Interactive KPI testing and refinement

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Session overview

Objective: To collaboratively review and refine the proposed Key Performance Indicators (KPIs) designed to measure the training effectiveness of the digital transformation initiatives within the water sector.

Agenda:

- Overview of the KPIs

- Group discussion on the proposed KPIs to confirm their clarity, relevance and practicality

The importance of KPIs

- Digital solutions, such as sensors, data analytics, and AI, are seen as **game-changers** to improve water use efficiency and sustainability.

- Realizing this digital potential fundamentally depends on **human capacity**, as technology alone is not a standalone solution.

- Therefore, a robust set of **Key Performance Indicators (KPIs)** is required from the outset to ensure the training plan delivers tangible results, monitors progress, shows results, and helps review lessons learned.

- KPIs serve as the reference points for performance **assessment, accountability, and enhancement** throughout the capacity-building program.

The SMART criteria for KPIs

Each proposed KPI was drafted and tested against the SMART criteria to ensure it is strategically aligned, stakeholder-endorsed, and practically measurable.

Specific: Each KPI has a clearly defined objective and scope.

Measurable: Indicators are tied to observable or survey-based data collection methods.

Achievable: Targets are realistic given the project context and available resources.

Relevant: The KPIs align with the objectives of the digital transformation.

Time-bound: Each KPI includes a defined reporting timeframe (e.g., quarterly, annually, or at project milestones).

This combined methodology ensures that the selected KPIs are both strategic and actionable, enabling meaningful performance monitoring without placing an undue burden on project implementers.

Overview of KPI categories

The proposed KPIs serve as core elements of the monitoring framework, categorized by their focus:

Strategic KPIs: These high-level indicators, such as new digital projects initiated and national integration of training content, align with the broader objectives of the UfM digital transformation roadmap. They measure long-term impact and ensure the training program contributes to enduring changes, meaning increased capacity leads to innovation adoption and policy/institutional change.

Operational KPIs: These KPIs focus on evaluating the training program's delivery process and its produced outcomes. They help determine whether the project achieves its planned delivery of activities to its target audience.

Learning KPIs: These KPIs serve to evaluate knowledge acquisition and behavioral changes resulting from capacity-building activities. They connect training completion with actual improvements in the real world.

The primary target group for measurement includes participants of the project's training and capacity-building activities, mainly water sector professionals like government officials, utility managers, engineers, and technical staff from UfM countries.

Operational KPI: foundational course completion

KPI: Minimum 5 trainees/country/training module completing foundational courses related to their expertise by the end of 2025.

This KPI counts participants who successfully complete introductory "foundation" level digital water training modules. It measures the reach of basic capacity building delivered and is disaggregated by country, gender, and other relevant factors to ensure inclusivity. This shows the volume of basic capacity built.

Specific: Clearly identifies participants completing foundational training.

Measurable: Easily countable and disaggregated.

Achievable: Achievable based on the proposed list of workshops.

Relevant: Directly relevant to capacity-building goals.

Time-bound: Measured quarterly and by the end of 2025.

Data for this KPI will be obtained from training session records and participant databases, logging attendance lists, completion status, and participant demographics. This will be aggregated quarterly.

Operational KPI:
advanced course completion

KPI: Minimum 5 trainees/country/training module completing the courses related to their expertise by the end of 2026.

This KPI counts participants who successfully complete the more specialized or "advanced" digital water training modules. It indicates progression to higher competency levels and is also broken down by country, sector, and other relevant factors. This metric demonstrates progression along the learning ladder.

Specific: Identifies completion of advanced courses specifically.

Measurable: Countable and trackable via course records.

Achievable: Achievable with planned advanced sessions.

Relevant: Reflects skill progression and training depth.

Time-bound: Reviewed quarterly and by the end of 2026.

Similar to foundational courses, data for advanced course completion will be gathered from training records, logging key details and participant demographics.

Operational KPI:
participant satisfaction rate

KPI: A minimum of 80% participant satisfaction rate

This KPI measures the percentage of training participants who rate the training as satisfactory or above (e.g., scoring at least 4 out of 5 on overall quality in post-training evaluations). It is an immediate output indicator of training quality and relevance, gathered through evaluation forms, ensuring the training meets stakeholder expectations. This is an operational quality check for content and delivery mechanisms.

Specific: Clear satisfaction threshold (≥4/5 rating).

Measurable: Quantifiable through evaluation forms.

Achievable: Achievable based on quality assurance measures.

Relevant: Directly assesses training relevance and quality.

Time-bound: Collected immediately after training sessions and annually to ensure an average of at least 80% satisfaction.

After each training session, participants will complete evaluation forms with quantitative ratings on quality, relevance, and overall satisfaction. A short quiz or self-assessment before and after training will also gauge learning gains.

Learning KPI: knowledge improvement

KPI: A minimum of 25% knowledge improvement (pre- vs. post-training assessment).

This KPI measures the average increase in knowledge or skill proficiency among participants, using pre-training versus post-training test scores or self-assessment ratings. For example, assessing the change in understanding of key topics like SCADA systems or GIS before and after training. A positive gain indicates effective learning, serving to quantify the competency developed from each training activity.

Specific: Clearly measures improvement in specific knowledge areas.

Measurable: Quantifiable via pre/post-test scores.

Achievable: Realistic target given curriculum design.

Relevant: Essential for assessing the effectiveness of training.

Time-bound: Evaluated immediately after each training event, with an overall 25% increase in foundational understanding by end of 2025 and advanced understanding by end of 2026.

The M&E officer will supervise this process using standardized survey instruments and anonymous data collection methods to ensure honest feedback.

Learning KPI:
skill application on the job

KPI: A minimum of 80% trainees applying their new skills on the job (3 months after training).

This KPI measures the proportion of trained individuals who report using the acquired digital water skills in their work within three months after training. It is measured via follow-up surveys or interviews conducted post-training, asking how new skills (e.g., data analytics, IoT techniques) have been applied. A higher percentage signifies that training translates into practical workplace behavior change, serving as a strong indicator for both knowledge retention and utilization.

Specific: Clearly defines skill application within a 6-month timeframe.

Measurable: Measurable via surveys/interviews.

Achievable: Feasible with planned follow-up mechanisms.

Relevant: Direct link to practical behavior change objectives.

Time-bound: Assessed at 3-month intervals after training completion, with a minimum of 80% application by the end of each year.

Follow-up surveys will be conducted approximately 6 months after each training, utilizing questionnaires with both quantifiable scales and open questions. The M&E team, along with national focal points, will be responsible for conducting these surveys.

Strategic KPI: digital projects launched by institutions

At least one digital project or initiative launched by trained institutions each year.

This KPI counts new projects, pilots, or initiatives in the water sector that implement digital solutions, initiated by institutions after their staff received training. It directly connects capacity building to on-the-ground innovation, such as a water utility launching a new smart metering project or a ministry rolling out a data platform, attributable in part to enhanced human capacity. An increasing number over time signals that training is catalyzing tangible digital transformation efforts. This is a high-level indicator aligning with broader UfM digital transformation objectives.

Specific: Specifically identifies projects linked to training.

Measurable: Clearly countable through institutional reporting.

Achievable: Realistic given institutional capacities post-training.

Relevant: Directly measures innovation adoption.

Time-bound: Annually reviewed and reported.

Information for this KPI will be gathered through 6-month follow-up surveys with trainees, direct communications with partner institutions, and periodic meetings or workshops where countries present progress. The UfM project coordinator and national focal points will compile this information annually.

Group discussion

Thank You!

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