

ID	Field	Indicator metadata
0	Fund relevance	ERDF JTF
1	Indicator code	RCR12
2	Indicator name	Users of new and upgraded digital services, products and processes developed by enterprises
2b	Indicator code and short name (open data name)	RCR12 Digital: Users of digital services by enterprises
3	Measurement unit	users/year
4	Type of indicator	result
5	Baseline	0
6	Milestone 2024	not required
7	Target 2029	>0
8	Policy objective	Use in all policy objectives, whenever relevant and under JTF
9	Specific objective	Use in all specific objectives, whenever relevant and JTF
10	Definition and concepts	<p>Annual number of users of the digital services, products and processes newly developed or significantly upgraded in the enterprises. Significant upgrades cover only new functionalities. The indicator is used when support is provided to enterprises to develop or upgrade significantly their digital services, products or processes.</p> <p>The indicator has a baseline 0 only if the digital service, product or process is new. Users refer to the clients of the services or products newly developed or upgraded, and to the staff of the enterprise using the processes newly developed or significantly upgraded.</p>
11	Data collection	Supported projects
12	Time measurement achieved	At most one year after completion of output in the supported project.
13	Aggregation issues	If individual users cannot be identified, the same client person using an online service several times over the year is not considered double counting.
14	Reporting	<p>Rule 1: Reporting by specific objective</p> <p>Forecast for selected projects and achieved values, both cumulative to date (CPR Annex VII, Table 3).</p>
15	References	
16	Corresponding corporate indicator	CCR02
17	Notes	
18	Note IT	<p><u>Nuove funzionalità</u></p> <p>Rientrano nel concetto di aggiornamenti significativi anche gli interventi (con caratteristiche non funzionali) che incidono su aspetti legati alla migliore qualità della funzionalità dei servizi, prodotti e processi (ad esempio, miglioramenti in termini di scalabilità, usabilità – ovvero interfacce verso l’utente – performance e sicurezza, anche in coerenza con la Strategia europea per la cybersicurezza).</p> <p>La migrazione dei servizi sul Cloud (incluse le attività propedeutiche) rientra comunque anche nel novero dei nuovi processi.</p> <p>L’introduzione di nuove funzionalità che consentano l’abilitazione di una piattaforma e-commerce, l’uso dei big data, dell’intelligenza artificiale rientrano sempre nel novero di “aggiornamenti significativi”</p>