

SEACW DELIVERABLE D1.5

“Validation forecast report”

Project Acronym	SEACW
Grant Agreement No.	325146
Project Title	Social Ecosystem for Anti-aging, Capacitation and Well-Being
Deliverable Reference Number	SEACW_D1.5_2 nd _Deliver
Deliverable Title	Validation forecast report
Revision Number	1.0
Deliverable Editors <i>(main redactors)</i>	Áliad, UC3M

Project co-funded by the European Commission within the ICT Policy Support Programme	
Dissemination Level (choose one)	
PU	PUBLIC

Revision	Date	Description
0	21/07/2014	Selection of indicators/Review of first results
0.1	28/07/2014	Evaluation of the Quality Commission
0.2	30/07/2014	Elaboration of the first draft of the forecast report
1.0	01/08/2014	Elaboration of the final document

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

Abstract

The aim of this second version of Deliverable 1.5 is to act as a first review of the quality indicators until the Third Semester of the project. The indicators analyzed originate in the Document of Work. Their accomplishment review should establish the base of this report, which aims to work as a guide for the elaboration and design of the methodologies, training programs, applications, and in general terms, the Ecosystem.

Table of contents

1	Introduction.....	4
2	Document of Work Indicators.....	5
2.1	Indicators for General Objectives.....	5
2.2	Key performance indicators	6
2.2.1	<i>Overall project indicators (defined in B3.4.).....</i>	<i>6</i>
2.2.2	<i>Quality indicators that take into consideration the verification reports of each package will be evaluated by the quality commission</i>	<i>6</i>
2.3	Performance monitoring indicators.....	9
3	Additional indicators	9
4	Indicators for each Work Package	10
4.1	Indicators of Wp1: Coordination.....	10
4.2	Indicators of WP2: Functional Requirements	10
4.3	Indicators of WP3: Ecosystem.....	13
4.4	Indicators of WP4: Contents	13
4.5	Indicators of WP5: Apps.....	14
4.6	Indicators of WP6: Ecosystem Testing	15
4.7	Indicators of WP7: Pilots	15
4.8	Indicators of WP8: Dissemination	15
5	Main conclusions.....	16
6	Annexes	17
6.1	Indicators for General Objectives.....	17
6.2	Performance monitoring indicators.....	20

Index of Tables

Table 1. OG5 indicators. Dissemination and promotion of the project.....	5
Table 2. SEACW's Quality Commission review over PROJECT – Indicators SELECTION (Work Package Indicators)	7
Table 3. Coordination Indicators.....	10
Table 3. Functional Requirements indicators	10
Table 5. Ecosystem indicators.....	13
Table 6. Full list of courses	14
Table 7. Ecosystem testing indicators.....	15
Table 8. Dissemination indicators	15
Table 9. General objectives (OG), with related success indicators (NI) (DoW page 35).....	17
Table 10. Extract from DoW's table 28 (page 159): Performance monitoring table	20

1 Introduction

As stated in the first release of this Deliverable, the present document gets framed within the task 1.3 of the Project; *Management of project quality*. Thus, the intention of this report is again to provide an extended analysis of the accomplishment of a set of indicators established for managing and monitoring the project processes and results.

Among the following pages it will be tested whether SEACW consortium has accomplished its objectives and timing regarding the different scheduled steps of the first 18 months of the project.

The majority of indicators to be measured within the following pages are stipulated in the Document of Work. As it is logic, some of those indicators, at the moment, those related to pilots, refer to later development stages of the project that, of course, will be shared with the Commission, since its measurement happens to be either undoable or irrelevant regarding the present progress point (SEACW project finds itself in the month 18 out of 24). The convenience or inconvenience of analyzing an indicator will be justified here. Nevertheless, different indicators have been added and measured in this Deliverable for strengthening the monitoring of the project. All these new indicators are listed, and its convenience explained.

Both, the pre-established indicators and the added ones can be divided into two general groups:

- *Processes indicators*. They are defined as the set of data obtained during the execution of the process, to monitor it. This allows knowing and predicting the behavior of the processes and making the requested changes to improve results. They will be identified with a (P) in each indicator.
- *Results indicators*. They provide direct information of the suitability of the results achieved. Their analysis indicates how the achieved result fits with what expected. It will be identified with an (R) in each indicator.

2 Document of Work Indicators

SEACW Consortium agreed on providing a wide range of indicators for monitoring the development processes of the project. As the project finds itself in the third semester (this Deliverable is to be submitted by the 18th month of the scheduled 2-year period) a reasonable proportion of the indicators provided in the Document of Work should be already measured. Such analysis will help to develop rich conclusions for guiding the next steps of the project, as well as for avoiding possible mistakes. The indicators agreed in the Document of Work are organized in different levels for different purposes, and should be classified under the following structure:

- ➔ Indicators for General Objectives
- ➔ Key Performance indicators
- ➔ Performance monitoring indicators

2.1 Indicators for General Objectives

The very first indicators referred in the DoW are those listed in its page 35 to measure the *general objectives with related socio-economic and technological needs issues* ([see annex 5.1](#)).

As it will be specified in upcoming sections of this document, SEACW consortium is accomplishing all the programmed milestones following what stated and scheduled in the Document of Work. Once again the measurement of the General Objectives indicators cannot be done yet. There is only one exception; *OG5 Dissemination and promotion of the project* has among its indicators some reasonably measurable ones. The following table enlists the indicators of OG6, with relevant comments aside:

Table 1. OG5 indicators. Dissemination and promotion of the project

Evolution of monthly number of connection (visits) by different people (P)	300 visits to the Ecosystem so far each month (980 in total)
Number of Press references (P)	70
Participation rate in surveys, workshops, seminars and presentations (P)	80 experts in Delphi, more than 200 people attending presentations
Social media impact (Number) (R)	244 followers in Twitter, 447 followers in Facebook, etc.
Mass media impact (Number) (R)	70 press releases, two events, two interviews in important radios
Number of publications (P)	Not applicable yet
Visitor return rate (R)	Not applicable yet

2.2 Key performance indicators

Under the label *Key performance indicators* the Document of Work provides (in its page 168) a set of indicators which are at least partly measurable to this point; these indicators are subdivided in three groups:

2.2.1 Overall project indicators (defined in B3.4.)

These indicators directly refer to matters of security, privacy, inclusiveness, interoperability, standards and open source. SEACW's control over the following challenges in security and privacy should be measured by the provided indicators:

Although many of these factors are not measurable at this stage of the project, we have taken appropriate measures to minimize the negative impact and ensure proper results.

Regarding to security and privacy breaches, the delicate data are going to be stored in the main infrastructure of the system, in order to avoid having delicate data on devices that can be stolen or loosed. The tools executed on mobile devices will have only runtime information. We will create a global access point; so all the ecosystem applications will have a unified login and access.

➔ Security and privacy have been already ensured with legal agreements.

Related to the users, they will need only minimum information for accessing to the ecosystem, that means register only user, password and email. The register process should be very easy and fast, because it usually is the main stopper for most web applications. But regarding system joint to the usage and interest for the system will make them create a more complete profile.

➔ Registration system has been already created.

Regarding to service providers and users safety, we have decided to implement one global id for the whole ecosystem and cryptographic communications to ensure authentications. To deal with the need of accessibility we are going to implement a cloud based infrastructure.

2.2.2 Quality indicators that take into consideration the verification reports of each package will be evaluated by the quality commission

As part of the Working Package 1, the consortium has set up a **Quality Commission** that works on defining the quality plan and procedures for the project. The Quality Commission is composed by members of Áliad, UC3M, SIGLA and NIB.

Work Package indicators can be found in the Document of Work as *PROJECT – Indicators SELECTION* (page 154 of the Document of Work). Table below works as registration sheet for measuring accomplishment of the Work Package's indicators, accompanied with relevant comments of the Quality Commission.

Table 2. SEACW's Quality Commission review over PROJECT – Indicators SELECTION (Work Package Indicators)

Work Package	Indicator	Accomplishment/Comments
WP1 Coordination and Project Management	Time deviation (P)	No relevant time deviations. See deeper analysis in page 11.
	Cost deviation (P)	No costs deviations.
WP2 Requirements and launching	Sampling error (<5%)	No remarkable comments
	Non-response percentage	No remarkable comments
	Number of iterations to reach consensus	2 Delphi, two iterations
	Number of requirements change in verification process	No changes in requirements so far
	Functionality (number of not implemented requirements)	All implemented
WP3 Platform development	Usability, performance compatibility, resource usage (P)	All tests achieved what was stated in Deliverable 3.3
WP4 Contents creation	Number of rejections by experts (R)	No rejections so far
	Number of rejections by pilot final users (R)	No rejections so far
WP5 Tools development	Usability, performance compatibility, Resource usage (P)	All tests achieved what was stated in Deliverable 5.3
WP6 Ecosystem Integration and Testing	Number of errors in V+V tests (P)	3 (fixed)
	Duration of tests (P)	70 hours (design and execution)
	Rejections of user test (P)	It does not apply
	Number of errors in integration tests (P)	5 (fixed)
	Duration of tests (R)	70 hours

Work Package	Indicator	Accomplishment/Comments
WP7 Pilots	Fail rate in final evaluations test (P)	Provided at the end of pilots
	Drop-out rate (R)	Provided at the end of pilots
	Number of sessions in E-learning (R)	Provided at the end of pilots
	Usage mean time (R)	Provided at the end of pilots
	Satisfaction surveys results (R)	Provided at the end of pilots
WP8 Dissemination and impact	Participation rate in surveys, workshops, seminars and presentations (P)	+400 participants
	Social media impact (P)	244 followers in Twitter, 447 followers in Facebook, etc.
	Mass media impact (P)	At this moment the registered impact goes to more than 70 appearances in different national media (press, radio and web) in most of the countries of the partners.
	Number of publications (P)	Provided at the end of pilots
	Visitor return rate (R)	Provided at the end of pilots
	Agreed further investments (R)	Provided at the end of pilots
	Evolution of social inclusion actors pupils employment rate (R)	Provided at the end of pilots
	Employment offers in the Ecosystem for social inclusion actors (R)	Provided at the end of pilots
	Employment offers in the Ecosystem for elderly (R)	Provided at the end of pilots
Rate of intergenerational relationship (R)	Provided at the end of pilots	

2.3 Performance monitoring indicators

A *Performance monitoring table* was included in the Document of Work (page 150). By it, 25 expected results of project should be measured (see [Annex 5.2](#)). These results will be shared with the Commission after pilots.

3 Additional indicators

To this point, the present document has provided an overview of the indicators as specified in the Document of Work. Due to the early stage where the project finds itself, we have seen how the measurement of the majority of the mentioned indicators is not possible, or will not provide significant data yet. This is the reason why among the following paragraphs a set of added indicators are measured, in order to test the work and organizational patterns performed so far.

- *Number of allied/collaborating entities contacted.*

At the beginning of the Project (Month 1 – February 2013) SEACW had 27 Allied Entities with signed collaborating letters as provided in the DoW. These entities delivered their written commitment to provide a proof of their firm intention of supporting the project as much as they can. So far, they have done so. For instance, the composition of the Experts Committee has been partly composed by professionals and experts of those entities, whom are already providing advice for the development of both documents and technical issues of the Ecosystem.

However, 40 new Allied entities (among them, the City Hall of Marbella) have given their support since the beginning of the Project. Details of their profile and data shall be found in the Ecosystem address:

<https://www.actionforhealthyageing.eu/en/allied-entities.php>

- *Number of enterprises having shown interest in the Project.*

In addition to Allied Entities, Market Place aims to attract the interest of hundreds of companies willing to have publicity of their products and services in the Ecosystem. At the end of pilots, the final number of entities in the Market Place will be given to the Commission.

- *Number of complains within the consortium to the Commission.*

To the month 18th of the project, no direct complains to the Commission took place among the consortium. In general terms, we had a good working atmosphere, and all the doubts and little issues have been solved, as registered in the present document, without further complications.

- *Time deviations*

With the exception of two deliverables (with only a delay of ten days agreed with partners), all the rest have been submitted on time. Pilots are running since June, so that, work plan follows as scheduled.

4 Indicators for each Work Package

4.1 Indicators of Wp1: Coordination

Table 3. Coordination Indicators

Indicator	Accomplishment/Comments
Number of finished task (P)	57/71
Nº of task in process	55/71
Nº of detected conflicts	No relevant conflicts detected
Nº of resolved conflicts	No conflicts arisen
Nº of deliverables submitted on time	31/33 (including this one, and the other submitted in month 18)
Nº of deliverables delayed	2 in Second Semester, only ten days of delay (previously agreed with the PO)
Nº of WP successfully finished on time	5/5

4.2 Indicators of WP2: Functional Requirements

Table 4. Functional Requirements indicators

Functional requirement		Accomplished	
Code	Description	Yes	No
FSR-001	In order to have an account in the system, users have to sign up.	✗	
FSR-005	Registered users, Administrators and Tutors will be able to access the system and use its extended functionalities	✗	
FSR-005	Registered users or tutors can see their personal profile.	✗	
FSR-004	User will exit the system by using the exit option in the main menu of "Social Network for Seniors"	✗	
FSR-003	Registered users or tutors can modify their personal profile.	✗	
FSR-002	Registered users or tutors can delete their personal profile.	✗	
FSR-023	User will be able to search any type of content for which he has access privileges.	✗	
FSR-004	User can see new alerts and events from the system.	✗	
FSR-004	Registered users will be able to see some best practices related to active ageing.	✗	
FSR-004	Registered users will be able to download useful material about active and healthy aging.	✗	

Functional requirement		Accomplished	
Code	Description	Yes	No
FSR-024	Users can be blocked if bad behaviour is detected. This use case explains how to report user's bad behaviour.	✗	
FSR-012 FSR-032	Users can enjoy a discussion forum to express and share thoughts, news and information in general.	✗	
FSR-004	Registered users have access to a calendar application that shows key dates, such as start of new courses and events.	✗	
FSR-021	By means of gamification techniques usage, users will be able to get rewards depending on their actions.	✗	
FSR-036	Likewise social networks, the ecosystem allow users to contact among them and provide agenda functionalities.	✗	
FSR-035	Users can link another users present in the ecosystem to their profile. This allows users to contact among them.	✗	
FSR-049	A registered user or tutor can remove from their contact list another users present in it.	✗	
FSR-030	Users can disseminate information from the ecosystem to their friends. These friends have to sign in the system in order to read the contents associated to the sent information.	✗	
FSR-033	In special cases, users can see their contacts profiles.	✗	
FSR-012	A registered user or tutor can comment on news and give advice to them.	✗	
FSR-032	Just administrators and tutors can create and publish news in the ecosystem.	✗	
FSR-056	Just administrators and tutors can modify published news in the ecosystem.	✗	
FSR-055	Just administrators and tutors can delete published news in the ecosystem.	✗	
FSR-041	Just administrators and tutors can create new events in the ecosystem, such as course dates, exams, meetings, etc.	✗	
FSR-056	Just administrators and tutors can modify existing events in the ecosystem, such as course dates, exams, meetings, etc.	✗	
FSR-055	Just administrators and tutors can delete existing events in the ecosystem, such as course dates, exams, meetings, etc.	✗	

Functional requirement		Accomplished	
Code	Description	Yes	No
FSR-032	An expert administrator has to create best practices to get active and healthy aging. These best practices guidelines will be available for the users of the ecosystem.	✗	
FSR-056	Just an expert administrator can modify established best practices to get active and healthy aging. These best practices guidelines will be available for the users of the ecosystem.	✗	
FSR-055	Just an expert administrator can delete established best practices to get active and healthy aging.	✗	
FSR-032	Administrator can set contents to be downloaded. These contents will be related to courses and events.	✗	
FSR-056	Administrator can modify existing downloadable contents. These contents will be related to courses and events.	✗	
FSR-055	Administrator can delete existing contents to be downloaded. Once removed, related links to that content will be also removed from the ecosystem.	✗	
FSR-022	In order to have an account in the system, users have to sign up. Administrators can do this process.	✗	
FSR-053	Just administrators can modify users' profiles.	✗	
FSR-052	Just administrators can delete users' profiles.	✗	
FSR-022	Only administrators can block users if another user reports on bad behaviour.	✗	
FSR-022	Just administrators can moderate forum. Administrators can block comments or posts if bad behaviour is detected. Users can be blocked too.	✗	
Functional requirement			
Code	Description		
FSR-004	The user will see the course catalogue.	✗	
FSR-005	Registered users can see a list of courses in which is enrolled and info about them.	✗	
FSR-057	Registered users can do any course for which they enrolled previously.	✗	
FSR-058	Registered users can apply to do courses in the ecosystem.	✗	
FSR-030	Users can disseminate information from the existing courses in the ecosystem to their friends.	✗	

Functional requirement		Accomplished	
Code	Description	Yes	No
	These friends have to sign in the system in order to enrol the courses.		
FSR-041	The administrator can create courses. To complete this action, the administrator has to fill in the details of the course (registration date, beginning and ending date, name, number maximum of students, etc.)	✘	
FSR-059	Just the administrator can close a course. A course could be close for many reasons. For example, a simple confusion during its creation or if there are no enrolled students.	✘	
FSR-032	Only the administrator can create contents for a course. To do this action, he has to select a course and once in the course, create the required contents.	✘	
FSR-056	Only the administrator can modify existing contents for a course. To do this action, he has to select a course, the contents to be modified and once there, modify them as needed.	✘	
FSR-055	Only the administrator can delete existing contents for a course. To do this action, he has to select a course, the contents to be deleted and then, delete them.	✘	
FSR-054	Every course must have at least one tutor. The administrator can assign these tutors to the existing courses.	✘	

4.3 Indicators of WP3: Ecosystem

Table 5. Ecosystem indicators

Platform	Completed, tested and running
E-learning platform	Completed, tested and running
Social Network	Completed, tested and running

4.4 Indicators of WP4: Contents

At the third Semester, all courses were digitalized and integrated into the platform. The total number of courses is 50, divided as said in Deliverable 4.1 in different itineraries.

Of them, 7 courses have been translated and digitalized in five languages (35 courses digitalized and translated). The ratio concerning the total number of courses is 14%. Although this percentage could be far from the total number of courses, it is needed to remark the efforts done in translations by the consortium. Partners are given the possibility to continue translating and digitalizing courses to their languages and the interest created during pilots

with courses will help the consortium to determine which courses not translated could be of interest for final users; thus, more courses could be available in more languages. Hereinafter is the final list of courses:

Table 6. Full list of courses

AHA	Introduction to Population Ageing
	What is Active and Healthy
	International Policies on Active and Healthy Ageing
	Ageing processes
	Pathologies related with ageing
	Food and Nutrition
	Healthy nutrition
	Cognitive decline
	Cognitive enhancement
	Physical decline
	Physical enhancement through exercise
	Promotion tools
	Elderly Volunteering
	Employment guidance for elderly
Entrepreneurship guidance and ICT tools for elderly	
Social Inclusion Agents	Social exclusion forms
	Introduction to social inclusion
	Communication skills
	Teamwork
	Conflicts management
	Elderly social exclusion forms
	Introduction to elders social inclusion
	Health as a way of inclusion
	Avoiding the problem of dependence
Future tendencies of public health of elderly	
ICT	Information Society: General Features
	Information Society vs. Knowledge Society
	The ICT Development Index
	The Digital Divide: Trends and Challenges
	E-Skills and E-Competences: A Worldwide Panorama
	Microsoft Word 2013
	Microsoft PowerPoint 2013
	Microsoft Outlook 2013
	Microsoft Excel 2013
	Basic Internet Services
	The World Wide Web
	Searching Information
	E-Mail
	Blogs
	Facebook
	What is E-Commerce
	How to buy online
	What is E-Banking?
	E-banking products
	The contents of an E-banking offer
	eBanking Products
	What are Health Apps?
	E-banking products
Security	
Future technologies	

4.5 Indicators of WP5: Apps

12/12 apps developed. Hereinafter is the final list of apps done within the consortium:

- ➡ Walking Around Easily and Joifully
- ➡ Trivia Antiaging
- ➡ Trivia English
- ➡ Trivia IT
- ➡ Adventure of the elderly

- ➔ Healthy Food
- ➔ Elderly Illness
- ➔ Medical Search
- ➔ Caregiver Search
- ➔ How are you Granny
- ➔ Alpinatec
- ➔ Food4Health

4.6 Indicators of WP6: Ecosystem Testing

Table 7. Ecosystem testing indicators

WP6 Ecosystem Integration and Testing	Number of errors in V+V tests (P)	3 (fixed)
	Duration of tests (P)	70 hours (design and execution)
	Rejections of user test (P)	It does not apply
	Number of errors in integration tests (P)	5 (fixed)
	Duration of tests (R)	70 hours

4.7 Indicators of WP7: Pilots

At the moment, results related with indicators of WP7 are not representative for having an impression of its development. Surveys are being fulfilled at the moment and the Ecosystem is being checked by pilot users, so if the Commission agrees, these indicators will be shared after pilots.

4.8 Indicators of WP8: Dissemination

Table 8. Dissemination indicators

Impacts in media	70
Entities contacted	133
Events of the project	7
Followers on Twitter	244
Followers on Facebook	447

5 Main conclusions

Most of the selected pilot indicators are not measurable yet because is too early to provide details about their progress. However, all organizations are engaging level 2 participants so far.

The obtained results are satisfactory; they allow to state that all progress needed for pilots development have been completed on time, including additional extra work related to translations of the Ecosystem in five languages, including courses, apps, etc... Other relevant and fundamental issues have been accomplished as the legal protection of the Ecosystem, ethics and privacy... In addition, other important resources as publications section, repository of apps and Market Place have been added in order to attract local interest of users and stakeholders.

The quality commission is continuously monitoring existent procedures or creating different needed procedures in order to ensure the proper standardisation of the different WP and Deliverables of the project.

So far, relevant conflicts have not been detected among partners. Instead of conflicts, during the evolution of the project, new needs have appeared. As a part of the expectable learning process of a complex project like SEACW, some partners came up with necessities and issues to deal with changing some of their efforts assigned in the original DoW (5 amendments during the project). These changes, far from became a problem, will add more value to the upcoming work. All these changes were managed with the EC without further complications.

6 Annexes

6.1 Indicators for General Objectives

Table 9. General objectives (OG), with related success indicators (NI) (DoW page 35)

GENERAL OBJECTIVES (OG), WITH RELATED SOCIO-ECONOMIC AND TECHNOLOGICAL NEEDS ISSUES (NI)	Success indicators							
OG1.CREATION OF THE ECOSYSTEM AS A MEETING POINT	Number of registered user (total and for each profile)	Number of interactions within the Ecosystem	Number of people trained (total and for each profile)	Number of tools in the Ecosystem	Number of different training courses	Number of regions/countries with registered users	Evolution of monthly number of connection (visits) by different people	
OG2.CREATING AWARENESS ABOUT ANTI-AGING AND ACTIVE AGING	Number of visits to AHA part of Ecosystem	Number of downloaded AHA tools or apps	Number of new silver surfers between elderly participants	Number of new on line (e-learning) participants				
OG3.INTERGENERATIONAL RELATIONSHIPS AND SOCIAL NETWORKING	Number of intergenerational interactions							

OG4.PILOT IMPLEMENTATION IN AT LEAST 6 COUNTRIES	Number of countries with registered users participating in pilots							
OG5.DISSEMINATION AND PROMOTION OF THE PROJECT	Evolution of monthly number of connection (visits) by different people	Number of Press references	Participation rate in surveys, workshops, seminars and presentations	Social media impact (Number)	Mass media impact (Number)	Number of publications	Visitor return rate	
OG6.DEVELOPING AN AREA OF BUSINESS IN THE FIELD OF ICT AND ACTIVE AND HEALTHY AGING	Number of collaborating SME in ecosystem (visiting, asking for workers, sending pupils, willing to participate)	Number of times that a product of the ecosystem have been given or sold to other entities outside the consortium	Number of spin off projects due to the ecosystem	Number of trained people getting and ICT based job				
OG7.CONTRIBUTE TO THE EUROPEAN DIGITAL AGENDA	Number of new silver surfers between elderly participants	Number of new on line (e-learning) participants	Number of elderly people connecting at least once a week	Number of registered user (total and for each profile)	Evolution of monthly number of connection (visits) by different people			
OG8. CONTRIBUTION TO SOCIAL INNOVATION IN EUROPE	Number of users feeling less isolated (interaction in social networking)	Number of users feeling more digitally active (on line survey)	Number of users feeling better prepared to join the labour market, (on line survey)	Number of users demonstrating progresses in the employability path (jobs and jobs interviews registered in ecosystem)	Number and rate of improvement of social inclusion activities in the ecosystem			

OG.9 REUSABILITY OF THE ECOSYSTEM	Number of similar initiatives in other countries or other sectors	Number of reported used parts of the ecosystem for other purposes (training, tools, etc.)	Number of NGOs or social inclusion or innovation organisations (public and private) referring to or participating in the ecosystem	Number of social inclusion actions once the project is finished				
PILOTS	Success indicators							
Pilot training for social inclusion agents	Fail rate in final evaluations test	Dropout rate	Number of sessions in E-learning	Usage mean time	Number of sessions in E-learning	Usage mean time	Satisfaction surveys results	Number of Claims
Pilot training for elderly	Fail rate in final evaluations test	Dropout rate	Number of sessions in E-learning	Usage mean time	Satisfaction surveys results	Number of Claims		
Pilot providing of awareness knowledge and tools for citizens	Number of visits to Ecosystem	Usage mean time	Satisfaction surveys results	Number of Claims	Ecosystem Downtime			

6.2 Performance monitoring indicators

Table 10. Extract from DoW's table 28 (page 159): Performance monitoring table

Indicator	Relating to which project objective / expected result?	Indicator
1	Usage of ecosystem by Elderly	Number of registered participants older than 65
2	Usage of ecosystem by Social inclusion agents	Number of registered participants
3	Usage of ecosystem by citizens	Number of registered participants
4	Tools	Number of delivered tools
5	Training contents reusable health	Number of different training courses
6	Training contents reusable digital literacy	Number of different training courses
7	Pilot training success	Number of people trained
8	Participant regions success	Number of regions participating
9	European balance	Number of countries participating in pilot experience
10	Successful training social inclusion agents	Number of certificates delivered to successful participants
11	Contribute to active and healthy aging	Number of visits to AHA part of Ecosystem
12		Number of downloaded AHA tools or apps
13	Contribute to Information Society	Number of new silver surfers between elderly participants
14		Number of new on line (e-learning) participants
15	Contribute to employability of social inclusion agents	Number of social inclusion agents getting a job
16	Contribute to employability of elderly	Number of elderly people getting a job
17	Digital agenda for Europe: regular use of internet by elderly	Number of elderly people connecting at least once a week
18	Accelerating the wider uptake and best use of innovative digital technologies	Evolution of monthly number of connection (visits) by different people
19	Development of high growth businesses, notably SMEs, in this field.	Number of collaborating SME in ecosystem (visiting, asking for workers, sending pupils, willing to participate..)

Indicator	Relating to which project objective / expected result?	Indicator
20	Foster the development of EU-wide markets for innovations enabling every company in Europe to benefit from the largest internal market in the world	Number of collaborating SME in ecosystem (visiting, asking for workers, sending pupils , willing to participate..) from countries not participating in the consortium
21	Triple win for Europe: • improving the sustainability and efficiency of health care and social systems;	Lower pressure on health care resources (visit to doctor, call for medical consulting..): estimated spared euros
22	Triple win for Europe: foster conditions to make possible more EU citizens to lead healthy, active and independent lives while ageing;	Number of elderly people undertaking independent new activities based on ICT due to ecosystem
23	Focus and outcomes The tools and cooperation developed by the pilot should be re-usable	Reusability : number of times that a product of the ecosystem have been given or sold to other entitites outside the consortium
24	Expected impact Evidence on the return of investment for digital skills acquisition and capacity building of "Social inclusion agents".	Number of spin off projects due to the ecosystem
25		Number of trained people getting and ICT based job