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

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| **Study ID** | **indicators** | **methods** | **scale** | **practices** |
| 32 | environmental,  social (safety, health, comfort), economy, happiness | LCA (Life Cycle ssessment),  Life Cycle Costing,  Social LCA | monetary values (positive or  negative, low or high) |  |

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

Sustainability (aspects):

* Environmental🡪 LCA
* Economic🡪 Life Cycle Costing (puts a figure on the cost-benefit performance of the service)
* Social🡪 Social LCA
  + Safety: degree to which people and/or their belongings are safe. In other words, it involves the risks of accidents, disasters, crimes and aspects of information security
  + Health: deals with topics such as healthcare, the prevention of disease and stress, and medical treatment
  + Comfort: defined by the simplicity and ubiquitousness of a service, as well as its barrier-free nature and its capacity to create or destroy various opportunities such as those related to employment and tourism.

Environmental, safety, health, comfort and economy🡪 evaluated by using public and statistical data and the aim is to be as objective as possible.

Happiness🡪 is a subjective estimation of people’s degree of satisfaction that is obtained through user questionnaires and/or interviews.

Use case: videoconference