



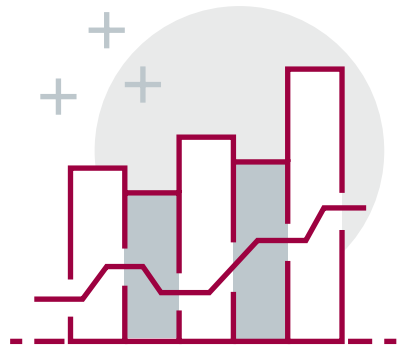
This project is funded  
by the European Union



# NATIONAL PORTAL FOR MONITORING INDICATORS

from Idea to implementation





## VISION:

Establishing a unique national portal for monitoring indicators related to different strategies

The Project *“Strengthening the Serbian statistics system by upgrading methodologies and standards, and application of good practice”*, supported by the EU, marked the beginning of developing a system for the monitoring of the EU Sustainable Development Indicators with the idea to expand to the other strategies of national and international importance.

The goal was to create a unique information platform which will include all of the produced indicators and which will, at the same time, be flexible enough as to support the development and coverage of new indicators that are defined in the international statistical system or that come out of the development and monitoring of the implementation of the national strategic documents.

The development of such a platform should enable a simple overview of the available indicators, classified by strategies, while the time required for searching them should come down to a single click. At the same time, the platform facilitates communication between all producers and enables monitoring of the quality of all indicators.

The Project has helped identify shortcomings of the current manner of reporting on the sets of indicators by strategies and as a solution for overcoming the shortcomings a number of instructions and tools have been developed which are now available to all the producers of the (official) statistics.

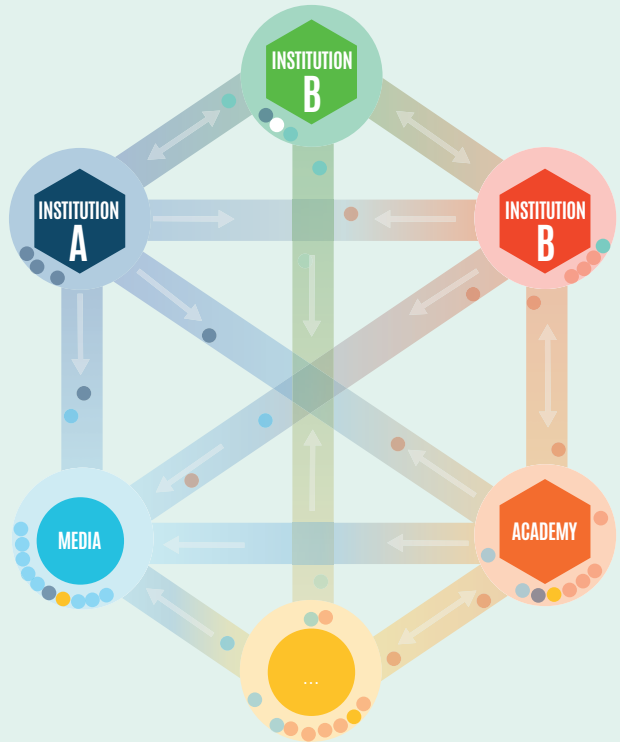
The most significant result of the Project is the information system that may be used for bringing together indicators by any strategy, regardless of the source. The benefits of such a system are reaped by both the producers and the users of the indicators.

## ... WHERE WE ARE NOW >>>



### LACKS:

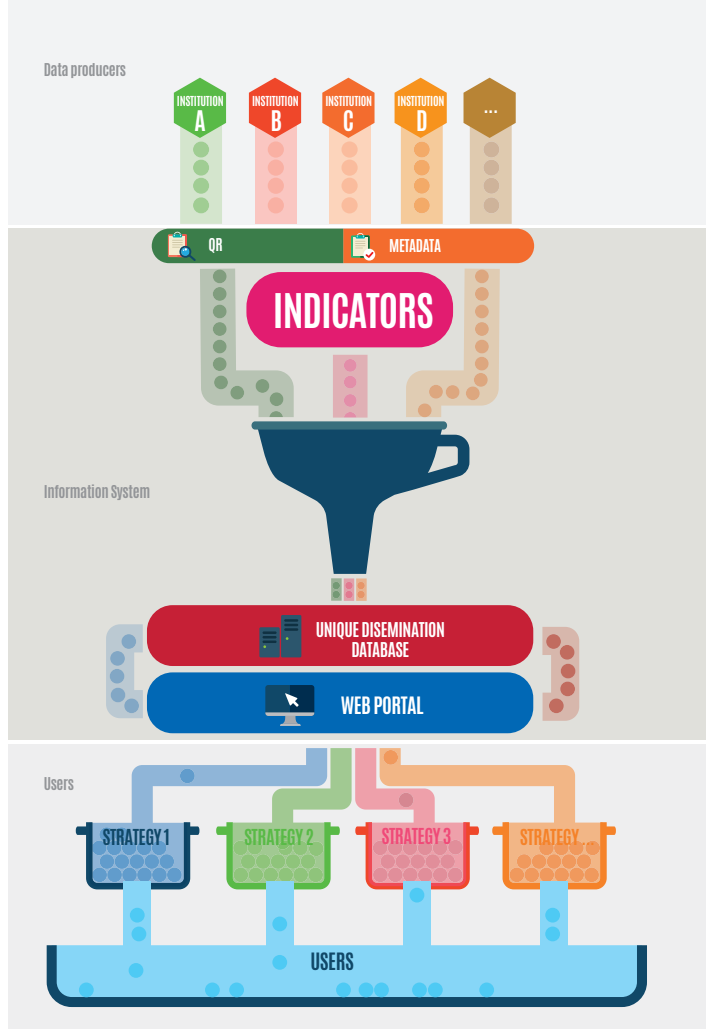
- Lack of centralized base
- Difficult access to data
- The required data are available in a large number of different places
- The same piece of data is submitted several times
- Lack of metadata (data on data)



... WHERE WE  
CAN BE >>>



- + Data collection: „Funnel“ system
- + Unique manner of preparing metadata and quality reports
- + Simple posting of data by data producers
- + Unique database
- + Transparency
- + Once submitted data are used in multiple ways



*Simple system is a good system*

## A STEP AWAY FROM A REGULATED SYSTEM

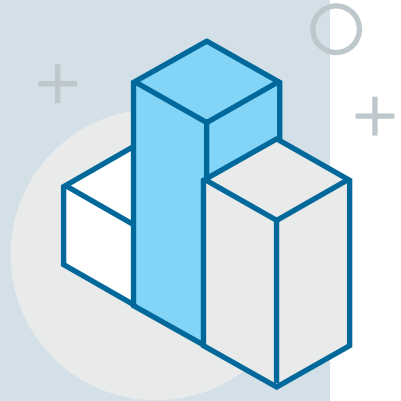
WE HAVE DEVELOPED A PORTAL THAT ALLOWS  
FOR A “ONE-STOP-SHOP” APPROACH.

The SORS has been developing over a longer period of time the idea that all the indicators for different national and international strategies are brought together in one single portal.

### ONE-STOP-SHOP APPROACH

With the EU support, in 2017 the basic design of the SORS was implemented and that was the establishing of a **national portal** which would show, by selecting a concrete strategy, all available indicators that have been defined for its monitoring and that have been produced by different data producers. The data on the portal may be provided in the form of graphs or numeric quantifications, while different functions allow for a direct selection of the period and calculations that have user friendly orientation.

THE DEVELOPED PORTAL IS PUT UP FOR USE FOR ALL THE  
USERS, AS WELL AS FOR THE PRODUCERS!



## WHAT WE LACK? NEW TENDENCIES - INTEROPERABILITY

The Statistical Office of the Republic of Serbia has been working on establishing interoperability among all the producers of statistics in order to make the data exchange uniformed and harmonize the scope and characteristics of the collected data that need to be available to all the users regardless of who has collected them and processed them.

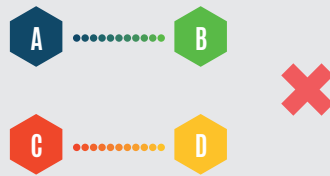
Since the middle of 2017, interoperability of the IT systems and the collection of data in a manner that would ensure coverage of as high a number of entries as possible that are required for the purpose of records, etc. for a larger number of public bodies have become a legal obligation. Namely, the Law on General Administrative Procedure prohibits collection of the same data by several public institutions, but rather requires their **exchange**.

Precondition for further work::

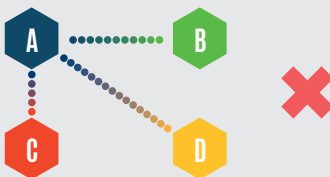
- Communication
  - Cooperation
  - Coordination
- } 3C

## WHAT IS INTEROPERABILITY?

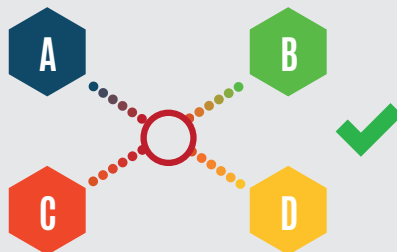
### 1 Compatibility



### 2 Coordination



### 3 Interoperability



# FROM IDEA TO IMPLEMENTATION

## WHY DO WE NEED INDICATORS?

Throughout the world, Serbia included, there is an increasing need to exchange data, establish adequate indicators and monitor the results of different strategies, since it is necessary to file reports on their implementation.



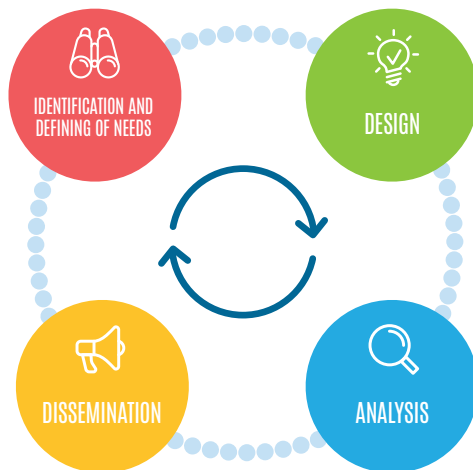
At the time of sustainable development and information revolution, there is also an increasing need for timely and continuous reporting, simple, accessible and understandable to citizens, media, universities and non-governmental sector. It often happens that the indicators for the monitoring of strategy implementation originate from different sources and then the users waste time by accessing each one of these sources individually in order to bring together the relevant indicators in their reports on implementation. There is a tendency that the myriad of data, produced by different institutions, are unified, simplified and put at the disposal in a unique information platform.



## DEVELOPMENT AND MONITORING OF INDICATORS

The process of creating a system for the development and monitoring of indicators needs to be in compliance with the internationally accepted statistical business process model (GSBPM).

**The GSBPM** is a common tool in statistics the application of which ensures quality, efficiency and standardization through employing process orientation. The goal of this model is to facilitate the process of statistical production both within and among different producers and organizations.



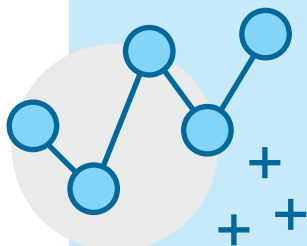
**The phases required for the setting up of the system are four phases that constitute a part of the general GSBPM:**

- Identification and defining of needs
- Design
- Analysis
- Dissemination

# DEFINING OF THE SET OF INDICATORS

Whether this concerns international strategies, such as **the Sustainable Development Strategy adopted in the EU** or **the UN Sustainable Development Goals**, or national strategies, the first step is to define a set of indicators that will be monitored at the national level.





### **When defining a set of indicators for the monitoring of strategies, it is necessary to take care of:**

- Define clearly what is being measured and why
- Less is more – the more indicators are included, the harder it will be to have a clear picture of the progress
- An indicator must accurately reflect a phenomenon that is being monitored and there must be a need for it among the users
- Reporting objectivity
- Documenting of the processes in connection with the production of indicators (metadata, quality reports, data sources, methods used for the collection and processing of data, etc.)

AS THE COORDINATOR OF THE STATISTICAL SYSTEM IN SERBIA, THE SORS NEEDS TO BE INVOLVED IN THE PROCESS OF DEFINING INDICATORS FROM THE VERY BEGINNING IN ORDER TO UTILIZE TO THE MAXIMUM THE EXISTING DATA, THUS CUTTING DOWN THE COSTS OF DEVELOPING NEW METHODOLOGIES AND INTRODUCING NEW INSTRUMENTS AND TOOLS, AS WELL AS THE BURDEN OF LABOUR OF THE EMPLOYED IN THE FIELD OF STATISTICS.

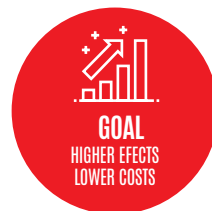
# MAPPING OF THE INDICATORS

After the defining of the set of indicators that will be used for monitoring a certain strategy, it is necessary to establish the state of “point zero”, that is, the values of the selected indicators at the very beginning of the strategy implementation.

## This phase plays a double role:

1. It establishes the starting point for the values of the existing indicators that are used for monitoring the progress
2. It helps identify the missing data for which it is necessary to develop a methodology in the subsequent phases

When defining new tools and introducing new surveys and measurements, it is necessary to see all the options for the production of the missing data in order to minimize the cost and maximize the effect. This requires a brief analysis of the shortcomings and options – a gap analysis.



The goal of a **gap analysis** is to establish if there are any indicators, a possibility of their production, as well as the resources required for their production. The SORS has developed tools for conducting a gap analysis which is easily applicable for any set of indicators or for any strategy.



# DATA QUALITY

Data producers are responsible for their quality

In a wider perspective, data quality implies that the data correctly represent and explain the surveyed indicator.

In order for users to review data quality, it is essential that data to be published includes accompanying clarifications that explain the collection and processing phases.

Using the criteria for quality assessment developed by Eurostat, SORS developed tools for quality reporting. Quality reports are accompanying every indicator available on the web portal.

The Statistical Office of the Republic of Serbia can offer professional assistance to all producers of official statistics in preparation of quality reports.

consistency



accuracy



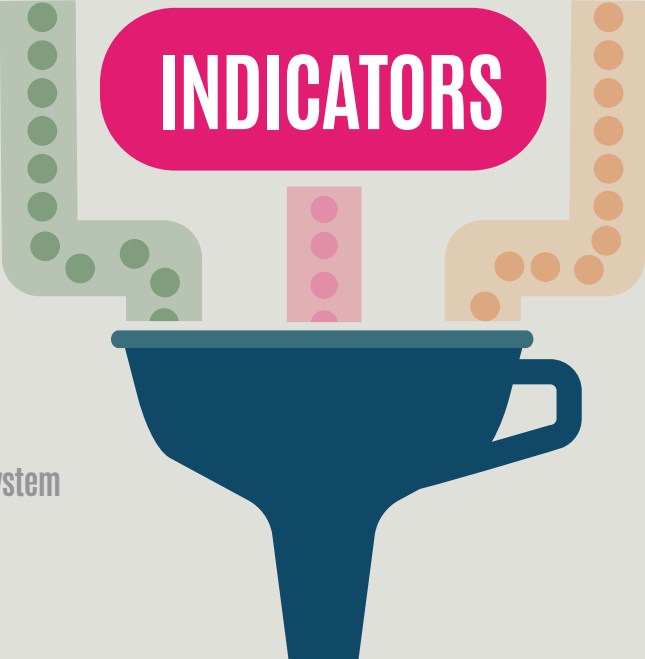
reliability



DATA  
VALIDATION



# INDICATORS



Information System

# NATIONAL PORTAL FOR THE MONITORING OF INDICATORS

[www.indikatori.rs](http://www.indikatori.rs)



When designing the National Portal for the Monitoring of Indicators, the “one-stop-shop” principle was built into its foundation. Thus the users, in addition to indicators themselves, may also find available on the portal quality reports/ metadata, definitions of indicators, basic disaggregations of data, as well as the comparison of Serbia with the European countries. In this way, the users may access the desired data in a simple manner. In addition, if more complex analyses are required, there is also a direct approach to the dissemination database of the SORS where the users will have available all existing disaggregations of data, that is, the data for different sub-categories.



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