

Digital Innovation Gateway or Kosovo (DIG-4K)

Digital Europe Programme

This project has received funding from the European Commission's Digital Europe Programme

Project number: 101191620

Start date: 2025-01-01 Duration: 48 Months

<https://itp-prizren.com/dig-4k/>



D1.3 Monitoring and Evaluation Plan

Document Title	Monitoring and Evaluation Plan
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Number of pages	43
Document type	Deliverable
Work Package	WP1
Document number	D1.3
Issued by	ITP Prizren
Date of completion	30.06.2026
Dissemination level	Public

Summary

This Monitoring and Evaluation (M&E) Plan establishes the framework for monitoring, evaluating, and reporting the implementation and results of the EDIH DIG-4K project. It defines the project's monitoring indicators, data collection methods, reporting procedures, and quality assurance measures, while aligning with the Grant Agreement and Digital Europe Programme (DEP) requirements. As a practical reference for project partners, the document supports consistent performance monitoring, evidence-based decision-making, and continuous improvement throughout the project implementation.

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1. Introduction

Digital Innovation Gateway for Kosovo (DIG-4K) is an initiative aimed at accelerating Kosovo's digital transformation and positioning the country as a regional hub for digital innovation, skills development, and entrepreneurship. Led by the Innovation and Training Park (ITP) Prizren, the project is implemented through a consortium of seven other partners spanning the private sector, public institutions, and academia. These include ALT SH.P.K., Cactus Education, Quantix L.L.C, Edutask, University of Prizren (UUHP), University of Business and Technology (UBT), Makerspace Innovation Center (MICP), and one associated partner: Kosovo Research and Education Network (KREN), each contributing expertise in areas such as advisory services, digital skills, technology access, investment readiness, and ecosystem development. DIG-4K is co-financed by the European Commission through the Digital Europe Programme (DEP) and the Government of Kosovo. The project is designed to enhance digital capacities across various sectors, providing essential support primarily to micro, small, and medium-sized enterprises (MSMEs) and public sector organizations (PSOs). By implementing targeted work packages and strategic activities, DIG-4K promotes the adoption of advanced digital technologies in key fields such as e-commerce, fintech, healthcare, education, and agriculture, while also encouraging entrepreneurship and innovation-driven services.

This Monitoring and Evaluation (M&E) Plan has been developed as Deliverable D1.3 under Work Package 1 of the DIG-4K project, in accordance with the Grant Agreement requirements. The purpose of this document is to provide a comprehensive and practical framework for systematically monitoring project implementation, measuring performance against agreed indicators, and assessing the outcomes and impacts generated by project activities.

The M&E Plan serves as a guiding document for all project partners, ensuring a shared understanding of what is being monitored, how data are collected and analyzed, and how results are used for reporting, learning, and decision-making throughout the project lifecycle.

1.1 Purpose and Scope

The Monitoring & Evaluation framework outlined in this document aims to:

- Track progress against project objectives through indicators defined in the Grant Agreement.
- Monitor the delivery and uptake of project services, particularly those targeting MSMEs and PSOs.
- Measure changes in digital maturity and innovation capacity using Digital Maturity Assessments (DMAs) through impact indicators, while monitoring improvements in digital skills, test before invest, and access to funding primarily through output and execution indicators and supporting evidence, in line with the Grant Agreement.
- Support evidence-based reporting to the European Commission, and other relevant stakeholders.

- Facilitate learning and adaptive management by identifying successes, challenges, and areas for improvement.

The framework covers the full project duration and applies to all work packages and partners involved in implementation.

1.2 Intended Users of the M&E Plan

This document is intended for use by:

- **The Lead Partner (ITP Prizren):** As the project coordinator, ITP Prizren uses this plan to ensure the overall coordination and consolidation of M&E activities. Staff involved in monitoring and evaluation use the framework to validate partner-submitted data, ensuring it meets the standards of the European Commission and the Digital Europe Programme (DEP), as well as Kosovo Government rules and regulations.
- **All Consortium Partners:** The plan is highly relevant to all partners as they are contractually responsible for systematic data collection related to the specific activities and services they lead. Partners must use the standardized templates and methodologies provided in this plan to ensure harmonized reporting across the consortium. This includes maintaining accurate records and providing quarterly updates to the internal M&E reporting tool to support continuous progress tracking.
- **The Technical Committee:** This body uses the plan to guide the interpretation of technical indicators and to validate the methodological approaches used for complex assessments. Their role is to ensure the technical accuracy of the results and to contribute to the learning and improvement processes that allow for technical adjustments during implementation.
- **The Steering Committee:** This body utilizes M&E results for strategic oversight and informed decision-making. By reviewing the periodic monitoring data, they can identify challenges and approve adaptive management actions or corrective measures to keep the project aligned with its high-level objectives.
- **External Stakeholders** (e.g., EU Commission, Government of Kosovo, and the General Public): For external entities, this document serves as a public reference that demonstrates accountability and transparency in the use of co-financed funds. It provides stakeholders with a clear understanding of how the project's performance and long-term systemic effects on Kosovo's digital ecosystem are measured and verified.

1.3 Strategic Alignment and Operationalisation of the Intervention Logic

This Monitoring and Evaluation (M&E) Plan is the operational extension of the grant agreement. It serves as the definitive guide for translating the project's high-level strategic objectives into a functional system of data collection, analysis, and reporting.

1.3.1 Compliance with the Grant Agreement

The framework is designed to fulfill the mandatory reporting obligations set out in Article 21 (Reporting) and Section 3 (Impact) of the GA. It ensures that all consortium activities are documented in a manner that proves "proper implementation of the action" in accordance with EU standards.

1.3.2 Operationalising the Intervention Logic

The M&E Plan operationalises the project's intervention logic by establishing a direct causal link between resources, activities, and systemic change:

- **From Objectives to KPIs:** DIG-4K translates its objectives into three levels of indicators: **Outputs** (services, trainings, events, communication activities and collaborations delivered), **Execution/Outcomes** (service effectiveness, investments, stakeholder satisfaction and digital transformation uptake), and **Impacts** (long-term improvements in digital maturity, innovation capacity, international collaboration and ecosystem development).
- **Standardised Assessment:** The framework mandates the use of the Digital Transformation Accelerator (DTA) methodology, ensuring that every intervention is measured against a baseline (T0) and followed up at specific intervals (T1 and T2).

1.3.3 Integration with Digital Europe Programme (DEP) Standards

To ensure European-level comparability, this plan incorporates the four key DEP-specific indicators into the core tracking system:

1. **Users of EDIH Services:** Disaggregated by user category (SMEs vs. Public Sector).
2. **Digital Maturity Improvements:** Captured through harmonised DMA records.
3. **Investments Triggered:** Documenting additional financial mobilization (Target: $\geq \text{€}500,000$).
4. **Collaborations Established:** Tracking networking within the European EDIH ecosystem.

1.3.4 A Living Framework for Adaptive Management

As a living reference, this document supports adaptive management. By providing quarterly internal updates on KPIs, the framework allows the Technical and Steering Committees to identify implementation gaps in real-time and adjust strategies to ensure the project meets its 48-month targets. This ensures that reporting is not merely a retrospective exercise but a tool for continuous project improvement.

The document is designed to be a living reference, supporting the consistent application of Monitoring & Evaluation practices and enabling transparent, reliable, and comparable reporting throughout the project lifecycle. In alignment with the principles of adaptive management, this framework will be subject to periodic review by the Steering and Technical Committees. Should any formal amendments or changes to the Grant Agreement's overall objectives or the specified service delivery models occur during implementation, this Monitoring and Evaluation Plan will be updated accordingly to reflect the revised contractual obligations and impact on targets

2. Methods for Tracking Project Activities

The tracking of DIG-4K activities is a continuous process designed to ensure that every KPI is identifiable, verifiable, and aligned with the Grant Agreement. The project employs a multi-channel tracking logic to capture data across different levels of implementation.

2.1 Monitoring & Evaluation Indicators

This section presents the Monitoring and Evaluation (M&E) approach for the DIG-4K project, structured around Output, Execution/Outcome, and Impact indicators, as defined in the Grant Agreement. Project objectives are operationalized and monitored through these output, execution/outcome, and impact indicators.

These indicators enable systematic tracking of project progress, performance, and long-term effects, ensuring accountability and alignment with the objectives of the Digital Europe Programme (DEP). Each indicator includes baselines (where applicable), clear targets, data sources, and responsible partners to ensure consistency and reliability throughout the project lifecycle.

2.1.1 Output Indicators

Output indicators measure the direct and immediate results of project activities, reflecting outreach, service delivery, capacity building, dissemination, and collaboration efforts. They are updated quarterly in the internal M&E reporting tool

Table 1: Output Indicators

No.	Indicator	Definition/Unit of Measure	Baseline	Target (4 years)	Means of Verification	Responsible Partner
Output Indicators						
O1	Organizations Reached (awareness & engagement)	Number of MSMEs and public sector entities reached through DIG-4K services and events	0	> 200 organizations (80 % MSMEs, 20 % public sector)	Registration forms, partner reports, list of attendees	All partners

O2	Direct Services Delivered to MSMEs	Number of MSMEs receiving at least one direct digital service (Including DMA and DT strategies)		≥80 MSMEs served	Partner reports, DMA records	
	Direct Services Delivered to PSOs	Number of PSOs receiving at least one direct digital service (Including DMA and DT strategies)	0	≥ 20 PSOs served	Partner reports, DMA records	ALT, Cactus Edu, Quantix, Edutask, UBT, UUHP, MICP
O3	Digital Skills Training Participants Completed Programme	Number of participants certified, completion rate, satisfaction rate, and knowledge improvement measured through pre- and post-assessments	0	≥ 100 participants certified, ≥ 90% completion rate, 90% satisfaction rate and measurable improvements between pre- and post assessment	Attendance lists, pre/post tests, Certification records, Training satisfaction surveys	CactusEdu
O4	Trainers Certified	Number of trainers trained and certified in digital content creation	0	50 trainers	Attendance lists, pre/post tests, Certification records	CactusEdu
O5	AI Tech Access & Testing Lab Utilization	% of lab capacity utilized	0	30 % utilization rate	Lab usage records, MoUs	
	Collaborative Partnerships with Educational institutions, Research Organizations, and the Private Sector to Foster Collaboration	Number of collaborative partnerships established with educational institutions, research organisations and the private sector enabling lab utilization	0	7 collaborative partnerships	MoUs	Quantix LLC

	and Knowledge Exchange Established					
O6	AI-Driven Solutions Developed	Number of AI solutions tested or developed within the labs	0	10 solutions	Lab innovation reports/Documented solutions portfolio	Quantix LLC
O7	Matchmaking Events Organized	Number of matchmaking events facilitating investment opportunities	0	8 events	Event reports, participant lists	Edutask
O8	Grant Writing Workshops Organized	Number of grant-writing workshops held, Number of entities participated, and satisfaction rate demonstrated	0	8 workshops, 50 entities, 90% Satisfaction rate	Event reports, participant lists, survey results	Edutask
O9	Grant Applications Submitted	Number of individual and collaborative applications submitted disaggregated by type	0	10 digitalization applications (MSME & Public Sector) and 8 collaborative grant applications	Grant submission records	Edutask
O10	International networking events	Number of International Networking Events participated	0	8 events	Event photos	ITP
O11	Engagements in international projects	Number of international projects where the consortium has a defined role (proposal preparation or implementation)	0	5 engagements	Submitted project proposals, signed MoUs/Lols specifying project roles, project documentation	All partners

O12	EDIH Collaborations established	Number of EDIH collaborations established	0	5 collaborations	MoUs	ITP
O13	Best Practices Documented	Number of best practices and lessons learned collected	0	20 case studies	Case study reports	All partners
Dissemination & Communication Outputs						
O14	Project Website Reach	Number of visits to the project sections on the coordinator's website	0	≥ 5,000 visits	Website analytics reports	ITP
O15	Newsletter Reach	Number of recipients in the project mailing list	0	≥ 1,000 recipients	Mailing list, newsletters	ITP
O16	Social Media Followers	Total number of followers across project social media channels	0	≥ 1,500 aggregated followers	Social media analytics dashboards (LinkedIn, Facebook, Instagram)	ITP
O17	Promotional Videos Published & Viewed	Number of videos produced and total views	0	2 videos, ≥ 1,000 views total	Social media analytics, video links	ITP
O18	Infographics Published	Number of infographics produced and shared online	0	4 infographics	Social media posts, design files	ITP
O19	Networking Events with Other Projects	Number of networking events with other EU / EDIH projects	0	4 events	Event agendas, reports, photos	ITP
O20	A2B Meetings Organized	Number of Academia–CSO–Public–Business meetings organized	0	4 virtual + 50 individual meetings	Agendas, participant lists, minutes, comms exchange	ITP, Edutask, UUHP, UBT, Cactt us Edu

		(virtual + individual)				
O21	Media Releases Published	Number of press/media releases issued and estimated readership	0	8 press releases	Press release proof	ITP
O22	Promotional Materials Distributed	Number of brochures / flyers / banners distributed (print + digital)	0	≥ 2,000 copies	Distribution lists, design files	ITP
O23	Project Events Organized	Number of dissemination events (workshops, trainings, conferences) organized	0	≥ 8 events (min. 2/year)	Event reports, agendas	All partners
O24	Participants in Project Events	Total number of attendees at project events	0	≥ 2,500 participants	Participants lists	All partners

2.1.2 Execution / Outcome Indicators

Execution and outcome indicators assess the effectiveness and early results of DIG-4K interventions beyond immediate outputs. They are assessed on an annual basis to measure early results.

Table 2: Execution/Outcome Indicators

No.	Indicator	Definition/Unit of Measure	Baseline	Target (4 years)	Means of Verification	Responsible Partner
Execution/Outcome Indicators						
E1	Investments Generated	Amount of investment mobilized through DIG-4K-supported entities (€)	0	≥ € 500 000 (4 investment success cases)	Signed Contracts	Edutask
E2	International Collaborations Initiated	Number of active collaborations with other EDIHs or regional stakeholders	0	5 International Collaborations	Partnership agreements /joint event agendas/photos	ITP

E3	Stakeholder Satisfaction Rate	% of entities reporting satisfaction with DIG-4K advisory services	0	≥ 80 % satisfaction	Surveys, interviews	ITP, ALT & Edutask
E4	Implementation Rate of Digital Transformation Strategies	% of supported organizations that have implemented at least one digital transformation measure recommended by DIG-4K	0	≥ 40% of supported organizations	Follow-up surveys	ITP, ALT & Edutask

2.1.3 Impact Indicators

Impact indicators measure the long-term and systemic effects of DIG-4K at organizational, regional, and European levels. Measured through longitudinal assessments (T0, T1, and T2) to capture systemic changes in digital maturity and innovation potential.

Table 3: Impact Indicators

No.	Indicator	Definition/Unit of Measure	Baseline	Target (4 years)	Means of Verification	Responsible Partner
Impact Indicators						
I1	Increase in Digital Maturity of Supported Entities	Average increase in Digital Maturity Assessment scores from T0 to T2	T0 baseline	At least EU-average improvement (increase by 7 points)	DMA questionnaires (DTA methodology)	ITP & ALT
I2	Market Maturity and Creation Potential of Innovations	Innovations assessed via Innovation Radar methodology	0	Match EU-average for EDIH innovations (35%)	Innovation Radar Methodology Used	All partners
I3	Long-Term Cross-Border Collaborations and Regional Uptake of Services	Number of cross-border collaborations established and regional organizations using DIG-4K Services	0	≥ 15 regional organizations using services and ≥ 10 international collaborations	Service records, partnership documentation	ITP
I4	Smart Cities Network Established	Network of municipalities created and	0	≥ 10 municipalities engaged	Working Group Created (lists of participants)	All partners

and
Operational

actively
engaged

2.1.4 Mapping of DEP Indicators to DIG-4K Indicators

The indicators required under the Digital Europe Programme (DEP) are monitored through the DIG-4K internal indicator framework. Data related to services provided, digital maturity improvements, additional investments triggered, and collaborations established are continuously updated by the responsible partners in the DTA Portal and consolidated through the internal KPI Tracking Tool. This approach ensures consistency between DEP reporting requirements and project-level monitoring.

Table 4: Mapping of DEP Indicators to DIG-4K Indicators

DEP Indicator	DIG-4K Indicator(s)
Users of EDIH Services disaggregated by user type	O1, O2
Digital Maturity Improvements	I1
Investments Triggered	O9, E1
Collaborations Established	O11, O12, E2, I3

2.2 Indicator Measurement Rules

To ensure consistency and comparability of monitoring data across all project partners, the following measurement rules apply to all indicators included in this Monitoring and Evaluation Plan.

Unique Beneficiary Counting

To ensure accurate reporting and avoid double-counting, each MSME, public sector organization (PSO), or other beneficiary organization is uniquely identified through the reference code assigned in the DTA Portal. Cumulative beneficiary figures are maintained in the DIG-4K M&E system and updated based on data retrieved from the DTA Portal, ensuring consistency between project-level monitoring and DEP reporting requirements.

Definition of Reached vs. Served Organizations

For monitoring purposes:

- **Reached organizations** are entities that participate in awareness-raising, dissemination, networking, or engagement activities organized by DIG-4K.
- **Served organizations** are entities that receive at least one direct service, including Digital Maturity Assessments (DMA), advisory support, training, testing facilities, investment readiness support, or other services included in the DIG-4K portfolio.

Data Aggregation

Partners are responsible for recording activity-level data and submitting it through agreed reporting templates. Data are consolidated by the Lead Partner (ITP Prizren) and aggregated at project level.

Data Validation

Before inclusion in project reports:

- Data submitted by partners will be reviewed for completeness and consistency.
- Supporting documentation shall be verified where applicable.
- Any discrepancies identified will be clarified with the reporting partner prior to validation.

Indicator Revisions

Where required due to project implementation needs, service portfolio developments, or guidance from the European Commission, indicators and targets may be refined during project implementation. Any changes will be documented and approved through the project governance structure.

3. Data Collection Methods and Tools

This section outlines the methods and tools used to systematically collect quantitative and qualitative data for monitoring DIG-4K activities, outputs, execution/outcomes, and impacts. Data collection combines administrative data, self-reported information, and standardized assessment tools, ensuring consistency and comparability across partners and work packages.

All data collection activities are coordinated by ITP Prizren and implemented by project partners in line with agreed procedures and standardized reporting templates.

3.1 Key Data Collection Methods and Tools

- **Registration and Attendance Forms (Annex 1)**
Used to track participation in events, trainings, workshops, matchmaking sessions, and dissemination activities. These forms capture participant and organizational data and serve as the primary source for output indicators related to outreach and engagement.
- **DTA Portal Service Entries (Annex 2)**
The DTA Portal serves as the official reporting system for DIG-4K service delivery under the standard Digital Europe Programme (DEP) EDIH service structure. All services

provided by DIG-4K are recorded in the portal according to the four EDIH service pillars: Test before Invest, Skills and Training, Support to Find Investment, and Innovation Ecosystem and Networking. The portal ensures unique identification of beneficiary organizations and provides the primary administrative dataset for monitoring service uptake, distribution of services across the EDIH pillars, and beneficiary reach.

- **Partner Activity and Service Reports (Annex 3 & Annex 4)**

Partners submit monthly narrative and financial reports to document activities implemented, services delivered, communication and dissemination actions, and expenditure incurred. In addition, partners submit quarterly reports on indicator achievement, providing updates on outputs, execution/outcome indicators, impact indicators and progress against established targets. All reports are submitted using standardized templates.

- **Digital Maturity Assessment (DMA)**

The DMA tool, based on the Digital Transformation Accelerator (DTA) methodology, is used to assess the digital maturity of supported organizations. Assessments are conducted at baseline (T0) and follow-up stages (T1, T2) to measure changes in digital maturity attributable to DIG-4K interventions.

- **Pre- and Post-Training Assessments (Annex 5)**

Digital skills training activities are evaluated using pre- and post-training assessments to measure learning outcomes and training effectiveness. These assessments complement participation records and certification/completion data, measure the satisfaction rate and are used for internal monitoring and quality assurance.

- **Satisfaction Surveys and Feedback Questionnaires (Annex 6)**

Beneficiary satisfaction is measured through structured feedback instruments applied after service delivery. Separate standardized surveys are used for different service types to ensure methodological accuracy and relevance.

- For **grant writing workshops**, a dedicated satisfaction survey is conducted after each workshop to assess perceived usefulness, quality, and relevance of the support provided.
- For **advisory services**, a separate satisfaction survey is applied following service completion to evaluate service quality, responsiveness, and usefulness for digital transformation processes.

All survey instruments are standardized and allow aggregation and comparison of results across service categories while ensuring indicator-specific measurement for reporting purposes.

- **Qualitative Data Collection**

Where relevant, qualitative methods such as open-ended survey responses, interviews, case studies, and narrative reports are used to capture best practices, lessons learned, and success stories.

3.2 Data Validation and Verification Procedures

To ensure the reliability and credibility of monitoring information, DIG-4K applies a structured validation process conducted by the lead partner.

Validation activities include:

- Review of attendance records and registration forms;
- Verification of service delivery records against supporting documentation;
- Cross-checking of reported figures to prevent duplication;
- Review of DMA records and assessment results;
- Periodic quality checks

Where inconsistencies or missing information are identified, partners will be requested to provide clarification or corrective information before data are accepted for reporting purposes.

4. Qualitative Data Collection and Impact Assessments

Where relevant, interviews, case studies, and narrative reports will be used to document best practices, lessons learned, and success stories. Open-ended responses from satisfaction surveys will also be collected as qualitative data, complementing the quantitative results tracked in the DIG-4K Indicator and KPI Tracking Tool.

In line with the Grant Agreement, the project will produce 3 impact reports focusing on:

1. MSMEs,
2. Education, and
3. Public Administration.

Digital Maturity Assessments (DMAs) provide the primary quantitative data, conducted according to the following schedule:

- **T0 (baseline)** – before intervention,
- **T1 (1 year after intervention),**
- **T2 (2 years after T1).**

Internal Impact Tracking:

- Impact reports will be prepared internally to synthesize DMA results, KPI tracking, and qualitative insights.
- These reports will support evidence-based project management, learning, and adaptive intervention, rather than being formal deliverables.

This approach ensures the M&E framework captures both measurable outcomes and contextual insights, while remaining aligned with the GA and DMA methodology.

5. Monitoring Risks and Mitigation Measures

Several risks may affect the collection and quality of monitoring data during project implementation. The project will apply mitigation measures to minimize these risks.

Table 5: Risk Mitigation

Risk	Potential Impact	Mitigation Measure
Low response rates to surveys and follow-up assessments	Reduced availability of outcome data	Regular reminders and follow-up communication with beneficiaries
Incomplete partner reporting	Delays in monitoring and reporting	Inform upper management and/or organize one-on-one meetings.
Loss of contact with organizations for DMA follow-up assessments	Limited ability to measure long-term impact	Collection of multiple contact points and scheduled follow-up planning
Inconsistent interpretation of indicators among partners	Reduced data comparability	Clear indicator definitions and partner guidance sessions
Double counting of beneficiaries	Inflated project results	Use of unique identifiers and centralized validation procedures

6. Reporting Frequency

Monitoring under the DIG-4K project is conducted on a continuous basis throughout the project lifecycle.

- Activity and service delivery data are collected continuously by implementing partners.
- Monitoring information is consolidated and reviewed through the DIG-4K monitoring system.
- Output indicators are updated on an ongoing basis through quarterly reporting cycles.
- Execution/outcome and impact indicators are assessed at predefined milestones, including baseline (T0), first follow-up (T1), and final follow-up (T2), where applicable.
- Formal reporting to the European Commission follows the reporting schedule established in the Grant Agreement.

Monitoring results are used to assess progress against project objectives, support evidence-based decision-making, identify implementation challenges, and inform corrective actions where necessary.

7. Data Quality Assurance and Ethical Considerations

Data quality and ethical considerations are integral to the DIG-4K Monitoring and Evaluation framework. Measures are in place to ensure the accuracy, consistency, and reliability of monitoring data, including the use of standardized data collection tools, clear indicator definitions, and validation of partner-submitted data by the Lead Beneficiary.

All data collection and processing activities conducted for monitoring and evaluation purposes are implemented in compliance with applicable data protection and ethical requirements. Detailed procedures related to data storage, access, protection, and retention are defined in the project's Deliverable D1.2 Data Management Plan (DMP).

For the purposes of M&E, personal data are collected only where necessary, handled confidentially, and reported in aggregated or anonymized form, in line with the General Data Protection Regulation (GDPR), and Law No. 06/L-082 on the Protection of Personal Data (2019) in Kosovo.

ANNEXES:

Annex 1: Registration and Attendance Form




Name of the Event
Date: XX.XX.XXXX
Location:

Participants List – Declaration of Consent

By signing this list, I consent to the collection and processing of my personal data (name, organization, position, contact details) by DIG-4K for the purposes of participant registration, communication, reporting, and event documentation, in line with the DIG-4K Privacy Notice. Photos and/or video footage taken during the event may be used for reporting and promotional purposes.

I understand that my data will be processed in compliance with the General Data Protection Regulation (GDPR; EU 2016/679), as well as Law No. 06/L-082 on the Protection of Personal Data (2019) in Kosovo, and that I may exercise my rights or lodge a complaint through the Information and Privacy Agency of Kosovo.

Participants List							
	First Name(s)	Surname(s)	Organisation	E-mail	Phone number	Consent taking pictures ^{*)}	Signature
1.						☐	
2.						☐	
3.						☐	
4.						☐	
5.						☐	
6.						☐	
7.						☐	
8.						☐	
9.						☐	



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Annex 2: DTA Portal: Registration of Services

Create Registration of new service

Here the EDIH registers each main service to be delivered, per customer. Data to be specified include e.g. the customer, service category, price (listed), price charged to customer, amount reported as state aid, implementation dates and status of delivery. The services are reported under four main categories, using the dropdown lists. EDIHs can (optional) specify subcategories under the field "Short description of the service".

Customer *

Select the customer from the list of registered companies/PSOs

Service category delivered *

- Select a value -

- Select a value -

Networking and access to innovation ecosystems

Support to find investment

Test before invest

Training and skills development

Technology type used *

- Select -

- Select the type of technology used delivered from the dropdown list. If non applicable choose Other (please specify)
- Drag to re-order taxonomy terms.

Information on the use of capacities financed by the Digital Europe Programme

- None -

Add information on the use of capacities financed by the Digital Europe Programme with respect to the service provided.

Service price, €

€

The total amount (€) of the service according to the EDIH price list.

Price invoiced to customer, €

€

The total amount (€) invoiced to the customer (after discounts).

Date(s) *

Starting date *

mm/dd/yyyy

Finishing date (expected) *

mm/dd/yyyy

Starting date and Finishing date (expected), according to the contract with the customer.

Service Status *

- Select a value -

Select the status of the service implementation from the dropdown list.

☐ Upload documents which I confirm are compliant with GDPR.

Save

Annex 3: Partner Monthly Reporting Template

Annex 3.1 Narrative report

A	B	C	D	E	F
	     				
	Title of Action (Contract)		101191620 DIG-4K		
	Reporting Period		January 2026		
	Partner Name				
	Date of Report		10-Feb-26		
	1. Activities Overview				
	Key Activities During the Reporting Period				
	<i>Brief description of activities undertaken during the month. Indicate the number and description of services delivered (if any) and expert days engaged.</i>				
	Description of Activities	Services Delivered	Expert Days Engaged (linked to activities)		
	1. Participation in by weekly	1	Expert 1 - 0.25 days ; Expert 2 - 8 days		
	2.	2			
	3	3			
	Upcoming Activities for Next Month				
	Planned Activity	Expected Services	Estimated Expert Days (if relevant)		
	1	1			
	2	2			
	3	3			
	2. Outreach to SME and Public Sector for DIG-4K Services (through awareness and engagement)				
	Organizations Reached	No of org. reached	Description of Activity (include org. name)		
	Public sector / IPSOs	3			
	Private sector / MSMEs				
	Detailed Communication Log				
	Communication Activity Name	Description	Date	How? Communication channel	
	Target audience	Outcome		Link of communication activity (if applicable)	
	Communication Activity Name	Description	Date	How? Communication channel	
	Target audience	Outcome		Link of communication activity (if applicable)	
	Communication Activity Name	Description	Date	How? Communication channel	
	Target audience	Outcome		Link of communication activity (if applicable)	
	Detailed Dissemination Log				
	Dissemination activity name 1	Description	Target audience Reached	Type of dissemination	No. of
	Dissemination activity name 2	Description	Target audience Reached	Type of dissemination	No. of
	Dissemination activity name 3	Description	Target audience Reached	Type of dissemination	No. of
	   				

Annex 3.2: Financial Report

	B	C	D	E	F	G
4						
5	WP1					
6	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
7	€ 50.00					€ 50.00
8	WP2					
9	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
10						€ -
11	WP3					
12	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
13						€ -
14	WP4					
15	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
16	€ 800.00					€ 800.00
17	WP5					
18	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
19						€ -
20	WP6					
21	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
22						€ -
23	WP7					
24	Personnel	Travel & Subsistence	Equipment	Other goods & services	Indirect costs	Total
25						€ -
26						
27						€ 850.00

		<table border="1"> <tr> <td>Project</td><td>EDIH DIG-4K</td></tr> <tr> <td>Project Number</td><td>101191620</td></tr> <tr> <td>Partner</td><td></td></tr> <tr> <td>Date</td><td></td></tr> </table>		Project	EDIH DIG-4K	Project Number	101191620	Partner		Date	
Project	EDIH DIG-4K										
Project Number	101191620										
Partner											
Date											
		2026									
Indicators		Target (overall)		Q1	Q2	Total					
Provision of Services to Boost Digitalisation											
General											
O1	# of MSMEs and PSDs reached (awareness & engagement)	200									
O2	# of entities receiving direct digital services	100									
Skills and Training											
O3	# of participants completing the digital skills training programme and receiving certification	100									
O3	% of completion rate	≥ 90% completion rate									
O3	% of satisfaction rate	≥ 90% satisfaction rate									
O4	Average score increase between pre- and post-training assessments	Positive average score increase between pre- and post-training assessments									
O4	# of trainers trained and certified in digital content creation (MODULE)	50									
Test before invest											
O5	% of lab capacity utilized	30%									
O5	# of collaborative partnerships established enabling lab utilization	7									
O6	# of AI solutions tested or developed within the labs	10									
I2	Innovations assessed via Innovation Radar methodology/Market Maturity and Creation Potential of Innovations	35%									
E3	% of entities reporting satisfaction with DIG-4K advisory services	80%									
Support to Find Investment											
O7	# of matchmaking events facilitating investment opportunities	8									
O8	# of grant-writing workshops held	8									
O8	# of entities participated in the grant writing workshops	50									
O8	% of satisfaction rate (grant writing workshops)	90%									
Innovation Ecosystem & Networking											
O10	# of International/Networking Events participated	8									
I3	# of cross-border collaborations established and regional organizations using DIG-4K Services	≥ 15 regional users and ≥ 10 international collaborations									
I4	Network of municipalities created and actively engaged	≥ 10 municipalities engaged									
Attract financial resources to address digital transformation.											
O9	# of individual applications submitted (PSD/MSME)	10									
O9	# of collaborative applications submitted	8									
E1	Amount of investment mobilized through DIG-4K-supported entities (I)	500,000									
Collaboration mechanisms with EDIHs											
O11	# of international projects engaged	5									
O12	# of EDIH collaborations established	5									
E2	# of active collaborations with other EDIHs or regional stakeholders	5									
Increase the level of digital maturity											
I1	Average increase in Digital Maturity Assessment scores from T0 to T2	At least EU average improvement (increase by 7 points)									
E4	% of supported organizations that have implemented at least one digital transformation measure recommended by DIG-4K	60%									

Pre-Training Evaluation Form (Focus on Prior Knowledge)

Date: _____

Years of Professional Experience:

- ☐ 0–1
- ☐ 1–3
- ☐ 3–5
- ☐ 5+

Work Sector: _____

II. GENERAL DIGITAL KNOWLEDGE

Rate your level:

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Computer and basic tools usage (Office, email)	☐	☐	☐	☐
Ability to search and analyze information online	☐	☐	☐	☐
Use of collaboration tools (Teams, Zoom, Google Workspace)	☐	☐	☐	☐
Understanding of basic technology concepts (data, cloud, security)	☐	☐	☐	☐

III. ASSESSMENT OF PRIOR KNOWLEDGE BY FIELD

Data Analytics

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Understanding of Excel/Sheets for analysis	☐	☐	☐	☐
Use of charts and reports	☐	☐	☐	☐

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Knowledge of data visualization tools (Power BI, Tableau)	☐	☐	☐	☐
Ability to interpret data for decision-making	☐	☐	☐	☐

Digital Marketing

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Understanding digital marketing (SEO, Social Media)	☐	☐	☐	☐
Managing online campaigns	☐	☐	☐	☐
Performance analysis (Google Analytics, Ads)	☐	☐	☐	☐
Creating digital content	☐	☐	☐	☐

Cybersecurity

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Knowledge of online threats (phishing, malware)	☐	☐	☐	☐
Security practices (passwords, MFA)	☐	☐	☐	☐
Data protection policies	☐	☐	☐	☐

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Responding to security incidents	☐	☐	☐	☐

Cloud Computing

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Understanding cloud platforms (Azure, AWS, Google Cloud)	☐	☐	☐	☐
Using cloud applications	☐	☐	☐	☐
Data storage and management in the cloud	☐	☐	☐	☐
Deploying basic services	☐	☐	☐	☐

Automation & Emerging Technologies

Description	Excellent (3)	Good (2)	Average (1)	Poor (0)
Using automation tools (Power Automate, scripts)	☐	☐	☐	☐
Knowledge of AI and emerging technologies	☐	☐	☐	☐
Using tools for work optimization	☐	☐	☐	☐
Solving problems through technology	☐	☐	☐	☐

IV. PREVIOUS TRAINING

Have you previously attended training in these fields?

☐ Yes

☐ No

If yes, specify the fields:

How useful were those trainings?

☐ Very useful

☐ Useful

☐ Slightly useful

☐ Not useful

What was missing from previous trainings?

Were the previous trainings mainly:

☐ Theoretical

☐ Practical

☐ Balanced

V. PRACTICAL SELF-ASSESSMENT

How often do you use these skills at work?

☐ Every day

☐ Often

☐ Rarely

☐ Never

How confident do you feel in solving real-world problems?

☐ Very confident

☐ Moderately confident

☐ Slightly confident

☐ Not confident at all

Provide a specific example where you have used these skills:

VI. LEVEL AND READINESS

Which training level do you think suits you best?

☐ Beginner

☐ Intermediate

☐ Advanced

☐ Mixed

How ready are you for intensive training (6–8 hours per day)?

☐ Very ready

☐ Moderately ready

☐ Slightly ready

VIII. NEEDS AND EXPECTATIONS

What would you like to achieve after this training?

What are the 3 skills you would like to gain?

1. _____
2. _____
3. _____

What would make this training highly valuable for you?

IX. ABOUT YOU

Name: _____

Company: _____

Email: _____

Phone: _____

Annex 5.2 Post-Training Assessment

Post-Training Evaluation Form (Student Training Evaluation)

Course Name: _____ **Trainer:** Veton Xhelili

Class Date: _____ **Location:** _____

TRAINER

Strongly Agree Agree Undecided Disagree Strongly Disagree

a. The trainer was knowledgeable about the subject

☐ ☐ ☐ ☐ ☐

b. The trainer managed student participation well

☐ ☐ ☐ ☐ ☐

c. The trainer explained concepts well

☐ ☐ ☐ ☐ ☐

d. The trainer encouraged questions and was responsive to them

☐ ☐ ☐ ☐ ☐

e. The trainer provided feedback and clarification during practice sessions

☐ ☐ ☐ ☐ ☐

f. The trainer made my overall experience a positive one

☐ ☐ ☐ ☐ ☐

g. The trainer advised me of the next class(es) that I should take

☐ ☐ ☐ ☐ ☐

h. The trainer recommended the self-paced offering that complements this class

☐ ☐ ☐ ☐ ☐

Trainer comments:

COURSEWARE

Strongly Agree Agree Undecided Disagree Strongly Disagree

a. The course books and materials were technically accurate

☐ ☐ ☐ ☐ ☐

b. The course content provided important job skills and knowledge

☐ ☐ ☐ ☐ ☐

c. The practice exercises were relevant and supported my learning

☐ ☐ ☐ ☐ ☐

d. The course structure, flow and logic effectively supported the course objectives

☐ ☐ ☐ ☐ ☐

Courseware comments:

TECHNICAL ENVIRONMENT**Strongly Agree Agree Undecided Disagree Strongly Disagree**

a. The training environment was set up in a satisfactory way

☐☐☐☐☐

b. The performance of the software, hardware and network was satisfactory

☐☐☐☐☐

c. Technical problems were resolved satisfactorily

☐☐☐☐☐**EDUCATION CENTER****Strongly Agree Agree Undecided Disagree Strongly Disagree**

a. The physical environment of the classroom was comfortable and conducive to learning

☐☐☐☐☐

b. The projection system and whiteboard were clearly visible

☐☐☐☐☐

c. The training center and classroom were clean and well maintained

☐☐☐☐☐**OVERALL****Strongly Agree Agree Undecided Disagree Strongly Disagree**

a. Overall, this course met my expectations and requirements

☐☐☐☐☐

b. Based on your experience in this class, would you:

- take another class at Cactus
☐ ☐ ☐ ☐ ☐
- take another class from this trainer
☐ ☐ ☐ ☐ ☐
- recommend training at Cactus to others
☐ ☐ ☐ ☐ ☐

c. Why or why not?

d. Suggest how we could improve your satisfaction with the course:

ABOUT YOU (Optional)

Name: _____

Company: _____

Email ID: _____

Address: _____

Phone Number: _____

Annex 6: Satisfaction Surveys

Annex 6.1: Satisfaction Survey for Grant Writing Workshops

Satisfaction Survey Grant-Writing Workshops

Pyetësor kënaqësie

Punëtoritë për shkrimin e projekteve

This survey is anonymous. Your feedback will be used to improve future workshops.
Ky pyetësor është anonim. Përgjigjet tuaja do të përdoren për të përmirësuar punëtoritë e ardhshme.

Rating scale: 1 = Strongly Disagree → 5 = Strongly Agree

Shkalla e vlerësimit: 1 = Nuk pajtohem aspak → 5 = Pajtohem plotësisht

A. Content & Relevance / Përmbajtja dhe Relevanca

- The workshop content was relevant to my work.
Përmbajtja e punëtorisë ishte relevante për punën time.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

- The topics were presented in a clear and understandable way.
Temat u prezantuan në mënyrë të qartë dhe të kuptueshme.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

- The workshop improved my understanding of grant proposal development.
Punëtorja përmirësoi njohuritë e mia për zhvillimin e projekt propozimeve.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

4. The workshop provided practical tools and techniques that I can use in future grant applications.

Punëtorja ofroi mjete dhe teknika praktike që mund t'i përdor në aplikimet e ardhshme për grante.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

5. The materials provided supported my learning.

Materialet e ofruara mbështetën të mësuarit tim.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

B. Delivery / Mënyra e Zhvillimit

6. The facilitator communicated the content effectively.

Fasilituesi komunikoi përmbajtjen në mënyrë efektive.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

7. The facilitator created space for questions and discussion.

Fasilituesi krijoi hapësirë për pyetje dhe diskutim.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

8. The duration of the workshop was appropriate for the content covered.

Kohëzgjatja e punëtorisë ishte e përshtatshme për përmbajtjen e trajtuar.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

C. Outcomes & Overall / Rezultatet dhe Vlerësimi i Përgjithshëm

9. How has this workshop affected your confidence in developing grant proposals?
Si e ka ndikuar ky workshop në vetëbesimin tuaj për zhvillimin e projekt propozimeve?

☐ Decreased U ul	☐ No change Pa ndryshim	☐ Slightly increased U rrit pak	☐ Significantly increased U rrit ndjeshëm
---	--	--	--

10. How likely are you to apply what you learned in your work?
Sa ka gjasa që të zbatoni çfarë keni mësuar në punën tuaj?

☐ 1 Very unlikely Shumë pak gjasa	☐ 2	☐ 3	☐ 4	☐ 5 Very likely Shumë gjasa
--	----------------------------	----------------------------	----------------------------	--

11. How would you rate the workshop overall?
Si do ta vlerësonit punëtorinë në përgjithësi?

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

12. I would recommend this workshop to my peers.
Do ta rekomandoja këtë punëtori te kolegë të fushës.

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

13. Would you be interested in receiving one-to-one consultation or expert feedback on a specific project application?
A do tëë të interesoheshit të merrni konsultim individual ose komente eksperti për një aplikim të caktuar projekti?

☐ Yes, definitely / Po, patjetër ☐ Maybe — depends on the topic / Ndoshta — varet nga tema ☐ No / Jo

14. Would you be willing to pay for these types of workshop?

A do të pranoni të paguanit për punëtori të tilla?

☐ Yes / Po ☐ No / Jo ☐ It depends on the price / Varet nga çmimi

D. Open Questions / Pyetje të Hapura

Which of the following topics/tools were most useful for you? (Select all that apply)

Cilat nga temat/mjetet e mëposhtme ishin më të dobishme për ju? (Zgjidhni të gjitha që vlejnë)

☐ Grant proposal structure / Struktura e propozimit	☐ Budget planning tools / Mjetet e planifikimit buxhetor
☐ Logical framework / Kuadri logjik	☐ Writing skills / Shkathtësitë e shkrimit
☐ Case studies / Studimet e rastit	☐ Other / Tjetër: _____

What could be improved?

Çfarë mund të përmirësohet?

E. Background / Informacion i Përgjithshëm

What type of organization do you represent?

Çfarë lloj organizate përfaqësoni?

☐ NGO / OJQ	☐ Public Institution / Institucion Publik	☐ Educational Institution / Institucion Arsimor	☐ Private Sector / Sektor Privat
------------------------------------	--	--	---

☐ Other / Tjetër: _____

Thank you for your feedback! / Faleminderit për përgjigjet tuaja!

Annex 6.2: Satisfaction Survey for Advisory Services Digital Transformation Strategy and Roadmap Support

1. Basic Information

Name of beneficiary / organization:	
Contact person:	
Date:	

Type of support received:

- ☐ DMAT
- ☐ Interview / diagnostic session
- ☐ Digital Transformation Strategy
- ☐ Beneficiary discussion / validation meeting
- ☐ Implementation advisory support
- ☐ Other: _____

2. General Satisfaction

Please rate the following statements from 1 to 5.

Rating	Meaning
1	Very dissatisfied
2	Dissatisfied
3	Neutral
4	Satisfied
5	Very satisfied

Question	1	2	3	4	5
Overall, I am satisfied with the advisory support received.	☐	☐	☐	☐	☐
The advisory process was clear and easy to follow.	☐	☐	☐	☐	☐
The consultants understood our business needs.	☐	☐	☐	☐	☐
The communication with the advisory team was professional and timely.	☐	☐	☐	☐	☐
The support provided was useful for our business.	☐	☐	☐	☐	☐

3. DMAT and Interview Process

Question	1	2	3	4	5
The DMA helped us reflect on our current digital maturity.	☐	☐	☐	☐	☐
The interview helped clarify our real digitalization needs.	☐	☐	☐	☐	☐
The questions asked during the interview were relevant to our business.	☐	☐	☐	☐	☐
The process helped us better understand our digital gaps.	☐	☐	☐	☐	☐

Comments on the DMAT or interview process:

4. Digital Transformation Strategy and Roadmap

Question	1	2	3	4	5
The strategy reflects our actual business situation.	☐	☐	☐	☐	☐
The identified digital gaps are accurate and relevant.	☐	☐	☐	☐	☐
The proposed digital solutions are understandable.	☐	☐	☐	☐	☐
The proposed actions are realistic for our organization.	☐	☐	☐	☐	☐
The implementation roadmap is clear.	☐	☐	☐	☐	☐
The cost estimates are useful for planning.	☐	☐	☐	☐	☐
The proposed KPIs are relevant for measuring progress.	☐	☐	☐	☐	☐

Which part of the strategy was most useful for you?

Which part of the strategy should be improved or clarified?

5. Beneficiary Discussion and Validation

Question	1	2	3	4	5
We had enough opportunity to comment on the draft strategy.	☐	☐	☐	☐	☐
Our comments and feedback were taken into account.	☐	☐	☐	☐	☐
The final strategy is clearer after the discussion process.	☐	☐	☐	☐	☐
We understand our responsibilities for implementation.	☐	☐	☐	☐	☐

6. Implementation Readiness

Question	Yes	Partly	No
We understand which actions should be implemented first.	☐	☐	☐
We know who should be responsible internally.	☐	☐	☐
We understand what data, documents, or systems are needed.	☐	☐	☐
We understand which actions require external financing.	☐	☐	☐
We feel more prepared to start digital transformation.	☐	☐	☐

What support would you need next?

- ☐ Technical implementation support
- ☐ Training
- ☐ Access to finance / grant guidance
- ☐ Cybersecurity support
- ☐ Digital marketing support
- ☐ ERP / CRM / e-commerce support
- ☐ Other: _____

7. Impact of the Advisory Services

Question	Yes	Partly	No
The advisory service helped us better understand digital transformation.	☐	☐	☐
The advisory service helped us identify priorities.	☐	☐	☐

Question	Yes	Partly	No
The advisory service helped us understand costs and risks.	☐	☐	☐
The advisory service helped us become more realistic about our digital capacity.	☐	☐	☐
We are likely to start implementing at least part of the roadmap.	☐	☐	☐

8. Have you implemented at least one digital transformation measure that was recommended by DIG-4K through its advisory services?

- ☐ Yes
- ☐ No
- ☐ Implementation is currently in progress
- ☐ Not applicable / No recommendations were provided

9. Overall Recommendation

How likely are you to recommend this advisory service to another MSME or organization?

Score	Meaning
0	Not likely at all
10	Extremely likely

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

Reason for your score:

10. Final Comments

What worked well in the advisory process?

What should be improved in the advisory process?

Any additional comments or suggestions:

Thank you for your feedback. Your answers will be used to improve the advisory process, the quality of future Digital Transformation Strategies, and the implementation support provided to beneficiaries.