

ICTA Monitoring and Evaluation (M&E) Framework

ICTA implements a strong and coherent results-based monitoring and evaluation (M&E) system as it is a key tool for ensuring development effectiveness that promotes learning and performance measurement and accountability for results.

The objectives of the ICTA M&E approach is to measure development effectiveness/ outcomes of country digital transformation process through implementing a comprehensive M&E system across projects and programs.

ICTA M&E process can be mainly categorized into two components namely Ongoing monitoring and Periodic Evaluations.

On regular basis, data generated through project implementation are gathered to assess the progress against the planned targets/ milestones and quality of outputs. The M&E system includes carrying out baseline and evaluation assessments/ surveys to gather broad based data to measure the outcomes/impacts. To ensure the learning and evaluation culture building capacities ICTA project management staff and primary stakeholders¹ are also recognized as an important element in

the M&E approach. In addition, ICTA will develop partnerships for ensuring the quality of national level ICT data



Figure 14: M&E Framework

gathered by various government organizations. ICTA will also monitor regular basis international indexes (NRI, UN e-Gov Dev Index, ITU index) and provide strategic direction to ICTA management to make timely corrective actions to improve the relevance of the interventions and program result.

ICTA M&E OBJECTIVES

The objectives of ICTA' s M&E are:

- i) Measuring performance
- ii) Evaluating progress towards outcomes,
- iii) Promote institutional learning/ create knowledge

¹ ANNEX 6 : M&E of Project Stakeholder Engagement

- based and learning culture iv)
- improving focus and performance orientation
- iv) Understanding and negotiating stakeholder perspectives
- v) Public accountability
- vi) measuring impact.

All ICT projects need to be designed based on the principals of Results based Management (RBM). For each project, as a management tool, a project logical framework analysis (LFAs) are developed in consultation with the project primary stakeholders. For the LFA design and development process, project specific data requirements are identified along with data collection responsibilities, frequencies and data sources/means of verifications.

ICTA M&E PROCESS

ICTA M&E Process can broadly be categorized into two components;

- i) Periodic Evaluation
- ii) Ongoing Monitoring

i) Periodic Evaluations: Project specific baseline and evaluation/ cost benefit analyses are conducted under this component. Baseline and outcome related data are collected through project specific as well as cross cutting /overall surveys. In addition, there are few national surveys and

overall country level evaluations have also been included in the M&E plan (National ICT Workforce Survey, IT/BPO Industry Survey, ICT country level literacy and communications Survey).

- ii) Ongoing Monitoring system: This component focuses on the collection of data generated through project implementation for the purpose of a) measuring the progress against targets, b) ensuring the quality of outputs, c) understanding level of stakeholder engagement etc. and various progress reports are produced based on the data collected, targeting stakeholder organizations such as - Presidential Secretariats, Prime Ministry' s Office/DPMM, Line Ministry and Parliament consultative committees

Furthermore, M&E unit also engages in continuously reviewing international benchmark indices such as International Telecommunication Index (ITU), Networked Readiness Index (NRI) and UN e-Government Index to understand the country' s position in terms of ICT development.

ICTA M&E UNIT

In ICTA, a dedicated Monitoring and Evaluation (M&E) unit drives the entire M&E process with the active

participation of respective project staff and other key stakeholders. Internal M&E unit is responsible for designing and implementing project specific as well as overall M&E strategies and activities, and M&E related capacity building where required;

The Monitoring and Evaluation Results Frameworks and implementation arrangements for the projects are developed in compliance with the cabinet approved "National Evaluation Policy for Sri Lanka" , prepared by the Sri Lanka Evaluation Association (SLEvA) jointly with the Ministry of Policy Development and Implementation.

ICTA uses the best practices of evaluation, internationally accepted norms, standards, and ethics.

M&E management unit responsible for:

- (i) developing a common evaluation framework across all program areas;
- (ii) identifying the frequency and nature of measuring and reporting;
- (iii) defining the reporting structure and formats;
- (iv) undertake overall and project specific M&E;
- (v) consolidating evaluation results, identifying lessons learned, and disseminating

knowledge generated to stakeholders for taking corrective measures;

- (vi) facilitating stakeholders' input; and (vii) supporting the results management process.

ICTA will maintain an oversight and integration role but will outsource the implementation part of monitoring and evaluation (M&E) such as field data collection and outcome evaluation related

In order to ensure the expected objectives of the entire digitization strategy are achieved and measuring of development results (outputs and outcomes, impacts), ICTA implements an unbiased and independent M&E system across all the projects and programmes.

ANNEXES

1. Draft Monitoring & Evaluation Framework for 2019
2. Progress Report of M&E unit as at mid-2018
3. PPT of LGN M&E approach