

ICTA Monitoring and Evaluation Framework

N P D #	Outcome measurements		Outputs assessment		Baseline as at 30th April (Number / % completed)	Means of verifications (MoV)_	Dara Collection responsibilities ns frequency
	Key Outcomes	Outcome indicators	Key project Outputs with the time frame	KPI/ Output Indicator			
1	Lanka Government Network (2.0)						
	Relevant Government Employee aware about the benefit of LGN	# of government officers have registered with government LGN.2 facility	860 Government organizations connected (up to 100Mbps last mile connectivity and Wi-Fi facilities) by August 2018	# of organizations connected to LGN 2.0 central hub	810		
	Improved behaviour of relevant Government Employees	#/% of government officers have effectively used e-government services	LGN services are effectively delivered and maintained,	% completion of e mail solution	0		
	Relevant Government employees are effectively using LGN.2 facility.	#/% of relevant government officers satisfied on the LGN.2 facility	Email solution installed	% completion of core services	0		
	Government employees are enabled to deliver e-government services through the data exchange backbone.	% of citizen's visited to Govt. organizations accepted that service delivery has been improved.	LGN Core Services (Firewall Management, Wireless Network Management, User Authentications, Network Management and Monitoring system) completed by August 2017	% completion of Ticketing System for LGN Helpdesk	5%		
	Improved internal operations in government organizations	#/% of LGN users satisfied with the LGN Call Center and Ticketing System	Ticketing System for LGN Helpdesk- % completion of procurement process (Target- 100% completion by September 2018)	LGN 2.0 System Admin training - % completion of the procurement Type/ # of System administrators trained	0%		
	Improved access to e-government services by citizens at any time and from any place.	Level of citizens' satisfaction in accessing government LGN Wi-Fi Facility	LGN 2.0 System Admin training completed by September 2018- (Target- 860 System administrators trained by April 2019) 11 awareness sessions completed by December 2018 (target # of participants 1700 government offices	# of System Admin Training workshops conducted (Target- 35 by April 2019)	0%		

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3	Lanka Government Cloud 2.0						
	Improved usage of centralized cloud facility provided	# of organizations effectively use the centralized cloud 2.0 facility	An improved and industry standard centralized Cloud LGC (2.0) established by August 2018	% completion and installation of the Cloud infrastructure (LGC 2.0) (Target - LGC 2.0 established by August 2018)	80%		
	# of organization experiences cost reduction in using the centralised cloud - through eliminating the requirements of individual organization specific infrastructure/server facilities	% of users satisfied with the cloud services		LGC Link procured	Not yet		
	Improved reliability and security of Digital Transactions and service delivery	% of cost reduction in government organisations by using cloud 2.0 facility		# of organizations hosting their data in the cloud 2.0 facility (target organizations by end of 2018- XX)	0		
12	ETF Core System						
	Increased transparency in the functions of the ETF.	% of ETF contribution increase	Established member centric ETF core system for the ETFB by October 2019.	Business Process Improvement (BPI) study- % completion (Target- 100% by August 2018)	90%		
	Increased efficiency and productivity in the management and provisioning of ETF related services.	% of processing time reduced for ETF payments Level of staff satisfaction with the ETF System	Awareness program Completed by December 2018 XX employees trained)	ETF core system - % completion - Target - 100% completion by October 2019)			
Improved & convenience reliability for citizens in accessing ETF related services	% of citizens who acceded to ETF services	change management program for ETF employees Change management approach/plan ready by XXX 2019	#/type of employees participated in awareness sessions # of awareness session conducted % of employees satisfied with the awareness session completed	0%			

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		# /% of ETF members satisfaction with the ETF System		% completion of the change management plan % completing of change management program # of employees participated in the change management program %/# satisfied on the change management Training	0%		
	Integrated Welfare Management System (IWMS)						
13	Improved efficiency and effectiveness in managing and delivering social welfare related benefits to citizens	% of beneficiaries in the poorest 20 percent under the Welfare Benefit Schemes (Equity)	Integrated Welfare Management system is completed by November 2018	% completion of the Integrated Welfare Management system	60%		
	Improved evidence based decision making through accessing IWMS in selecting entitle citizens to receive social benefits	Average payment processing time for Welfare Benefit Scheme benefits (Efficiency)	Required staff for managing the system trained (Target staff by XXX)	# of citizens registered in the IWMS under Welfare Benefit Scheme			
	Improved capacity of the staff at all levels in managing the IWMS system	Welfare Benefit Scheme beneficiary lists published online and posted at DS offices (Transparency)		# of training sessions conducted			
	Improved awareness within the government and among the citizens about integrated welfare management system	Welfare Benefits Board fully appointed and meeting twice annually		#/% percentage of user staff surveyed are satisfied with Integrated Welfare Management System			

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		Safety net program expenditure administered by the Welfare Benefits Board, as a percentage of GDP	Data Migration from Samadhi etc completed??				
		Percentage reduction of grievances recorded in the one-stop shop system.					
	ICT Solution for the Government Analyst Department						
30	Effective and efficient processes (internal) of GAD established with better tracking and reporting. Enhanced compliance with international standards and procedures. Improved satisfaction of internal staff and other stakeholder organizations. Satisfied private sector organizations and citizens.	% increase in the Forensic reports which are successfully delivered to the law enforcement.	ICT Solution for Government Analyst's Department (GAD) completed by December 2018	% Completion of the GAD system (target- 100% completion by December 2018)	36%		
		% increase in average time taken to deliver the final result for a requested Forensic report. # of capable GAD staff to function the system.		# of users trained (target - 50 Employees trained by November 2018)		0	
		% increase in the performance of the GAD staff.					
		% of decrease of the food poisoned patients.			#/ % of User satisfied with the system		

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39	National Spatial Data Infrastructure						
	Improved use of up to date spatial data for making operational decisions	# /type of innovative mobile apps developed and used	Web Based Spatial Data Management System for NSDI (Meta-data Portal, Geo Portal, 5 use case applications, NSDI web site)	% completion of the National Map Portal (target- 100% completion by September 2018)	75%		
	Improved evidence based decision making through availability of up to date spatial data.	% of effectively use spatial data for decision making process		% completion of the Catalogue of Metadata Sets (target- 100% completion by September 2018)	60%		
	Increased availability of innovative and varied applications and services for citizens and businesses	% of staff with improved attitudes, skills and behaviour towards the usage of spatial data		% completion of the Government Spatial Data Policies and Legal Framework (target- 100% completion by December 2018)	40%		
	Improved organizational performance through inter-organizational data sharing and coordination	% of partner staff satisfied with the implementation approach		% completion of Data uploading facilities (target- 100% completion by June 2018)	75%		
	Improved and active engagement of partner staff with NSDI			% completion of the Digital Infrastructure for NSDI Office (target- 100% completion by December 2019)	10%		
	Improved stakeholder consensus in terms of technical operational and policy matters of NSDI			% completion of Information and Service Classification (target- 100% completion by August 2019)	0%		
				# of capacity building workshops and change management workshops conducted (target- 6 workshops conducted by December 2018)	0		
				# of training workshops conducted for GIS (Geographical Information System) data collection for District level Gov officials	0%		

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				(target- 5 workshops conducted by December 2018)			
				% completion of procurement of source data (Satellite images) for NSDI Portal (target- 100% completion by November 2018)	0%		
				Preparation of Change management plan and training need assessment for NSDI and stakeholder capacity building	0%		
				Awareness workshop of the meta-data portal to stakeholder organizations	0%		
				Service provider for Providing Logistics for end user awareness programs about NSDI – Service Provider for Launch of the NSDI Program	0%		
				Procurement of Public relations and Media Services for NSDI (Multiple Contracts)	0%		
Development n maintenance of E Services							
44	Improved access to Government services by citizens by various means including mobile	% reduction of time in obtaining services	e Services Develop and maintain 8 key online citizen centric government services	% completion of the procurement process (target- 100% completion by April 2018)	100%		

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	applications Improved efficiency and effectiveness in the government services delivery. Improved user satisfaction on the quality and reliability of services satisfaction index	% of users surveyed satisfied with the service quality and reliability In the relevant government organization		# of Online Services developed and deployed (target- 8 eservices developed by December 2018) # of users of e services	2 0		
51.1	Citizen empowerment and connectivity Development public WiFi Program						
	Increased number of internet users through Wi-Fi facility provided <i>Increased data usage by public</i>	% increase of the Internet users of Sri Lanka. % increase of Public Wi-Fi users and usage across multiple telecommunications operator networks. % increase of the number of active users in the Public Wi-Fi Service Management System. % increase of the amount of data consumed by public appears in the Public Wi-Fi Service Management System.	Public Wi-Fi provided and promoted for citizens and related services are effectively delivered and maintained by December 2018.	# of public Wi-Fi boards installed by November 2018 # of Wi-Fi Location established (target- 1000 locations by April 2018) % completion of the public Wi-Fi mobile application (target- 100% completion by July 2018) % completion of the public Wi-Fi web site (target 100% completion by July 2018) # of users satisfied with the quality of Wi-Fi facility provided	572 1176 70% 70%		
80	Software Solutions - Ministry of Country New Villages						

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	Improved evidence based decision making in the plantation sector. Increased revenue generated from the plantation sector.	% increased of the generated revenue from the plantation sector Extent of using of census data of plantation sector in evidence based decision making on wellbeing of the people in plantation sector	Software Solution to Manage Census Data of plantation sector system development by December 2018	% completion of the procurement process (target-100% completion by July 2018) % completion of the system development (target- 100% completion by December 2018) # of trained ministry staff to use the system (target- 10 staff trained by December 2018)	36% 0% 0		
85	Industry Development Program.						
	Increased availability of Industry related quantitative & qualitative data. Improved digital transformation & adoption of technology by non-IT sector business and industry players. Booming Entrepreneurship culture. Increased revenue in the IT/BPM industry. Increased employment opportunities in the IT/BPM industry. Increased number of	# of registered tech start-ups. Networked Readiness Index (NRI) Annual export revenue of the IT/BPM sector # of employees in ICT industry	Industry Development Program.	% completion of Disrupt Asia International Startup Conference and exhibition (target- 100% completion by August 2018) # of SMEs trained on adopting Digital benefits to improve their business (target- 250 SME's trained by December 2018) # of startups supported for Market Access (target- 40 startups supported by November 2018) % completion of IT-BPM Workforce Survey (target-100% completion by December 2018) # of students enhanced with Entrepreneurship awareness and skills (target- 750 students by December 2018)	25% 60 9 10%		

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	companies in the IT/BPM industry.			% completion of Quality Code Manual published for Industry (target- 100% completion by September 2018)	60%		
				# of teachers trained on IT career guidance (target- 2000 teachers trained by December 2018)	304		
				% completion of Startups incubated through Spirallation program (target- 100% completion by December 2018)	10%		

MTDIFE component/allocation

27	Implementation of Cross Government Digital Document Management System						
	Higher efficiency and productivity in the government institutions	% of Cost reduction as an outcome of the DDMS	Implementation of Cross Government Digital Document Management System- piloting in 20 selected govt organizations by June 2019	Procurement of Digital Document Management System - % completion (target- 100% completion by June 2018)	90%		
	An increasingly satisfied business community	% Percentage reduction in reducing time in accessing documents.		Requirement studies completed- % completion (target- 100% completion by December 2018)		0%	
	Unnecessary expenditure eliminated	% Percentage reduction of incidents of unauthorized access to the documents.					
Misuse of government funds eliminated.	% Percentage reduction in reducing paper usage in day to day work.			# of Organizations with DDM System established (target- 20 organizations equipped with DDMS by May 2019)	0		
	Reduced corruption in transactions due to	% Percentage increase of the revenue of the selected government institutions.					

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	availability of data electronically Higher level of living standards for citizens More satisfied population	Level of satisfaction of staff with using of Digital Document Management System					
76	Smart Society and Citizen Capacity Building						
	<p>Issues related to Good Governance including transparency, public injustice, news at the village level, social and infrastructure needs of villages are regularly reported through social media.</p> <p>Improved marketing opportunities for traditional and rural industries/SMEs through SSCs.</p> <p>Improved collaboration between different groups including village based organizations, industries, SMEs and other interest groups.</p> <p>A pool of active experienced citizen journalists across the country</p>	Understanding about the improved knowledge among rural society about different kind of global issues	800 Smart Social Circles established and launched by mid-2018.	# of Smart Social Circles established (target- 860 SSC established by October 2018)	606		
		Level of communication between government and other parties		# of knowledge agents trained (target- 8600 knowledge agents trained by October 2018)	6060		
		Level of communication and information exchange between including village based organizations, industries, SMEs and other interest groups		# of success stories/ cases published on Facebook page	300		
		No of experienced citizen journalists with knowledge of modern ICT trends and their usage		# of effective/ active SSCs- sustainability (Based on a criteria to be developed)			

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	<p>Improved linkages between government and community groups.</p> <p>Improved knowledge in the rural society about business opportunities, disaster risk management and other important global issues.</p> <p>Knowledge generation and dissemination on ICT for citizen journalism and social empowerment through an established forum comprised of academia, interest groups, social researchers etc.</p>	<p>Level of improved marketing chances within rural areas</p> <p>Level of development of spreading incidents happen in rural areas through social media</p>					
36	e-Heritage Programme						
	Improved access to information on historical places and ruins ensured.	Data warehouse is functional and readily accessible	e-Heritage Programme	# of world UNESCO cultural heritage sites identified in Polonnaruwa district (target- 225 sites by April 2018)	225		
	Improved awareness on Sri Lankan heritage sites around the globe through sharing information on social media established	Percentage (%) increase in tourists' knowledge accessed from digital applications		# of subscription and "Likes" for the e-Heritage Facebook Page (target- 5000 likes by December 2018)	4900		

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	Improved attraction of tourists who are interested on heritage tourism ensured Improved access to historical and archeological information for academia, students and researchers established. Increased opportunities for existing businesses through creating opportunities for data warehousing	Percentage (%) increase in tourists' satisfaction on information accessed from digital applications Percentage (%) increase in tourists' perception on Sri Lanka as a Heritage Destination in South-East Asia		% completion of digitaizing content (Text, Photos, Audios) in Polonnaruwa District (target-100% completion by December 2018)	0		
63	Improved efficiency in delivering of information and documents to members Improved efficiency in preparation of legislation Increased capacity to disseminate information to citizens	% of members accept the timely delivery of information to members % time reduced with taking time for legislative process % of published documents and information online	eParliament system developed with network infrastructure improvements by March 2019	% of procurement process of system development completed (target- 100% completion by June 2018) % completion of system implementation (target- 100% completion by March 2019) # of users trained (target- TBD) # of change management activities conducted (target- 2 activities completed by December 2018) # of users satisfied with the system	90% 0% 0 0		

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64	Continuous and clear access to the items discussed in the government .	% reduction in the average time duration for processing.	eCabinet system developed by end of November 2019	% completion of procurement process completed (target-100% completed by November 2018)	5%		
	Improved efficiency and effectiveness in the functions of the office of the cabinet of ministers.	% reduction in the paper usage for day to day work		% completion of the system development (target- 100% completion by November 2019)	0%		
	Improved pace of service delivery by the cabinet ministries/related government organizations towards citizens	% reduction in the overall cost in processing and distributing.		# of ministries connected to the system (target- 52 Ministries by December 2019)	0		
	Improved evidence based decision making			# of users trained (target-125 users by December 2019)	0		
	Increased capacity to disseminate information to ministries/concerned parties.			% of users satisfied with the system			
	Paperless working environment						
62 Video Conferencing Facilities to the Ministries and Government Institutions							
62	Improved efficiency, speed-up decision making of the Ministers/ Government officials.	% of the internal meetings has been conducted through VC by each Ministry/line departments	Video Conferencing Facilities are provided to 40 Ministries and Government Institutions by March 2019	% completion of procurement process to purchase video conferencing solution (target-100% completion by September 2018)	0%		
	Improved efficiency, reduced costs and time of the Ministries and line departments (save overall	% of the cost saved by each Ministry/line departments		# of organizations equipped with video conferencing facilities (target- 40)	0		

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	annual spending on travelling and conducting meetings).			organizations equipped by March 2019)			
				# of users trained (target- 400 users trained by December 2018)	0		
				% of users satisfied with the facility provided			
				% of Cost reduction as an outcome of the project (reduce in travel time, cost, etc.)			
75	Digital Libraries for Knowledge Enhancement						
	Improved awareness on services provided by these libraries	# of Digital libraries are functional and readily accessible;	Five model Digital Libraries are established with digital equipment by end of 2018 in Polonnaruwa, Badulla, Colombo, Kurunegala and Batticaloa	# of libraries established with digital equipment (target- 5 libraries established by December 2018)	0		
	Improved access to and usage of digital information and ebooks	% increase in users' perception on digital libraries as a digital/ elearning centre		# of users trained on Koha and basic ICT skills under the digital libraries established (target- 35 users trained by June 2018)	35		
	Improved reading habits and increased number of library users			#of library staff trained (target- 50 staff trained by February 2018)	50		
	Increased user perception on digital libraries as a digital/ e-learning centre			(Technical college library staff, colleges of technology library staff, teaching college library staff and National library staff).			

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				Access given to Library users on education related e-contents already gathered from different stakeholders (completion by September 2018)	Not yet		
				# of users accessing to e-content on education provided	0		
17	National Security Operations Centre Project						
	Elimination of e-Service interruptions due to cyber attacks	# of malicious attacks identified and resolved	National Security Operations Centre established	% completion of the infrastructure			
	Increased use of e-Services securely and with trust	% increased in revenue due to services offered in private organizations		# of incidents detected			
	Low cost advanced monitoring services provided to the government organizations to protect their network systems from cyber attacks			# of incidents successfully handled			
				% of citizens using satisfied services			
25	eGov policy						
	All ICT projects within Government is focused towards same objectives	% of surveyed citizens who are aware of available e-government services	A comprehensive eGov policy is developed by end of 2018	% completion of the policy document (target- 100% completion by September 2018)	90%		
		% increase in uptake of e-government services by citizens		completion of the consultative workshop (target- completion by July 2018)	Not yet		

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				# of awareness workshops completed (target- 3 workshops by December 2018)	0		
				# of Social media awareness events conducted (target- 5 awareness events completed by December 2018)	0		
				# of regional public hearing workshops conducted (target-5 workshops by August 2018)	0		
				Cabinet approval received (expecting approval by August 2018)	Not yet		
	Web development initiative						
43	Information service efficiency and effectively to citizen via websites ensured.	% of staff using websites in effective and efficient service delivery	Web development initiative	# of websites developed for Gov organizations (target- 25 websites developed and launched by December 2018)	16		
	Increased citizen satisfaction of the government organizations and their services	Level of staff satisfaction with contents usefulness of the websites in service delivery		# of user training sessions completed (target- 25 sessions conducted by December 2018)	22		
	Increased quality of the information provided by government organization and services via internet	Level of satisfaction of citizens in government organisations and their services		website developed for District and divisional secretariats (target- by June 2018)	Yes		
	Higher efficiency and productivity in the government encouraged			website developed for District and divisional secretariats cloned in 358 sites by August 2018	Not yet		

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				# of hit counts of websites			
82	eSwabhimani Annual Programme						
	Improved motivation of the content and application developers		eSwabhimani Annual Programme completed by November 2018	# of applications received for the grand jury (target- 200 application received by July 2018)	0		
	Increased business opportunities for new e-content and applications developers			# of winners to be selected at the grand jury (target- 20 winners to be selected by August 2018)	0		
	Increased contribution of the ICT sector for GDP			# of merits selected at the grand jury (target- 15 merits to be selected by August 2018)	0		
				# winners nominated for WSA awards (target- 8 winners to be nominated by August 2018)	0		
				% completion of the eSwabhimani 2018 award program (target- 100% completion by November 2018)	0		
Education, Health and Local Government Projects. (Funding from Partner Organization)							
14	eLG System						
	% of government revenue increase through eLG System		eLG System eLG system installed in 80 local authorities (LAs) by December 2018. (phase 1 Issuing Revenue management, licensee and certificate, Phase 2- Complain mgt, citizen participation and common services	# of Local Authorities with eLG system in place (target- 80 Local Authorities established by December 2018)	34		
	Extentl of improvement of efficiency of staff through change management and customer care training programme			# of system admin officers trained (target- 1000 admin officers trained by December 2018)	450		

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		Level of customer satisfaction in eLG System	garbage collection , street lighting etc)	# of user staff trained under 4 month Change Management and Customer Care training program (target- 25 officers trained by May 2018)	25		
				% completion of establishing payment channels-direct bank debit facilities (target- 100% completion by September 2018)	10%		
				% completion of phase 2 development of eLG system-with adding new features (target- 100% completion by December 2019)	5%		
	Electronic Medical Record System						
35	Improved diagnosis based on the evidence based practice	No of functional Electronic Medical Record (EMR) Systems	Electronic Medical Record System EMR systems successfully implemented in 48 government organizations	# of hospitals in which EHR System installed (target- 40 hospitals implemented with EMR system by September 2018)	27		
	Reduced patient waiting time to meet a doctor at the government hospitals	Average waiting time to meet a doctor		# of Hospitals facilitated to implement Health Information Systems other than HHIMS (target- 8 hospitals by April 2018)	8		
	Improved patient satisfaction on government health care services			# of hospitals with Laboratory Management Systems (LMS) established (target- 40 hospitals established with LMS by November 2018)	5		
	Improved Efficiency in healthcare service delivery system	No of capable health staff to function the system in the hospitals					

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	Improved monitoring, evaluation and reporting mechanism of the health system	No of patients who has a personal electronic medical record		# of hospitals with Pharmacy Management Systems(PMS) established (target-40 hospitals established with PMS by October 2018)	20		
	Improved capacity of the health staff to sustain the EHR systems in the government health sector	No of functioning Laboratory Management and Pharmacy Management Systems in Government hospitals		# of hospital staff trained (target- 2700 hospital staff trained by December 2018)	1100		
	Improved management decision making based on reliable, accurate and real time data	No of notifications sent to MOHs on notifiable diseases		# of patients registered in the system (target- 3,000,000 patients registered by December 2018)	1,644,655		
	Improved management of health resources including drugs and laboratory resources						
	Improved mobility of the patients' health records	No of functional e-Health steering committees at hospital and provincial level					
	Digital Education						
77	Improved access to quality and lifelong learning for all citizens through the use of Digital Technologies.	% surveyed citizens who claim to benefit from digital technologies in their daily life including educational,	Digital Education- 1. 66 SMART Digital Classrooms setup in 33 schools by December 2018	# of digital class rooms established in 33 schools (2 digital classrooms for each selected 33 schools) (target- 66)	0		

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	Improved collaboration between private sector, government and other key stakeholders in relation to improving education sector through ICT.	business, recreational purposes # of new public- private partnerships (PPP) in ICT for education	2. Developed an Education Learning Management System (ELMS) which facilitates seamless access to quality education content for all children (by end of July 2018) 3. Established an Education CSIRT (d by June 2018) 4. trained 1000 Master Teachers as focal point on cyber security aspects in all education zones (by end of Dec 2018)	classrooms established by November 2018)			
				% completion of Smart Books for grade 11 (eleven) Science subjects are developed (target-100% completion by May 2018)	100%		
				% completion of Education CSIRT is established (target-100% completion by August 2018)	50%		
				# of Master Teachers(as focal point) on Cyber Security matter in all zones are trained (target-1000 teachers trained by December 2018)	500		
				# of students engaged in school ICT clubs initiative (target-64,000 students engaged by December 2018)	40,000		
				# of school ICT clubs established (target- 2000 ICT clubs established by December 2018)	800		
				% completion of established common platform that facilitates seamless content service provision through multiple content portals by xxxx			

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				# of developed Content portals (minimum 2) that facilitate delivery of content at different levels (target- 2 content portals developed by July 2018)	1		
				% completion of Digital education content strategy and Digital Content Accreditation Framework. (target- 100% completion by July 2018)	100%		
				% completion of Digital education master plan and road map (target- 100% completion by September 2018)	60%		
				# of users of Digital Education			
				# of teachers trained in new SMART Teaching approaches			
				Level of usage of Digital Classrooms			