Monitoring guidelines for successful knowledge exchanges

Report D5.1

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Work Package 5 Leader Organization: IEECP

November 2019

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Document title	Monitoring guidelines for successful knowledge exchanges
Work Package	WP5
Document Type	Public deliverable
Date	10 December 2019
Document Status	Final version

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Executive summary

Establishing a successful knowledge exchange amongst Member States on issues related to Article 7 EED is the main objective of ENSMOV. To ensure quality and timely reaction in constantly improving the program, we have set measurable targets, both tangible and intangible, for all our strategic and operational objectives, which focus on the learning programme. Then, the specific objectives and appropriate targets were shaped into a performance framework and appropriate key performance indicators (KPIs) were developed for each. This document describes the process how KPIs were created, as well as all the activities that will be performed to obtain the monitoring results. Those activities are:

• Participant survey

• Online suggestion box

• Progress reports for each participating country

• Online survey on expectations and feedbacks

• Outcome monitoring

• Internal monitoring of partners' activities

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1 | Developing a monitoring strategy

1.1 Introduction to KPIs and their importance for ENSMOV

Establishing a successful knowledge exchange amongst Member States on issues related to Article 7 EED is the main objective of ENSMOV, to improve the quality and implementation of article 7 and the monitoring and verification of implemented measures. However, those tangible results in terms of implementing changes in policy and MRV take a lot of time and might become a reality after ENSMOV ends. It is therefore important to develop trackable targets that can be achieved during the project duration and which, if achieved, will ensure realization of ENSMOV's long-term goals.

Besides developing and executing the knowledge exchange our other two objectives are to develop a suite of tailored resources and tools for the implementation of Article 7 EED in order to address the specific needs of Member States, and to assist national authorities' in-house monitoring, reporting and verification (MRV) schemes with a view to ensuring they have robust data and insight to inform the (re)design of policies towards 2030.

In order to monitor our success in achieving these objectives, we have identified important Key Performance Indicators (KPIs). For objectives to be completed, there are a few specific actions planned for each objective. For each action we then determine the right KPI and the appropriate target that will be monitored. We also set the parget we consider good for each KPI, define which partner is responsible for the monitoring and describe how the monitoring will be executed. The result is available in Annex I.

Targets used were both tangible and intangible, and in creating the KPIs we focused on what we find important to measure toward achieving our goals, even though it might be harder to measure, rather than focusing on what is easily measurable. As some guidebooks state, about 25 KPIs is a maximum to be identified and properly monitored (Marr, 2015), even in larger projects and companies, so we tried to respect this not to be counter effective with our measurements. We ended up deciding to keep 28 KPIs, but from only 8 sources to be monitored, which are all explained in section 2. Some of the KPIs have a few ways to be measured, thus in total we have 48 sub-KPIs with 40 having a specified target and additional eight precautionary targets that will help us realize who our audience is and how they behave. The reason for more indicators is that, although form a business perspective such details

monitoring might not be useful, we are following the EU HORIZON guidelines and only our set targets or the numbers we aim to reach, make up around 20 KPIs. These output indicators are comprised of mostly lagging indicators which are easy to track, but hard to influence. Thus, we added other leading indicators which are harder to measure but can be very useful for influencing the success of the program.

Figure 1: Describing the process of creating meaningful and measurable KPIs

After describing the KPIs, the tools for measurement, such as appropriate surveys or monitoring tables, need to be developed. These tools are described in the last chapter.

1.2   Monitoring framework

To properly set KPI's and measure only what matters, strategic objectives need to be identified and placed in a context of what should be monitored. This is called a strategy map (Marr, 2015), and it entails all main objectives grouped by different perspectives. Perspectives that ENSMOV focuses on are mainly the participant perspective, but also financial perspective and internal processes perspective. Key objectives under each perspective are mentioned in the figure below.
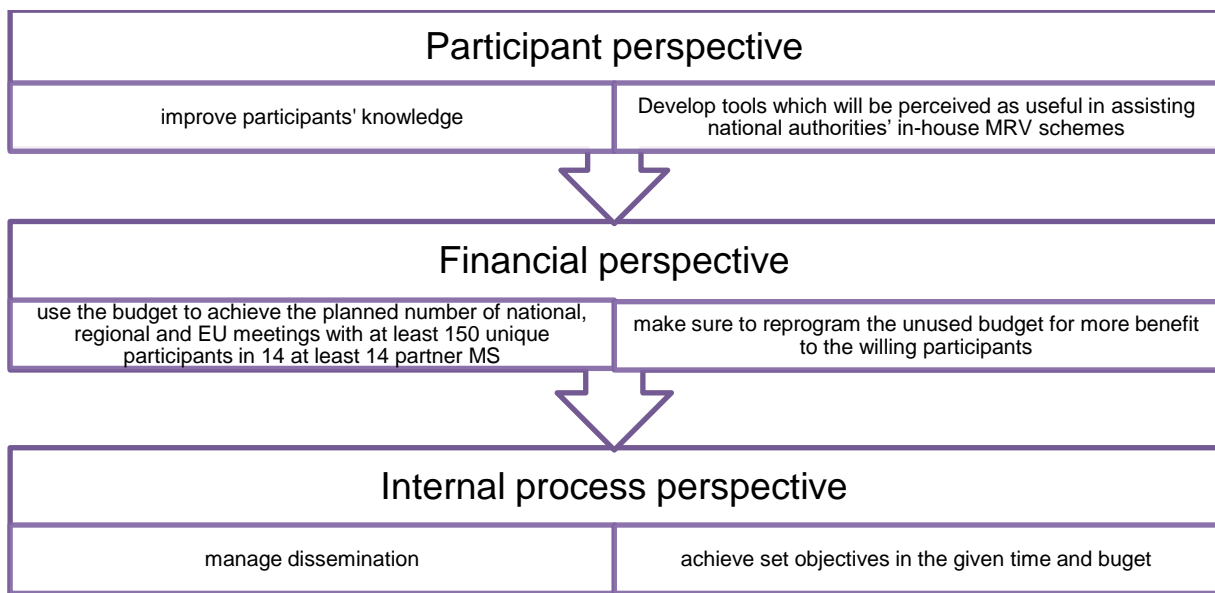
Participant perspective	
improve participants' knowledge	Develop tools which will be perceived as useful in assisting national authorities' in-house MRV schemes

Financial perspective	
use the budget to achieve the planned number of national, regional and EU meetings with at least 150 unique participants in 14 at least 14 partner MS	make sure to reprogram the unused budget for more benefit to the willing participants

Internal process perspective	
manage dissemination	achieve set objectives in the given time and buget

Figure 2: Strategy Map of ENSMOV learning programme monitoring plan

This process helped identify the main activities under ENSMOV's three main aims, which are to:

- facilitate and expand sharing of knowledge and experience amongst Member States (MS) for the implementation of policies under Article 7 EED;

- develop a suite of tailored resources and tools for the implementation of Article 7 EED to address the specific needs of Member States; and

- assist national authorities' in-house monitoring, reporting and verification (MRV) schemes with a view to ensuring they have robust data and insight to inform the (re)design of policies towards 2030.

To set targets for each of the three aims, we have divided them into confined specific objectives, having in mind the strategy map laid out in graph 1:

Specific objectives for aim one (sharing of knowledge amongst MS):

- Develop and execute a quality exchange programme (create meeting agenda and guidance, develop learning tools, train facilitators);

- Attract the right stakeholders;

- Achieve set goals within the planned time and budget.

Specific objectives for aim two (develop tailored resources):

- Develop a quality website and exchange platform;

- Develop materials for facilitators to be able to deliver the exchange with consistent quality.

Specific objectives for aim three (assist national authorities in-house MRV):

- Concentrate on issues that are of the most importance to our stakeholders;

- Build capacity of MS to implement EE policies that deliver the savings.

Since this monitoring focuses on the success of the learning programme, most indicators are oriented towards the first strategic objective. Those indicators are mostly leading indicators, meaning their answers enable us to influence the effects of the project by timely and efficiently modifying the learning programme.

1.3   Elaborating strategic objectives and developing KPQs, targets and KPIs

After specific objectives that we want to achieve under each ENSMOV aim, realistic and measurable targets are set. The specific actions, KPIs, targets and appropriate tools for data gathering are listed in table 1, as well as evident in the total table shown in Annex I.

The Targets set are specific and time-bound, and we used either absolute targets, or ones relative to our internal benchmarks (e.g. *surpass last cycle's results in terms of number of participants per meeting*)**.**

Table 1: ENSMOV KPIs and appropriate tools for data gathering

KPI #	Source	KPI	Specific objective monitored	Organisation responsible for tracking	How to measure	Target per cycle	Target total
1a	Suggestion box - organisation type	Representation of stakeholder subgroups interested in ENSMOV	1b	IEECP	Percentage of each stakeholder group	Will be monitored to track ENSMOV audience, but there is no target	
1b	Suggestion box - organisation type	Key stakeholders interested in ENSMOV	1b	IEECP	Percentage of answers: policy makers or ministry/public authority	Will be monitored to track ENSMOV audience, but there is no target	
1c	Stakeholder table	Representation of stakeholder subgroups interested in ENSMOV	1c	IEECP	Percentage of each stakeholder group	Will be monitored for to track ENSMOV audience, but there is no target	
2	Suggestion box and survey open questions 1.e, 2.f and 2.g	# of suggestions taken into account	1a	IEECP	# of accepted suggestions / # of suggestions total	All suggestions are taken account by either being accepted, or there is an explanation why they were not addressed (see separate sheets in the same Excel)	Same as per cycle

3a	Internal metrics	Meeting expectations - general judgement	3a	IEECP	Compare KPIs 3b and 3c and check whether there is a large discrepancy between individual and national scores	In 70% of cases, both the individual and national perspectives are aligned.	Same as per cycle
3b	Progress report	Meeting expectations and needs - overall national perspective	3a	IEECP		More than half countries in the program agree that the objectives have been met.	Same as per cycle
3c	Survey Q1.a	Meeting expectations and needs - individual perspective	3a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree" that the objectives have been met.	Same as per cycle
4	Survey Q1.b	Usefuleness of the knowledge gained	3b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
5	Survey Q1.c	Relevance of provided information to work/country context	3b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
6	Survey Q1.d	Aplicability of knowledge to ones work	3b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
7	Survey Q2.a	Quality of facilitation	1a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
8	Survey Q2.b	Quality of and input provided by experts other than the facilitator	1a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
9	Survey Q2.c	Quality of networking and interaction between participants	3c	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle

10	Survey Q2.d	Quality of tools provided by ENSMOV	2b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
11	Survey Q2.d	General structure of the meeting	1a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
12	Survey all questions	Overall dissatisfaction	1a	IEECP	Total number of answers "completely disagree" or "somwehat disagree" divided by number of participants in survey multiplied by 8 (total # of questions), divided by 100.	Total number of answers "completely disagree" or "somwehat disagree" is less than 10% of answers.	Total number of answers "completely disagree" or "somwehat disagree" is less than 10% of answers.
13a	Stakeholder table	Participant count	1b	IEECP	Total number of participants, all meetings, all countries		200
13b	Stakeholder table	Unique participant count	1b	IEECP	Total number of unique participants (no repeated names), all countries		150
13c	Stakeholder table	Unique policy makers count	1b	IEECP	Total number of unique policy makers (no repeated names), all countries		45
14a	Meeting tracker	Meetings count - national	3b	IEECP	Number of national meetings organised	At least one national meeting organised per participating country	At least three national meetings organised per participating country
14b	Stakeholder table	Participant count - national	3b	IEECP	Number of participants in national meetings		200
14c	Stakeholder table	Country count - national	3b	IEECP	Number of countries where national meeting was organised		20
15a	Meeting tracker	Meetings count - regional	3b	IEECP	Number of regional workshops organised		at least 9
15b	Stakeholder table	Participant count - regional	3b	IEECP	Number of participants in regional meetings		20 per regional meeting, 100 to 120 total

15c	Stakeholder table	Country count - regional	3b	IEECP	Number of countries that took part in a regional meeting		at least 14 key targeted MS
16a	Meeting tracker	Meetings count - regional	3b	IEECP	Number of EU workshops organised		at least 3
16b	Stakeholder table	Participant count - EU	3b	IEECP	Numbers of participants in EU workshops		50 to 70 per EU workshop
16c	Stakeholder table	Country count - EU	3b	IEECP	Number of countries present at EU workshops		at least 14 key targeted MS
17a	Meeting tracker	Meetings count - EU	3b	IEECP	Number of webinars organised	1 to 2	5
17b	Stakeholder table	Participant count - webinars	3b	IEECP	Number of participants in webinars	At least 20 participants each webinar	At least 100 participants total
17c	Stakeholder table	Country count - webinars	3b	IEECP	Number of countries present at webinars	15 MS	Same as per cycle
18a	Progress report	Facilitator diligence / country coverage	1b	IEECP	Number of main MS (14 key MS) with progress reports up to date	all 14 key MS	Same as per cycle
18b	Progress report	Facilitator diligence / country coverage	1b	IEECP	Number of other countries, either in or outside EU with some meetings organised	at least two countries other than 14 key EU MS	at least six countries other than 14 key EU MS
19	Progress report	Topic coverage	3a	IEECP	Number of topics covered	3 to 4	9 to 10 (with at least four MRV and at leas four policy implementation topics)
20	Internal metrics	Planned utilization rate	1c	IEECP	Budget spent over total planned budget	All partners are in the 80%-100% range of their planed budget	Same as per cycle
21	Internal metrics	Time available for mentoring meetings, site visits and preparation in-between the meetings	1c	IEECP	Duration of cycle in months, over total planned duration (7 months)	80% of key MS finish the cycle in the planned time	Same as per cycle
22a	Website metrics	Website popularity	2a	FIRE	visits to the website - total number	20% increase in visitors per cycle	At least 4000 vistors

22b	Website metrics	Website popularity	2a	FIRE	visits to the website - number of countries	15 countries	At least 35 countries
22c	Website metrics	Website popularity	1b	FIRE	no. of cross-linking of web-pages to other website	Will be monitored for to track ENSMOV audience, but there is no target	
23	Website metrics	Publishables popularity	2b	FIRE	website downloads	1° cycle 25; 2° cycle 100; 3° cycle 175	At least 250 download total
24	Website metrics	Materials popularity	2b	FIRE	no. of downloads/shares/ mentions of web articles	Will be monitored for to track ENSMOV audience, but there is no target	
25a	Social network metrics	Project overal popularity	1b	FIRE	no. of Twitter followers	1° cycle 50; 2° cycle 70; 3° cycle 100	At least 220 followers
25b	Social network metrics	Project overal popularity	1b	FIRE	no. of Linkedin group members	1° cycle 50; 2° cycle 200; 3° cycle 250	At least 500 members total
25c	Social network metrics	Project overal popularity	1b	FIRE	no. of views/comments/ embedding/sharing of the videos on ENSMOV Youtube channel	Will be monitored to track ENSMOV audience, but there is no target	
26	Publication metrics	Cross - citations	1b	FIRE	no. of citations from publications;	Will be monitored to track ENSMOV audience, but there is no target	
27	Publication metrics	Materials popularity	2b	FIRE	no. of readers/downloads/ distributed printed copies of policy briefs	Will be monitored to track ENSMOV audience, but there is no target	
28a	Publication metrics	Media coverage	1b	FIRE	no. of published press releases	1 after each EU Workshop plus 1 or 2	4 to 5
28b	Newsletter	Media coverage	2b	IEECP	no. of opens each Newlsetter	will be monitored for each Newsletter	2700 opens

Each KPI is connected to a specific objective it will monitor, with the specific objectives being:

1   Specific objectives for aim one (sharing of knowledge amongst MS):

1a   Develop and execute a quality exchange programme (create meeting agenda and guidance, develop learning tools, train facilitators);

1b   Attract the right stakeholders;

1c   Achieve set goals within the planned time and budget.

2   Specific objectives for aim two (develop tailored resources):

2a   Develop a quality website and exchange platform;

2b   Develop materials for facilitators to be able to deliver the exchange with consistent quality.

3   Specific objectives for aim three (assist national authorities in-house MRV):

3a   Concentrate on issues that are of the most importance to our stakeholders;

3b   Build capacity of MS to implement EE policies that deliver the savings.

Then the target per cycle and total target are defined for each of the KPIs, followed by the explanation on how to measure the success towards the target.

The success of our activities will be evaluated in two ways; firstly, by using absolute set targets and performing exact measurement against them, and the other, relative evaluation, by recording our progress each cycle in meeting our relative targets. Monitoring outputs and the table in which the results will be inserted is given in Table 2.

Table 2: ENSMOV monitoring outputs

Monitoring outputs									
Cycle 1 absolute result	Comment	Cycle 2 absolute result	Cycle 2 result relative to cycle 1	Comment2	Cycle 3	Cycle 3 result relative to cycle 2	Comment3	Average result of all cycles	Comment4

2 | Identifying and developing monitoring activities

Some of the activities covered here belong to other work packages, such as the online survey which is part of task 4.1 and will be implemented in month 16. However, to create synergies and not to repeat tasks, we mention all of them here. Those activities that belong to this work package (the surveys, the suggestion box and the meeting tracker) are described in detail, while others are only briefly mentioned with reference to respective deliverable in which the respective tasks will be developed. We have also tried to value brevity and quality of answers over quantity, thus minimising the time and effort that stakeholders need to invest in answering our surveys and hopefully maximising changes for a higher response rate.

The sources through which we will be monitoring our KPIs are the following:

- Meeting tracker table
- Stakeholder list table
- Country Progress report
- Participant surveys
- Online survey on expectations and feedbacks
- Online suggestion box
- Dissemination metrics part of WP6 - Website metrics, social network metric, publication metrics
- Internal metrics or internal monitoring of partners' activities

IEECP is in charge of all of these activities except the monitoring of dissemination metrics which are part of WP6 – FIRE and the online survey, which is part of task 4.1, also led by FIRE.

2.1 Monitoring meetings and participation

Number and type of meetings will be monitored through the "**ENSMOV meeting tracker**" and the individual/unique participation will be monitored through the "**ENSMOV stakeholders list**".

Each facilitator is responsible for generating the code of their meeting in the meeting tracker and pasting it by the name of each meeting participant in the stakeholder list. In case of a regional or EU meeting, one person is designated a "person in charge of the meeting" and this person shall be contacted related to all questions about a particular meeting. Although in EU and regional meetings there is one person in charge, it will still be usual practice that each facilitator communicates with

stakeholders from their designated Member State, instead of the "person in charge" communicating directly to all stakeholders. This means that also each facilitator will be responsible to enter meeting code in the stakeholder list for Member States they are in charge of.

The meeting tracker will be used to monitor the following KPIs:

- Meetings count – national - number of national meetings organised
- Meetings count – regional - number of regional workshops organised
- Meetings count – regional - number of EU workshops organised
- Meetings count – EU - number of webinars organised

The stakeholder table will be used to monitor the following KPIs:

- Representation of stakeholder subgroups interested in ENSMOV - Percentage of each stakeholder group
- Participant count - total number of participants, all meetings, all countries
- Unique participant count - total number of unique participants (no repeated names), all countries
- Unique policy makers count - total number of unique policy makers (no repeated names), all countries
- Participant count – national - number of participants in national meetings
- Country count – national - number of countries where national meeting was organised
- Participant count – regional - number of participants in regional meetings
- Country count – regional - number of countries that took part in a regional meeting
- Participant count – EU - umbers of participants in EU workshops
- Country count – EU - number of countries present at EU workshops
- Participant count – webinars - number of participants in webinars

2.2   Country progress report

Progress report for each country participating in ENSMOV is the main document to be filled out over the course of the entire project. Facilitators are responsible for it to be up to date and as each meeting takes place, facilitators will fill out more sections of the progress report; including the meeting progress, the country context, the best practices and main issues. In the end it will serve as a means

to track progress per country and summary publications will be generated and published on project website. The following indicators will be monitored through the progress report:

- Meeting expectations and needs - overall national perspective
- Facilitator diligence / country coverage
- Facilitator diligence / country coverage
- Topic coverage

2.3   Process monitoring surveys

2.3.1   Participant survey

Finding criteria to test what and how the stakeholders learn is perhaps the most important leading indicators that can help to adapt the following cycles and raise the quality of the exchange as the project progresses. Process monitoring serves to elaborate problems and find applicable solutions on time.

The questions are set out here and will be available in both a version for print in the country progress report and as an online Google Forms questionnaire. Facilitators will present the surveys to participants at the end of each EU meeting, each regional meeting and at least one national meeting per cycle. Surveys will be anonymous, and the results will be monitored by IEECP and analysed after each cycle to make needed changes for the next cycle. Survey template is available in the "**ENSMOV progress report template**" and will also be available online. The link to the surveys will always be updated in the "**ENSMOV stakeholders list**".

The answers will be collected by IEECP by the end of each cycle and will be used as output for future cycles, as well as a measurement of program's performance and progress in reaching set objectives.

The participant survey will be monitored for the following KPIs:

- Overall satisfaction
- Meeting expectations and needs - individual perspective
- Usefulness of the knowledge gained
- Relevance of provided information to work/country context
- Applicability of knowledge to ones work

- Quality of facilitation
- Quality of and input provided by experts other than the facilitator
- Quality of networking and interaction between participants
- Quality of tools provided by ENSMOV
- General structure of the meeting

2.3.2   Expectations and feedback online survey

There will also be another online survey around month 16, which will examine the expectations and look for useful feedbacks. This survey is a part of task 4.1 and the plan is to survey at least 1-2 people per Member State. There will be a weekly monitoring performed by FIRE based on the time period in which the survey will be open. In case of small rate of answers FIRE will remind to all the partners to execute the survey. This survey offers a chance to set additional indicators if needed, or to firther question existing quality indicators, but at this time no KI was linked to this survey as the questions have not yet been determined.

2.4   Suggestion box

Aside from the surveys which will be offered in meetings, there is an anonymous suggestion box available online to all stakeholders, even those that are not actively participating in the exchange program. IEECP will oversee checking the suggestions and making sure they are addressed and that applicable changes are implemented. Facilitators should remind meeting participants of the availability of the suggestion box at each physical meeting.

The suggestions will help IEECP as partners in charge of planning the learning exchange, to observe what are the most frequent concerns and areas of interest and can thus timely modify the learning exchange.

The suggestion box will be indirectly presented on the first page and the Google form in its working version is available here.

Suggestion box content

The aim of the form is to collect the most frequently asked questions, but also to gather information on visitors and interested parties. The form will entail following questions:

1. Organisation type:

- I prefer not to say
- Ministry or public authority
- National agency/implementing body
- Policy maker
- Energy and environmental association
- Industrial or trade association
- Consumers' association
- Market operators (utility, ESCOs, technology suppliers, etc.)
- Distribution System Operator (DSO)
- University/research center
- Think tanks involved in energy policies
- Bank/financial institution
- Other:

2. Please write here your suggestion or comment: _____

3. Email (This is optional. In case you would be willing to tell us more about your suggestion, please leave us your email address so we can be able to contact you.)

Data which will be monitored

IEECP will check and respond to new emails as soon as they occur. Internal monitoring

Internal monitoring will be undergone in WP1, but those results that will be useful for the monitoring of the learning programme are listed here:

- Monitoring representation of stakeholder subgroups interested in ENSMOV
- Monitoring who are the key stakeholders interested in E Representation of stakeholder subgroups interested in ENSMOV
- Monitoring number of suggestions taken into account

The first two will be monitored to track ENSMOV audience, but there is no target set. We plan to use this awareness about interested stakeholder representation for tailoring our dissemination activities.

2.5 Dissemination metrics

Dissemination metrics are part of WP6 and they include: Website metrics, social network metrics and publication metrics. It is difficult to det a concrete target for dissemination metrics, so instead, our aim is to have a relative target, meaning we expect growing numbers over the course of the project. Concrete KPIs that will be monitored are:

Table 3: ENSMOV dissemination metrics

KPI	Means of monitoring		Target in total
Website popularity	visits to the website - total number	20% increase in visitors per cycle	At least 4000 visitors
Website popularity	visits to the website - number of countries	15 countries	At least 35 countries
Website popularity	no. of cross-linking of webpages to other websites	Will be monitored for to track ENSMOV audience, but there is no target	
Publishables popularity	website downloads	1° cycle 25; 2° cycle 100; 3° cycle 175	At least 250 download in total
Materials popularity	no. of downloads/shares/ mentions of web articles	Will be monitored for to track ENSMOV audience, but there is no target	

2.6   Internal metrics

Internal metrics are one of the most important indicators for measuring the performance level and whether we are on track to achieve set goals. In general, internal metrics have to do with the planned time, budget and overall satisfaction. Concretely, our internal KPIs include measuring:

- whether the stakeholders' expectations were met;
- the planned utilization rate or how the budget spent compares to the planned budget, and
- how the actual time available for mentoring meetings, site visits and preparation in-between the meetings compares to our planned timing.

3 | KPI measurement and reporting frequency

As mentioned in chapter 2.1.1, there will be yearly valuation of set KPI's, once after each learning cycle. This will enable us to have time to learn from the results and change the programme accordingly. **The reporting** on the result of the stakeholder and the online surveys, the progress reports, the stakeholder table, the meetings table, the internal and web metrics will all be **summed up, presented and analysed by IEECP and sent to all partners.** The reporting will also include an **agreement on changes that the consortium intends to implement into the programme** because of the results of the KPI measurements.

Reports on the KPIs will be delivered to partners one month after most facilitators finish the current cycle. The idea is not to wait for everyone to finish, but rather to gather results in time for the changes to be implemented to the next cycle.

	Decer	Janua	Febru	March	April	May	June	July	Augus	Septe	Octob	Nover	Decer	Janua	Febru	March	April	May	June	July	Augus	Septe	Octob	Nover	Decer	Janua	Febru	March	April	May
	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
EU workshop:	EU (WCC)											EU						EU						(EU)						
Webinars:			W											W								W								
1st cycle			R	I	I	I	R	I		I	R	X																		
2nd cycle														R	I	I	R	I	I	R	X									
3rd cycle																						R	I	I	R	I	I	R	X	

I = individual meetings
R = regional meetings

Figure 3: Indicative timeline of KPI monitoring and reporting process

The results will be displayed in an excel table as shown in the below figure:

Monitoring outputs										
Cycle 1 absolute result ▼	Comment ▼	Cycle 2 absolute result ▼	Cycle 2 result relative to cycle 1 ▼	Comment2 ▼	Cycle 3 ▼	Cycle 3 result relative to cycle 2 ▼	Comment3 ▼	Average result of all cycles ▼	Comment4 ▼

Figure 4: Reporting monitoring results

There will also be a descriptive report about the survey open questions and the suggestions from the suggestion box.

Once all the results are analysed, we will make a progress dashboard and a written summary which will be shared will all partners. Based on the results, we will also agree on, and report, the changes which will be implemented into the following programme exchanges.

4 | Works consulted

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Annex I – ENSMOV defining KPIs, target and measurement

KPI #	Source	KPI	Specific objective monitored	Organisation responsible for tracking	How to measure	Target per cycle	Target total
3a	Internal metrics	Meeting expectations - general judgement	3a	IEECP	Compare KPIs 3b and 3c and check whether there is a large discrepancy between individual and national scores	In 70% of cases, both the individual and national perspectives are alligned.	Same as per cycle
20	Internal metrics	Planned utilization rate	1c	IEECP	Budget spent over total planned budget	All partners are in the 80%-100% range of their planed budget	Same as per cycle
21	Internal metrics	Time available for mentoring meetings, site visits and preparation in-between the meetings	1c	IEECP	Duration of cycle in months, over total planned duration (7 months)	80% of key MS finish the cycle in the planned time	Same as per cycle
14a	Meeting tracker	Meetings count - national	3b	IEECP	Number of national meetings organised	At least one national meeting organised per participating country	At least three national meetings organised per participating country
15a	Meeting tracker	Meetings count - regional	3b	IEECP	Number of regional workshops organised		at least 9
16a	Meeting tracker	Meetings count - regional	3b	IEECP	Number of EU workshops organised		at least 3
17a	Meeting tracker	Meetings count - EU	3b	IEECP	Number of webinars organised	1 to 2	5
28b	Newsletter	Media coverage	2b	IEECP	no. of opens each Newlsetter	will be monitored for each Newsletter	2700 opens
3b	Progress report	Meeting expectations and needs - overall national perspective	3a	IEECP		More than half countries in the program agree that the objectives have been met.	Same as per cycle
18a	Progress report	Facilitator diligence / country coverage	1b	IEECP	Number of main MS (14 key MS) with progress reports up to date	all 14 key MS	Same as per cycle

18b	Progress report	Facilitator diligence / country coverage	1b	IEECP	Number of other countries, either in or outside EU with some meetings organised	at least two countries other than 14 key EU MS	at least six countries other than 14 key EU MS
19	Progress report	Topic coverage	3a	IEECP	Number of topics covered	3 to 4	9 to 10 (with at least four MRV and at leas four policy implementation topics)
26	Publication metrics	Cross - citations	1b	FIRE	no. of citations from publications;	Will be monitored to track ENSMOV audience, but there is no target	
27	Publication metrics	Materials popularity	2b	FIRE	no. of readers/downloads/ distributed printed copies of policy briefs	Will be monitored to track ENSMOV audience, but there is no target	
28a	Publication metrics	Media coverage	1b	FIRE	no. of published press releases	1 after each EU Workshop plus 1 or 2	4 to 5
25a	Social network metrics	Project overal popularity	1b	FIRE	no. of Twitter followers	1° cycle 50; 2° cycle 70; 3° cycle 100	At least 220 followers
25b	Social network metrics	Project overal popularity	1b	FIRE	no. of Linkedin group members	1° cycle 50; 2° cycle 200; 3° cycle 250	At least 500 members total
25c	Social network metrics	Project overal popularity	1b	FIRE	no. of views/comments/ embedding/sharing of the videos on ENSMOV Youtube channel	Will be monitored to track ENSMOV audience, but there is no target	
1c	Stakeholder table	Representation of stakeholder subgroups interested in ENSMOV	1c	IEECP	Percentage of each stakeholder group	Will be monitored for to track ENSMOV audience, but there is no target	
13a	Stakeholder table	Participant count	1b	IEECP	Total number of participants, all meetings, all countries		200
13b	Stakeholder table	Unique participant count	1b	IEECP	Total number of unique participants (no repeated names), all countries		150
13c	Stakeholder table	Unique policy makers count	1b	IEECP	Total number of unique policy makers (no repeated names), all countries		45

14b	Stakeholder table	Participant count - national	3b	IEECP	Number of participants in national meetings		200
14c	Stakeholder table	Country count - national	3b	IEECP	Number of countries where national meeting was organised		20
15b	Stakeholder table	Participant count - regional	3b	IEECP	Number of participants in regional meetings		20 per regional meeting, 100 to 120 total
15c	Stakeholder table	Country count - regional	3b	IEECP	Number of countries that took part in a regional meeting		at least 14 key targeted MS
16b	Stakeholder table	Participant count - EU	3b	IEECP	Numbers of participants in EU workshops		50 to 70 per EU workshop
16c	Stakeholder table	Country count - EU	3b	IEECP	Number of countries present at EU workshops		at least 14 key targeted MS
17b	Stakeholder table	Participant count - webinars	3b	IEECP	Number of participants in webinars	At least 20 participants each webinar	At least 100 participants total
17c	Stakeholder table	Country count - webinars	3b	IEECP	Number of countries present at webinars	15 MS	Same as per cycle
1a	Suggestion box - organisation type	Representation of stakeholder subgroups interested in ENSMOV	1b	IEECP	Percentage of each stakeholder group	Will be monitored to track ENSMOV audience, but there is no target	
1b	Suggestion box - organisation type	Key stakeholders interested in ENSMOV	1b	IEECP	Percentage of answers: policy makers or ministry/public authority	Will be monitored to track ENSMOV audience, but there is no target	
2	Suggestion box and survey open questions 1.e, 2.f and 2.g	# of suggestions taken into account	1a	IEECP	# of accepted suggestions / # of suggestions total	All suggestions are taken account by either being accepted, or there is an explanation why they were not addressed (see separte sheets in the same Excel)	Same as per cycle
12	Survey all questions	Overall satisfaction	1a	IEECP	Total number of answers "completely disagree" or "somwehat disagree" divided by number of participants in survey multiplied by 8 (total # of questions), divided by 100.	Total number of answers "completely disagree" or "somwehat disagree" is less than 10% of answers.	Total number of answers "completely disagree" or "somwehat disagree" is less than 10% of answers.
3c	Survey Q1.a	Meeting expectations and needs - individual perspective	3a	IEECP		70% of participants per country answer either "strongly agree"	Same as per cycle

						or "somewhat agree" that the objectives have been met.	
4	Survey Q1.b	Usefulness of the knowledge gained	3b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
5	Survey Q1.c	Relevance of provided information to work/country context	3b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
6	Survey Q1.d	Applicability of knowledge to ones work	3b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
7	Survey Q2.a	Quality of facilitation	1a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
8	Survey Q2.b	Quality of and input provided by experts other than the facilitator	1a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
9	Survey Q2.c	Quality of networking and interaction between participants	3c	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
10	Survey Q2.d	Quality of tools provided by ENSMOV	2b	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
11	Survey Q2.d	General structure of the meeting	1a	IEECP		70% of participants per country answer either "strongly agree" or "somewhat agree".	Same as per cycle
22a	Website metrics	Website popularity	2a	FIRE	visits to the website - total number	20% increase in visitors per cycle	At least 4000 vistors
22b	Website metrics	Website popularity	2a	FIRE	visits to the website - number of countries	15 countries	At least 35 countries

22c	Website metrics	Website popularity	1b	FIRE	no. of cross-linking of web-pages to other website	Will be monitored for to track ENSMOV audience, but there is no target	
23	Website metrics	Publishables popularity	2b	FIRE	website downloads	1° cycle 25; 2° cycle 100; 3° cycle 175	At least 250 download total
24	Website metrics	Materials popularity	2b	FIRE	no. of downloads/shares/ mentions of web articles	Will be monitored for to track ENSMOV audience, but there is no target	
(25)	Feedback online survey	This survey offers a chance to set aditional indicators if needed		FIRE			