to the whole consortium"

"That all systems works perfectly."

"Understanding the calculation behind it. When something is N/A for a service, is that an option? Or do they get a minus point?"

Responses: 20 (open text)

EDIH Summit 2026:

Strengthening the AI innovation ecosystem

Thank you!

9-10 June 2026

Square Convention Centre, Brussels

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