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# SERVIR PROGRAM DEMAND ACTIVITY

**PY3 PERFORMANCE MANAGEMENT PLAN**

**MARCH 2015**

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# SERVIR PROGRAM DEMAND ACTIVITY

## PY3 PERFORMANCE MANAGEMENT PLAN

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# INTRODUCTION

The SERVIR Demand Activity Performance Monitoring Plan (PMP) is a tool to plan and manage the process of assessing and reporting progress towards achieving the objectives of the SERVIR Demand Activity. The PMP supports reliable data collection by documenting the frequency and schedule of data collection and assigning responsibilities. It also documents indicator definitions, sources, and methods of data collection. Regular, reliable data gathering with a clear data collection methodology, coupled with an understanding of how indicators should be interpreted and measured, will allow SERVIR to more confidently monitor program accomplishments.

Since the main objective of the SERVIR Demand Activity task order is to support achievement of SERVIR Global results, it does not have a separate results framework; rather, the Demand Activity tracks its contribution to SERVIR Global Results Framework. As a result, this PMP contains both documentation for monitoring progress toward Demand Activity results, as well as full documentation of the indicators related to the overall SERVIR Global objectives.

During PY2 of implementation, SERVIR leadership requested that the Demand Activity develop and pilot a single system to streamline and coordinate indicator monitoring for the SERVIR Program. Referred to as the SERVIR Monitoring System, this system would coordinate data collection and reporting at the hubs for all indicators under the SERVIR Program, for both NASA and Demand-funded activities. The System was developed in PY2 and officially launched on 1 February 2015. Prior to the official launch of the system, the Demand Activity led several activities to prepare hub and NASA staff for the revised Monitoring System and encourage the uptake and success of the system to serve all SERVIR Program stakeholders. For instance, the Demand Activity conducted a Data Quality Assessment in 2013; led an in-depth training with 24 staff members of RCMRD and two from NASA CO in Arusha, Tanzania in July 2014; developed data collection templates for the Small Grants Program for use at the hubs, and ultimately, vetted the system with relevant NASA Coordination Office (CO) staff to ensure buy-in and concurrence.

Furthermore, for PY3 USAID/Washington requested that the Demand Activity include additional Demand-related indicators, as well increase the Demand Activity role in overall SERVIR Program Monitoring. As a result, this revised PMP includes two sections. Section 1 addresses performance monitoring for the Demand Activity. Section 2 describes how the process will function for the Global SERVIR Program (via the new Monitoring System), and includes key roles, responsibilities, and timing for the SERVIR monitoring system. Additionally, this document reflects the revised Results Framework (included on page 12) as well as the revised indicators for SERVIR Global provided by USAID in January 2015.

For the Demand Activity specifically, the indicators and performance monitoring process for PY3 do not differ significantly from what was previously approved in the initial PMP. However, the SERVIR Monitoring System does represent a substantial shift for the global program in many ways. One significant change is the shift of ownership and responsibility for data collection and indicator reporting to the hub M&E staff hired via the Demand Activity. In addition, this new system avoids duplication of efforts between the Demand Team and NASA CO, as both entities had previously been collecting and

reporting on the same indicators. Finally, the system also builds the capacity of hubs in this area, which will be critical for the next phase of SERVIR.

As mentioned above, the indicators to be collected and reported for the Global SERVIR Program are discussed separately from those specific to the Demand Activity. While the Demand Activity is not responsible for developing and implementing a SERVIR Global PMP, the Demand team does maintain responsibility for implementing the Monitoring System for SERVIR Global. As such, this document includes indicator definitions for both SERVIR Global as well as those specific to the Demand Activity, and provides Performance Indicator References Sheets (PIRS) for both sets of indicators separately. The PIRS related to the Monitoring System for SERVIR Global begin on page 43, and have already been distributed to hub M&E staff. The PIRS for the Demand Activity begin on page 15.

# SECTION 1: SERVIR DEMAND ACTIVITY PERFORMANCE MONITORING SYSTEM

## SERVIR PROGRAM AND DEMAND ACTIVITY OBJECTIVES

The SERVIR Program (also referred to as SERVIR) began in 2004. SERVIR, which is a Spanish word meaning “to serve,” works in partnership with regional institutions – known as SERVIR “hubs” – to develop and deliver geospatial decision-support tools, products, and trainings to government ministries and other stakeholders. Established under a partnership between the United States Agency for International Development (USAID) and the National Aeronautics Space Administration (NASA), the overarching goal of the SERVIR Program is to improve environmental management and resilience to climate change on a global scale. With an eye toward this goal, the SERVIR Program works to build the capacity of governments and other key stakeholders to integrate Earth observation information and geospatial technologies into climate change and environmental decision-making and practice. Additionally, via the [servirglobal.net](http://servirglobal.net) website and the host institution websites, SERVIR provides access and a medium to share and integrate satellite imagery, geospatial data, and mapping applications related to a diverse array of climate and other environmental information generated by SERVIR and other relevant programs.

The SERVIR Demand Activity Task Order, which began in July 2012, is a complementary project designed to support hubs in user engagement, outreach and communications, impact assessment and evaluation, sustainability, and small grants. The key objective of the Demand Activity is to help USAID strengthen the capacity of SERVIR users to utilize the geospatial tools and decision-support applications created by the SERVIR Program. The Demand Activity is comprised of the following six tasks:

1. Increase demand for SERVIR Program tools and services
2. Evaluate impact of SERVIR Program hub activities to address climate change
3. Implement SERVIR Program outreach and communications activities
4. Develop SERVIR Program hub sustainability plans
5. Assist USAID field missions with new SERVIR Program hubs
6. Administer Grants under Contract program.

Currently, SERVIR Demand Activity project provides support to the following hub institutions:

- Regional Centre for Mapping of Resources for Development (RCMRD) serving as the SERVIR-Eastern & Southern Africa hub since 2008.
- International Centre for Integrated Mountain Development (ICIMOD), which became the SERVIR-Himalaya hub in 2011.
- Asian Disaster Preparedness Center, which became the SERVIR-Mekong hub in October 2014.

From 2005-2011, the Water Center for the Humid Tropics of Latin America and the Caribbean (CATHALAC) served as SERVIR-Mesoamerica. The Demand Activity briefly engaged with this hub in PY1 and PY2 to better understand their trajectory as the first SERVIR hub.

## RESULTS FRAMEWORK

The SERVIR Demand Activity does not have a separate results framework; rather the project contributes to the Global SERVIR Results Framework, which is included on page 12. By design, the Demand Activity supports hub institutions and SERVIR efforts globally to achieve the intermediate results and sub-intermediate results listed in the Results Framework.

## INDICATORS

Many of the standard and custom SERVIR Program indicators are used to capture the outputs and efforts of the Demand Activity. In addition, the Demand Activity team has developed custom indicators to track specific Demand outputs, such as the number of public awareness/outreach events conducted. Some SERVIR Program indicators have been modified for the context of the Demand Activity and appear differently than for the Hubs and the NASA-funded activities. Accordingly, this document includes both sets of definitions in separate sections: Section 1 reflects indicators specific to the Demand Activity, and Section 2 includes SERVIR Global indicators.

Due to the additional indicators now included for SERVIR Program, the Demand Activity indicators have been simplified for PY3. The revised list of **indicators specific to the Demand Activity** is as follows:

1. Number of people trained in global climate change (adaptation or sustainable landscapes) as a result of USG assistance
2. Number of person hours of training in climate change supported by USG
3. Number of consultations facilitated with new/potential SERVIR users
4. Number of linkages facilitated with relevant USAID missions in the field
5. Evaluation guidance and adaptable methodology developed for SERVIR activities
6. Number of public awareness/outreach events conducted
7. Number of marketing pieces co-developed with hubs
8. Number of market analyses completed to support hub sustainability planning
9. Number of engagements and/or consultations conducted to assist USAID field missions with new SERVIR program hubs
10. Number of grants issued
11. Number of events/workshops or meetings held to facilitate knowledge transfer of grant activities.

Since the SERVIR Global Results Framework does not include results or indicators specifically for the Demand Activity's efforts, the team has developed the table below. This table illustrates how the Demand Activity's PY3 tasks and deliverables contribute to SERVIR Global indicators. More detail on which SERVIR Global indicators are relevant to the Demand Activity are also included in the Performance Monitoring Table. To a great extent, this chart is meant to represent the Demand Activity's theory of change – describing how Demand efforts contribute to SERVIR Global results.

**TABLE 1: DEMAND TASKS WHICH INFLUENCE SERVIR GLOBAL INDICATORS IN PY3**

Indicator	Demand Activity Task
Number of climate change adaptation/mitigation tools, technologies and methodologies developed, tested and/or adopted as a result of USG assistance	Task 6
Number of people trained in global climate change (adaptation or sustainable landscapes) as a result of USG assistance	Tasks 1-6
Number of person hours of training in climate change supported by USG	Tasks 1-6
Amount of investment leveraged in U.S. dollars, from private and public sources, for climate change as a result of USG assistance	Task 6
Number of days of USG funded technical assistance in climate change provided to counterparts or stakeholders	Tasks 1-6
Number of scientists or decision-makers participating in exchanges between SERVIR hubs or partner institutions	Task 1, 6
Number of institutions engaged in regional or global knowledge exchange through SERVIR	Task 1, 6
Number of SERVIR data layers standardized and made available in data portals	Task 6
Number of visitors to regional and global SERVIR websites	Task 1, 3
Number of data downloads from SERVIR websites	Task 1
Number of data agreements developed/created with USG assistance	Task 6
Number of regional stakeholders co-developing climate mitigation and/or adaptation tools, technologies, and methodologies	Task 6

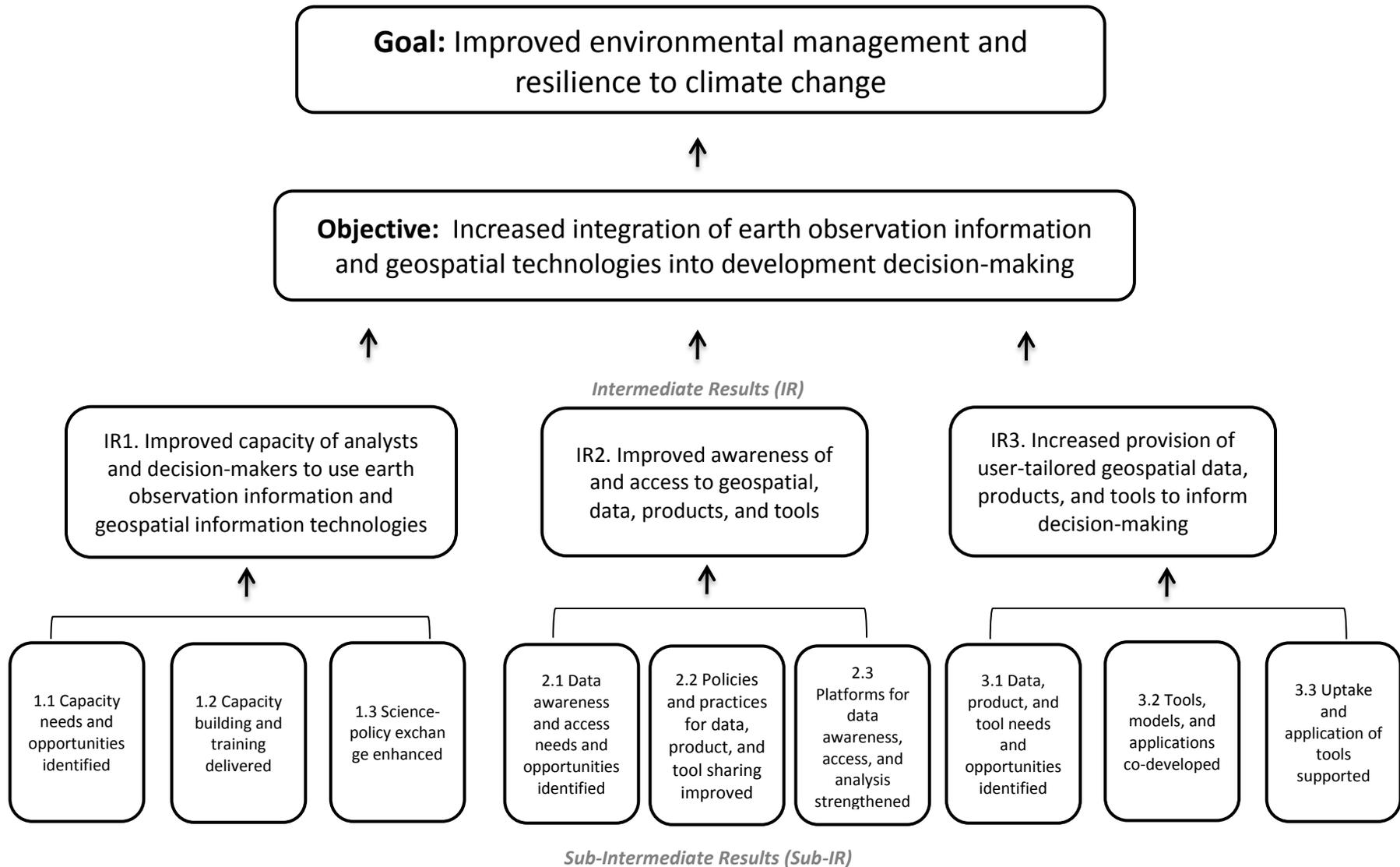
## DATA COLLECTION

The Demand Activity is now collecting data for Demand indicators directly from hub staff via the SERVIR Global Monitoring System. In addition, the Demand Activity tracks and monitors indicator data based on reports and deliverables prepared by the Demand team. These deliverables and reports are consolidated through the Program’s Technical and Administrative Management Information System (TAMIS), with paper copies filed in the Bethesda office for audit purposes. More detail on the data collection methods, source, and reporting frequency for each indicator is included in the Performance Monitoring Table.

## LINKAGE TO PROGRAM MANAGEMENT

The Demand Activity regularly utilizes the data generated by the performance management process to support decision making on the project. In fact, the Demand Activity meets quarterly with home office based Project Managers to review progress against targets, discuss the performance on each indicator, and address any management issues. Along with the work plan, the data generated by the Demand Activity’s PMP provides a valuable planning and management tool for the project.

# SERVIR GLOBAL RESULTS FRAMEWORK



## INDICATORS AT A GLANCE: DEMAND ACTIVITY

No.	Indicator Name	Brief Definition	Unit of Measure	Source
1	<b>Number of people trained in global climate change</b> (adaptation or sustainable landscapes) as a result of USG assistance	The number of people who complete training as a result of SERVIR activities. Training is defined as sessions in which participants are educated according to a defined curriculum and set learning objectives to impact knowledge and information to stakeholders.	Individuals disaggregated by gender and country	GCC Indicator Handbook (2013)
2	<b>Number of person hours of training in climate change</b> supported by USG	The number of person hours of training received as a result of SERVIR activities.	Hours of completed training, disaggregated by gender and country	GCC Indicator Handbook (2013)
3	<b>Number of consultations held</b> with new/potential SERVIR users	The number of engagements (i.e. meetings, focus groups, marketing missions, presentations, etc.) facilitated by the Demand Activity with new and potential SERVIR users	Engagements, disaggregated by type of institution and by country	Custom
4	<b>Number of linkages facilitated</b> with relevant USAID missions in the field	Number of engagements facilitated by the Demand Activity with USAID missions in SERVIR hub regions	Engagements, disaggregated by USAID mission	Custom
5	<b>Evaluation guidance and adaptable methodology developed</b> for SERVIR activities	This is a milestone indicator linked to the activities and deliverables under Task 2. This indicator will capture completion of outputs including development of evaluation guidance and an adaptable methodology for SERVIR activities.	Achieved or not achieved	Custom
6	<b>Number of public awareness/outreach events conducted</b>	The number of public awareness and outreach events (i.e. workshops, forums, marketing presentations, etc.) facilitated by the Demand Activity to engage users of SERVIR and increase the demand for SERVIR products and services	Events, disaggregated by country	Custom
7	<b>Number of marketing pieces co-developed</b> with hubs	The number of print, virtual, and multimedia marketing materials developed by hubs in collaboration with the Demand Activity or using Demand Activity funds	Individual marketing pieces	Custom
8	<b>Number of market analyses completed</b> to support hub sustainability planning	The number of market analyses completed by the Demand Activity to support SERVIR hub sustainability planning	Market analyses completed	Custom
9	<b>Number of engagements and/or consultations conducted</b> to assist USAID field missions with new SERVIR program hubs	Number of engagements and/or consultations (i.e. outputs, assessments, ta provided, etc.) completed by the Demand Activity to support USAID Washington and USAID Mission-level efforts as they work to establish new SERVIR Program hubs.	Engagements and/or consultations, disaggregated by country/USAID mission	Custom

No.	Indicator Name	Brief Definition	Unit of Measure	Source
10	<b>Number of grants issued</b>	The number of grant agreements executed under the Demand Activity's Small Grant Program implemented by SERVIR-Himalaya and SERVIR-E&SA	Signed grant agreements, disaggregated by country	Custom
11	<b>Number of events/workshops or meetings held</b> to facilitate knowledge transfer of grant activities	The number of meetings (i.e. trainings, workshops, forums, outreach events, etc.) conducted using Demand Activity funds to engage and promote knowledge sharing among grantees	Meetings held. This indicator is a subset of Indicator #16 above	Custom

## PERFORMANCE INDICATOR REFERENCE SHEETS (PIRS): DEMAND ACTIVITY

The following pages include more detail on each of the Demand Activity indicators and the Demand-specific definitions of the SERVIR Global indicators:

1. Number of people trained in global climate change (adaptation or sustainable landscapes) as a result of USG assistance
2. Number of person hours of training in climate change supported by USG
3. Number of consultations facilitated with new/potential SERVIR users
4. Number of linkages facilitated with relevant USAID missions in the field
5. Evaluation guidance and adaptable methodology developed for SERVIR activities
6. Number of public awareness/outreach events conducted
7. Number of marketing pieces co-developed with hubs
8. Number of market analysis completed to support hub sustainability planning
9. Number of engagements and/or consultations conducted to assist USAID field missions with new SERVIR program hubs
10. Number of grants issued
11. Number of events/workshops or meetings held to facilitate knowledge transfer of grant activities.

# 1. NUMBER OF PEOPLE TRAINED IN GLOBAL CLIMATE CHANGE (ADAPTATION OR SUSTAINABLE LANDSCAPES) AS A RESULT OF USG ASSISTANCE<sup>1</sup>

## DEFINITION

This indicator captures the number of people who complete training as a result of SERVIR activities. Training in global climate change may focus on adaptation, which involves helping countries and communities prepare for and adapt to climate change by building the resilience of people, places and livelihoods,<sup>2</sup> or on sustainable landscapes, which aims to assist countries to reduce greenhouse gas emissions from deforestation and land degradation and to enhance sequestration of carbon associated with sound land use and management, with a focus on forests and other priority ecosystems, such as peatlands, wetlands, and agricultural lands<sup>3</sup>.

Training is defined as sessions in which participants are educated according to a defined curriculum and set learning objectives to impact knowledge and information to stakeholders. In the context of the Demand Activity, this indicator will measure the number of hub staff participating in capacity building activities related to Demand (i.e. communications, monitoring of activities, evaluation and impact assessment, etc.).

## LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE

Training activities are critical to strengthen in-country capacity, as well as to promote strategic partnerships, education and outreach, technology cooperation and research. These training activities help improve the likelihood that development partners will continue to implement relevant projects long after USG support has ended.

## UNIT OF MEASURE

In the context of the Demand Activity, individual hub staff members.

## DATA SOURCE AND REPORTING FREQUENCY

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team, where appropriate, before reporting to USAID.

## DISAGGREGATE(S)

- By gender
- By country

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1 Standard Indicator: 4.8.2.6

2 As defined in USAID Global Climate Change and Development Strategy which sets out principles, objectives and priorities for USAID climate change assistance from 2012 through 2016.

3 As defined in USAID Global Climate Change and Development Strategy which sets out principles, objectives and priorities for USAID climate change assistance from 2012 through 2016.

## DATA LIMITATIONS AND QUALITY ISSUES

When measuring training related to climate change resilience and environment management implemented by the hubs to their users, attribution to the SERVIR Program will be difficult. In addition, distinguishing between adaptation and mitigation may be difficult as there may be trainings in which these overlap.

Other data quality issues include:

- **Validity:** This indicator addresses only the training of knowledge and skills related to climate change. It may not translate to action nor is it a direct indicator of changes in institutional or organizational capacity.
- **Precision:** Simply knowing the number of people trained does not reflect the depth of skills and knowledge conveyed, or capacity to act.
- **Reliability:** Reliability becomes a concern if the number of training hours is not counted in the same way. Counting procedures should be consistent throughout the life of the activity.

## 2. NUMBER OF PERSON HOURS OF TRAINING IN CLIMATE CHANGE SUPPORTED BY USG<sup>4</sup>

### DEFINITION

This indicator captures the number of person hours of training received as a result of SERVIR activities. Training is defined as sessions in which participants are educated according to a defined curriculum and set learning objectives to impact knowledge and information to stakeholders. In the context of the Demand Activity, the purpose of this indicator is to measure the person hours of hub staff participating in capacity building activities related to Demand (i.e. communications, monitoring of activities, evaluation and impact assessment, etc.).

This indicator uses the following equation to express the number of USG-supported training hours that were completed by training participants: (Instruction hours of USG supported training) x (Number of people completing each training) = Person hours of training supported by USG assistance.

Only people who complete the entire training course are counted for this indicator. USG standards recommend that participants attend at least 90% of total course hours to be considered as completing a course. People attending more than one training should be counted once for each training they complete.

As a result of USG: This indicator focuses on delivery of training that was made possible through full or partial funding from the USG. This could include provision of funds to pay teachers, providing hosting facilities, or other key contributions necessary to ensure training was delivered. This indicator does not include courses for which the USG only helped develop the curriculum. USG staff and implementers should not be included when calculating this indicator.

### LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE

Training activities are critical to strengthen in-country capacity, as well as promote strategic partnerships, education and outreach, technology cooperation and research. These training activities help improve the likelihood that development partners will continue to implement relevant projects long after USG support has ended.

### UNIT OF MEASURE

Hours of completed training.

### DATA SOURCE AND REPORTING FREQUENCY

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team, where appropriate, before reporting to USAID.

### DISAGGREGATE(S)

- By gender
- By country

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<sup>4</sup> Standard Indicator: 4.8.2-29

## DATA LIMITATIONS AND QUALITY ISSUES

- **Validity:** This indicator addresses only the skills and knowledge that prevent people from taking certain actions to address climate change. It may not translate to action unless other issues are also addressed. Training is not a direct indicator of changes in institutional or organizational capacity.
- **Precision:** Simply knowing the person hours of training does not reflect the depth of skills and knowledge conveyed, or capacity to act.
- **Reliability:** Projects should count the number of training hours in the same way. If they do not, reliability becomes a concern. Counting procedures should be consistent throughout the life of the activity.

### **3. NUMBER OF CONSULTATIONS HELD WITH NEW/POTENTIAL SERVIR USERS**

#### **DEFINITION**

The number of engagements (i.e. meetings, focus groups, marketing missions, presentations, etc.) facilitated by the Demand Activity with new and potential SERVIR users.

#### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

Identifying stakeholder needs and opportunities is the foundation of all three of SERVIR IRs. Effective consultation with users and SERVIR program stakeholders will be critical to identify needs and opportunities for capacity development (IR1), data awareness and access (IR2), and for the development of data, products, and tools (IR3). This indicator is meant to capture and track these interactions and engagement activities.

#### **UNIT OF MEASURE**

Engagements

#### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team, where appropriate, before reporting to USAID.

#### **DISAGGREGATE(S)**

- By institution type
- By country

#### **DATA LIMITATIONS AND QUALITY ISSUES**

Currently there is no standard practice for user engagement or consultation understood uniformly across SERVIR. As a result, it will be difficult to collect data for this indicator in a consistent way.

## **4. NUMBER OF LINKAGES FACILITATED WITH RELEVANT USAID MISSIONS IN THE FIELD**

### **DEFINITION**

Number of engagements facilitated by the Demand Activity with USAID missions in SERVIR hub regions.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

USAID missions could support SERVIR in achieving its objective in two major ways: 1) by sharing their knowledge of users and their context and 2) by making potential users aware of SERVIR's data, products and tools that could inform decision-making. In addition, USAID projects and programs are one of the primary SERVIR program stakeholders.

### **UNIT OF MEASURE**

Engagements

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team, where appropriate, before reporting to USAID.

### **DISAGGREGATE(S)**

- By USAID Mission/country

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **5. EVALUATION GUIDANCE AND ADAPTABLE METHODOLOGY DEVELOPED FOR SERVIR ACTIVITIES**

### **DEFINITION**

This is a milestone indicator linked to the activities and deliverables under Task 2. According to the PY3 Workplan, the Demand Activity is developing guidelines, tools, methods, and resources to be used by the SERVIR Program in planning and managing high-quality evaluations conducted by an external team. This indicator will capture completion of this guidance and the development of an adaptable methodology to guide internal and external evaluations on SERVIR activities.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

In order to understand the development impact of the activities under SERVIR, both performance and impact evaluations of program products and services must be conducted. In addition, systematic evaluations will provide valuable information about the characteristics and outcome of SERVIR products and services to improve effectiveness and/or inform decisions about the design of current and future activities.

### **UNIT OF MEASURE**

This indicator will be reported in terms of achieved or not achieved each reporting period.

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be tracked by the Demand Activity and reported to USAID in the frequency specified in the Performance Monitoring Table.

### **DISAGGREGATE(S)**

No further disaggregation is required.

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **6. NUMBER OF PUBLIC AWARENESS/OUTREACH EVENTS CONDUCTED**

### **DEFINITION**

The number of public awareness and outreach events (i.e. workshops, forums, marketing presentations, etc.) facilitated by the Demand Activity to engage users of SERVIR and increase the demand for SERVIR products and services.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

This indicator is measures events that improve the awareness of the geospatial data, products and tools provided by SERVIR (IR2). These events are expected to contribute to increasing the demand for SERVIR's products and services, and eventually their use in decision-making.

### **UNIT OF MEASURE**

Events

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID.

### **DISAGGREGATE(S)**

- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **7. NUMBER OF MARKETING PIECES CO-DEVELOPED WITH HUBS**

### **DEFINITION**

The number of print, virtual, and multimedia marketing materials developed by hubs in collaboration with the Demand Activity or using Demand Activity funds.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

This indicator is linked to IR2 and IR3, as it will measure marketing pieces that improve the awareness and use of the geospatial data, products and tools provided by SERVIR. These pieces are expected to contribute to increasing the demand for SERVIR's products and services, and eventually their use in decision-making.

### **UNIT OF MEASURE**

Individual marketing pieces

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID.

### **DISAGGREGATE(S)**

No further disaggregation is required.

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **8. NUMBER OF MARKET ANALYSES COMPLETED TO SUPPORT HUB SUSTAINABILITY PLANNING**

### **DEFINITION**

This indicator is linked to the activities and deliverables under Task 4. According to the PY3 Workplan, the Demand Activity is providing SERVIR hub institutions with valuable market information on USAID projects and programs that offer partnering opportunities and opportunities to expand SERVIR products and services in the near to medium term. This indicator will capture completion of these analyses to guide SERVIR hub sustainability planning.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

To ensure long-term sustainable impact, the SERVIR program needs to not only promote geospatial information technologies to improve environmental decision-making, but also help strengthen the very institutions that host the SERVIR program. Hub institutions must prepare on how to continue providing the services and strengthening the capacities developed and enhanced under the SERVIR Program.

### **UNIT OF MEASURE**

Number of market analyses completed

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be tracked by the Demand Activity and reported to USAID in the frequency specified in the Performance Monitoring Table.

### **DISAGGREGATE(S)**

No further disaggregation is required.

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **9. NUMBER OF ENGAGEMENTS AND/OR CONSULTATIONS CONDUCTED TO ASSIST USAID MISSIONS WITH NEW SERVIR PROGRAM HUBS**

### **DEFINITION**

This indicator is linked to the activities and outputs of Task 5. According to the PY3 Workplan, the Demand Activity will develop and implement the SERVIR Hub Institutional Technical Capacity Self-Assessment, support the launch of the SERVIR-Mekong Hub, and conduct up to two additional geospatial capacity assessments in new SERVIR hub regions. This indicator will capture completion of these activities and outputs to guide SERVIR hub expansion.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

The purpose of Task 5 is to provide surge capacity and support to USAID Washington and USAID Mission-level efforts as they work to establish new SERVIR Program hubs in the Lower Mekong, West Africa, and potentially Central Asia or other regions over the coming years.

### **UNIT OF MEASURE**

Number of engagements and/or consultations (i.e. STTA assignments, TA provided, etc.)

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be tracked by the Demand Activity and reported to USAID in the frequency specified in the Performance Monitoring Table.

### **DISAGGREGATE(S)**

- By country/USAID mission

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **10. NUMBER OF GRANTS ISSUED**

### **DEFINITION**

The number of grant agreements executed under the Demand Activity's Small Grant Program implemented by SERVIR-Himalaya and SERVIR-Eastern and Southern Africa.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

The Demand Activity's small grants program contributes to SERVIR efforts improve awareness of and access to geospatial, data, products, and tools (IR2) and increase provision of user-tailored geospatial data, products, and tools to inform decision-making (IR3).

### **UNIT OF MEASURE**

Signed grant agreements

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team, where appropriate, before reporting to USAID.

### **DISAGGREGATE(S)**

- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

## **11. NUMBER OF EVENTS/WORKSHOPS OR MEETINGS HELD TO FACILITATE KNOWLEDGE TRANSFER OF GRANT ACTIVITIES**

### **DEFINITION**

The number of meetings (i.e. trainings, workshops, forums, outreach events, etc.) conducted using Demand Activity funds to engage and promote knowledge sharing among grantees.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

This indicator is linked to IR1 and IR2, as it will measure events that enhance capacity and improve the awareness of the geospatial data, products and tools provided by SERVIR among grantees. These events are expected to contribute to increasing the demand for SERVIR's products and services, and eventually their use in decision-making (IR3).

### **UNIT OF MEASURE**

Meetings held. This indicator is a subset of the indicator *Number of Public Awareness/Outreach Events Conducted*.

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team, where appropriate, before reporting to USAID.

### **DISAGGREGATE(S)**

No further disaggregation is required.

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated

# TARGETS FOR PY3

The Performance Monitoring Table on the following pages lists PY3 targets for each indicator for both SERVIR Global and the Demand Activity specifically. It is important to note that SERVIR Global Indicators are not tied to IRs, but rather are meant to capture the whole of SERVIR efforts across results. In addition, the source of data now includes the SERVIR Monitoring System, which is coordinated by the Demand Activity. However the Demand Activity is not responsible for the targets related to the NASA-funded activities at the hubs.

Finally, responsibility for data collection for most indicators includes both the Demand Activity (via the SERIVR monitoring system) and NASA CO, as it was determined that both systems for indicator monitoring will continue to run in parallel for the remainder of the current contracts.<sup>5</sup> The rationale is that the monitoring system is a pilot for the current phase of SERVIR. The purpose for PY3 is to get input and feedback on the process and how well the system functions for hub staff. However, five new indicators for PY3 are not being reported by NASA CO. As a result, targets are listed here as either a zero value or N/A.

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<sup>5</sup> In the case of the DAI Demand Activity Task Order, the current contract ends October 9, 2015; for NASA, the current agreement ends September 30, 2015.

# PERFORMANCE MANAGEMENT TABLE

Indicator	Disaggregation	Collection Methodology (Data Source)	Frequency of data collection	Responsible	Report to USAID	Target—PY 3	Links with Demand Tasks
<b>GOAL: Improved environmental management and resilience to climate change</b>							
<b>OBJECTIVE: Increased integration of earth observation information and geospatial technologies into development decision-making</b>							
<b>IR 1: Improved capacity of analysts and decision-makers to use earth observation information and geospatial information technologies</b>							
<b>IR 2: Improved awareness of and access to geospatial, data, products, and tools</b>							
<b>IR 3: Increased provision of user-tailored geospatial data, products, and tools to inform decision-making</b>							
Number of institutions with improved capacity to assess or address climate change issues as a result of USG assistance	By type of institution (government, private sector, NGO, or academic/research) and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 108 Demand Activity: 0	Tasks 1, 2, 4, 6
Number of climate change adaptation tools, technologies and methodologies developed, tested and/or adopted as a result of USG assistance	By country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 17 Demand Activity: 13	Tasks 1, 2, 4, 6
Number of climate change mitigation tools, technologies and methodologies developed, tested and/or adopted as a result of USG assistance	By country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 18 Demand Activity: 2	Tasks 1, 2, 4, 6
Number of people trained in global climate change (adaptation or sustainable landscapes) as a result of USG assistance	By gender and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 392 for adaptation, 15 for mitigation Demand Activity: 38	Tasks 1, 2, 3, 4, 5, 6

Indicator	Disaggregation	Collection Methodology (Data Source)	Frequency of data collection	Responsible	Report to USAID	Target— PY 3	Links with Demand Tasks
Number of person hours of training in climate change supported by USG	By gender and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 0 Demand Activity: 300	Tasks 1, 2, 3, 4, 5, 6
Number of stakeholders with increased capacity to adapt to the impacts of climate variability and change as a result of USG assistance	By institution type (government, private sector, NGO, or academic/research) and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 146 Demand Activity: 0	Tasks 1, 2, 4, 6
Amount of investment leveraged in U.S. dollars, from private and public sources, for climate change as a result of USG assistance	None	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 0 Demand Activity:	Task 6
Number of people served by national and/or sub-national weather and climate information and/or warning systems as a result of USG assistance	Gender (if data is available) and country	National survey information	Semi-annually	Demand Activity (via SERVIR monitoring system)	Semi-annually	SERVIR Global: N/A Demand Activity: N/A	N/A
Number of days of USG funded technical assistance in climate change provided to counterparts or stakeholders	By Demand Activity Task	Demand Activity records	Semi-annually	Demand Activity (via SERVIR monitoring system)	Semi-annually	SERVIR Global: 0 Demand Activity: 1,134 days	Tasks 1, 2, 3, 4, 5, 6
Number of people supported by USG to adapt to the effects of climate change	By gender (if data is available) and country	National survey information	Semi-annually	Demand Activity (via SERVIR monitoring system)	Semi-annually	SERVIR Global: N/A Demand Activity: N/A	N/A

Indicator	Disaggregation	Collection Methodology (Data Source)	Frequency of data collection	Responsible	Report to USAID	Target—PY 3	Links with Demand Tasks
Number of scientists or decision-makers participating in exchanges between SERVIR hubs or partner institutions	By gender and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 302 Demand Activity: 97	Task 1, 3, 6
Number of institutions engaged in regional or global knowledge exchange through SERVIR	By institution type (government, NGO, private sector, or academic/research) and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 157 Demand Activity: 45	Task 1, 3, 6
Number of SERVIR data layers standardized and made available in data portals	By country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 141 Demand Activity: 15	Task 6
Number of visitors to regional and global SERVIR websites	By website	M&E staff at hubs via SERVIR monitoring system and website analytics	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 1m Demand Activity: 2,000	Task 1
Number of data downloads from SERVIR websites	By website	M&E staff at hubs via SERVIR monitoring system and website analytics	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 150,000 Demand Activity: 15	Task 1
Number of data agreements developed/created with USG assistance	By country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system)	Semi-annually	SERVIR Global: 0 Demand Activity: 2	Task 1

Indicator	Disaggregation	Collection Methodology (Data Source)	Frequency of data collection	Responsible	Report to USAID	Target—PY 3	Links with Demand Tasks
Number of regional stakeholders co-developing climate mitigation and/or adaptation tools, technologies, and methodologies	By type of institution (government, private, NGO, or academic/research) and country	M&E staff at hubs via SERVIR monitoring system	Monthly	Demand Activity (via SERVIR monitoring system); NASA CO	Semi-annually	SERVIR Global: 31 Demand Activity: 16	Task 6
<b>Task 1: Demand Increased for SERVIR Program Tools and Services</b>							
No. of consultations facilitated with new/potential SERVIR users	By type of engagement and country	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Semi-annually	Demand Activity	Semi-annually	15	Task 3, 4, 5, 6
Number of linkages facilitated with relevant USAID missions in the field	By USAID mission	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Semi-annually	Demand Activity	Semi-annually	3	Task 4, 5, 6
<b>Task 2: Evaluate Impact of SERVIR Program Hub Activities to Address Climate Change</b>							
Evaluation guidance and adaptable methodology developed for SERVIR activities	N/A	Demand Activity records	Semi-annually	Demand Activity	Semi-annually	Achieved	N/A
<b>Task 3: Implement SERVIR Outreach and Communication Activities</b>							
No. of public awareness/outreach events conducted	By country	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Semi-annually	Demand Activity	Semi-annually	4	Task 1, 6
No. of marketing pieces co-developed with hubs	N/A	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Semi-annually	Demand Activity	Semi-annually	5	Task 1
<b>Task 4: Develop SERVIR Hub Sustainability Plans</b>							

Indicator	Disaggregation	Collection Methodology (Data Source)	Frequency of data collection	Responsible	Report to USAID	Target—PY 3	Links with Demand Tasks
No. of market analysis completed to support hub sustainability planning	N/A	Demand Activity records	Semi-annually	Demand Activity	Semi-annually	2	N/A
<b>Task 5: Assist USAID Field Missions with New SERVIR Program Hubs</b>							
No. of engagements and/or consultations conducted to assist USAID field missions with new SERVIR program hubs	By country/mission	Demand Activity records	Semi-annually	Demand Activity	Semi-annually	3	N/A
<b>Task 6: Administer a Grants Under Contract Program</b>							
Number of grants issued	By country	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Semi-annually	Demand Activity	Semi-annually	15	N/A
No. of events/workshops or meetings held to facilitate knowledge transfer of grant activities	By country	M&E staff at hubs via SERVIR monitoring system and Demand Activity records	Semi-annually	Demand Activity	Semi-annually	4	Task 3

# SECTION 2: SERVIR GLOBAL PERFORMANCE MONITORING SYSTEM

The goal of restructuring the SERVIR Global monitoring system is to streamline monitoring and reporting processes, remove duplicate data collection efforts, improve ease of use and utility for all project stakeholders, including the hubs, and ensure the sustainability of future monitoring and performance management efforts for SERVIR.

The objectives of the SERVIR Global monitoring system are to:

- Regularly collect the values for the program’s performance indicators
- Provide monthly information about progress towards achieving program objectives for decision-making at the hub and SERVIR Program management level
- Collect, store, and provide information to support USAID and NASA reporting, including information for regular (quarterly) reports and ad hoc reporting, as required.

## KEY ROLES AND RESPONSIBILITIES

There are four main stakeholders in the SERVIR monitoring process: Science and/or Task Leads, M&E staff, Hub project managers, and USAID/NASA/SERVIR Leadership. These stakeholders are expected to perform different functions to support the overall monitoring system. The functions, roles, and responsibilities of each of these stakeholders are described in more detail below.

### SCIENCE LEADS

Science Leads are defined as the team or individuals implementing specific tasks or project activities at each hub. They may also be called Project Unit Leads or Technical Leads, depending on the project and hub host institution. Science Leads are expected to:

1. Collect data for their specific task or activity during project implementation using simple data collection tools (check-lists, sign-up lists, mini-surveys, etc.).
2. Provide the completed collection tools and aggregated data report to M&E staff on a monthly basis. This aggregated data report is called the “Hub Reporting Form,” and can be customized to include additional indicators (beyond the SERVIR required indicators) at each hub.

### HUB M&E STAFF

M&E staff are defined as the unit or individuals charged with M&E for the SERVIR Program at each hub. M&E staff is expected to:

1. Develop simple data collection tools and provide support to other units/teams on how to use these tools.
2. Conduct spot-checks and additional verification (such as attending events, reviewing participant lists, and auditing files) to ensure data collection tools are used correctly and effectively.

3. Customize the Hub Reporting Form for each unit/group. Collect these forms from each unit by the 5<sup>th</sup> day of the month, enter the report date into the Database Form, and verify with the Science Leads that there is no missing data or data that is out of the regular pattern.
4. Maintain database of indicator data and files of the data collection tools provided by the Science Leads.
5. By the 10<sup>th</sup> of each month, prepare simple analysis/review of the indicator data to be presented to the project management staff of each relevant task or activity.
6. Each quarter, prepare reports for USAID, DAI, NASA CO, USAID missions, etc. according to an agreed upon format. The report can be generated within the Database Form, such as templates provided as examples.
7. Respond to ad-hoc data requests from USAID, NASA, and hub management to provide project performance data for the specific period.

### **HUB PROJECT MANAGERS**

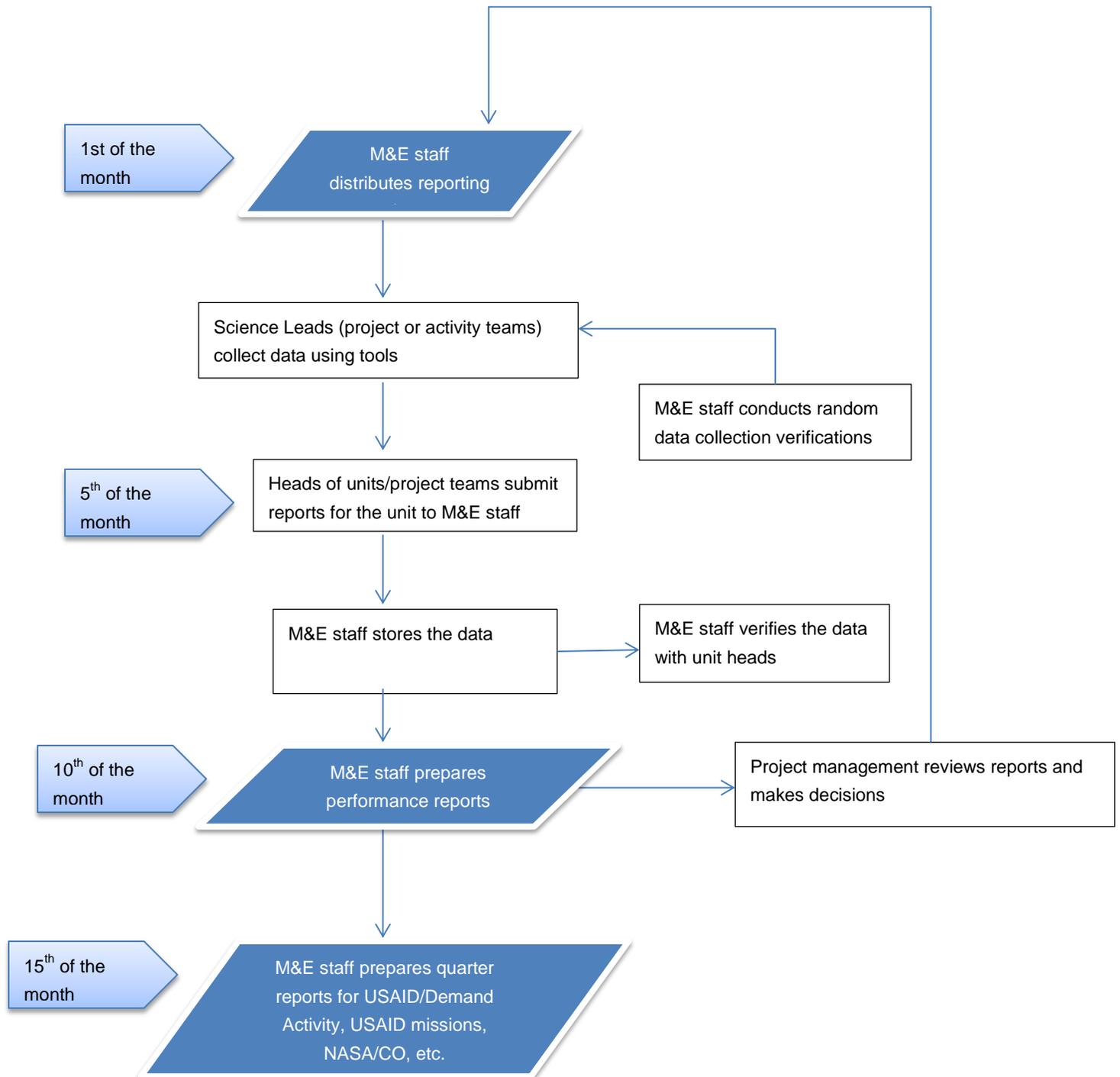
Project management staff is defined as the team or individuals charged with management and decision-making at the project or activity level at each hub. Project management is expected to review monthly project reports and make decisions based on the observed performance based on indicator data.

### **USAID, NASA, AND HUB LEADERSHIP**

1. SERVIR Demand team:
  - a. Provides support in developing goals, indicators, collection forms, and databases on a global level
  - b. Requests data from M&E staff to complete quarterly reports to USAID
2. SERVIR NASA/CO team:
  - a. Provides inputs into development of goals and indicators, as needed
  - b. Requests data from M&E staff to complete quarterly reports to USAID and NASA
  - c. NASA CO team will continue to collect IMS data, which is not part of M&E system
3. Hub management: Requests and reviews the project performance progress on regular or ad-hoc basis.

The overall program monitoring cycle is illustrated in the Figure 1 below.

**FIGURE 1: PROGRAM MONITORING CYCLE**



## SERVIR GLOBAL INDICATORS

The SERVIR Global performance indicators are derived from several sources. First and foremost, there are mandatory indicators from USAID's Global Climate Change (GCC) Framework, such as the number of institutions with improved capacity to assess or address climate change issues as a result of USG assistance. An additional selection of standard indicators has also been guided by the USAID F Framework and the World Bank's Global Environmental Facility (GEF). Finally, seven custom indicators are also required by SERVIR Global, according to the revised Results Framework provided by USAID in Jan 2015.

The revised list of indicators for the SERVIR Global is as follows:

### STANDARD AND MANDATORY INDICATORS

1. Number of institutions with improved capacity to assess or address climate change risks as a result of USG assistance
2. Number of climate change adaptation/mitigation tools, technologies and methodologies developed, tested and/or adopted as a result of USG assistance
3. Number of people trained in global climate change (adaptation or sustainable landscapes) as a result of USG assistance
4. Number of person hours of training in climate change supported by USG
5. Number of stakeholders with increased capacity to adapt to the impacts of climate variability and change as a result of USG assistance
6. Amount of investment leveraged (in USD), from public and private sources, for climate change as a result of USG assistance
7. Number of people served by national and/or sub-national weather and climate information and/or warning systems as a results of USG assistance
8. Number of days of USG funded technical assistance in climate change provided to counterparts or stakeholders
9. Number of people supported by USG to adapt to the effects of climate change

### CUSTOM REQUIRED INDICATORS

10. Number of institutions engaged in regional or global knowledge exchange through SERVIR
11. Number of scientists or decision-makers participating in exchanges between SERVIR hubs or partner institutions
12. Number of SERVIR data layers standardized and made available in data portals
13. Number of visitors to regional and global SERVIR websites
14. Number of data downloads from SERVIR websites
15. Number of data agreements developed/created with USG assistance
16. Number of regional stakeholders co-developing climate mitigation and/or adaptation tools, technologies, and methodologies.

SERVIR Global indicators are not tied to specific intermediate results or sub-intermediate results, but rather are meant to measure the performance of SERVIR efforts collectively. In addition, not all indicators that are required by SERVIR Global will be collected via the Monitoring System. For instance, Indicator #9 will be calculated by the Demand Activity based on available national survey data in the

countries where SERVIR is operating. More detail on the methodology for data collection and source of data is reflected in the Performance Monitoring Table beginning on page 30.

## INDICATORS AT A GLANCE: SERVIR GLOBAL

No.	Indicator Name	Brief Definition	Unit of Measure	Source
1	<b>Number of institutions with improved capacity to assess or address climate change</b> issues as a result of USG assistance	The number of institutions with improved capacity to govern, coordinate, analyze, advise, or make decisions related to adaptation or sustainable landscapes as a result of SERVIR activities.	Institutions outside of hubs, disaggregated by type of institution (government, private sector, NGO, or academic/research) and by country	GCC Indicator Handbook (2013)
2	<b>Number of climate mitigation and/or adaptation tools<sup>6</sup>, technologies<sup>7</sup>, and methodologies<sup>8</sup> developed</b> , tested, and/or adopted with USG assistance	Technologies and methodologies can include ways to measure and calculate carbon emissions, perform GHG inventories, and measure and monitor pollution reductions or manufacturing efficiency gains.	Tools, technologies, or methodologies developed, tested, and/or adopted with SERVIR activities, disaggregated by country	Economic Growth Indicators and Definitions
3	<b>Number of people trained in global climate change</b> (adaptation or sustainable landscapes) as a result of USG assistance	The number of people who complete training as a result of SERVIR activities. Training is defined as sessions in which participants are educated according to a defined curriculum and set learning objectives to impact knowledge and information to stakeholders.	Individuals outside of hub staff, disaggregated by gender and country	GCC Indicator Handbook (2013)
4	<b>Number of person hours of training</b> in climate change supported by USG	The number of person hours of training received by people outside of hubs as a result of SERVIR activities.	Hours of completed training, disaggregated by gender and country	GCC Indicator Handbook (2013)
5	<b>Number of stakeholders with increased capacity to adapt</b> to the impacts of climate variability and change as a result of USG assistance	Number of people with increased capability to adapt to or better cope with the impacts of climate variability and change as a result of SERVIR activities.	Individuals outside of hub staff, disaggregated by type of institution and by country	GCC Indicator Handbook (2013)
6	<b>Amount of investment leveraged</b> from public and private sources for climate change As a result of USG assistance (\$USD)	The amount of funding leveraged, as a result of the SERVIR Program, for activities at the hub or within the region that support actions, activities, projects or programs that increase capacity to adapt to the impacts of climate variability and change	USD, with a narrative to detail the source of funds (i.e. partner government, private sector, multilateral, other bilateral, foundation, etc.)	GCC Indicator Handbook (2013)

6 Tool is defined as a program, model, system or device that gathers, processes and analyzes data and information to fulfill a particular purpose of a user (e.g. CREST viewer, flood mapper, frost monitor, fire alerts, etc.).

7 Technology is defined as any method, procedure, hardware, software, or tool --or any combination of these-- used to address explicit needs or challenges as identified by the SERVIR Mekong implementation team and/or stakeholders.

8 Methodology is defined as a specific technique/approach falling within the bounds of a set of scientific assumptions.

No.	Indicator Name	Brief Definition	Unit of Measure	Source
7	<b>Number of people served by national and/or sub-national weather</b> and climate information and/or warning systems as a result of USG assistance	The number of people threatened by a climate-related hazard receiving timely and meaningful climate and/or warning information through SERVIR, which enables them to prepare and to act appropriately and in sufficient time to reduce the possibility of harm or loss.	Individuals, disaggregated by gender, if data is available, and by country	Global Environmental Facility <sup>9</sup>
8	<b>Number of days of USG funded technical assistance</b> in climate change provided to counterparts or stakeholders	The provision of services (i.e. by the Demand Activity) to SERVIR hubs or other partners in direct support of a development objective. Services could include the transfer of knowledge and/or expertise by way of staff, skills training, research work and financing to support quality of program implementation and impact, support administration, management, representation, publicity, policy development and capacity building.	Days, with a narrative to detail the nature of the TA	GCC Indicator Handbook (2013)
9	<b>Number of people supported by USG</b> to adapt to the effects of climate change	The number of people supported by SERVIR to cope with negative effects or to take advantage of positive climate change opportunities	Individuals outside of hub staff, disaggregated by gender and country	Economic Growth Indicators and Definitions
10	<b>Number of institutions engaged</b> in regional or global knowledge exchange through SERVIR	The number of institutions participating in SERVIR hosted or co-hosted workshops, forums, trainings, outreach event, etc. Engagement in this context can also be participation in virtual exchanges, such as emails and posts, as well as in-person exchange, such as meetings and focus groups.	Institutions, disaggregated by type of institution (government, NGO, private sector/commercial, or academic/research) and by country	Custom
11	<b>Number of scientists or decision-makers participating</b> in exchanges between SERVIR hubs or partner institutions	The number of individuals that participate in in-person exchanges with hubs or partner institutions, such as SERVIR hosted or co-hosted workshops, forums, trainings, outreach event, etc.	Individuals outside of hub staff, disaggregated by gender and by country	Custom
12	<b>Number of SERVIR data layers</b> standardized and made available in data portals	The number of data <sup>10</sup> layers which are standardized and made accessible online to the public or disseminated to a set of users through the SERVIR portal or through a partners' portal. In order to be counted for this indicator, data layers must be available in a	Data files, disaggregated by country	Custom

9 Source: Updated Results-Based Management Framework For Adaptation To Climate Change Under The Least Developed Countries Fund And The Special Climate Change Fund (2014).

10 Data are defined as sets of values of qualitative or quantitative variables collected for reference or analysis. Data are input to products and tools, and may be collected locally or remotely from satellites or sensors (e.g., TRMM data, in-situ weather data, crop data, elevation data, rivers data, user preferences, user feedback, and socioeconomic data, etc.).

No.	Indicator Name	Brief Definition	Unit of Measure	Source
		well-known format and have an associated metadata record in the SERVIR metadata catalog.		
13	<b>Number of visitors to regional and global websites</b>	The number visitors to the SERVIR global websites (tracked centrally) and hub institution websites measured via simple website counters (where available).	Number of visitors, disaggregated by website	Custom
14	<b>Number of data downloads</b> from SERVIR websites	The number of data files downloaded from the SERVIR global websites (tracked centrally) and hub-level data portals	Number of data files downloaded, disaggregated by website	Custom
15	<b>Number of data agreements</b> developed/created with USG assistance	The number of written, formal agreements between hubs and an external party to facilitate data sharing and exchange. If an agreement includes several parties, each party will be counted as a separate agreement under this indicator.	Agreements, disaggregated by country	Custom
16	<b>Number of regional stakeholders co-developing</b> climate mitigation and/or adaptation tools, technologies, and methodologies	The number of institutions which are collaborating with SERVIR on activities to develop tools, technologies, and methodologies	Institutions, disaggregated by type of institution (government, private, NGO, or academic/research) and by country	Custom

## PERFORMANCE INDICATOR REFERENCE SHEETS (PIRS): SERVIR GLOBAL

The following pages include the more detail on each of the SERVIR Global indicators:

1. Number of institutions with improved capacity to assess or address climate change risks as a result of USG assistance
2. Number of climate change adaptation/mitigation tools, technologies and methodologies developed, tested and/or adopted as a result of USG assistance
3. Number of people trained in global climate change (adaptation or sustainable landscapes) as a result of USG assistance
4. Number of person hours of training in climate change supported by USG
5. Number of stakeholders with increased capacity to adapt to the impacts of climate variability and change as a result of USG assistance
6. Amount of investment leveraged (in USD), from public and private sources, for climate change as a result of USG assistance
7. Number of people served by national and/or sub-national weather and climate information and/or warning systems as a results of USG assistance
8. Number of days of USG funded technical assistance in climate change provided to counterparts or stakeholders
9. Number of people supported by USG to adapt to the effects of climate change
10. Number of institutions engaged in regional or global knowledge exchange through SERVIR
11. Number of scientists or decision-makers participating in exchanges between SERVIR hubs or partner institutions
12. Number of SERVIR data layers standardized and made available in data portals
13. Number of visitors to regional and global SERVIR websites
14. Number of data downloads from SERVIR websites
15. Number of data agreements developed/created with USG assistance
16. Number of regional stakeholders co-developing climate mitigation and/or adaptation tools, technologies, and methodologies

# 1. NUMBER OF INSTITUTIONS WITH IMPROVED CAPACITY TO ASSESS OR ADDRESS CLIMATE CHANGE ISSUES AS A RESULT OF USG ASSISTANCE<sup>11</sup>

## DEFINITION

The number of institutions with improved capacity to govern, coordinate, analyze, advise, or make decisions related to adaptation, or sustainable landscapes (e.g., REDD+) as a result of SERVIR activities. “Improvement” can be ascertained using an assessment of capabilities compared with a baseline assessment. Relevant institutions might include public sector entities (ministries, departments, working groups, etc.), private sector entities, community groups (women’s groups, CBOs or NGOs, farmers’ or fishing groups), trade unions, or others.

In order to measure improved capacity, some proxies of institutional capacity to assess or address climate change issues could include, but would not be limited to:

- Proficiency in using SERVIR products, tools, or applications
- Using SERVIR related information in decision-making
- Providing input to relevant assessment or planning exercises
- Having certified or technically trained staff as a result of a SERVIR activities
- SERVIR engagement with stakeholders to ensure that policies, plans, budgets, and investments reflect local realities and ensure local communities benefit from climate change efforts and investments
- Having access to equipment or other inputs necessary for planning, assessment and management of climate change topics as a result of SERVIR activities
- SERVIR hosted or sponsored collaboration with scientists and policymakers, or hosting workshops involving relevant sectors or themes (e.g., agriculture, environment, forestry, energy, and water) to engage with climate change assessments, plans, or activities
- Incorporating SERVIR products or information into country NAPA, NAMA, or similar national action plans.

All SERVIR tools and/or projects have an associated Product Definition Document (PDD), which contains a detailed description of users, potential impacts, and capacity building activities. Additional information on this indicator, such as a narrative to describe the nature and extent of capacity built and the institutions(s) involved, will be reported in the Annual report as well. If a project builds capacity of the same two institutions from one year to the next, the same number should be reported each year.

## LINKAGE TO LONG-TERM OUTCOME OR IMPACT

Improved governance of institutions involved in climate change is an element of all three pillars of the climate change initiative. It is the second area of emphasis out of three under the adaptation pillar.

## UNIT OF MEASURE

Institutions outside of hubs

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<sup>11</sup> Standard Indicator: 4.8.2.14

## **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

A baseline assessment of institutions' capacity should be considered, which can be updated over the course of the project at regular intervals, at minimum at the beginning and at the end of the project. The data collected for this indicator will depend on how hubs define and measure capacity building.

## **DISAGGREGATE(S)**

- By institution
- By country

## **DATA LIMITATIONS AND QUALITY ISSUES**

Attribution to the SERVIR Program on this indicator will be challenging. Collecting accurate data on improvements in the user and/or stakeholder institutions over time will also be difficult, as the hubs may not have the opportunity to conduct systematic baseline capacity assessments of all institutions.

## **2. NUMBER OF CLIMATE MITIGATION AND/OR ADAPTATION TOOLS, TECHNOLOGIES AND METHODOLOGIES DEVELOPED, TESTED, AND/OR ADOPTED AS A RESULT OF USG ASSISTANCE**

### **DEFINITION**

The number of climate mitigation and/or adaptation tools, technologies, and methodologies (includes web-based visualizations, databases, etc.) developed, tested, or adapted as a result of SERVIR activities. Technologies and methodologies can include ways to measure and calculate carbon emissions, perform GHG inventories, and measure and monitor pollution reductions or manufacturing efficiency gains. Other examples are GIS/GPS data collection and dissemination platforms and methodologies, and improved field technologies like soil management methods or a new solar electric application.

All SERVIR tools and/or products have an associated product definition document (PDD), which contains a detailed description of users, potential impacts, and capacity building activities. Additional information on this indicator, such as a narrative to describe the tool, technology, or methodology and its uses and potential impacts will be reported in annual reports as well.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

The development of climate change mitigation and/or adaptation tools that are adapted to the context and needs of targeted countries is essential if the data and information they provide is to be used in decision-making. By focusing on the use and users of SERVIR products, the Program can ensure that these products are relevant and useful for end-users.

### **UNIT OF MEASURE**

Tools, technologies or methodologies developed, tested, and/or adopted with SERVIR activities

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

Distinction between adaptation and mitigation may be difficult as there may be tools which overlap.

### **3. NUMBER OF PEOPLE TRAINED IN GLOBAL CLIMATE CHANGE (ADAPTATION OR SUSTAINABLE LANDSCAPES) AS A RESULT OF USG ASSISTANCE<sup>12</sup>**

#### **DEFINITION**

This indicator captures the number of people who complete training as a result of SERVIR activities. Training in global climate change may focus on adaptation, which involves helping countries and communities prepare for and adapt to climate change by building the resilience of people, places and livelihoods,<sup>13</sup> or on sustainable landscapes, which aims to assist countries to reduce greenhouse gas emissions from deforestation and land degradation and to enhance sequestration of carbon associated with sound land use and management, with a focus on forests and other priority ecosystems, such as peatlands, wetlands, and agricultural lands<sup>14</sup>.

Training is defined as sessions in which participants are educated according to a defined curriculum and set learning objectives to impact knowledge and information to stakeholders. Only non-SERVIR staff that complete the entire training course are counted for this indicator.

#### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

Training activities are critical to strengthen in-country capacity, as well as promote strategic partnerships, education and outreach, technology cooperation and research. These training activities help improve the likelihood that development partners will continue to implement relevant projects long after USG support has ended.

#### **UNIT OF MEASURE**

Individuals, outside of hub staff

#### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

#### **DISAGGREGATE(S)**

- By gender
- By country

#### **DATA LIMITATIONS AND QUALITY ISSUES**

While counting the number of persons trained through SERVIR is relatively straightforward, measuring change resulting from training related to climate change resilience and environment management

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<sup>12</sup> Standard Indicator: 4.8.2.6

<sup>13</sup> As defined in USAID Global Climate Change and Development Strategy which sets out principles, objectives and priorities for USAID climate change assistance from 2012 through 2016.

<sup>14</sup> As defined in USAID Global Climate Change and Development Strategy which sets out principles, objectives and priorities for USAID climate change assistance from 2012 through 2016.

implemented by the hubs to their users and attribution to the SERVIR Program will be difficult. Also, distinguishing between adaptation and mitigation may be difficult as there may be trainings which overlap.

Other data quality issues include:

- **Validity:** This indicator addresses only the training of knowledge and skills related to climate change. It may not translate to action nor is it a direct indicator of changes in institutional or organizational capacity.
- **Precision:** Simply knowing the number of people does not reflect the depth of skills and knowledge conveyed, or capacity to act.
- **Reliability:** Reliability becomes a concern if the number of training hours is not counted in the same way. Counting procedures should be consistent throughout the life of the activity.

## 4. NUMBER OF PERSON HOURS OF TRAINING IN CLIMATE CHANGE SUPPORTED BY USG<sup>15</sup>

### DEFINITION

The number of person hours of training received by people outside of hubs as a result of SERVIR activities. Training is defined as sessions in which participants are educated according to a defined curriculum and set learning objectives to impact knowledge and information to stakeholders. Only non-SERVIR staff that complete the entire training course are counted for this indicator.

This indicator uses the following equation to express the number of USG-supported training hours that were completed by training participants: (Instruction hours of USG supported training) x (Number of people completing each training) = Person hours of training supported by USG assistance.

Only people who complete the entire training course are counted for this indicator. USG standards recommend that participants attend at least 90% of total course hours to be considered as completing a course. People attending more than one training should be counted once for each training they complete.

As a result of USG: This indicator focuses on delivery of training that was made possible through full or partial funding from USG. This could include provision of funds to pay teachers, providing hosting facilities, or other key contributions necessary to ensure training was delivered. This indicator does not include courses for which the USG only helped develop the curriculum. USG staff and implementers should not be included when calculating this indicator.

### LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE

Training activities are critical to strengthen in-country capacity, as well as to promote strategic partnerships, education and outreach, technology cooperation and research. These training activities help improve the likelihood that development partners will continue to implement relevant projects long after USG support has ended.

### UNIT OF MEASURE

Hours of completed training

### DATA SOURCE AND REPORTING FREQUENCY

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### DISAGGREGATE(S)

- By gender
- By country

### DATA LIMITATIONS AND QUALITY ISSUES

- **Validity:** This indicator addresses only the skills and knowledge that prevent people from taking certain actions to address climate change. It may not translate to action unless other issues are

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<sup>15</sup> Standard Indicator: 4.8.2-29

also addressed. Training is not a direct indicator of changes in institutional or organizational capacity.

- **Precision:** Simply knowing the person hours of training does not reflect the depth of skills and knowledge conveyed, or capacity to act.
- **Reliability:** Projects should count the number of training hours in the same way. If they do not, reliability becomes a concern. Counting procedures should be consistent throughout the life of the activity.

## **5. NUMBER OF STAKEHOLDERS WITH INCREASED CAPACITY TO ADAPT TO THE IMPACTS OF CLIMATE VARIABILITY AND CHANGE AS A RESULT OF USG ASSISTANCE**

### **DEFINITION**

The number of people with increased capability to adapt to or better cope with the impacts of climate variability and change as a result of SERVIR activities. Some example of activities which demonstrate improved adaptive capacity include communication of weather and climate forecasts, increased availability of weather and climate information including long-term climate projections, understanding of potential impacts of climate variability and change on development, creation and dissemination of tools to incorporate climate variability and change in development projects, and consideration of future climate change in project planning and implementation.

In the SERVIR context, stakeholders are users of climate information and/or analysis outside of the hubs with the ability to influence a decision in a government office (local, national, regional), community group, or academic community. Stakeholders can play a variety of roles, each with distinct needs and conditions for the information they receive. These roles include user (both decision-maker and technical), participant, and beneficiary. While these roles are often occupied by different people (i.e. ministry-level decision maker and technocrat user), the same individual can play multiple roles (e.g. users may also be beneficiaries).

An additional consideration for the SERVIR context is that stakeholders are measured for this indicator as individuals. In other words, we will monitor the use of climate information for decision-making at the individual rather than institutional level. As a result, there may be multiple individuals within a given institution using climate information, which is why it will be important to disaggregate our stakeholders by institution type.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

The number of people benefiting from improved adaptive capacity in the different sectors is an appropriate measure because the purpose of the program is to improve lives by increasing resilience to the impacts of climate change.

### **UNIT OF MEASURE**

Individuals, outside of hub staff

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By institution type
- By country

## DATA LIMITATIONS AND QUALITY ISSUES

Currently there is no standard approach to stakeholder capacity assessment at the hubs. In practice, capturing this indicator will be difficult without a standard approach and/or standards for assessing stakeholder capacity. In addition, the following data quality issues are anticipated:

- **Integrity:** This indicator's data may depend on a subjective appreciation of capacity change, which may affect data integrity.
- **Precision:** This indicator will not detect the magnitude of capacity improvement. It will report two individuals who may have different levels of improvement as both having had their capacity improved.
- **Accuracy:** When changes are slight, accuracy may depend on the quality of an enumerator's subjective judgment in scoring.
- **Reliability:** If initial and subsequent capacity assessments use different methods, reliability will be degraded.
- **Timeliness:** Many institutional capacity assessments are time-consuming. It may not be possible to repeat assessments annually.

## **6. AMOUNT OF INVESTMENT LEVERAGED (IN USD) FROM PUBLIC AND PRIVATE SOURCES FOR CLIMATE CHANGE AS A RESULT OF USG ASSISTANCE (\$USD)<sup>16</sup>**

### **DEFINITION**

The amount of funding leveraged, as a result of the SERVIR Program, for activities at the hub or within the region that support actions, activities, projects or programs that increase capacity to adapt to the impacts of climate variability and change. Funding may be leveraged from the public sector (e.g., other donors) or private sector financing (e.g., corporate investments) and must be additional to USG funds invested in a program and must advance the objectives established by the USG-supported program. Investments leveraged from other USG agencies for an existing USG project do not count; for example, EPA funds for SERVIR activities should not be included.

Leveraged funds can include funding transferred to a common funding instrument, delivered in parallel or provided in-kind. Examples of what leveraged funds may support include improving the enabling environment necessary for the program to succeed, funding the costs of activities advanced by the program, publicizing program results, monitoring program progress and/or outcomes, or sensitizing stakeholders to climate risks, REDD+ issues and opportunities addressed through the program.

Annual reports will also include more detail on the source of funds (i.e. partner government, private sector, multilateral, other bilateral, foundation, etc.), activities/projects funded, and potential outcomes.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT**

USG funds are intended to be catalytic and to have sustainable benefits. Sustained private investment is a positive indicator of a supportive enabling environment. Good programs should attract additional investments, or test hypotheses as to the most effective strategies, techniques, and/or necessary capacities for addressing climate change. If successful, funds for scaling up or replicating results should be mobilized, whether from domestic or international sources.

### **UNIT OF MEASURE**

U.S. dollars, with a narrative to detail the source of funds (i.e. partner government, private sector, multilateral, other bilateral, foundation, etc.).

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected monthly by M&E staff at the regional hubs, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By country

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<sup>16</sup> Standard Indicator: 4.8.2-10

## **DATA LIMITATIONS AND QUALITY ISSUES**

Some organizations providing funding may consider some information on their funding support proprietary. In addition, measuring funding leveraged does not necessarily indicate the magnitude of impact or results achieved.

## **7. NUMBER OF PEOPLE SERVED BY NATIONAL AND/SUB-NATIONAL WEATHER AND CLIMATE INFORMATION AND/OR WARNING SYSTEMS AS A RESULT OF USG ASSISTANCE**

### **DEFINITION**

The number of people threatened by a climate-related hazard receiving timely and meaningful climate and/or warning information through SERVIR, which enables them to prepare and to act appropriately and in sufficient time to reduce the possibility of harm or loss.<sup>17</sup>

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT**

This indicator measures the number of people with improved access to and awareness of climate information as a result of SERVIR activities. As access and awareness are two central pillars for building adaptive capacity, the rationale of this indicators asserts that the more individuals served by weather and climate information systems, the more resilient “people and livelihoods” will likely be. Resilience to climate change is part of SERVIR’s ultimate goal.

### **UNIT OF MEASURE**

Individuals

### **DATA SOURCE AND REPORTING FREQUENCY**

This data will be calculated by the Demand Activity based on national survey information in the countries where SERVIR activities are operating during the reporting period. Data will be reported to USAID in the frequency specified in the Performance Monitoring Table.

### **DISAGGREGATE(S)**

- By gender, if data is available
- By country

### **DATA QUALITY ISSUES**

Attribution to the SERVIR Program will not be rigorous and the quality of the data will depend on the national survey information available.

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<sup>17</sup> Source: Global Environment Facility (GEF), (2014) Updated Results-Based Management Framework For Adaptation To Climate Change Under The Least Developed Countries Fund And The Special Climate Change Fund

## **8. NUMBER OF DAYS OF USG FUNDED TECHNICAL ASSISTANCE IN CLIMATE CHANGE PROVIDED TO COUNTERPARTS OR STAKEHOLDERS<sup>18</sup>**

### **DEFINITION**

The provision of services (i.e. by the Demand Activity) to SERVIR hubs or other partners in direct support of a development objective. Services could include the transfer of knowledge and/or expertise by way of staff, skills training, research work and financing to support quality of program implementation and impact, support administration, management, representation, publicity, policy development and capacity building.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

Technical assistance supports institutional capacity building, a key goal for long-term sustainability.

### **UNIT OF MEASURE**

Days, with a narrative to detail the nature of the technical assistance.

### **DATA SOURCE AND REPORTING FREQUENCY**

Tracked by Demand Activity and/or NASA CO and reported to USAID in the frequency specified in the Performance Monitoring Table.

### **DISAGGREGATE(S)**

- By Demand Task area

### **DATA LIMITATIONS AND QUALITY ISSUES**

Simply knowing the number of person days of technical assistance provided does not provide information about the quality and appropriateness of the technical advice provided.

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<sup>18</sup> Standard Indicator: 4.8.2-27

## 9. NUMBER OF PEOPLE SUPPORTED<sup>19</sup> BY USG TO ADAPT TO THE EFFECTS OF CLIMATE CHANGE<sup>20</sup>

### DEFINITION

The number of people supported by SERVIR to cope with negative effects or to take advantage of positive climate change opportunities. Individuals with improved adaptive capacity may include, but are not limited to the following actions or behaviors:

1. Implementing risk-reducing practices/actions to improve resilience to climate change, for example:
  - Stakeholders implementing water saving strategies to deal with increasing water stress due to changing rainfall patterns;
  - Farmers or pastoralists utilizing index based insurance to help deal with climate variability and change, or adopting practices like improved soil or herd management, stress-tolerant crop varieties, or planting practices to adapt to climate change;
  - Individuals diversifying income sources toward less climate sensitive activities to hedge against climate change impacts; or
  - Stakeholders implementing education campaigns to promote the use of risk-reducing practices, like use of storm shelters and bed nets that help people cope with climate stress.
2. Using climate information in decision making, for example:
  - Farmers utilizing climate forecasts to inform planting decisions;
  - Water resource managers utilizing forecasts to issue flood warnings, implement water demand management strategies in case of drought; or
  - Planners, policy-makers, or resource manager utilizing climate scenarios to inform planning over medium to longer-term timescales for resilient infrastructure, water security, disaster risk reduction, or land-use planning.
3. Increasing knowledge of climate change impacts and response options, for example:
  - Individuals with improved understanding of climate risks and vulnerabilities;
  - Individuals with improved access to and ability to apply climate information; or
  - Individuals with improved knowledge and skills to implement and disseminate adaptation actions.

The narrative accompanying this indicator should briefly describe adaptive capacity in the project context and indicate the stakeholders involved. In particular, the narrative should indicate the climate change vulnerability being addressed by the intervention and the capacity or behavior change that addresses the vulnerability.

### LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE

This indicator measures the effect of USG interventions on the capacity of individuals to adapt to climate change. The more individuals there are with a capacity to adapt to climate change, the more resilient “people” and livelihoods” will likely be. Resilience to climate change is part of SERVIR’s ultimate goal.

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<sup>19</sup> People supported to adapt are not necessarily SERVIR users

<sup>20</sup> Standard Indicator: 4.8.2-26

## **UNIT OF MEASURE**

Individuals

## **DATA SOURCE AND REPORTING FREQUENCY**

In the countries where SERVIR activities are taking place during the reporting period, the Demand Activity will look for national survey information, which includes data on increased adaptation skills. However the data for this indicator will not allow for rigorous attribution. Data will be reported to USAID in the frequency specified in the Performance Monitoring Table.

## **DISAGGREGATE(S)**

- By gender, if data is available
- By country

## **DATA LIMITATIONS AND QUALITY ISSUES**

Attribution to the SERVIR Program will not be rigorous and the quality of the data will depend on the national survey information available.

## **10. NUMBER OF INSTITUTIONS ENGAGED IN REGIONAL OR GLOBAL KNOWLEDGE EXCHANGE THROUGH SERVIR**

### **DEFINITION**

The number of institutions participating in SERVIR hosted or co-hosted workshops, forums, trainings, outreach event, etc. Engagement in this context can also be participation in virtual exchanges, such as emails and posts, as well as in-person exchange, such as meetings and focus groups.

An additional consideration for the SERVIR context is that partnerships for this indicator are measured at the institutional level (rather than at the individual level). As a result, although more than one individual from a given institution may be participating in an exchange, SERVIR will only consider data for this indicator at the institutional level.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

The purpose of this indicator is to measure the depth and breadth of the SERVIR network. This indicator will be monitored in order to determine the link between an expanding community of practice around geospatial information and remotely sensed data and improved decision-making. It is anticipated that these numbers will increase each year, which will provide insight into the hypothesis that a supporting network is beneficial to decision-making.

### **UNIT OF MEASURE**

Institutions

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By institution type (government, NGO, private sector/commercial, or academic/research)
- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

There may be difficulty in obtaining information on institutions engaged in less formal knowledge exchanges. As a result, it will be critical for M&E staff at the hubs to collect participant data from all types of knowledge exchange that are occurring with SERVIR support.

## **11. NUMBER OF SCIENTISTS OR DECISION-MAKERS PARTICIPATING IN EXCHANGES BETWEEN SERVIR HUBS OR PARTNER INSTITUTIONS**

### **DEFINITION**

The number of individuals that participate in physical exchanges with hubs or partner institutions, such as SERVIR hosted or co-hosted workshops, forums, trainings, outreach event, etc.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

This indicator addresses the contribution of various forms of exchanges between SERVIR hubs and partner institutions to increasing the capacity of scientists and decision-makers to use earth observation information and geospatial information technologies.

### **UNIT OF MEASURE**

Individuals, outside of hub staff

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By gender
- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated.

## **12. NUMBER OF SERVIR DATA LAYERS STANDARDIZED AND MADE AVAILABLE IN DATA PORTALS**

### **DEFINITION**

The number of data<sup>21</sup> layers which are standardized and made accessible online to the public or disseminated to a set of users through the SERVIR portal or through a partner's portal. In order to be counted for this indicator, data layers must be available in a well-known format and have an associated metadata record in the SERVIR metadata catalog.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

Improved awareness of and access to geospatial, data, products, and tools is one of SERVIR's intermediate results. As such, this indicator will measure SERVIR efforts to strengthen platforms for data awareness, access, and analysis.

### **UNIT OF MEASURE**

Data files

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from NASA Coordination Office on the data layers made accessible through the Global SERVIR website before reporting to NASA and USAID.

### **DISAGGREGATE(S)**

- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

Currently there are no standards enforced for the SERVIR metadata catalog. As such, capturing data layers in a uniform way from hubs will be difficult. Once the Geoportal is launched however, SERVIR geospatial data will be more easily tracked.

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<sup>21</sup> Data are defined as sets of values of qualitative or quantitative variables collected for reference or analysis. Data are inputs to products and tools, and may be collected locally or remotely from satellites or sensors (e.g., TRMM data, in-situ weather data, crop data, elevation data, rivers data, user preferences, user feedback, and socioeconomic data, etc.).

## **13. NUMBER OF VISITORS TO REGIONAL AND GLOBAL SERVIR WEBSITES**

### **DEFINITION**

The number of visitors to the SERVIR global websites (tracked by NASA CO) and hub institution websites measured via website analytics (where available). In the context of the Demand Activity, this indicator will capture visitors to the global Product Catalogue, and eventually the SERVIR Geoportal.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

The purpose of this indicator is to measure outreach and awareness raising efforts about the SERVIR Program, both globally and with hub regions.

### **UNIT OF MEASURE**

Number of visitors

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from NASA Coordination Office on the number of visitors to the Global SERVIR website before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By website

### **DATA LIMITATIONS AND QUALITY ISSUES**

Hubs do not currently have the capability to track visitors to the SERVIR-specific pages of their host institution web sites.

## **14. NUMBER OF DATA DOWNLOADS FROM SERVIR WEBSITES**

### **DEFINITION**

The number of data files downloaded from the SERVIR global websites (tracked centrally) and hub-level data portals. In the context of the Demand Activity, this indicator will measure downloads from the Geoportal once it is live.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

Improved awareness of and access to geospatial, data, products, and tools is one of SERVIR's intermediate results. As such, this indicator will measure SERVIR efforts to strengthen platforms for data awareness, access, and analysis.

### **UNIT OF MEASURE**

Number of data files downloaded

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from NASA Coordination Office on the data files downloaded through the Global SERVIR website before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By website

### **DATA LIMITATIONS AND QUALITY ISSUES**

Currently there is no standard definition of what constitutes a data download that is used uniformly across SERVIR. In addition, at this time neither Hub can track this information because they do not have systems in place to allow for data to be downloaded. ICIMOD is in the process of building this functionality, but it will not be tracking information that is SERVIR-specific. The Demand Activity is developing the RCMRD Geoportal to have this functionality, but it will not be active until the end of PY3.

## **15. NUMBER OF DATA AGREEMENTS DEVELOPED/CREATED WITH USG ASSISTANCE**

### **DEFINITION**

The number of written, formal agreements between hubs and an external party to facilitate data sharing and exchange. If an agreement includes several parties, each party will be counted as a separate agreement under this indicator.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT/RATIONALE**

Improved awareness of and access to geospatial, data, products, and tools is one of SERVIR's intermediate results. As such, this indicator will measure SERVIR efforts to strengthen platforms for data awareness, access, and analysis.

### **UNIT OF MEASURE**

Agreements

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These hub-level reports will be cross-validated with reports from NASA Coordination Office on data agreements developed or created before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

Attribution to the SERVIR Program will be difficult unless developing or creating a data agreement between a hub and their stakeholder countries is an explicit activity under SERVIR.

## **16. NUMBER OF REGIONAL STAKEHOLDERS CO-DEVELOPING CLIMATE MITIGATION AND/OR ADAPTATION TOOLS, TECHNOLOGIES, AND METHODOLOGIES**

### **DEFINITION**

The number of institutions that are collaborating with SERVIR on activities to develop tools, technologies and methodologies, or applications. Tools will be co-developed within the framework of a formal agreement, such as a Memorandum of Understanding (MOU).

All SERVIR tools and/or products have an associated product definition document (PDD), which contains a detailed description of users, potential impacts, and capacity building activities. Additional information on this indicator, such as a narrative to describe the tool, technology, or methodology and its uses and potential impacts will be reported in annual reports as well.

### **LINKAGE TO LONG-TERM OUTCOME OR IMPACT**

Co-development of climate mitigation or adaptation products with regional institutions will ensure that these products are relevant and user-friendly, thus increasing the likelihood that SERVIR's IR3, which is the increased provision of user-tailored geospatial data, products, and tools to inform decision-making, will be achieved. More specifically, regional institutions will be better able to strengthen the capacity of SERVIR users to utilize the products, applications and tools developed by the SERVIR program in development decision-making.

### **UNIT OF MEASURE**

Institutions

### **DATA SOURCE AND REPORTING FREQUENCY**

Data for this indicator will be collected by M&E staff at the regional hubs monthly, and reported to the Demand Team and NASA Coordination Office at the frequency specified in the Performance Monitoring Table. These reports will be cross-validated with reports from the Demand Team and the Coordination Office, where appropriate, before reporting to USAID and NASA.

### **DISAGGREGATE(S)**

- By type of institution (government, private, NGO, or academic/research)
- By country

### **DATA LIMITATIONS AND QUALITY ISSUES**

None anticipated