**Development of common quantitative social impact indicator for ICT services**

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| **Study ID** | **indicators** | **methods** | **scale** | **practices** |
| 32 | Six indexes: environmental, safety, health, comfort, economy, and happiness | Life Cycle Sustainability Assessment toolbox :   * Life Cycle Assessment (LCA) 🡪 evaluate environmental impacts * Life Cycle Costing 🡪 economic impacts * Social LCA 🡪 societal impacts | monetary value | * Using public and statistical data * people’s degree of satisfaction that is obtained through user questionnaires and/or interviews |

Sustainability is a threefold issue with environmental, economic and social aspects. Life Cycle Assessment (LCA) is used to evaluate environmental impacts throughout the life cycle of a product or service. Moreover Life Cycle Costing and Social LCA are used to evaluate economic and societal impacts, respectively.

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Cycle Costing and Social LCA are used to evaluate economic and societal impacts,

The social indicator consists of six indexes that translate effects into a monetary value.

The first index shows how the introduction of an ICT service modifies the environmental burden. Its calculation is based on the results of an LCA. Since the term “society” is too vague and broad, this second pillar of sustainable development is subdivided into three notions: safety, health and comfort. The economy index puts a figure on the cost-benefit performance of the service 🡪 evaluated using public and statistical data

the last indicator, the happiness index, is a subjective estimation of people’s degree of satisfaction that is obtained through user questionnaires and/or interviews

A monetary value is then established by conjoint analysis or a contingent valuation method.