Impact	Category	KPI identifier	Question indicator	Target	Data source
Efficiency gain for citizens, public administrations and service providers	**Number of steps to complete a service**	EFF_01	Can the process of using cross-border services become easier through the use of ACROSS?	> 50% of responders answers "Very much" or "A lot"	Survey to citizens
	Number of interactions with public bodies	EFF_02	Can ACROSS help reduce the number of public bodies that citizens have to interact with, compared with traditional processes?	> 50% of responders answers "Very much" or "A lot"	Survey to citizens, Survey to experts
	Time to complete the process	EFF_03	Does the platform help citizens in reducing the time to complete a cross-border service?	> 50% of responders answers "Yes"	Survey to citizens, Survey to experts
	Number of researches done outside the platform	EFF_04	To what extent does the platform help gather the information required to complete a cross border process faster then the traditional online and offline processes?	> 5	Survey to experts
	Costs associated with the process	EFF_05	Can the platform have an impact in reducing the costs of completing a cross-border	> 5	Survey to experts

Impact	Category	KPI identifier	Question indicator	Target	Data source
			service, for citizens and public administrations?		
	New business opportunities	EFF_06	How likely is the platform to help generate new business opportunities?	> 5	Survey to experts
	Increase customer base for service providers	EFF_07	To what extent could the ACROSS solution helping service providers expand their customer base?	> 5	Survey to experts
	Reduction of operational expenditure (OpEX)	EFF_08	Could the platform help to an extent service providers diminish their operational expenditure (OpEX)?	> 70% answers "Yes"	Survey to experts
	Overall process efficiency	EFF_09	To what extent did the process become more efficient and streamlined?	> 5	Survey to experts
	Number of interactions for the overall process	EFF_10	will the cross-border services process require an overall lower number of interactions through ACROSS automation?	> 5	Survey to experts
Usability of the platform:	Tracking progress of the	USA_01	How easy is to track the	> 5	Survey to citizens

Impact	Category	KPI identifier	Question indicator	Target	Data source
allow citizens to easily understand the administrative procedure with the aid of a virtual assistant and a user-centred service	steps		progress by setting the status of Actions and Services as a checklist?		
	Level of integration	USA_02	To what extent can the integrated application forms help in completing the service?	> 5	Survey to citizens
	Language barriers	USA_03	To what extent can the platform help overcome the language barriers?	> 5	Survey to citizens
	Virtual Assistant (VA) quality of experience	USA_04	How would you assess the quality of the virtual assistant provided?	> 5	Survey to citizens
	User-friendly perception	USA_05	Is the platform perceived as being user-friendly? A user-friendly platform means a platform with easy-to-understand language, simple and compelling visuals, and generally fast and easy to use.	> 70% answers "A lot" or "Very much"	Survey to citizens
	Straightforward language	USA_05a	Level of agreement to the following statement ""the platform uses an easy-to-understand	> 5	Survey to citizens; survey to experts

Impact	Category	KPI identifier	Question indicator	Target	Data source
			language"		
	Friendly design	USA_05b	Level of agreement with the following statement: "The look of the platform is characterised by simple and compelling visuals"	> 5	Survey to citizens; survey to experts
	Ease of use	USA_05c	Level of agreement with the following statement "In general, the website of the platform is fast and easy to use"	> 5	Survey to citizens; survey to experts
	Easiness of navigation	USA_06a	Measure of the overall perceived quality of the platform in terms of navigation	> 6	Survey to citizens; survey to experts
	Time to complete the service	USA_06b	Measure of the overall perceived quality of the platform in terms of time spent to complete the services	> 6	Survey to citizens; survey to experts
	Information clarity	USA_06c	Measure of the overall perceived quality of the platform in terms of clarity of information provided	> 6	Survey to citizens; survey to experts

Impact	Category	KPI identifier	Question indicator	Target	Data source

Impact	Category	KPI identifier	Question indicator	Target	Data source
	NPS (Net promoter score)	USA_07	Would you recommend an ACROSS-like solution to a friend or colleague?	> 75% would recommend	Survey to citizens; survey to experts
	Mobile friendly	USA_08	How easy is it to navigate on the platform through mobile phones?	> 5	Survey to citizens
Government's reliability: Reinforce trust in public institutions, along with promoting transparency, accountability, and trustworthiness	Platform clarity	GOV_01	Does the platform facilitate in understanding the process to study or work abroad (for example which steps to take, and in which order)	> 5	Survey to citizens
	Citizens' trust	GOV_02	Do you feel that your data is safer when providing inputs in the ACROSS platform?	> 5	Survey to citizens
	Governments' capability	GOV_03	By adopting an ACROSS-like solution can the government's ability to meet citizens' expectations effectively in using cross-border services increase?	> 5	Survey to citizens; survey to experts
	Level of governments' care	GOV_04	Does the government care for the experience and well-being of its	> 5	Survey to citizens; survey to experts

Impact	Category	KPI identifier	Question indicator	Target	Data source
			constituents by demonstrating organization, guidance and caring about the pains and needs of its citizens when they need to study or work abroad?		
	Language barriers	GOV_05	Does the fact that ACROSS integrates services both in English and local language help to improve the clarity of communicatio n between the government and its citizens?	> 5	Survey to citizens; survey to experts
	Government's support	GOV_06	Could governments be willing to support the methods of user journeys provided by the ACROSS project?	> 5	Survey to experts
	Mutual trust	GOV_07	Does the platform have a positive impact on identifying a solid basis of trust between governments and improve cooperation between member states?	> 5	Survey to experts
Empowerment : citizens will	Accessibility	EMP_01	Does the platform	> 5	Survey to citizens;

Impact	Category	KPI identifier	Question indicator	Target	Data source
be empowered to make better decision on handling their data, fostering participatory democracy			improve the access for citizens to online cross-border services?		survey to experts
	Free movement	EMP_02	Can the platform help people to study or work abroad?	> 5	Survey to citizens; survey to experts
	Privacy control	EMP_03	Can the platform improve the sense of control of citizens over their personal data when using online cross-border services?	> 5	Survey to citizens; survey to experts
	Data Handling	EMP_04	Does the platform help citizens in handling their personal data in an easier way?	> 5	Survey to citizens; survey to experts
	Data Minimization for users	EMP_05	Does the platform help in facilitating the use of the data that is strictly necessary to complete the process?	> 5	Survey to citizens; survey to experts
	Data minimization for providers	EMP_06	Does the ACROSS platform help service providers to request only the necessary information?	> 5	Survey to experts
Technology: impact on	Digitisation of services	TEC_01	Does the platform have	> 5	Survey to experts

Impact	Category	KPI identifier	Question indicator	Target	Data source
digitisation and new technologies exploitation			a positive impact on facilitating the digitisation of services and the adoption of new technologies?		
	Exploitation	TEC_02	Can a solution like ACROSS exploit new technologies (e.g. eID, Wallets, Data Spaces, Interoperability) and contribute to accelerate the digital transformation process?	> 5	Survey to experts
Platform usability performance and implementation	Accessibility compliance score	USA_09	Is the ACROSS platform compliant with the WCAG and other accessibility requirements?	health score of >70	Automated Tool
	First Input Delay (FID)	USA_10	How long does it take for the webpage to start processing the first user interaction?	<100ms	Automated Tool
	Cumulative Layout Shift (CLS)	USA_11	How long does it take for unexpected elements to stop moving before the page fully loads?	<0,1 (score)	Automated Tool
	First Contentful Paint (FCP)	USA_12	How long does it take	<1,8s	Automated Tool

Impact	Category	KPI identifier	Question indicator	Target	Data source
			for the FCP to appear?		
	Total blocking time (TBT)	USA_13	What is the total blocking time of the page (in milliseconds)?	<300ms	Automated tool
	Largest Contentful Paint (LCP)	USA_14	How long does it take for the largest content on the page to load?	<2,5s	Automated Tool
	Speed index	USA_15	What is the speed index of the page in seconds?	<3,4s	Automated tool
	Search engine optimisation (SEO)	USA_16	Is the platform optimised in a way to make it more publicly known and easier for citizens to find it?	SEO score > 70	Automated Tool
	Platform implementation	USA_17	Was the project able to test the necessary features to run the ACROSS platform efficiently in each pilot?	>60% of planned features tested in each pilot	Platform logs