European Commission

9th CONFERENCE on the Evaluation of EU Cohesion Policy

Shaping Transitions with Evidence

16-17 September 2021
Porto, Portugal

Workshop 3B
A Europe fit for the digital age
(Evaluation findings in the area of ICT)

Digital Decade, RRF and DESI

Fabrizia Benini, DG CNECT

#CohesionEval2021

Regional and Urban Policy

The proposed targets of the Digital Decade

Skills

ICT Specialists: 20 millions + Gender convergence
Basic Digital Skills: min 80% of population

Government

Key Public Services: 100% online
e-Health: 100% availability medical records
Digital Identity: 80% citizens using digital ID

Infrastructures

Connectivity: Gigabit for everyone, 5G in all populated areas
Cutting edge Semiconductors: double EU share in global production
Data – Edge & Cloud: 10,000 climate neutral highly secure edge nodes
Computing: first computer with quantum acceleration

Business

Tech up-take: 75% of EU companies using Cloud/AI/Big Data
Innovators: grow scale ups & finance to double EU Unicorns
Late adopters: more than 90% of European SMEs reach at least a basic level of digital intensity

2030 Digital Decade Targets

DIGITAL SKILLS

Adults with basic digital skills

NOW 56%

TARGET 80%

Employed ICT specialists

NOW 8.4 million

TARGET 20 million

DIGITAL INFRASTRUCTURES

Gigabit network coverage

NOW 59%

TARGET 100% of households

5G coverage

NOW 14%

TARGET 100% of populated areas

The EU production of semiconductors, including processors, makes up

NOW 10%

TARGET ≥20% of world production in value

There are **10,000 edge nodes** in the EU for **better, secure and sustainable data processing.**

By 2025, the first **EU computer with quantum acceleration** is paving the way for cutting-edge quantum capabilities.

DIGITAL TRANSFORMATION OF BUSINESSES

BUSINESSES USING

Cloud computing services

NOW 26%

TARGET 75%

Big data

NOW 14%

TARGET 75%

Artificial Intelligence

NOW 25%

TARGET 75%

SMEs with at least a basic level of digital intensity

NOW 60%

TARGET >90%

There are

NOW 112

TARGET **Double** the number of unicorn startups in Europe

DIGITALISATION OF PUBLIC SERVICES

Online access to key public services (related to career, studying, family, regular business operations, moving)

NOW 75/100 citizens 84/100 businesses

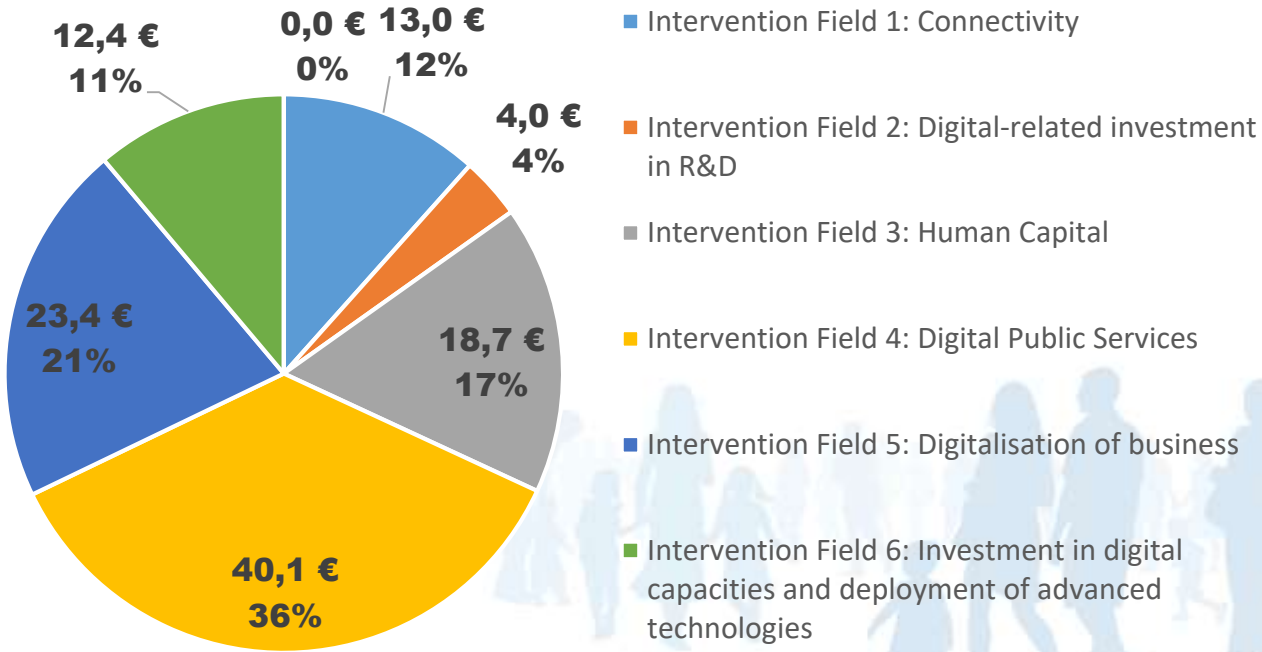
TARGET **All** citizens and business

MS digital priorities in the adopted RRF plans as of 15/9

RRP spending on digital:

- ✓ **€112 bn**, possibly around €130+ considering draft RRPs
- ✓ **27%** of total, largely exceeding the 20% minimum

Digital Budget for Council adopted RRPs* (in billion €)



*Includes data from RRPs as of 15th of September 2021: AT, BE, CY, CZ, DK, DE, EL, ES, FR, HR, IE, IT, LV, LT, LU, PT, SI, SK

What is the Digital Economy and Society Index (DESI)?

- Annual **composite index** based on the OECD and JRC handbook on composite indicators.
- Summarises relevant indicators on Europe's digital performance based on **Eurostat** data complemented with data prone specific **studies**.
- Tracks progress of EU Member States in digital competitiveness around **5 dimensions**.
- Provides an assessment of digital policies by Member State in **country reports**.
- Summarizes EU trends in digitisation in **thematic chapters**.

Thank you

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Structural funds contributions for ICT

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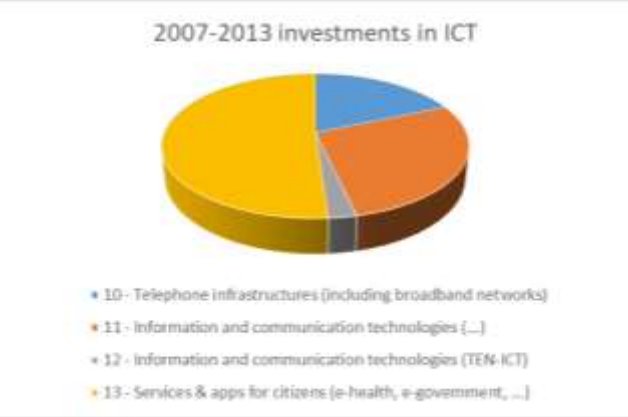
Regional and Urban Policy

Arturo Polese, DG REGIO

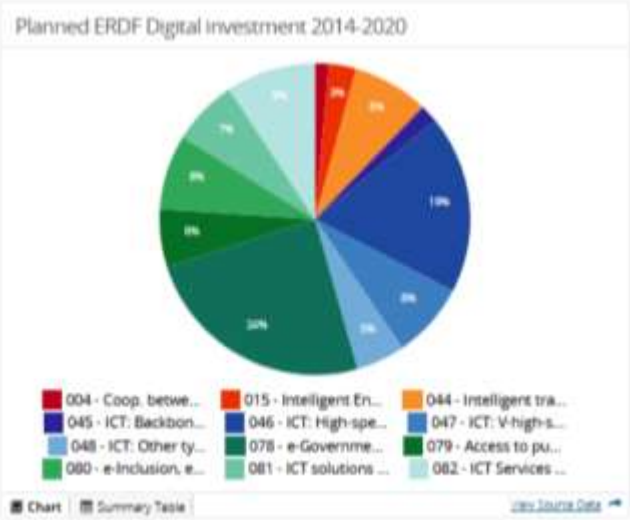
ERDF investments for ICT



11.4 b€

(3.3% of total ERDF allocation)

+ 3 b€ for SMEs (cats 14 and 15)



16.4 b€

Thematic objective 2 (ICT)

2021-2027

ICT investments in Policy Objective 1 (ERDF)

+

RRF investments

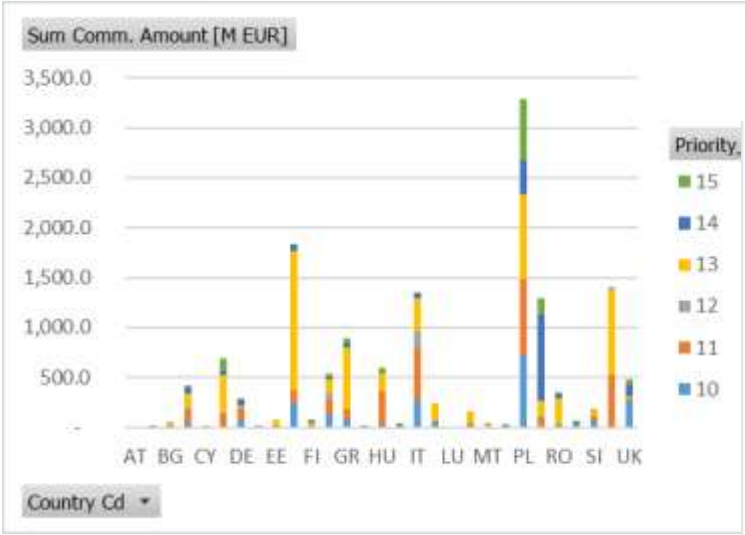
for digitisation

at least 68 b€ (20%)

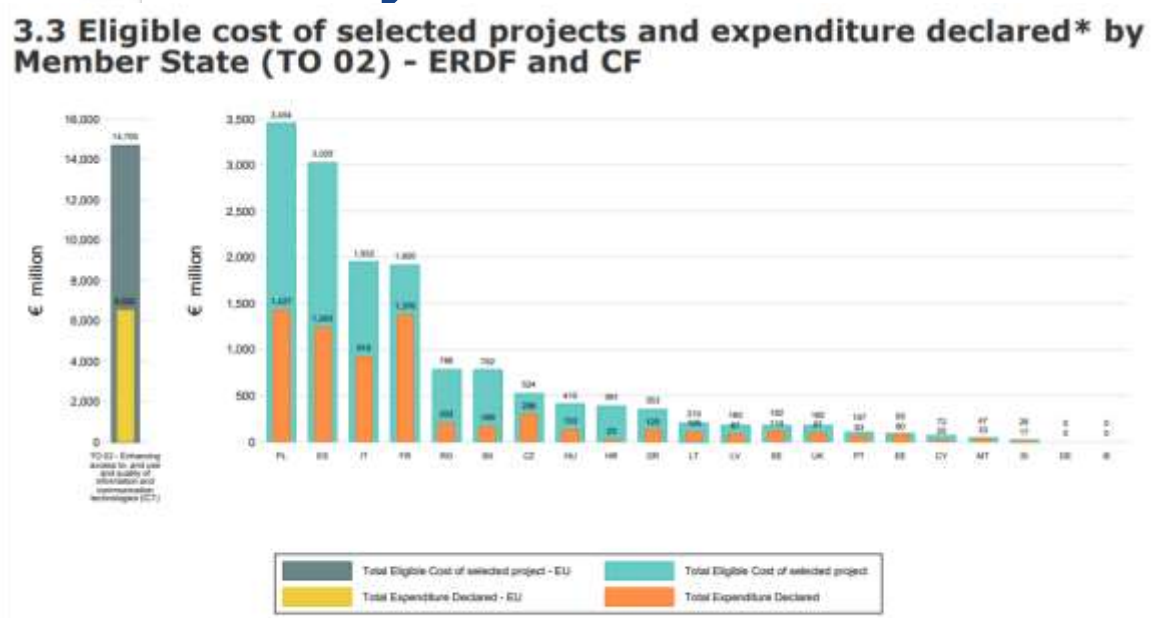
in reality > 27%

ERDF investments for ICT by MS

2014-2020

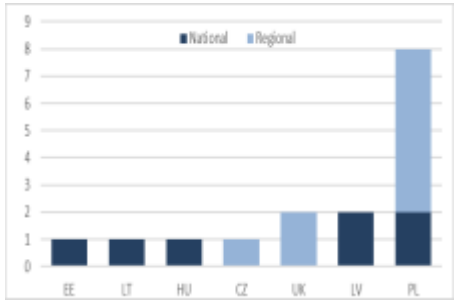


2007-2013



Results we know so far…

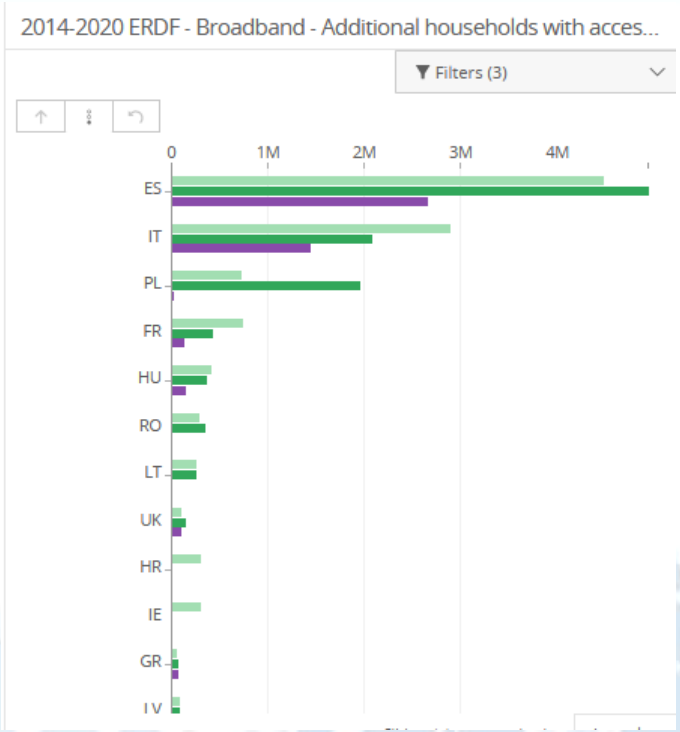
Few evaluations performed by MS:



2007-13 impact evs

2014-20 ICT evs

Ex post evaluation for the 2 programming periods to be launched by the Commission



Example of expected results (2014-2020) by (broadband) common indicator

Thank you

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SZÉCHENYI 2020

European Union

PRIME MINISTER'S OFFICE

EVALUATIONS OF ICT INVESTMENTS IN HUNGARY

IN SEARCH OF IMPACT

HENRIETTE KISS
MONITORING & EVALUATION DEPARTMENT

PORTO, 16 SEPTEMBER, 2021

EVALUATIONS OF ICT INVESTMENTS

2007-2013 investments in ICT

- **Ex post evaluation of the Electronic Public Administration OP** (2016)

Impact assessed

2014-2020 investments in ICT

- On-going assessment of administrative burden
- Midterm evaluation of public service management
- Midterm evaluation of broadband developments

Preliminary results

EX POST EVALUATION OF ELECTRONIC PUBLIC ADMINISTRATION OP (2016)

+

Impact: a more modernized public administration system

- e-procedures and e-services established
- travel and waiting time, travel costs of citizens decreased
- generally satisfied users
- most result indicators reached

Great successes:

- **Government customer portal** (for various e-services)
- **Government customer service offices**

-

- **indicator system needs improvement** (content, specific definition, standarized, clear method of calculation; missing baseline value)
- **lack of national strategy**
- more synergies with other OPs needed

Government Customer Service Offices

ON-GOING ASSESSMENT OF ADMINISTRATIVE BURDEN (2014-2020)

Objectives of the evaluation:

- **measure baseline indicators and final indicator values 1 year after project closure**
- **assess** the extent to which administrative burdens of the beneficiaries or their clients have changed as a result of the projects (methods: *workshops, questionnaires, simulation, interview*)

  - **quantify** the extent of **reduction in lead times** and
  - **costs** of the reorganized procedures (client+ beneficiary).
- **methodological support** to beneficiaries to define the method of measuring indicators for each project

An Overall evaluation in 2022-2023 will summarize the indicator results of measurements, results of customer surveys, interviews with service providers, etc.

MIDTERM EVALUATION OF PUBLIC SERVICE MANAGEMENT (2014-2020)

Objectives of the evaluation:

Evaluate the quality, the usage and the impact of below developments on the effectiveness of public service management

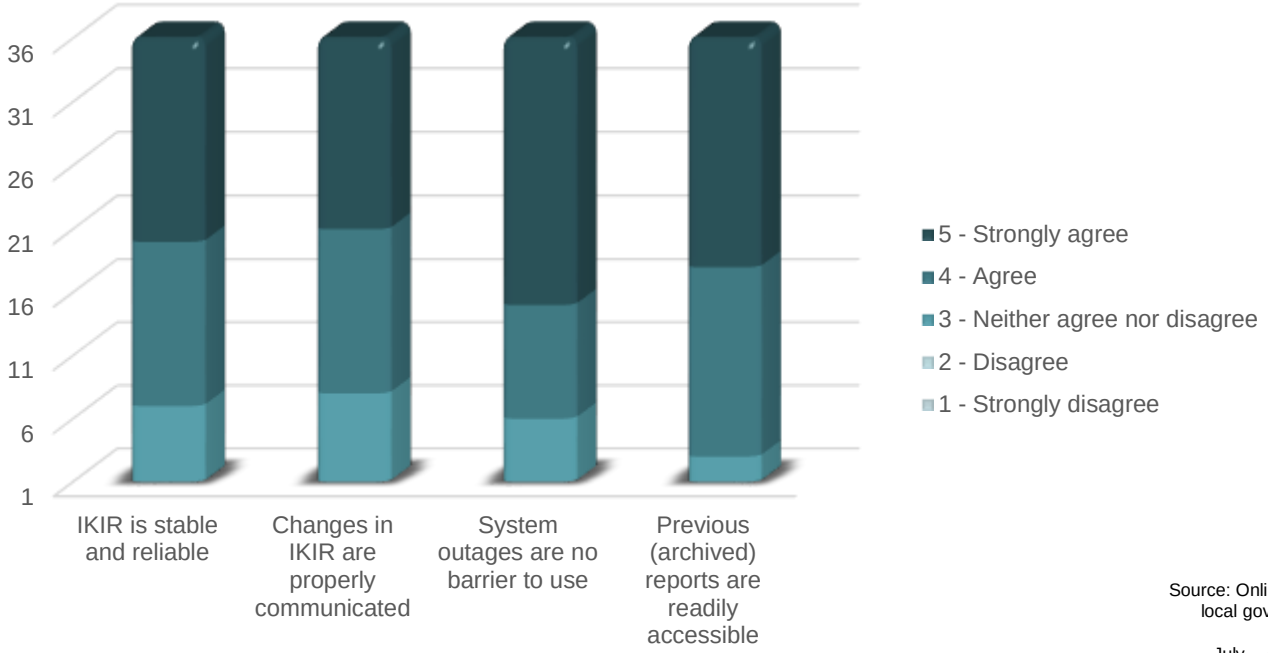
IKIR – Local Public Service Information System – to support decision-making (planning, operation) of municipalities more effectively across sectors (54 local public services e.g. kindergarten, city lighting)

- budget planning
- residential satisfaction surveys

HTMR - IT system to monitor network infrastructure development in the Superfast Internet Programme (to support the whole network development procedure: planning, implementation, monitoring, follow-up)

PRELIMINARY RESULTS: ONLINE SURVEY - IKIR

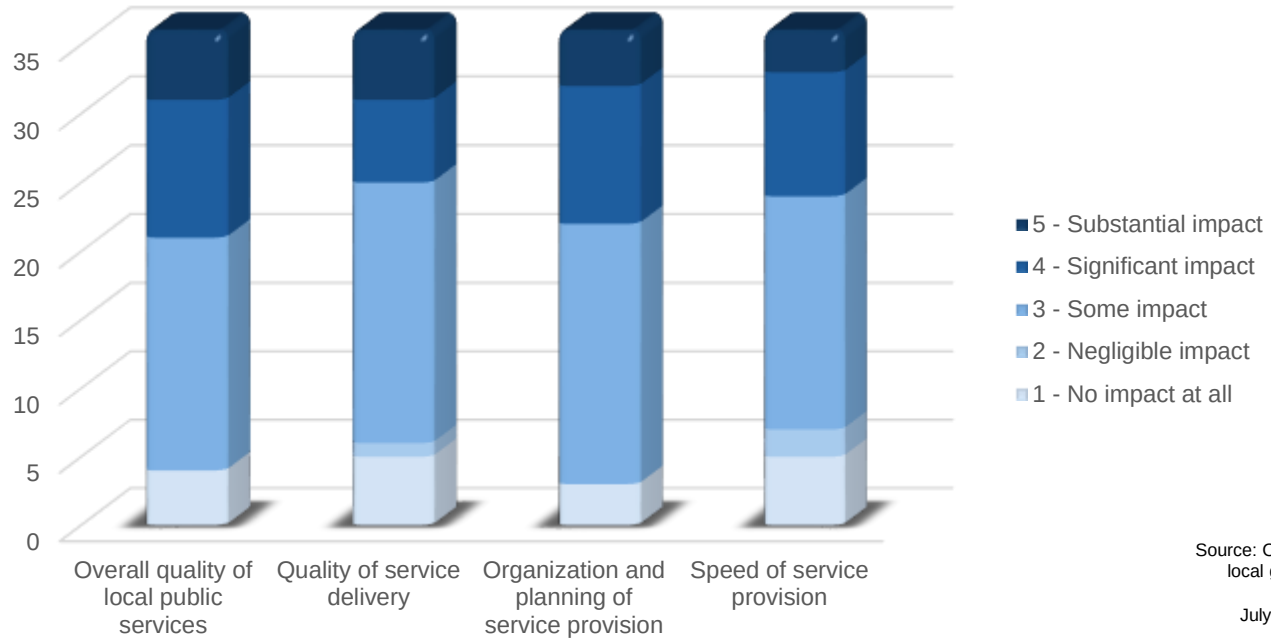
Users of IKIR are highly satisfied…



Source: Online survey of local governments in Hungary, July – August 2021

PRELIMINARY RESULTS: ONLINE SURVEY - IKIR

…but see moderate impact on the quality of local public services



Source: Online survey of local governments in Hungary, July – August 2021

MIDTERM EVALUATION OF BROADBAND DEVELOPMENTS (2014-2020)

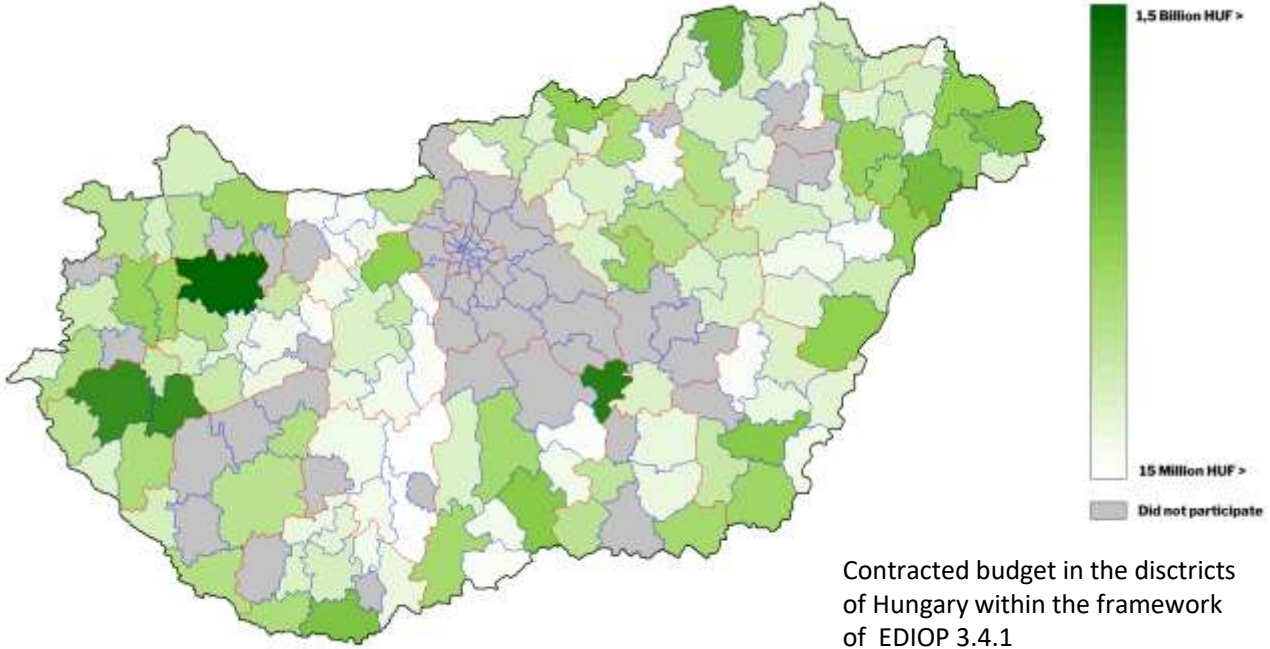
Objective of the evaluation:

Evaluate the quality, the usage and the impact of developments on target groups and the decrease of territorial digital disparities

as regards the following development areas:

- Digital infrastructure for residentials and enterprises (Next Generation Access)
- Digital government and digital local government (NGA)
- **Enhance digitalization of less developed regions in Hungary**

PRELIMINARY RESULTS – TERRITORIAL TARGETING OF INVESTMENTS (survey of local governments)



Contracted budget in the disctricts of Hungary within the framework of EDIOP 3.4.1
Source: FAIR

SZÉCHENYI 2020

7 HÉTFA

EQUINOX CONSULTING

MAGYARORSZÁG KORMÁNYA

Európai Unió
Európai Strukturális és Beruházási Alapok

BEFEKTETÉS A JÖVŐBE

DIGITALIZATION – STRATEGIC PRIORITY IN 2021-2027

A specific OP has been set up for digitalization in 2021-2027 in Hungary to **enhance economic development**:

Digital Renewal Operational Programme

covering projects across several sectors

(R+D+I, e-governement, energy efficiency, circular economy, intelligent energy systems, education, LLL, health care, etc.)

HUNGARIAN GOVERNMENT

European Union
European Structural and Investment Funds

INVESTING IN YOUR FUTURE

Thank you for your attention!

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Planning the digital economy development

By Gérard POGOREL
Professor of Economics
Emeritus
Institut Polytechnique de Paris

TELECOM Paris

INSTITUT POLYTECHNIQUE DE PARIS

The digital transition is a vital pillar of EU policy

«The Commission is determined to make this Europe's "Digital Decade". Europe must now strengthen its digital sovereignty and set standards, rather than following those of others – with a clear focus on data, technology, and infrastructure. »

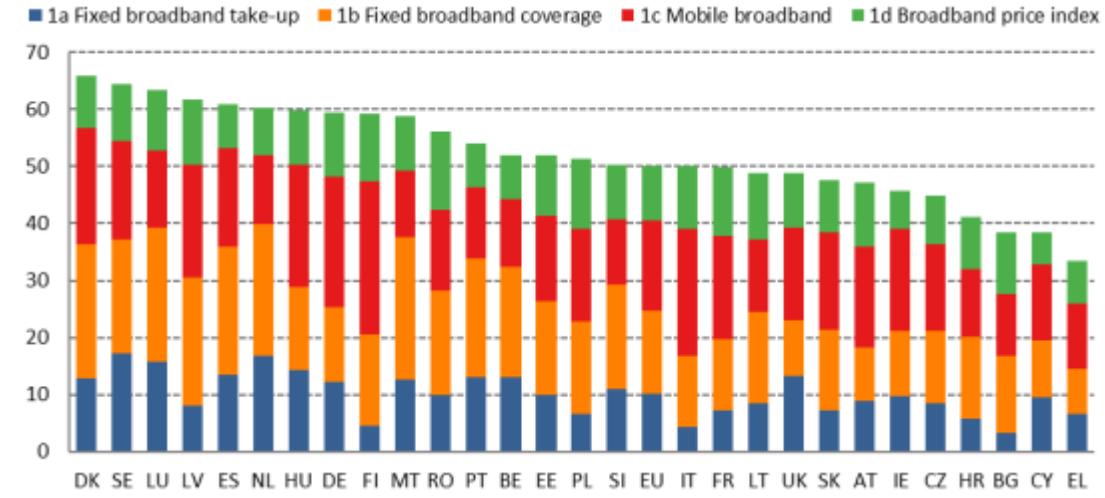
Cohesion policy an essential element for an EU sustainable global policy

More than ever detailed objectives and results are warranted

Operational strategy and evaluation are key

MS have ample experience in digital planning, but realities still differ

Figure 1 Digital Economy and Society Index 2020, Connectivity



Source: DESI 2020, European Commission.

Cohesion is about bridging discrepancies

cohesion strategy and evaluation
had
to deal with potential conflicts of policy imperatives:

Competition v Economic and cohesion imperatives

This era has come to an end with enhanced sovereignty imperatives and a defined digital vision

See *Connectivity toolbox*

- Next decade: *Shaping a modern digital agenda*

  EC Data-based evaluations and policy assessments

  > Quantitative
  > Qualitative
  > Comparative

Thank you!

Gérard Pogorel

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Experience and lessons from ICT projects and evaluations in Latvia

Workshop 3B : A Europe fit for the digital age (Evaluation findings in the area of ICT)

Ivars Solovjovs, Latvia

16.09.2021

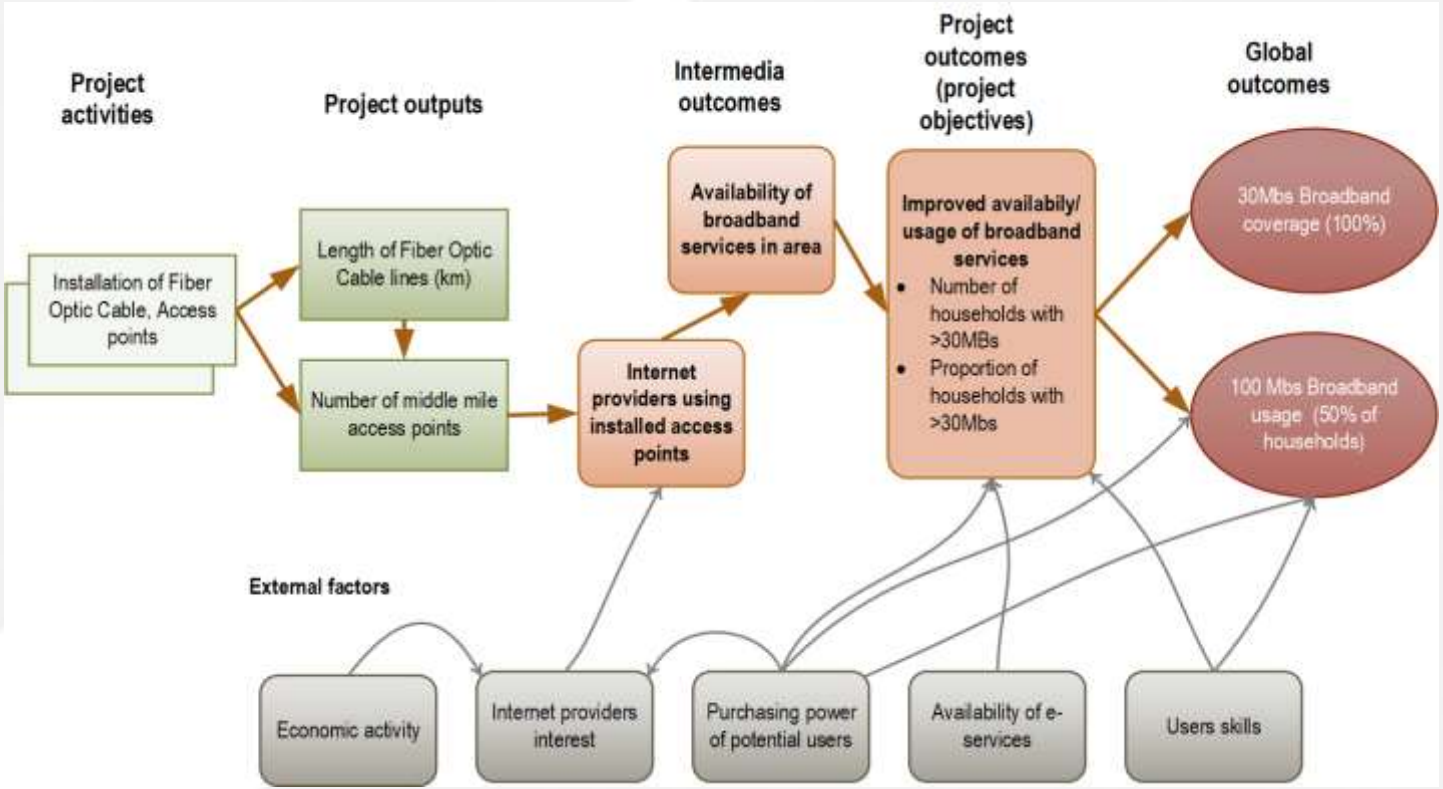
Background and objective

- Primary experience - public sector information system development in Latvia
  - More than 20 years
  - Dozens of systems – e-services platform, municipality system, E-case for courts etc.
  - Various roles – software development, audit (Ernst & Young), independent consultant
- Additionally - project planning and evaluation
  - EU ICT project planning/preparation – more than 10 projects in
  - EU project evaluation - Broadband development project evaluation, Riga city ICT audit, education projects etc
- Objective – share some practical experience and lessons from Latvia ICT projects and evaluations

#1: Clear logic model – precondition of successful project and effective evaluation

- Project not connected to overall sectoral policy/other projects/measures
  - E.g. Latvian broadband project, where “middle mile” was developed, but “last mile” missing
- Poor/narrow project objectives (outcomes/outputs) definition
  - Formally objectives reached, but they are not relevant
  - Typical problem for policy planning in Latvia
- Lessons
  - Very important to define clear and justified logic model and relevant objectives/indicators of intervention during planning (programming)
  - In the case of poor project logic model/objectives evaluation should focus on utility aspects - broader impact of project, which formally are not objectives of project

EXAMPLE OF BROADBAND INTERVENTION LOGIC MODEL



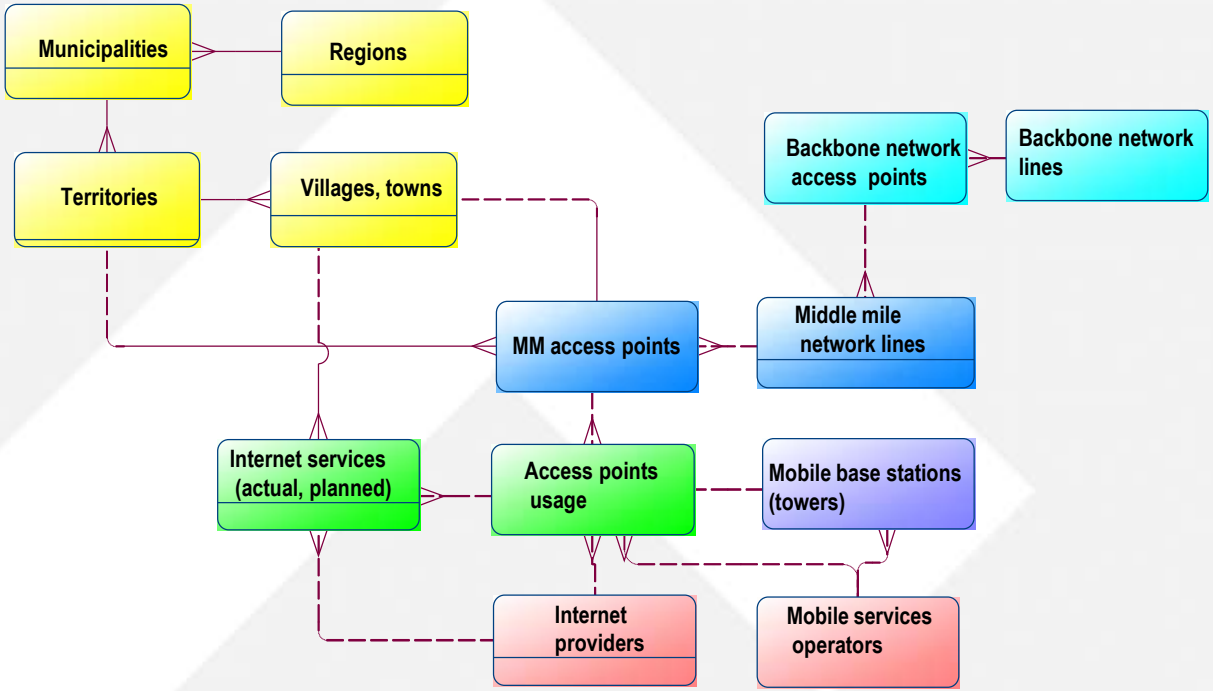
#2: From contractual evaluation to evidence/data supported theory-based evaluation

- Pure contrafactual evaluation in real life was not applicable
  - Not possible to identify control group and avoid impact external factors
- Theory-based evaluation – assessment of particular (atomic) casual relations between elements of logic model
  - With the support of data (interviews, expert opinions etc.) it is possible to build models for particular casual relations
  - E.g.
    - What are the factors, which influence internet providers interest to use "middle mile" infrastructure
    - How much from their budget households are ready to spend for broadband internet (depending on household profile)

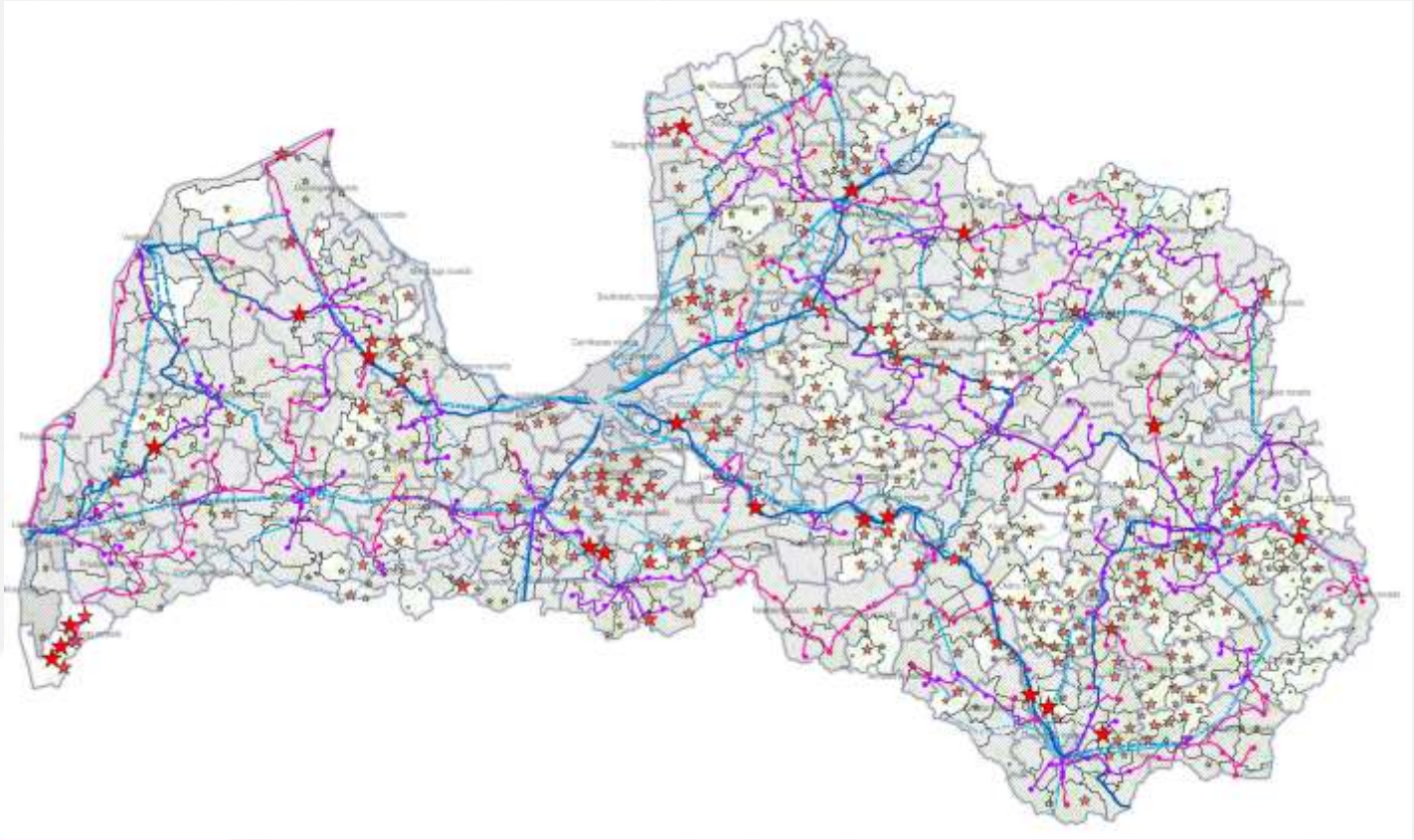
#3: Extensive data processing – new normal for evaluation projects

- Necessity for far more advanced data processing than just simple statistical calculations with Excel + SPSS
- Tools used in broadband project evaluation
  - Database (Postgres) with PostGIS
  - Structured survey tool (custom developed)
  - QGIS – geospatial data processing
  - Python (import/transformation scripts), visualization
- Information sources used in broadband project evaluation
  - Internet providers data/survey, municipality survey/data
  - Statistical data (including population and economic indicators in 1x1 km grid)
  - Geospatial data – territories, address geocoding etc.
  - Broadband infrastructure – lines, mobile towers etc.
  - Previous research regarding broadband services
- Extensive geospatial (iterative) calculations to determine effects of intervention
- => New skills/competences required both for evaluators and customers

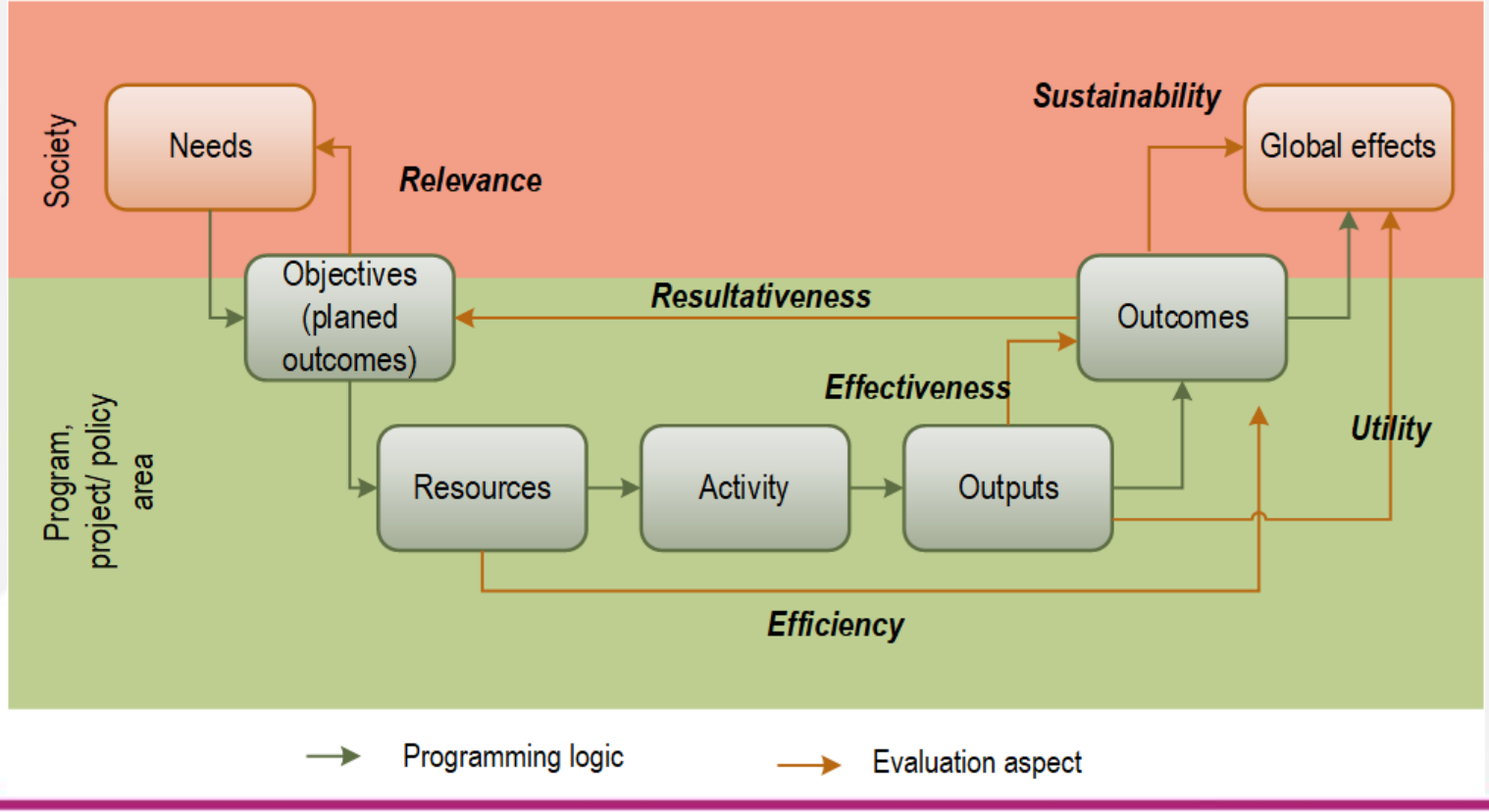
EXAMPLE - BROADBAND PROJECT EVALUATION DATA MODEL



RESULT SAMPLE – ASSESSMENT OF POTENTIAL INTERVENTION POINTS



#4: Adjusted Evalsed evaluation model/questions used in evaluations



Splitting "Effectiveness" Evalsed evaluation aspect in to "Resultativeness" and "Effectiveness"

- Resultativeness
  - To what extent have the objectives been achieved?
- Effectiveness relates to "Do the right thing" aspect
  - Have the interventions and instruments used produced the expected effects?
  - Could more effects be obtained by using different instruments?

Other issues from evaluations

- Evaluator independence – sometimes the issue
- Tendency to use evaluation project for other goals (policy development, practical assistance)

PALDIES!

- **Ivars Solovjovs**

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