

## Result indicators

### 1) VALUE OF IMPLEMENTED PROJECTS FOR WHICH SUPPORT IS ENSURED BY THE POLE COORDINATOR (EURO)

Relevance	++	The indicator measures the results of interventions financing the functioning of the Pole Coordinator Unit and could be quantified for projects financed under AP1/ KAI 1.1. It is linked with the specific objectives of the programme: strengthening the coordination capacity for the implementation of the SI.
Sensitivity	++	The indicator is responsive to the intervention and it directly captures its progress over time.
Availability	++	The indicator is available at the level of project and could be collected and reported on a regular basis to the MA.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

### 2) STAFF TURNOVER (%)

Relevance	++	The indicator measures the results of interventions ensuring co-financing for staff involved in the management and implementation of SI and could be quantified for projects financed under AP1/ KAI 1.1. It is linked with the specific objectives of the programme: strengthening the coordination capacity for the implementation of the SI.
Sensitivity	+	The indicator can capture over a relative period of time the effects of intervention.
Availability	+	In order to quantify the effects of the projects a dedicated study needs to be elaborated.
Cost	+	The elaboration of studies could be costing.

### 3) INCREASE IN THE LEVEL OF KNOWLEDGE (OF THE STAFF INVOLVED IN THE COORDINATION, MANAGEMENT AND CONTROL OF SI) IN RESPECT TO EVALUATION (%)

Relevance	++	The indicator measures the results of interventions designed for building a common evaluation culture and increasing the institutional capacity in respect to evaluation and could be quantified for projects financed under AP1/ KAI 1.2. It is linked with the specific objective of the programme: Development of an adequate administrative system through ensuring a common level of experience and knowledge of the stakeholders.
Sensitivity	+	The indicator can capture over a relative period of time the effects of intervention.
Availability	+	In order to quantify the effects of the projects a dedicated study needs to be elaborated.
Cost	+	The elaboration of studies could be costing.

#### 4) DEGREE OF SATISFACTION OF TRAINING PARTICIPANTS (%)

Relevance	++	The indicator measures the results of interventions financing training activities and could be quantified for projects financed under AP1/KAI 1.3 and AP2/KAI 2.3. It is linked with the specific objectives of the programme: Development of an adequate administrative system through ensuring a common level of experience and knowledge of the stakeholders.
Sensitivity	+	The indicator can capture over a relative period of time the effects of intervention.
Availability	+	In order to quantify the effects of the projects a specific study needs to be elaborated, based on assessments made by participants at the end of training activities.
Cost	++	The cost for elaborating satisfaction studies is relatively low.

#### 5) REQUESTS ANSWERED BY HELPDESK

Relevance	++	The indicator measures the results of interventions focusing on the development and functioning of the helpdesk for SMIS users and could be quantified for projects financed under AP2/ KAI 2.4 It is linked with the specific objectives of the programme: ensuring an adequate functioning of SMIS.
Sensitivity	++	The indicator is responsive to the intervention and it directly captures its progress over time.
Availability	++	The indicator is available at the level of project and could be collected and reported on a regular basis to the MA.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

#### 6) DEGREE OF USERS SATISFACTION (%)

Relevance	++	The indicator measures the results of interventions financing the development and functioning of users/beneficiaries services, such as SMIS helpdesk and the Information Centre and could be quantified for projects financed under AP2/ KAI 2.1 and AP3/KAI 3.2. It is linked with the specific objectives of the programme: Ensuring an adequate function of SMIS; Ensuring, at national level, a coordinated dissemination of general messages regarding the SI; Implementation of the ACIS Action Plan for communication, in accordance with the National Communication Strategy for SI.
Sensitivity	+	The indicator can capture over a relative period of time the effects of intervention.
Availability	+	In order to quantify the effects of the projects dedicated studies or surveys need to be elaborated.
Cost	+	The elaboration of studies and surveys could be costing.

## 7) SMIS DOWNTIME (HOURS/MONTH)

Relevance	++	The indicator measures the results of interventions focusing on the development and functioning of SMIS and its network and could be quantified for projects financed under AP2/ KAI 2.4 It is linked with the specific objectives of the programme: ensuring an adequate functioning of SMIS.
Sensitivity	++	The indicator captures immediately the effects of the intervention.
Availability	++	The indicator could be immediately calculated by triggering specific reports from the IT system and can be updated as often as necessary.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

## 8) NETWORK AVAILABILITY (%)

Relevance	++	The indicator measures the results of interventions focusing on the development and functioning of SMIS and its network and could be quantified for projects financed under AP2/ KAI 2.4 It is linked with the specific objectives of the programme: ensuring an adequate functioning of SMIS.
Sensitivity	++	The indicator captures immediately the effects of the intervention.
Availability	++	The indicator could be immediately calculated by triggering specific reports from the IT system and can be updated as often as necessary.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

## 9) PERCENTAGE OF PACKET LOSS (%)

Relevance	++	The indicator measures the results of interventions focusing on the development and functioning of SMIS and its network and could be quantified for projects financed under AP2/ KAI 2.4 It is linked with the specific objectives of the programme: ensuring an adequate functioning of SMIS.
Sensitivity	++	The indicator captures immediately the effects of the intervention.
Availability	++	The indicator could be immediately calculated by triggering specific reports from the IT system and can be updated as often as necessary.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

## 10) LATENCY FOR 1000 PACKETS (MS)

Relevance	++	The indicator measures the results of interventions focusing on the development and functioning of SMIS and its network and could be quantified for projects financed under AP2/ KAI 2.4 It is linked with
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		the specific objectives of the programme: ensuring an adequate functioning of SMIS.
Sensitivity	++	The indicator captures immediately the effects of the intervention.
Availability	++	The indicator could be immediately calculated by triggering specific reports from the IT system and can be updated as often as necessary.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

### 11) WEBSITE VISITS

Relevance	++	The indicator measures the results of the interventions financing the development of the website and could be quantified for projects financed under AP3/KAI 3.2. It is linked with the specific objectives of the programme: Ensuring, at national level, a coordinated dissemination of general messages regarding the SI; Implementation of the ACIS Action Plan for communication, in accordance with the National Communication Strategy for SI.
Sensitivity	++	The indicator captures relative immediately the effects of the intervention.
Availability	++	The indicator could be immediately calculated by triggering specific reports from the server hosting the website.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

### 12) POPULATION AWARENESS LEVEL (%)

Relevance	++	The indicator measures the results of interventions financing all types of publicity and promotion activities (events, campaigns, materials, on-line content etc) and could be quantified for projects financed under AP3/ KAI 3.2. It is linked with the specific objectives of the programme: Ensuring, at national level, a coordinated dissemination of general messages regarding the SI; Implementation of the ACIS Action Plan for communication, in accordance with the National Communication Strategy for SI.
Sensitivity	++	The indicator captures over time the effects of the intervention.
Availability	+	In order to quantify the effects of the projects a dedicated study needs to be elaborated.
Cost	+	The elaboration of studies could be costing.

### 13) REQUESTS RECEIVED BY THE INFORMATION CENTRE

Relevance	++	The indicator measures the results of interventions financing the development and functioning of the Information Centre and could be quantified for projects financed under AP3/ KAI 3.2. It is linked with the specific objectives of the programme: Ensuring, at national level, a coordinated dissemination of general messages regarding
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		the SI; Implementation of the ACIS Action Plan for communication, in accordance with the National Communication Strategy for SI.
Sensitivity	++	The indicator captures relative immediately the effects of the intervention.
Availability	++	The indicator is available at the level of project and could be collected and reported on a regular basis to the MA.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.

#### 14) NUMBER OF IC VISITORS

Relevance	++	The indicator measures the results of interventions financing the development and functioning of the Information Centre and could be quantified for projects financed under AP3/ KAI 3.2. It is linked with the specific objectives of the programme: Ensuring, at national level, a coordinated dissemination of general messages regarding the SI; Implementation of the ACIS Action Plan for communication, in accordance with the National Communication Strategy for SI.
Sensitivity	++	The indicator captures relative immediately the effects of the intervention.
Availability	++	The indicator is available at the level of project and could be collected and reported on a regular basis to the MA.
Cost	++	No additional resources are needed for its usage, except for the operational costs resulting from reporting requirements at project level and for OP monitoring, at the level of the MA.