

# EU CYBERSECURITY INDEX PLATFORM

## ADMIN USER MANUAL

V3.14  
10/3/2025

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# 1. INTRODUCTION

This document presents the EU-CSI platform from the admin user perspective, explaining the features and functionalities offered to the ENISA admin role. For the PoC user manual, please consult the document “User Manual PoC.pdf” also available in the Documents section of the online EU-CSI platform.

The website has been designed using ENISA’s colour scheme to give a look & feel that is coherent to other sites of the organization, as shown in the following, where the common layout for all pages is also presented.

Navigation menu
[Index Reports & Visuals](#)
[Management](#)
[Documents](#)
[About EU-CSI](#)
[User 007](#)

[Home](#) / [Index - Visualisations](#)
Bread crumb
Index year selection

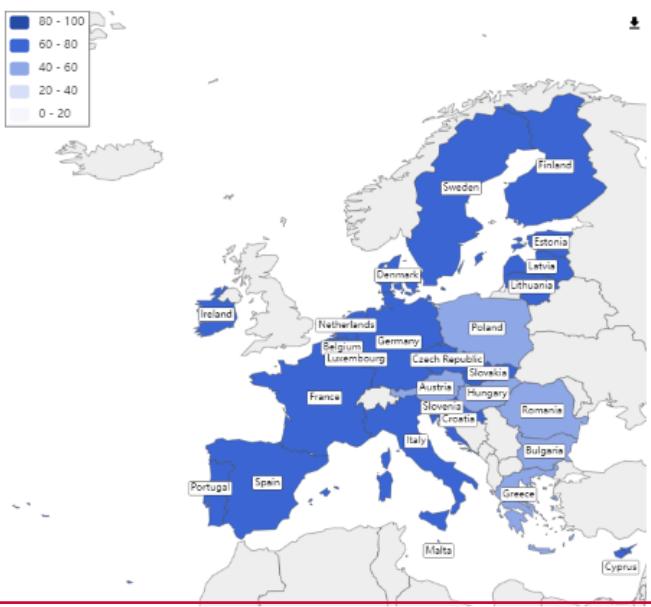
Year - [2024](#)
Page content

[Map](#)
[Sunburst](#)
[Tree](#)
[Barchart](#)

Index 2024
▼

**EU Average**

Title	EU
Index	45.55
Policy	55.91
Capacity	83.44
Market/Industry	34.35
Operations	61.03



Footer

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[End User Statement](#)
[Contact us](#)

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The sections shown in the general page layout above are:

1. **Navigation menu:** High level navigation menus that expand to show more options.
2. **Bread crumb:** Shows the current path of the presented web page.
3. **Index year selection:** The admin can select the available Indexes from the drop-down menu. This selection is global, meaning that if the admin switches for example to 2023, then all subsequent navigations will keep this year until switched again.
4. **Page content:** This is the dynamic part of the page that shows the corresponding content.
5. **Footer:** It contains links and general information about the web application and is constant across pages.

The remainder of the document describes user roles and all supported interactions for the available web pages.

## 2. USERS AND ROLES

The following matrix summarises the user roles currently supported by the platform.

#	Role name	Privileges
1	ENISA Admin	Access to the complete list of features and data for all MS
2	ENISA Viewer	Access to all MS and EU index data but without permissions to access the Management menu
3	Country Primary Point of Contact (PPoC)	<p>The role is assigned to a single person that has overall responsibility to submit the MS survey for a given country.</p> <p>The PPoC can perform any action that the PoC can perform.</p> <p>In addition, the PPoC is responsible to manage users for the country (invite, enable/block).</p> <p><b>Note:</b> There should always be one and only one PPoC per MS. If a user is changed to PPoC, then the current PPoC is automatically assigned the role of PoC. If an admin deletes a PPoC user or tries to change the role to PoC, the system shows a warning message that first a new PPoC should be specified before performing any of the above actions.</p>
4	Country Point of Contact (PoC)	<p>Access to visualisations, reports and data exports, surveys (can assign indicators to Operators, can see/answer assigned indicators, can accept/request changes to indicators answered by Operators), survey dashboard, survey summary page, and user management (enable/block operators/viewers) for their country only. The PoC cannot see or send invitation to new users.</p> <p><b>Note:</b> There can be as many PoCs per MS as needed.</p>
5	Country Operator	Access to surveys (can only see/answer assigned indicators) for their MS only. Access to My account, About EUCSI and Document library pages.
6	Country Viewer	Access to My account, About EUCSI and Document library pages.



### 3. WEBSITE STRUCTURE

The matrix below shows the structure of the EU-CSI website and corresponding access privileges per user role. Note that ENISA roles can see content for all MS, while MS specific roles can only see data relevant to their country.

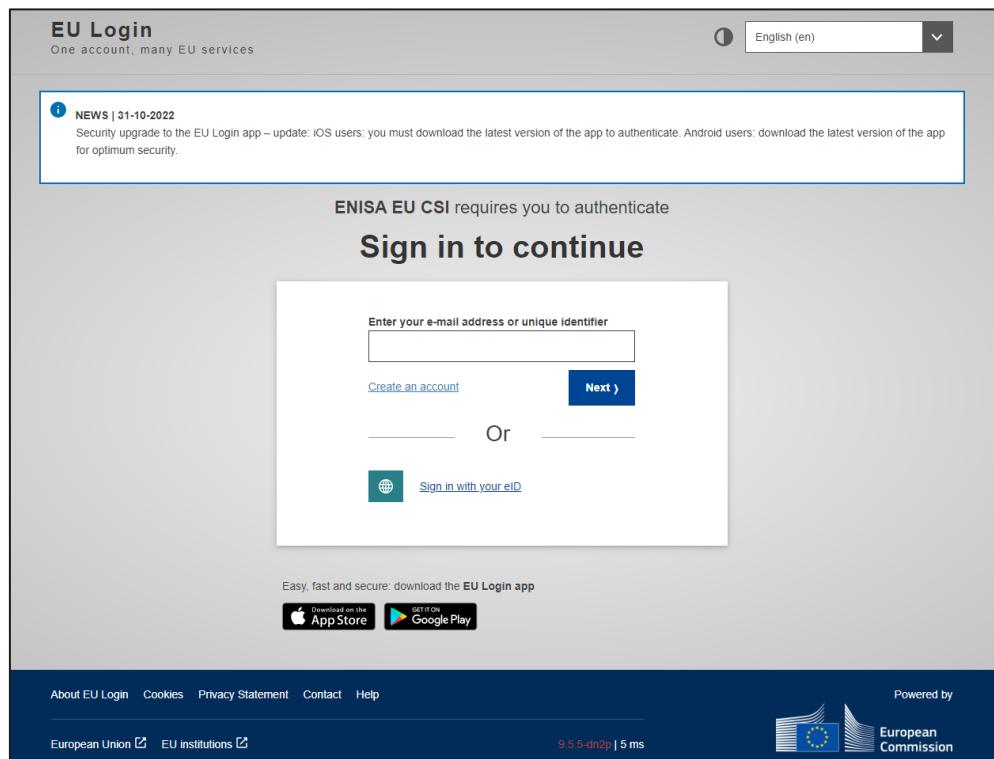
Category	Web page	ENISA Admin	ENISA viewer	PPoC	PoC	Operator	Viewer
-	EU/ECAS login	x	x	x	x	x	x
<b>Index Reports &amp; Visuals</b>							
	Visualisations	x	x	x	x	x	x
	Reports & Data	x	x	x	x	x	x
<b>Management</b>							
	Indexes	x	-	-	-	-	-
	Index & Survey configuration	x	-	-	-	-	-
	Surveys	x	-	x	x	x	-
	Users	x	-	x	x	-	-
	Invitations	x	-	x	-	-	-
	Data collection	x	-	-	-	-	-
	Auditing	x	-	-	-	-	-
<b>Documents</b>		x	x	x	x	x	x
<b>About EU-CSI</b>		x	x	x	x	x	x
<b>User account</b>							-
	My account	x	x	x	x	x	x
	Logout	x	x	x	x	x	x



## 4. EU/ECAS LOGIN

The EU-CSI platform is accessible by ENISA members or other users with a valid EU/ECAS account. The user can access the EU-CSI on: <https://eu-csi.enisa.europa.eu/>

Note that **two-factor authentication** has been enabled for the EU-CSI platform. In addition to the credentials, users will be asked to select a preferred complementary means to verify their identity, including the EU-Login mobile app, or SMS/QR code for secure login.



## 5. INVITATIONS

As of version 3.0, users can register and access the platform only after they receive an invitation from either the PPoC of their country, or an ENISA admin. For inviting new ENISA members (ENISA Admins and ENISA Viewers), only ENISA admins can send invitations. PPoCs can send invitations only to other PPoCs, PoCs, Operators, or Viewers for their country.

ENISA Admins can visit the invitations page from the navigation menu: *Management → Invitations*

Name	Email Address	Role	Country	Invited By	Invitation Date	Registration Date	Status
User ID	user1@europa.eu	operator	Never Land	Never Land	15-02-2024	-	Pending
Another user	anotheruser@europa.eu	PoC	Never Land	Never Land	13-02-2024	13-02-2024	Registered
Last user	lastuser@europa.eu	PoC	Never Land	Never Land	13-02-2024	-	Expired

In this page, they can see the list of sent invitations and their status and send a new invitation by clicking the “Invite new user” button. After clicking that button, they can see the following modal window.

After completing all fields on the modal above, they can click Invite. Then, the system sends an email to the provided email address, containing an activation link, valid for 48 hours. The recipient can use that link, enter their EU Login credentials on the main page, and then be able to access the EUCSI platform. If the recipient does not activate the link within 48h, the invitation is marked as expired and the sender (PPoC or ENISA admin) is notified by email, so that they can resend the invitation.

### Notes:

- There should be exactly one PPoC per MS at any moment. In case a PPoC sends an invitation for a new member, assigning the role of a PPoC, when the new user activates their account, the old PPoC is automatically assigned the role of a PoC. The newly registered user is then the new PPoC for that country.



2. There is a special case for re-inviting users that had been previously deleted from the platform. In that case, upon activating the link sent by email, the user is marked as blocked and cannot access the contents of the platform. The PPoC and ENISA admins receive an email to take further actions, i.e., enable the user, leave them blocked, or delete the user, if they wish.

## 6. USER ACCOUNT

After successfully logging-in with EU/ECAS credentials, the user should be able to see the main page of the EU-CSI platform. To access their account, on the top right part of the screen, the user clicks:

<your username> → My account

On “My Account” page, the user can see their full name and e-mail as registered with their EU/ECAS account, and optionally, their country.

Note that as of v3.0, Phone number and Description fields have been removed.



The screenshot shows the 'My Account' page. At the top left, there is a breadcrumb navigation with 'Home / My Account'. The main title 'My Account' is centered above a form area. The form contains three fields: 'Name' with value '007', 'Email' with value '007@mi6.eu', and 'Country \*' with a dropdown menu showing 'Choose...'. Below the form is a black 'Save changes' button. The entire page has a light gray background.

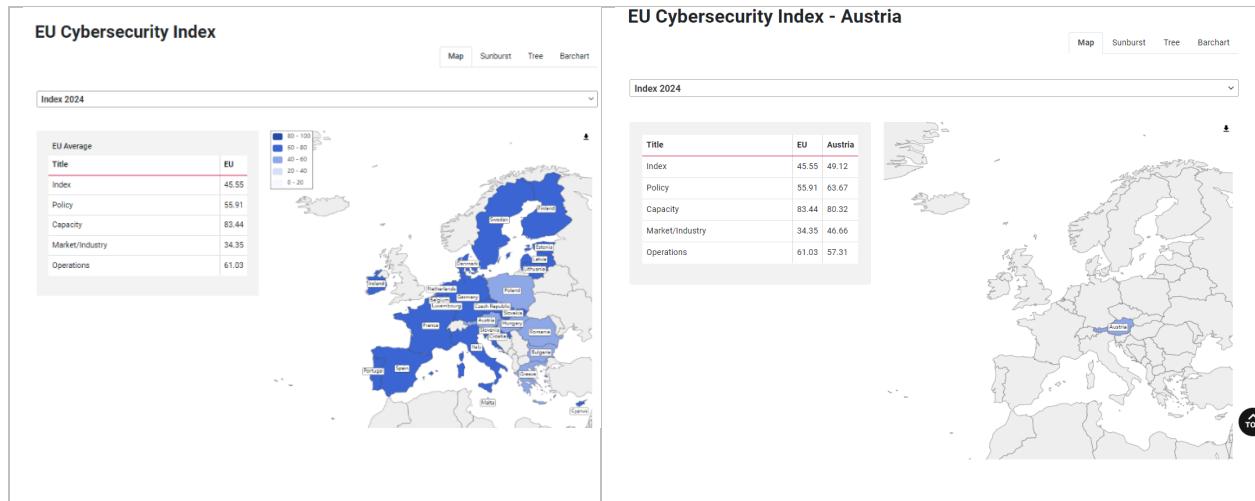
## 7. VISUALISATIONS

The user can access the index Visualisations page from the navigation menu: *Index Reports & Visuals → Visualisations*

This page provides a series of graphs and visualizations to present the data collected for a specific index. The four visualizations offered are:

- a) Map
- b) Sunburst
- c) Tree
- d) Bar chart

The ENISA users (both admin and viewer) can access data for all countries, while the MS can see their country's data compared to the EU average. The image below shows how the admin and a PoC see the Map view. This document explains the functionality from the admin role perspective. For the end user manual, please consult document "User Manual v.1.0-PoC.pdf"

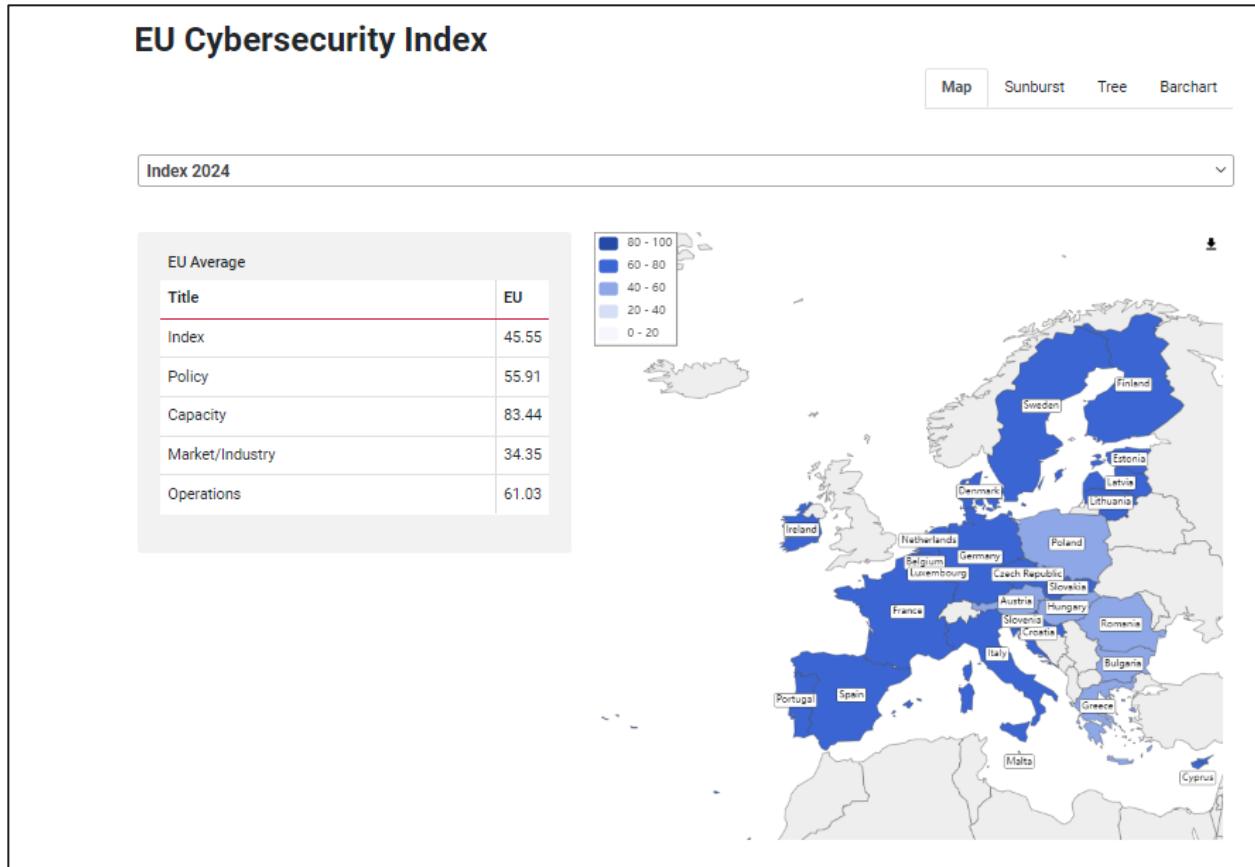


## 7.1 MAP VIEW

### Description

The Map view shows a coloured map of the EU members states, as shown on the image below.

- The colour legend at the top left part of the map shows the shades that correspond to index values, with darker shades corresponding to higher index values.
- The table on the left shows the EU average values for the Index and the four areas.



### Interactions

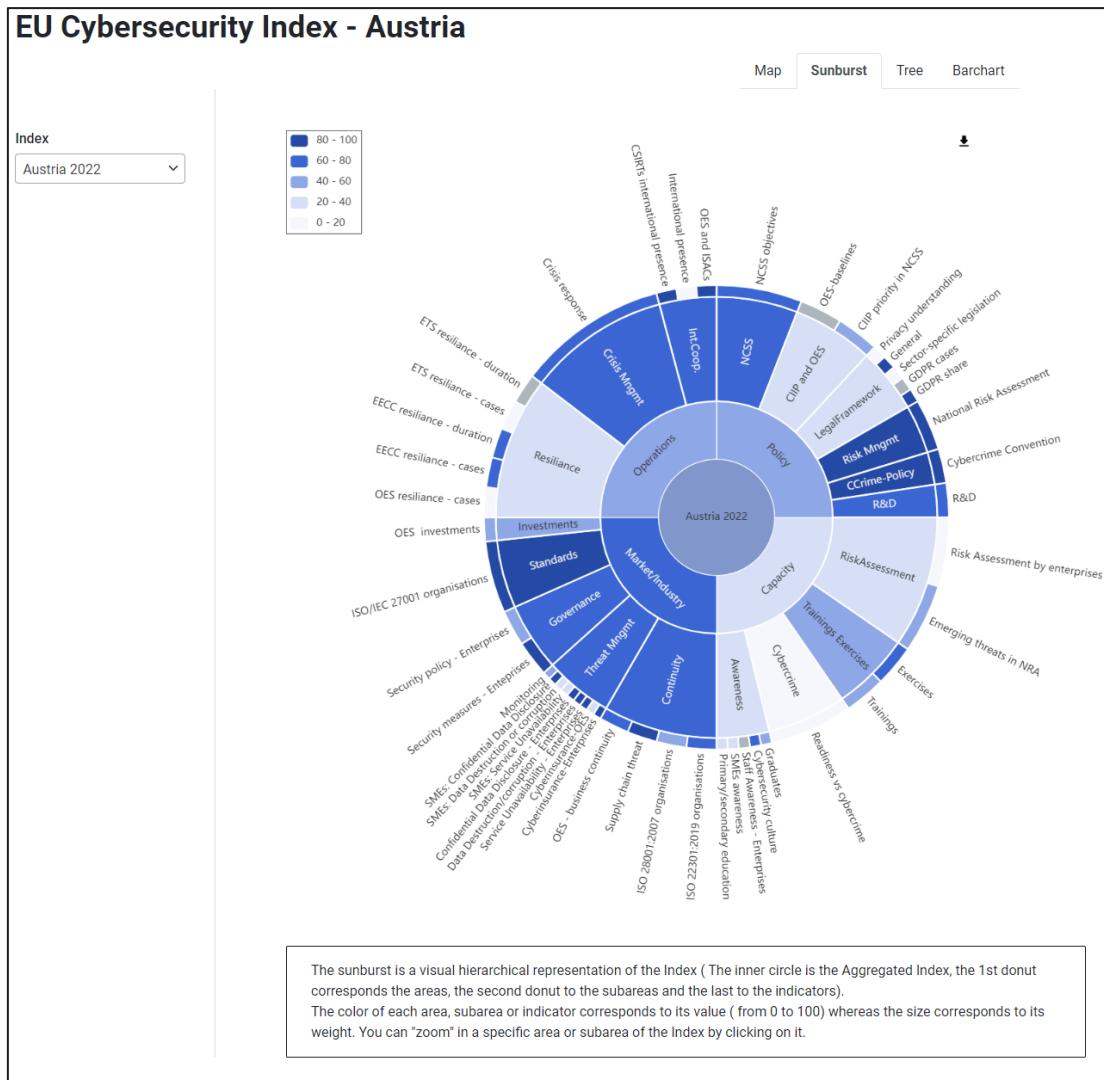
- By clicking on the legend, the user can hide or show the countries that fall in the corresponding range of values.
- On hovering over a country, an informative pop-up window shows the country's score on the Aggregated Index value and the four main areas.
- From the drop-down menu that lies over the map, the user can select any specific area, or subarea to see the EU map coloured with the scores over the selected metric. The map and the table are updated with the corresponding values.



## 7.2 SUNBURST VIEW

### Description

The sunburst view is a congregated view of values for the Index, areas, subareas, and indicators for a single country or the EU as a whole. As seen in the image below, the sunburst graph is a coloured circle, where each colour corresponds to a range of values. The legend on the left top of the graph shows these value ranges. At the centre of the circle the name of the country and the year of the index are shown.



### Interactions

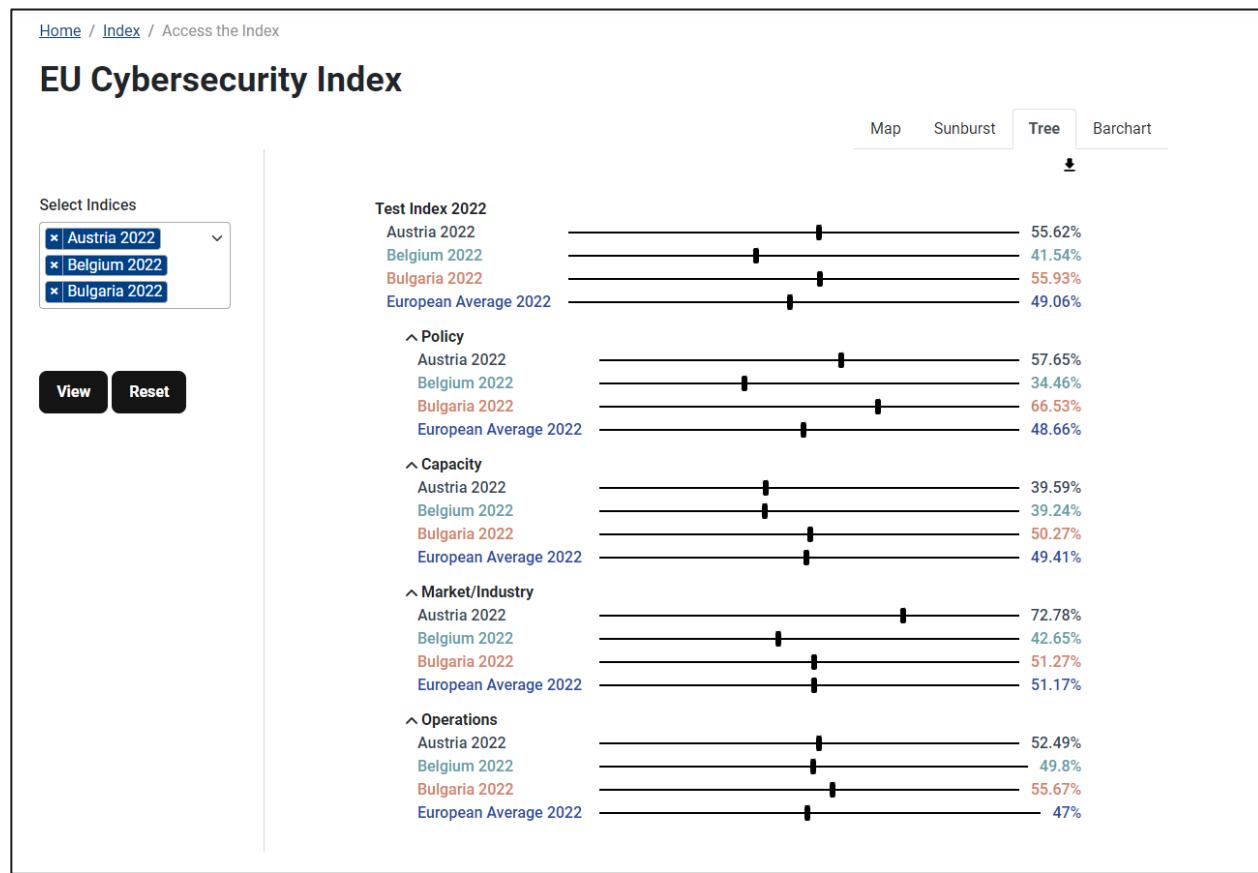
- On hovering over the circle, the index value appears as a popup. As we move out of the centre towards the perimeter of the circle, the circle segments correspond to areas and subareas. The outmost layer of the circle corresponds to the indicators, the names of which are shown outside the circle.
- All segments are clickable, resulting in a more focused view of the sunburst. For example, if the user clicks on the Operations area, the image below will appear.
- Clicking on the circle centre, the user moves back one level.
- Hovering any circle segments, a popup appears showing the name and value for that area, subarea or indicator.
- Clicking on any indicator, a popup appears showing the details of how this indicator is calculated.
- The user can visualize the data of any country, or the EU average, by using the drop-down menu at the left part of the page.
- The user can download the sunburst view by clicking on the download arrow at the top right part of the page.



## 7.3 TREE VIEW

### Description

The tree visualization shows a comparative view of the values of different countries for the Index value, as well as the values of all areas, subareas, and indicators. The values are presented as a dash on a straight line, for each country. Additionally, the EU average value is shown, for reference.



### Interactions

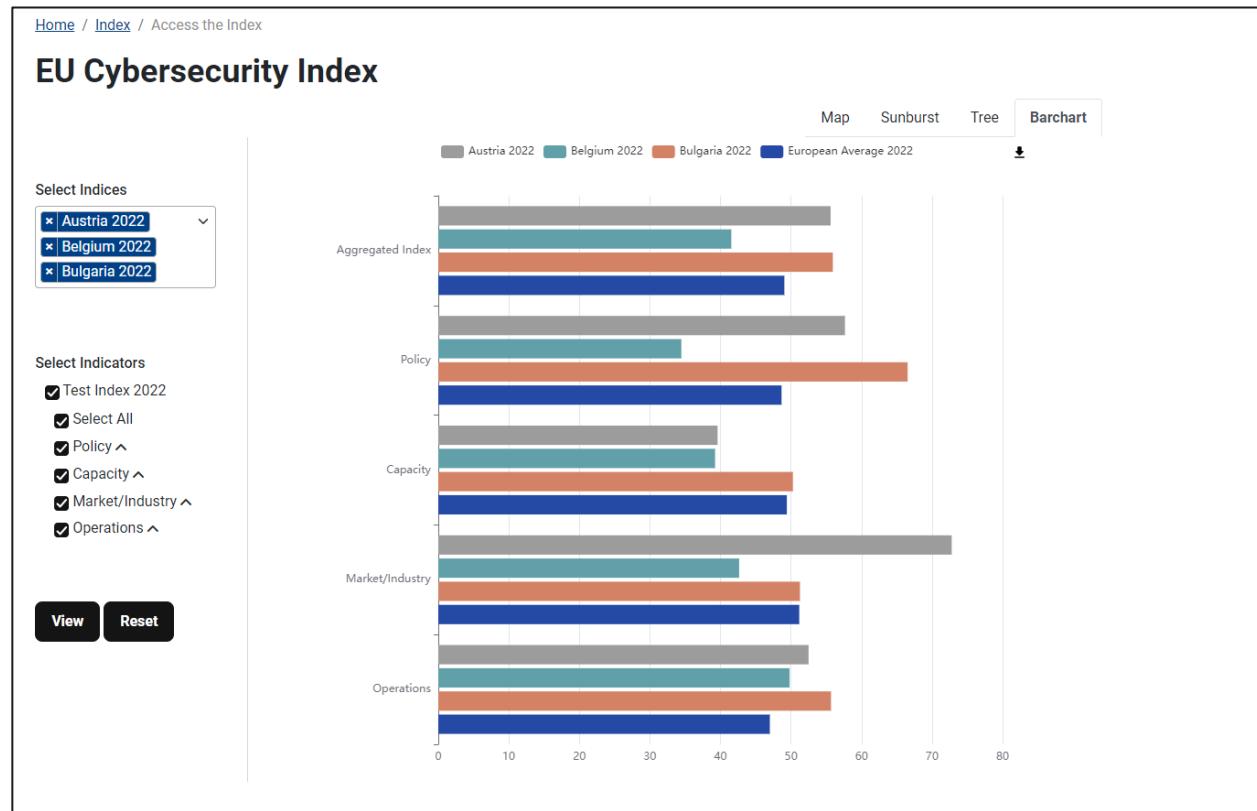
- On the drop-down menu on the left, the user can select any number of countries to be included in the Tree view
- When the page loads, only the overall index value and the four areas values are shown. Clicking on the expand icon next to an area's name, expands that area and shows the values for all relevant subareas.
- Clicking on an expanded area, the area collapses and hides all subareas that were previously shown.
- Similarly, for any subarea, the user can expand/collapse the contents (indicators) by clicking on the expand/collapse icon next to a subarea's name.
- The user can download the Tree view by clicking on the download arrow on the top right part of the screen.



## 7.4 BAR CHART VIEW

### Description

The Bar chart view shows the values of a set of selected areas, subareas, and indicators, in the form of a bars graph. The difference with the Tree view, other than the visualization style, is that the user can include or exclude any value from the graph. For example, the user can isolate a single indicator, or include indicators from different areas.



### Interactions

- On the drop-down menu on the left, the user can select any number of countries to be included in the Bar chart view
- On the left bottom part of the page, the user can find the complete hierarchy of areas, subareas, and indicators that constitute the current Index. The user can expand/collapse and select/deselect any area, subarea, or indicator.
- When the page loads, only the overall index value and the four areas values are shown.
- The user can download the Bar chart view by clicking on the download arrow on the top right part of the screen.



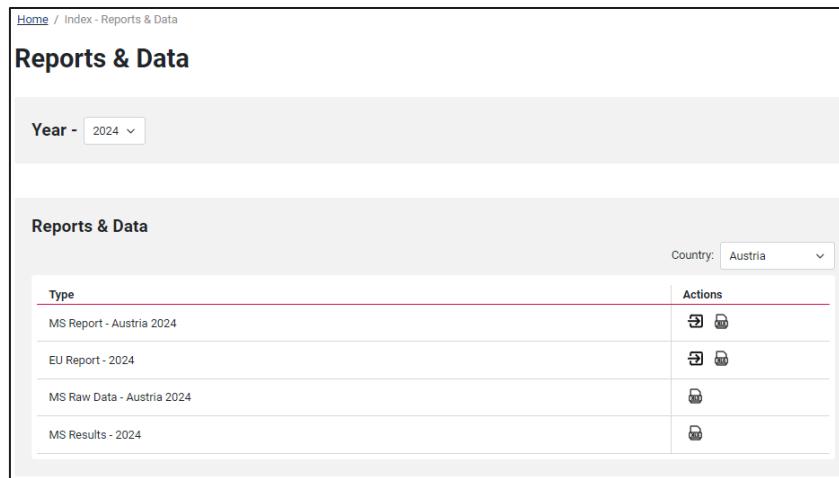
## 8. REPORTS & DATA

The user can access the Export Data page from the navigation menu: *Index Reports & Visuals → Reports & Data*

### Description

The Reports & Data page allows the user to view or download a) the index report for a specific country in PDF or Excel, b) the EU average report in PDF or Excel, c) the raw data for a specific country in Excel, and d) the full raw data as produced by the calculation module in Excel.

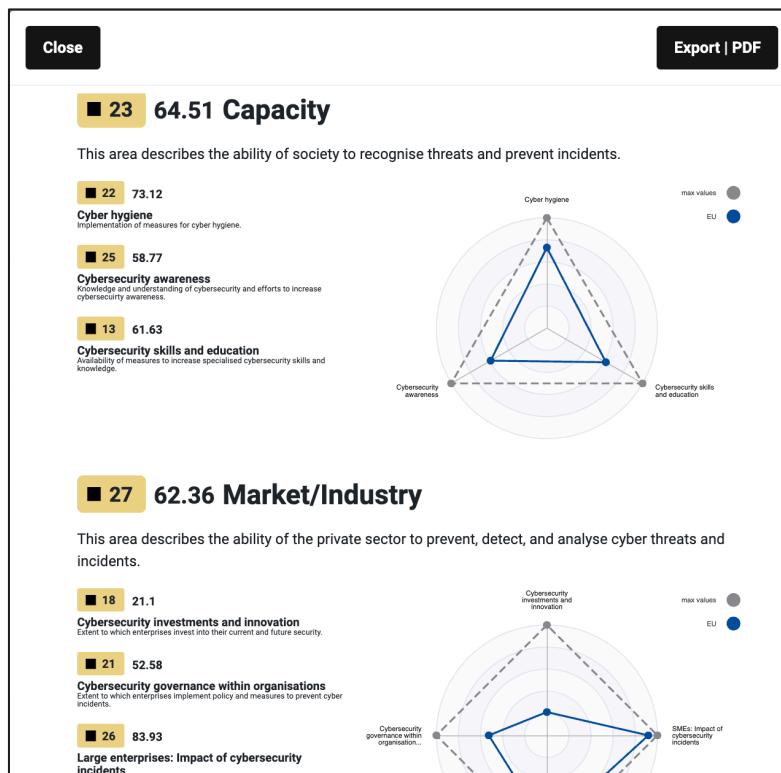
From the dropdown menus, the user can select any index year and country. Then the table named Reports & Data will be updated to show the relevant files that are available for download.



The screenshot shows a table titled "Reports & Data" with the following columns:

Type	Actions
MS Report - Austria 2024	
EU Report - 2024	
MS Raw Data - Austria 2024	
MS Results - 2024	

The user can use the PDF/Excel icons to directly download that file on their computer. Additionally, for the MS/EU reports the user can click the arrow icon to preview the report, as shown below.



**■ 23 64.51 Capacity**

This area describes the ability of society to recognise threats and prevent incidents.

22 73.12	Cyber hygiene Implementation of measures for cyber hygiene.
25 58.77	Cybersecurity awareness Knowledge and understanding of cybersecurity and efforts to increase cybersecurity awareness.
13 61.63	Cybersecurity skills and education Availability of measures to increase specialised cybersecurity skills and knowledge.

**■ 27 62.36 Market/Industry**

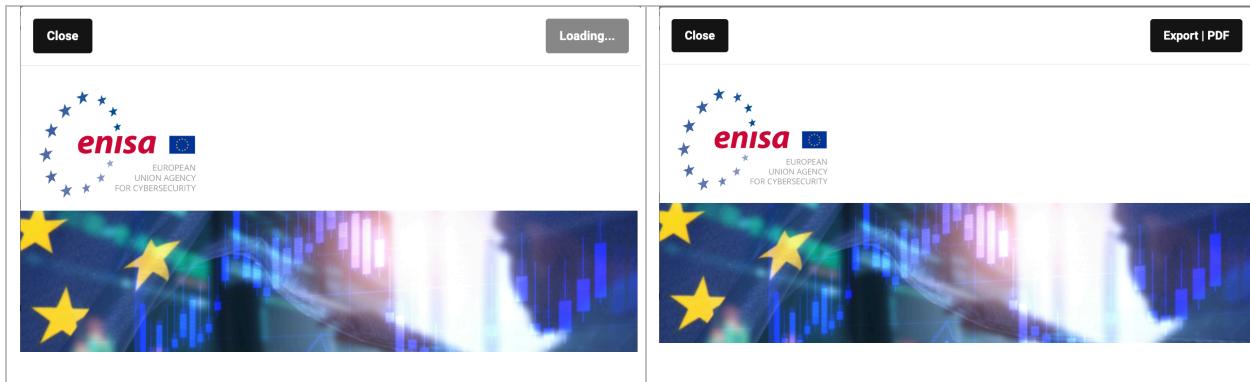
This area describes the ability of the private sector to prevent, detect, and analyse cyber threats and incidents.

18 21.1	Cybersecurity investments and innovation Extent to which enterprises invest into their current and future security.
21 52.58	Cybersecurity governance within organisations Extent to which enterprises implement policy and measures to prevent cyber incidents.
26 83.93	Large enterprises: Impact of cybersecurity incidents SMEs: Impact of cybersecurity incidents



**Note 1:** When saving to PDF, the “margins” print option should be set to None, so that content fits exactly an A4 page.

**Note 2:** Depending on the network connection and laptop speed, the charts take a few (undetermined) seconds to load. When the users clicked Export | PDF before the charts were loaded, the PDF was partial. As of v3.9, the Export | PDF button is disabled with label “Loading ...” until the graphs are loaded. When loading is completed, the button is again enabled and labelled “Export | PDF”, as shown in the images below.



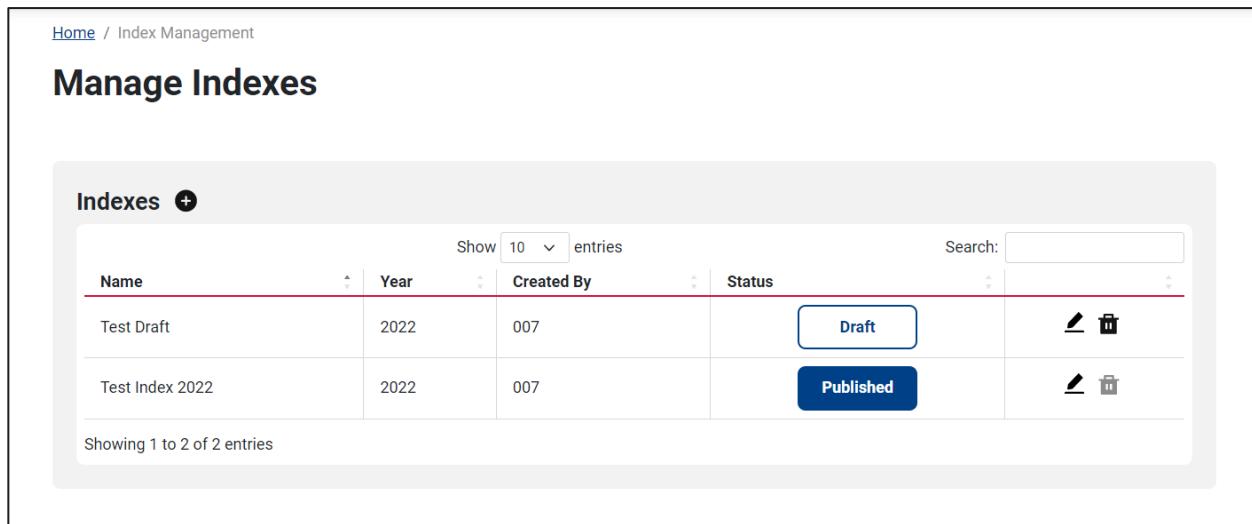
**Note 3:** This is an explanation of the inner workings of MS Raw Data download. Previously, when the ENISA admin clicked on download MS Raw Data excel for a country, the file was generated at that moment. As this file is large, the memory of the server was exhausted on two consecutive requests for downloads. As of v3.9, we have provided the following solution. When the index is calculated, the server generates automatically the MS Raw Data excels for all MS and stores them on the server file system. When the ENISA admin or MS representative (PPoC or PoC) clicks on download MS Raw Data, the file is directly downloaded from the file system, as it was previously generated. As long as the index contents remain the same, the file contents should not change, so there is no need for generating the file every time a user requests that file. If there is any update on the index contents (e.g., recalculation of a value), the index is recalculated, and the MS Raw Data excel files will be re-generated with the updated contents.

## 9. INDEX MANAGEMENT

The user can access the Index Management page from the navigation menu: *Management → Indexes*

### Description

In the Index Management page, the user can create a new index, edit existing indices or delete a (draft) index. Initially, a table shows all existing indices, displaying their name, year, creator and status (draft or published), as shown in the image below.



The screenshot shows the 'Manage Indexes' page with the following details:

- Header:** Home / Index Management
- Title:** Manage Indexes
- Table Headers:** Name, Year, Created By, Status
- Table Data:**

Name	Year	Created By	Status	Action
Test Draft	2022	007	Draft	
Test Index 2022	2022	007	Published	
- Search:** Show 10 entries, Search: [input field]
- Message:** Showing 1 to 2 of 2 entries

### Interactions

- The user can delete a draft index by clicking on the Bin icon. Published indices cannot be deleted. Note that if the Index is published, the user cannot delete it, as it contains all calculated values and reports linked to it and already published to the MS.
- The user can create a new index by clicking on the + button at the top of the table. On the pop-up that appears, the user can enter the name of the index, a description, and the year. The new Index will be produced based on areas, subareas, indicators and their metadata as configured in the Index Properties page, explained in the next section.
- The user can edit an existing index by clicking on the edit/pencil icon. The Edit page appears, as it is shown in the image below. In this page, the user can view the name, year and status (draft/published) of the index. While the Index is in Draft status, the user can change the name and status.
  - EU Reports/Visualisations switch: This will be enabled if the EU reports and visuals are available after calculation for this index has been executed. In that case, the user can switch to Published, so that MS can view access the EU average visuals and reports, via *Index Reports & Visuals*.
  - MS Reports/Visualisations switch: This will be enabled if the MS reports and visuals are available after calculation for this index has been executed. In that case, the user can switch to Published, so that MS can view access their MS average visuals and reports, via *Index Reports & Visuals*.
  - At the bottom of the page the user can navigate through the areas, subareas, and indicators that comprise this Index.

[Home](#) / [Indexes](#) / [Edit Index](#)

## Edit Index

[Save changes](#)
[Delete](#)

Name: \*

Index 2024

Description:

Year: \*

2024

Status:

 Published

EU Reports/Visualisations:

 Published

MS Reports/Visualisations:

 Unpublished

### Index 2024

Show 10 entries

Search: 

Areas	Weight
Capacity	0.25
Market/Industry	0.25
Operations	0.25
Policy	0.25

Showing 1 to 4 of 4 entries

### Index 2024

Policy ▾

Policies for knowledge ▾

Cybersecurity in higher education

Cybersecurity in national education curricula

Cybersecurity in R&amp;D priorities and initiatives

National and international cooperation for cybersecurity R&amp;D

Coverage and enforcement of legal and regulatory framework ▾

International cooperation ▾

National-level risk management ▾

Capacity ▾

Cyber hygiene ▾



# 10. INDEX & SURVEY CONFIGURATION

The admins can access the Index Survey Configuration page from the navigation menu: *Management → Index & Survey Configuration*.

This page consists of two features:

- Index Configuration, where the admins can interactively specify and review areas, subareas, and indicators for a selected year. For the upcoming Index, when admins finalise the information for areas/subareas/indicators, they can publish the Index, following *Management → Indexes*.
- Survey Configuration, where the admins can interactively specify questions, answers, scores etc. for Survey Indicators for the selected year. For the upcoming Index, when admins finalise the Survey contents, they can publish the Survey, following *Management → Surveys*.

## 10.1 INDEX CONFIGURATION

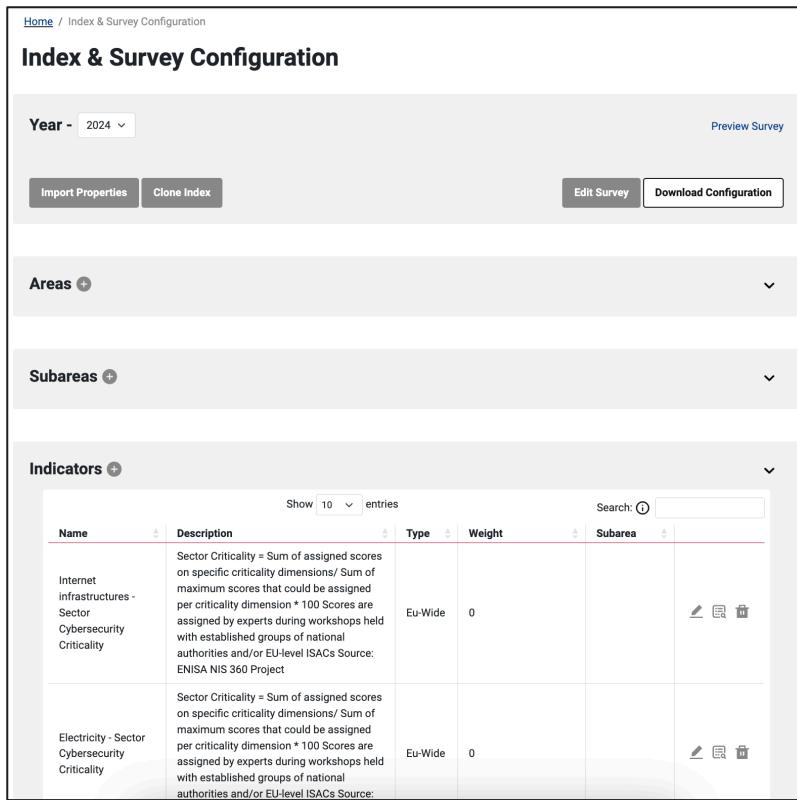
### Description

The term Index Configuration refers to the creating or reviewing the building blocks of an index, namely a) areas, b) subareas, and c) indicators, along with the information that specify them, e.g., name, description, type, algorithm etc. The admins can:

- Review Index Configurations of past years
- Create, edit and review the Index Configuration for the next, upcoming Index.

### Interactions for published Indexes

The image below shows the Index Configuration for 2024 which has been published and finalised.



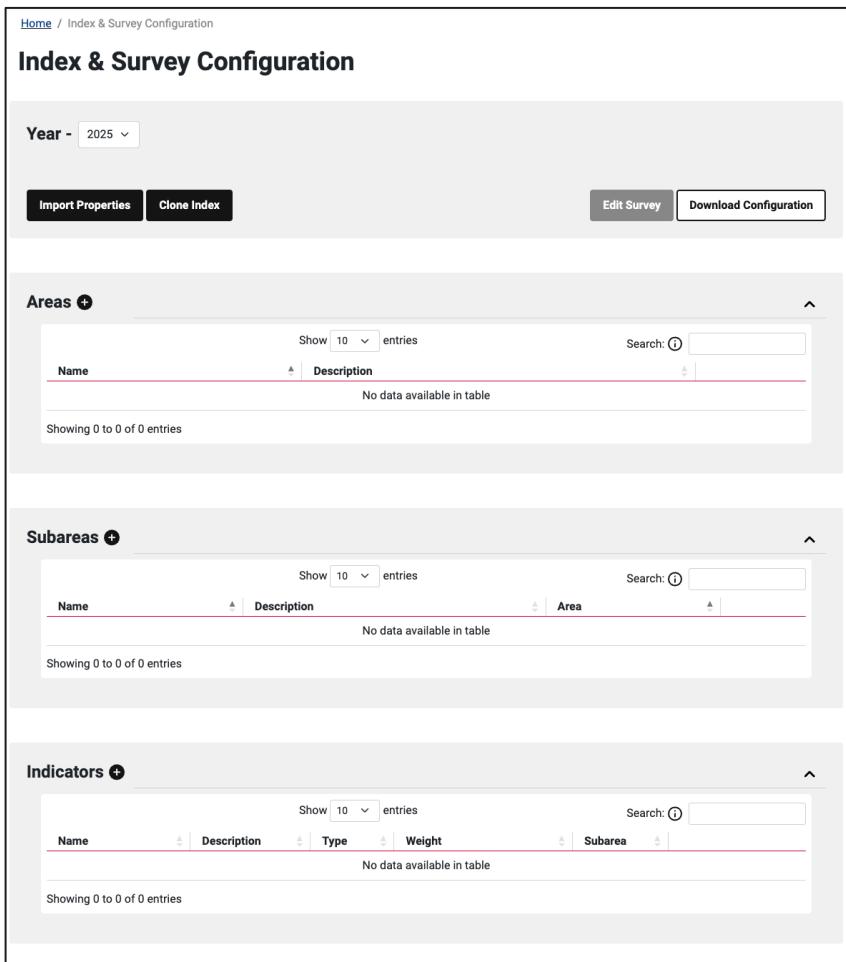
Name	Description	Type	Weight	Subarea
Internet infrastructures - Sector Cybersecurity Criticality	Sector Criticality = Sum of assigned scores on specific criticality dimensions/ Sum of maximum scores that could be assigned per criticality dimension * 100 Scores are assigned by experts during workshops held with established groups of national authorities and/or EU-level ISACs Source: ENISA NIS 360 Project	Eu-Wide	0	
Electricity - Sector Cybersecurity Criticality	Sector Criticality = Sum of assigned scores on specific criticality dimensions/ Sum of maximum scores that could be assigned per criticality dimension * 100 Scores are assigned by experts during workshops held with established groups of national authorities and/or EU-level ISACs Source:	Eu-Wide	0	



- Top Section
  - **Year dropdown**, which helps the user select the Index year they want to manage. In the example, 2024 is selected.
  - As the Index has been published and cannot be modified, the following elements are disabled:
    - Import Properties
    - Clone Index
    - Edit Survey
  - **Download Properties**. This button downloads the complete information for Areas, Subareas, and Indicators, in Excel format. A sample screenshot can be found at the end of this section.
- Main Section
  - The **areas and subareas sections** are collapsed to save space. The admin can click on the right-hand arrow to expand/collapse these areas.
  - The **indicators section** is expanded and the table with Indicators can be seen, with options to search by keywords and sort columns.
  - Note that for all sections (areas, subareas, indicators) all buttons are disabled
    - Create (plus icon)
    - Edit (pencil icon)
    - Survey configuration (clipboard icon)
    - Delete (trash bin icon)

### Interactions for the upcoming Index

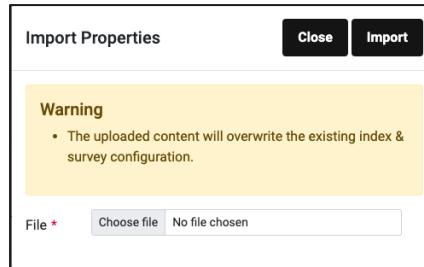
The image below shows the Index Configuration for 2025 which in this example has not been published yet. Initially, all tables are empty as there are no areas/subareas/indicators for the upcoming, empty Index.



The screenshot displays the 'Index & Survey Configuration' page for the year 2025. At the top, there is a 'Year' dropdown set to 2025. Below it are four buttons: 'Import Properties', 'Clone Index', 'Edit Survey', and 'Download Configuration'. The main area contains three sections: 'Areas', 'Subareas', and 'Indicators'. The 'Areas' and 'Subareas' sections are collapsed, indicated by a minus sign. The 'Indicators' section is expanded, indicated by a plus sign, and shows a table with the following columns: Name, Description, Type, Weight, and Subarea. The table is currently empty, displaying the message 'Showing 0 to 0 of 0 entries'. The 'Search' field is also present in the expanded section.

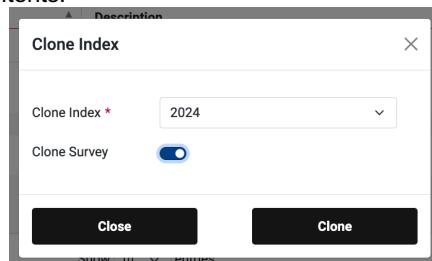


- **Import Properties:** This button is enabled only for a year with unpublished Index. The admin can upload an excel file with the full configuration of the Index. The structure is the same as the file generated by the “Download Properties” action described below.



The dialog box is titled "Import Properties". It contains a "Warning" section with the message: "The uploaded content will overwrite the existing index & survey configuration." Below this is a file input field labeled "File \* Choose file No file chosen". At the top right are "Close" and "Import" buttons.

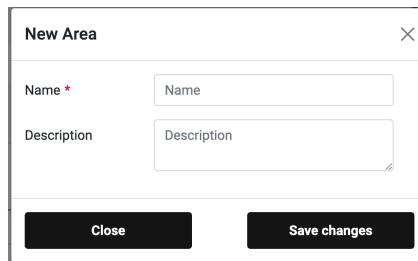
- **Clone Index.** This button is enabled only for a year with unpublished Index. It displays the following pop-up dialog where the admin can select the year to clone areas/subareas/indicators, as well as a switch to select if they want to clone the Survey contents.



The dialog box is titled "Clone Index". It has a dropdown menu for "Clone Index" set to "2024". A toggle switch for "Clone Survey" is turned on. At the bottom are "Close" and "Clone" buttons.

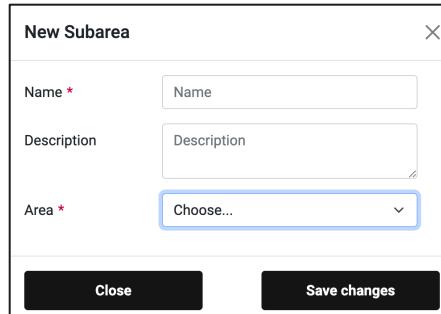
**Note:** This will copy all contents of the select year into the current year. If the admin has previously added any new areas/subareas/indicators manually, they will not be deleted during the cloning process.

- **Edit Survey.** This button is enabled when at least one Survey Indicator has been added into the Index Configuration. The button redirects to the Survey Configuration page explained in the next section.
- **Download Properties.** This button downloads the complete information for Areas, Subareas, and Indicators, in Excel format. A sample screenshot can be found at the end of this section.
- **Managing Areas/Subareas/Indicators:** For all these sections, there are common icons that perform the following actions
  - **Create** → Plus icon
  - **Edit** → Pencil icon
  - **Delete** → Trash bin icon – Enabled for all Indicators, Subareas with no Indicators, and Areas with no Subareas. If admins need to delete an Area or Subarea, they have to make sure that they are empty of Subareas and Indicators, respectively.
  - **Edit Survey (Survey Indicators only)** → Redirect to Survey configuration page for that indicator
- **Create / Edit Areas:** Create or modify the name and description of the area.



The dialog box is titled "New Area". It has fields for "Name \*" and "Description". At the bottom are "Close" and "Save changes" buttons.

- **Create / Edit Subareas:** Create or modify the name, description and area of the subarea

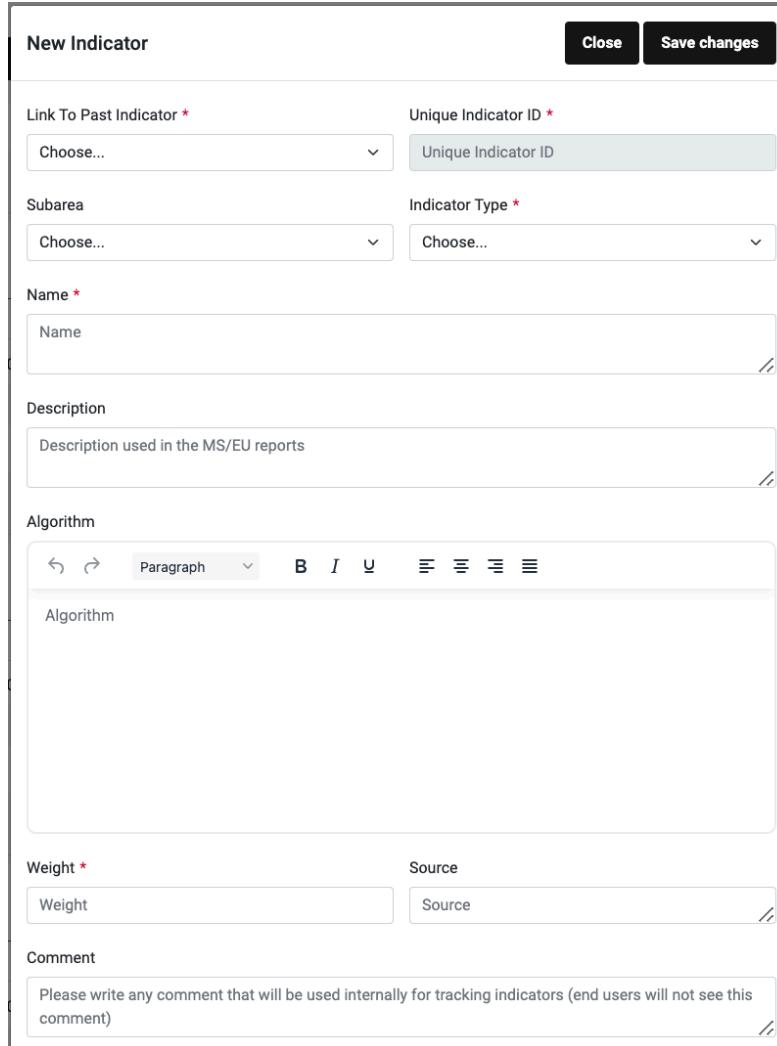


The dialog box is titled "New Subarea". It has fields for "Name \*", "Description", and "Area \*". The "Area \*" field is a dropdown menu labeled "Choose...". At the bottom are "Close" and "Save changes" buttons.



**Note:** If the admins want to change the structure of the Index by linking a subarea to another area, they should Edit that Subarea and change the Area field.

- **Create / Edit Indicators:** The Create/Edit form for Indicators is shown in the following image, and the fields are explained below.

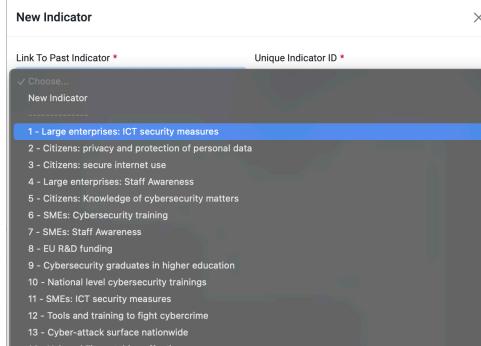


The screenshot shows the 'New Indicator' form. At the top right are 'Close' and 'Save changes' buttons. The form fields include:

- Link To Past Indicator \***: A dropdown menu labeled 'Choose...'.
- Unique Indicator ID \***: An input field labeled 'Unique Indicator ID'.
- Subarea**: A dropdown menu labeled 'Choose...'.
- Indicator Type \***: A dropdown menu labeled 'Choose...'.
- Name \***: An input field labeled 'Name'.
- Description**: A text area labeled 'Description used in the MS/EU reports'.
- Algorithm**: A rich text editor with a toolbar containing icons for back, forward, bold, italic, underline, and alignment.
- Weight \***: An input field labeled 'Weight'.
- Source**: An input field labeled 'Source'.
- Comment**: A text area labeled 'Please write any comment that will be used internally for tracking indicators (end users will not see this comment)'.

- **Link to Past Indicator (required):** The first two fields are necessary for linking Indicators of this year to past year indicators, only for the purposes of Loading past answers, when MS fill-in their Surveys. So far there are unique identifiers that stay the same across years.

In the first field (Link to Past Indicators) the admin can see a list of past indicators, with their ID and name, as shown in the image below. Additionally, they have the option "New Indicator", in case they introduce an indicator that is unrelated to past indicators.



When admins select a linked indicator, the form is filled with that indicator's information but can be edited. When they select "New Indicator", all fields stay empty.

- **Unique Indicator ID (required):** This field shows the unique identifier for the indicator. This field is informative and cannot be changed by the user. If the indicator has been linked to a past indicator, the unique ID is shown

in the field. If the admin has selected “New Indicator”, the field shows the automatically assigned new unique identifier.

- **Subarea:** The subarea to which this indicator belongs to. This field is not required, as there may be some indicator types (e.g., EU-wide) that do not belong to a specific subarea.

**Note:** If the admins want to change the structure of the Index by linking an indicator to another subarea, they should Edit that Indicator and change the subarea field.

- **Indicator type (required):** Select from Survey, Eurostat, EU-Wide, Manual (uploaded with Excel by admins)
- **Name (required):** The name of the indicator
- **Description:** The description of the Indicator that appears in the MS/EU reports.
- **Algorithm:** The algorithm of the indicator that appears in the published Survey (for Survey Indicators only). Note that the admins can add styles (bold, italic, bullet lists, etc.) to the provided text.
- **Default Weight (required):** The weight (effective) for that indicator.
- **Source:** A free text to enter the source, that could include URLs or any other source information. Note that the text area is resizable by the user, to adjust to larger text sizes.
- **Comment:** This field is stored in the database but not displayed to the end users. It can contain any information related to the indicator that may be useful to the ENISA admin.

Finally, A sample of the downloaded Excel file (Download Properties) is shown in the image below.

A	B	C	D	E	F	G	
1	ID	Name	Short Name	Description	Number	Area	Default Weight
2	1	Cyber hygiene	Cyber hygiene	Implementation of measures for cyber hygiene.	1	Capacity	0.33
3	2	Cybersecurity awareness	Cybersecurity awareness and ed	Knowledge and understanding of cybersecurity and efforts to increase cybersecurity awareness.	2	Capacity	0.33
4	3	Cybersecurity skills and education	Cybersecurity skills	Availability of measures to increase specialised cybersecurity skills and knowledge.	3	Capacity	0.33
5	4	Threat and vulnerability management	Threat and vuln	Efforts for threat and vulnerability management.	4	Operations	0.2
6	5	Cybersecurity investments and innovation	Cybersecurity investments and	Extent to which enterprises invest into their current and future security.	5	Market/Industry	0.25
7	6	Cybersecurity governance within organisations	Cybersecurity governance withi	Extent to which enterprises implement policy and measures to prevent cyber incidents.	6	Market/Industry	0.25
8	7	Large enterprises: Impact of cybersecurity incidents	Impact of cs incidents enterpr	Extent to which large enterprises have suffered from cybersecurity incidents.	7	Market/Industry	0.25
9	8	SMEs: Impact of cybersecurity incidents	Impact of cs incidents SMEs	Extent to which SMEs have suffered from cybersecurity incidents.	8	Market/Industry	0.25
10	9	Operational cooperation	Operational cooperation	Definition of a framework for cooperation at the national level.	9	Operations	0.2
11	10	National-level response preparedness	National-level response prepar	Extent to which a country is prepared to deal with cyber-related issues.	10	Operations	0.2
12	11	Resilience of key operators	Resilience of key operators	Resilience of key operators in terms of incidents and their duration.	11	Operations	0.2
				Definition of a policy framework for the development of			



## 10.2 SURVEY CONFIGURATION

The Survey Configuration feature allows ENISA admins to specify the content of the next Survey to be published. This includes order of Indicators, questions, possible answers (multiple/single choice, free text), scores for each answer, info bubbles, master options (multiple choice answer that if selected, the rest of the answers are disabled), and compatibility with past indicators (to be used by MS when Loading past year's answers).

The ENISA admin can access the Survey configuration in two ways from Management → Index & Survey Configuration:

1. By clicking the Edit Survey button
2. By clicking the Edit Survey Indicator icon, in the Indicators list (for Survey Indicators only).

This section is further broken down into the following subsections:

- Main view and Navigation – describes the layout of the page and main components.
- Ordering Indicators – describes the functionality of re-ordering the indicators as they will appear in the Survey
- Survey questions creation – describes the creation and validation of questions, per indicator
- Preview Survey and Preview Indicator – describes the preview feature, for the entire Survey or per indicator, as the MS will see it when published.

### Main view and Navigation

The main view of Survey Configuration is shown below.

Survey 2025
Indicators List
Preview Survey

Capacity / Cybersecurity skills and education
1. National level cybersecurity trainings
Preview Indicator

Score (%) = SUM ( Score for Qx\* ) / Maximum total score \*Scoring based on adapted NCAF maturity levels, objective 7 "Strengthen training and educational programmes"

**Questions**

Indicate the actions performed by the national authorities of your country in order to provide cybersecurity trainings to employees from the public and private sector. Select all that apply

\*  National Authorities do not offer this kind of training at a national level
  
 National Authorities do not offer this kind of training yet, but they are planning/in the process of doing so
  
 National Authorities organise annual information security events (e.g., hacking contests or hackathons)
  
 National Authorities encourage/fund dedicated cybersecurity courses and training plans for employment agencies
  
 National Authorities urge personnel in the private and public sector to be accredited or certified
  
 Cybersecurity training or mentorship programs have been developed in the country to support start-ups and SMEs
  
 National Authorities assess the skill gap (cybersecurity workers shortage) in the area of information security on a regular basis
  
 National Authorities have mechanisms in place to ensure that training programs are constantly relevant regarding current and emerging technological developments, changes to the threat landscape, legal regulations and national security directives

Section Title

Single-choice Question

Multiple-choice Question

Free-text Question

Load Last Year Indicator Survey
Validate & Save

The sections shown in the above view are:

- **Indicators list:** The top right side menu that the admins can expand and collapse, and select the Survey Indicators to reorder. When the admin clicks on the title of an Indicator, the main panel of the page is updated.
- **Main panel:** This section contains:
  - Indicator title: In addition to the title of the indicator, the area/subarea of this indicator are also shown. This information is currently read-only and can be only updated in the Index Properties page.
  - Indicator algorithm: The algorithm description is shown, for the selected indicator. This information is currently read-only and can be only updated in the Index Properties page.
  - Right-hand side menu: The admin can click or drag-n-drop one of the question types: Section (grouping of questions), single-choice question, multiple-choice question, free text question.
  - Validate and Save button: When ready, the admin can click this button to Save the indicator and see any validation errors that may appear (e.g. missing information).
  - Load Last Year Indicator Survey: Resets all questions, and reloads the questions from past year.



- **Preview Survey:** Loads a preview page with all contents of the Survey as configured so far. The preview shows the view that MS will have when the Survey is published.
- **Preview Indicator:** Loads a preview page for the current indicator only. The preview shows the view that MS will have when the Survey is published.

## Ordering Indicators

When admins click on the menu “Indicators list”, a slide-in modal appears with a table of Survey Indicators that have been added in the Index Configuration page and marked with Type: Survey.

The table contains the order number as the Indicator will appear in the Survey, name of the Indicator, subarea that it belongs to, and if it has been validated. The interactions that the user can perform on this table are:

- Re-order Indicators – Drag Indicator row by the **Order column** and drop it on the desired location. Numbering will be updated automatically.
- Click on Indicator row - This will hide the Indicators table and load that Indicator in full page to configure the Survey questions.

Note that the numbering shown in this table will also appear on the Indicator title, both when editing the Survey questions (admin view) and in the final published version of the Survey (MS view).

### Survey 2025

Indicators List

Order	Name	Subarea	Validated
1	National level cybersecurity trainings	Cybersecurity skills and education	Yes
2	Tools and training to fight cybercrime	Cybersecurity skills and education	Yes
3	Cooperation at a national level	Operational cooperation	Yes
4	Cybersecurity exercises at national and international level	Cybersecurity skills and education	Yes
5	Dedicated cybercrime establishment within law enforcement and prosecution offices	National-level response preparedness	Yes
6	Establishment of a national reporting scheme for major cyber incidents	Operational cooperation	Yes
7	Establishment of operational cooperation mechanisms against cybercrime	Operational cooperation	Yes
8	Incident reporting implementation	National-level response preparedness	Yes
9	Participation by essential and important entities in a national or EU-level ISAC	Resilience of key operators	Yes
10	Threat monitoring at national level	National-level response preparedness	Yes
11	Cybersecurity in higher education	Policies for knowledge	Yes
12	Cybersecurity in national education curricula	Policies for knowledge	Yes
13	Cybersecurity in R&D priorities and initiatives	Policies for knowledge	Yes
14	National and international cooperation for cybersecurity R&D	Policies for knowledge	Yes

## Survey questions creation

The following examples show the way that the ENISA admin can add content into the main panel for the survey questions. The first image below shows the main panel when starting from scratch.



Home / Index & Survey Configuration / Survey 2025

## Survey 2025

Preview Survey

Capacity / Cybersecurity skills and education  
1. National level cybersecurity trainings

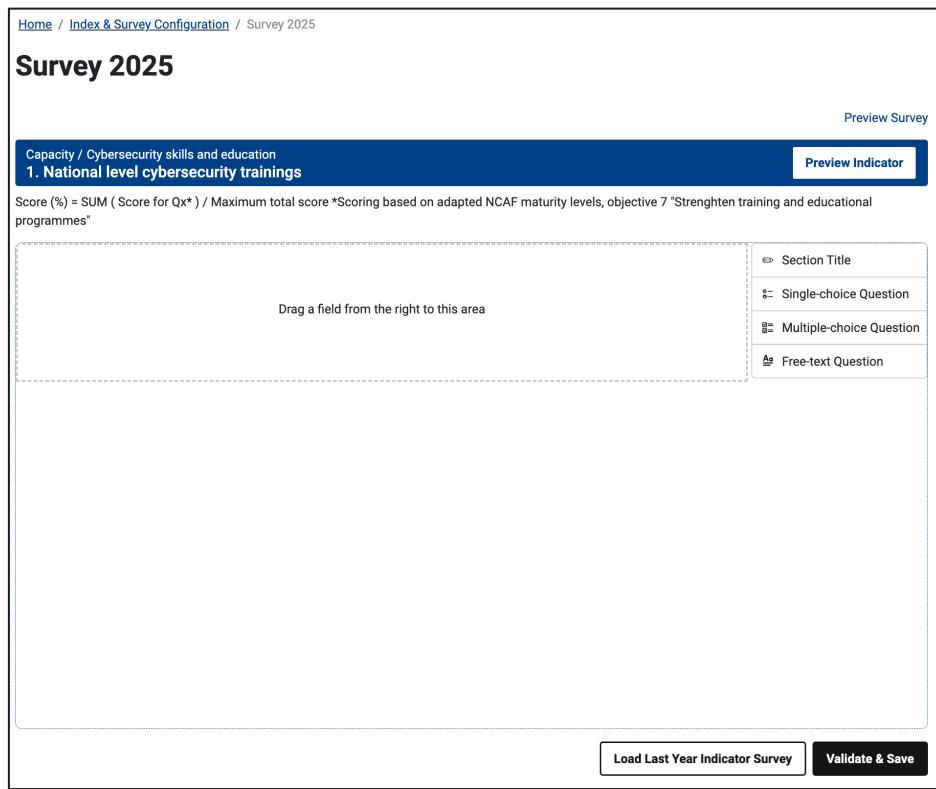
Score (%) = SUM ( Score for Qx\* ) / Maximum total score \*Scoring based on adapted NCAF maturity levels, objective 7 "Strengthen training and educational programmes"

Drag a field from the right to this area

Preview Indicator

Section Title  
Single-choice Question  
Multiple-choice Question  
Free-text Question

Load Last Year Indicator Survey Validate & Save



This page shows:

- The Survey title
- The blue-ribbon header containing (**non-editable**)
  - Area / Subarea of the Indicator
  - Indicator order number and name
  - Preview Indicator button
- Indicator algorithm (**non-editable**)
- Questions panel – with right hand-side menu of question types
  - Section title
  - Single-choice question
  - Multiple-choice question
  - Free-text question
- Load Last year Indicator Survey
- Validate & Save

**Note:** The elements marked as non-editable above can be modified in the Index Configuration page (edit Indicator)

The admin can drag-and-drop or click on the menu items on the right to create questions. The image below shows the default questions created when the admin clicks on the menu items.

To add questions, answers, scores, etc. the admin then needs to mouse over the question and click the Edit (pencil) icon. In the image below, this menu is shown for the Single choice question.

Other options in this menu are:

- X icon – remove question
- Pencil icon – edit question
- Rectangles icon – duplicate question
- Up arrow – move question up on the page
- Down arrow – move question down on the page



Preview Survey

**Capacity / Cybersecurity skills and education  
1. National level cybersecurity trainings**

Score (%) = SUM ( Score for Qx\*) / Maximum total score \*Scoring based on adapted NCAF maturity levels, objective 7 "Strengthen training and educational programmes"

**Section Title**

Single-choice Question

\*

Option 1  
 Option 2  
 Option 3

Multiple-choice Question

\*

Option 1  
 Option 2  
 Option 3

Free-text Question

\*

**Preview Indicator**

Load Last Year Indicator Survey    Validate & Save

When the user clicks Edit (pencil icon), the following window appears:

**Multiple-choice Question**

Mandatory

Question \* Multiple-choice Question

Info Bubble

Answers \*

<input type="checkbox"/> Option 1	Score
<input type="checkbox"/> Option 2	Score <span style="color: red;">x</span>
<input type="checkbox"/> Option 3	Score <span style="color: red;">x</span>

Add Option +

Master

Compatible

**Free-text Question**

This example shows the multiple choice question. The required fields are marked with a red asterisk. The admin can enter the following information related to this question:

- Mandatory: By default checked, it makes this question required for the MS to answer. In the published Survey, if the MS does not provide an answer, the user will be notified with a validation error and will not be able to submit the Survey without providing an answer to this question.
- Question: The text for the question.
- Info bubble: Any additional information (e.g., URL, relevant regulations, explanations etc.) that will appear in the published survey as a pop-up info bubble.
- Answers: The list of options provided to the MS user, as part of either a single or multiple choice options. Next to the answer text (by default Option 1, Option 2, etc), the admin must specify the Score of each answer. The admin can remove any answer (red x button), or add as many answers as needed (Add option button)
- Master: A drop-down menu that selects the Master option. If an answer is marked as Master, when selected, the other answers are disabled. The admin can select zero, or multiple Master options. This option is only available for the Multiple-choice questions.
- Compatible: If checked, this answer is compatible with last year's indicator. In that case, the MS users can load the answers from last year. If this option is unchecked, the "Load last year's answers" button will not appear to the MS users.

**Formatting of questions:** Formatting is support using HTML elements, e.g.,

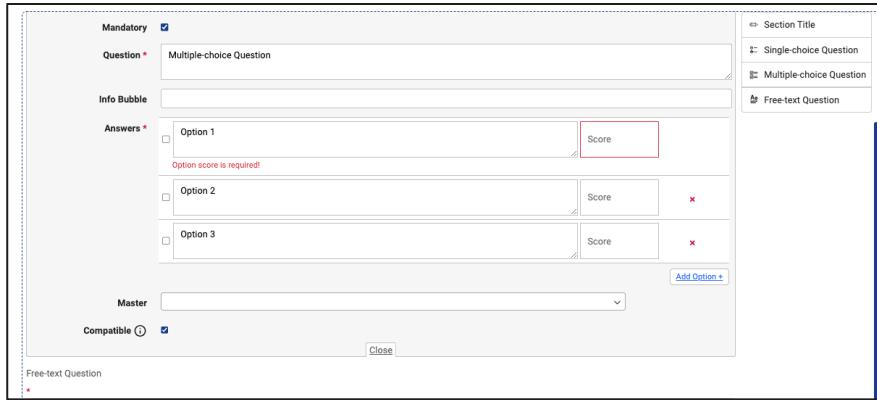
- **<b>bold</b>** → **bold**



- <i>italics</i> →italics
- <u>underline</u> →underline
- <br/> → (line break)

When the admin clicks **Validate & Save**, the forms filled-in by the admin are checked for missing values. If a required field is missing, then that field is marked with red and the message below indicates the validation error occurred. Note that all required fields are already marked with a red star so that the admin knows what is required, before saving the Survey.

For example, if the admin forgets to add the required Score for each Answer, the validation error is shown in the image below.



The screenshot shows a modal dialog for editing a question. The 'Question' type is set to 'Multiple-choice Question'. Under 'Answers', there are three options: 'Option 1', 'Option 2', and 'Option 3'. Each option has a 'Score' field next to it. The 'Score' field for 'Option 1' is highlighted with a red border and contains the error message 'Option score is required!'. The other two options also have 'Score' fields, but they are not highlighted. The 'Master' dropdown is set to a specific value. The 'Compatible' checkbox is checked. On the right side of the dialog, there is a sidebar with icons for 'Section Title', 'Single-choice Question', 'Multiple-choice Question', and 'Free-text Question'. At the bottom of the dialog, there is a 'Close' button.

**Note:** The system auto-saves every change in the Edit question form, in order to avoid losing work in. For example, if the admin forgets to click Validate and Save and auto-logs out due to inactivity or moves to another page, the changes will be there when the admin visits this page again. The auto-save feature does not apply validation, because if it did, it would produce validation errors for items that are further down in the form. For that reason, the admin needs to press Validate and Save to check for errors. The validation status for each indicator is shown in the **Indicators list** on the left, in the **Validated column**. Finally, all Survey indicators should be validated before publishing the Survey to the MS.

### Preview Survey and Preview Indicator

After the first time that an Indicator is saved, the page shows the options of: a) Preview Survey, and b) Preview Indicator, to see how the Survey will be shown to the MS end users when Published. The image below shows the Preview page that appears as a modal. The user can also export this preview in PDF for printing.

In addition to the configured parts (questions, answers), the admin can see more elements that appear on the survey, that are the same for all questions and indicators:

- Option: Choose answer or Data not available
- Reference Year
- Reference Source
- Rating stars
- Comment text box (per indicator)



**Close**
**Export | PDF**

Capacity /Cybersecurity skills and education  
**1. National level cybersecurity trainings**

Score (%) = SUM (Score for Qx\*) / Maximum total score \*Scoring based on adapted NCAF maturity levels, objective 7 "Strengthen training and educational programmes"

**Questions**

**\*1.1. Indicate the actions performed by the national authorities of your country in order to provide cybersecurity trainings to employees from the public and private sector. Select all that apply**

Choose answer
 Data not available/Not willing to share

- National Authorities do not offer this kind of training at a national level
- National Authorities do not offer this kind of training yet, but they are planning/in the process of doing so
- National Authorities organise annual information security events (e.g., hacking contests or hackathons)
- National Authorities encourage/fund dedicated cybersecurity courses and training plans for employment agencies
- National Authorities urge personnel in the private and public sector to be accredited or certified
- Cybersecurity training or mentorship programs have been developed in the country to support start-ups and SMEs
- National Authorities assess the skill gap (cybersecurity workers shortage) in the area of information security on a regular basis
- National Authorities have mechanisms in place to ensure that training programs are constantly relevant regarding current and emerging technological developments, changes to the threat landscape, legal regulations and national security directives

**\*Reference Year**

Choose... ▾

**\*Reference Source**

Include here the source of data. Note that you should use the latest data available.



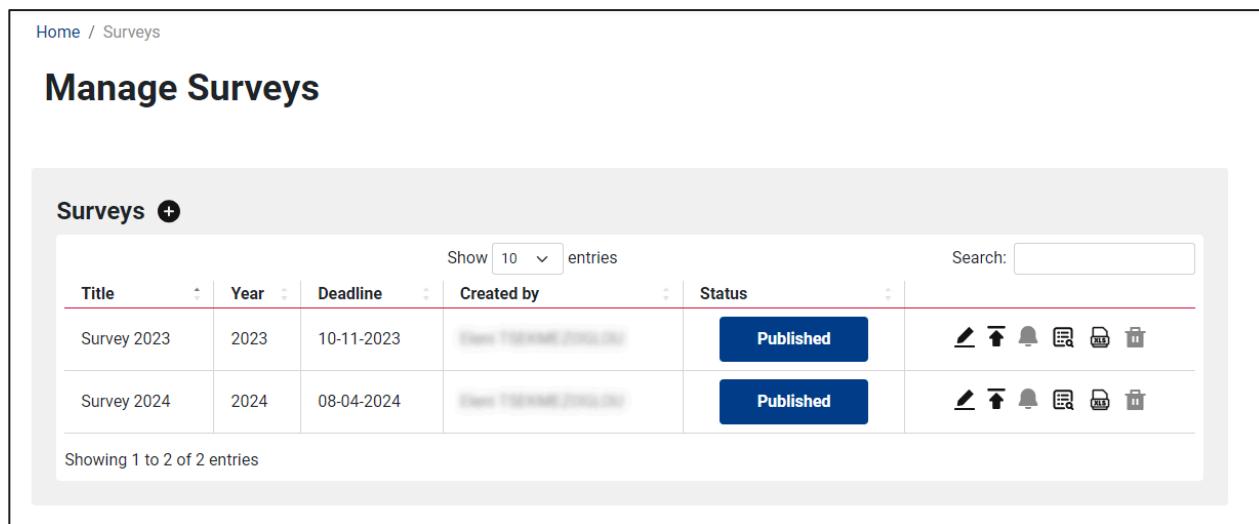
# 11. SURVEY MANAGEMENT

The user can access the Surveys Management page from the navigation menu: *Management → Surveys*

## Description

In the Surveys Management page, the user can create and configure surveys that will later be available to MS users for completion, either online or offline. Additionally, ENISA admins can track the progress of Survey completion and accept or request changes for submitted surveys.

On accessing this page, the user can see a list of existing surveys, with their title, year, deadline for survey submission, survey creator, and status (draft or published).



**Surveys** +

Title	Year	Deadline	Created by	Status
Survey 2023	2023	10-11-2023	User: [REDACTED]	Published
Survey 2024	2024	08-04-2024	User: [REDACTED]	Published

Showing 1 to 2 of 2 entries

## Interactions

- The user can create a new survey by clicking on the + icon at the top of the table. A popup will prompt the user to enter all necessary information about the survey (Index, Title, Deadline, and description of Scope). Note that the content of the Survey will be automatically generated from the Index properties configured in the previous section, for all Index indicators of type “survey”.
- The user can edit the information of an existing survey by clicking on the edit/pencil icon
- The user can directly publish the survey by clicking on the upload icon. Upon publication, all or selected PPoCs will be notified via email that the Survey is available for completion.
- The user can click on the bell icon to notify by email all PPoCs for the deadline of completion of the survey.
- The user can review the progress of completion of the survey (Survey Dashboard) by clicking the page/magnifying glass icon, explained below.
- The user can download the survey contents (questions, options) in excel, by clicking the Excel icon.
- The user can delete an unpublished survey by clicking on the bin icon

Admins can review the progress of the survey by clicking the page/magnifying glass icon. They will be redirected to the Survey Dashboard page, as shown below.



## Survey Dashboard - Survey 2024

Survey - Survey 2024								Indicator Values	Download Data	
								Dashboard		
								Show 10 entries Search: <input type="text"/>		
Country	Progress	Status	PPoC	Survey Submission	Requests Submission	Requests Deadline				
Austria	- In progress 100% Approved	<b>Approved</b>		15-04-2024	11-04-2024 09:34:01	17-04-2024 15:21:53				
Belgium	- In progress 100% Approved	<b>Approved</b>		05-04-2024	-	-				
Bulgaria	- In progress 100% Approved	<b>Approved</b>		05-04-2024	-	-				
Croatia	- In progress 100% Approved	<b>Approved</b>		05-04-2024	-	-				
Cyprus	- In progress 100% Approved	<b>Approved</b>		08-04-2024	-	-				
Czech Republic	- In progress 100% Approved	<b>Approved</b>		12-04-2024	-	-				
Denmark	- In progress 100% Approved	<b>Approved</b>		09-04-2024	-	-				
Estonia	- In progress 100% Approved	<b>Approved</b>		08-04-2024	-	-				

The page above shows progress information per country, namely:

- Country name
- % of indicators in progress and % of indicators approved by the ENISA admins
- Overall status of the Survey. Please find all available statuses in the dedicated Section 0.
- PPoC name
- Last submission of the Survey to the ENISA admins
- Last requested changes submitted by the ENISA admins
- Latest request changes deadline

### Interactions:

- Survey drop-down: selects the title of the Survey, giving the option to the user to switch between surveys for different Indexes.
- Indicator values button: shows a page with the calculated score per indicator per country (explained in Section 11.1 below).
- Download data button: downloads an excel with all questions and options and all answers provided by the MS at that given moment.
- Arrow icon: opens the survey for a MS, where the ENISA admins can review, approve and request changes on indicators
- Page/Magnifying glass icon: shows the detailed view of survey progress per indicator (explained in Section 11.2 below)
- Survey summary per MS: shows the summary data for that MS survey, including status, list of requested changes, data not available answers and comments submitted by the MS (explained in Section 11.3 below).
- Excel icon: downloads an excel file with all questions and answers as completed by the MS.



## 11.1 INDICATOR VALUES

### Indicator Values - Survey 2023

Indicator values calculation completed.

Survey - Survey 2023 ▾

Last calculation date: 14-12-2023 14:00:35



**Calculate Values**

Calculation status:  
Completed

Indicator:

All Indicators

Country:

All Countries

Show 10 entries

Search:

Indicator	Country	Value
Baseline cyber security risk management measures for essential/important entities	France	12.5
Baseline cyber security risk management measures for essential/important entities	Spain	10
Baseline cyber security risk management measures for essential/important entities	Austria	55
Baseline cyber security risk management measures for essential/important entities	Germany	44
Baseline cyber security risk management measures for essential/important entities	Ireland	46
Baseline cyber security risk management measures for essential/important entities	Luxembourg	89
Baseline cyber security risk management measures for essential/important entities	Czech Republic	25
Baseline cyber security risk management measures for essential/important entities	Cyprus	95

This view shows calculated survey indicator values for all MS. This can occur only after the MS have submitted their surveys and these surveys have been approved by the ENISA admins. Then, the values will show after the ENISA admins have clicked “Calculate values” at least once. The ENISA admin can:

- Change the survey from the dropdown menu
- Calculate (or re-calculate) indicator values based on the current answers submitted by MS
- Filter results by using the search box, where they can type any word that is contained in the indicator title and Country name or type a specific value.

## 11.2 INDICATORS DASHBOARD PER MS

[Home](#) / [Surveys](#) / [Survey Dashboard - Survey 2024](#) / Survey Dashboard - Survey 2024

### Survey Dashboard - Austria

Dashboard					Progress: 100%
	Indicator	Show 10 ▾ entries	Search:		
	Indicator	Assignee	Status	Deadline	
<input type="checkbox"/>	1. National-level cybersecurity trainings		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	2. Tools and training to fight cybercrime		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	3. Cooperation at the national level		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	4. Cybersecurity exercises at national and international level		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	5. Dedicated cybercrime establishment within law enforcement and prosecution offices		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	6. Establishment of a national reporting scheme for significant cyber incidents		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	7. Establishment of operational cooperation mechanisms against cybercrime		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	8. Incident reporting implementation		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	9. Participation by essential and important entities in a national or EU-level ISACs		<span>Approved ✓</span>	08-04-2024	
<input type="checkbox"/>	10. Cybersecurity threat monitoring at national level		<span>Approved ✓</span>	08-04-2024	

This view shows the list of indicators for the selected MS. More specifically it shows:

- The indicator name
- Assignee name (person that has provided the answer, either PPoC, PoC, or Operator)
- The indicator status
- Deadline for submission for each indicator
- Approve icon shortcut, for ENISA admins to directly approve that indicator
- Arrow icon, for ENISA admins to review, approve or request changes for that indicator (explained in Section 11.4 below)



## 11.3 SURVEY SUMMARY PER MS

[Home](#) / [Surveys](#) / [Survey Dashboard - Survey 2024](#) / [Survey Summary Data - Austria](#)

### Survey Summary Data - Austria

Survey	Country
Survey 2024	Austria
Primary PoC	Survey Submission
[REDACTED]	15-04-2024
Survey Status	Indicators In progress
<b>Approved</b>	Indicators Approved 100%

**Requested changes**

Number	Requested at	Requested by	Answered at	Answered by	Changes
17	11-04-2024	[REDACTED]	15-04-2024	[REDACTED]	Question 17.5Clarification based on your comment in the reference box: The question refers to the level of implementation of NCCS, not transposition. Please consider revising your answer, should you feel this clarification is relevant.

Showing 1 to 1 of 1 entries

**Data not available**

Number	Indicator name	Question no	Question name
17	Implementation of EU legislation on cybersecurity	4	Level of implementation of Regulation (EU) 2022/2554 on digital operational resilience for the financial sector (DORA)

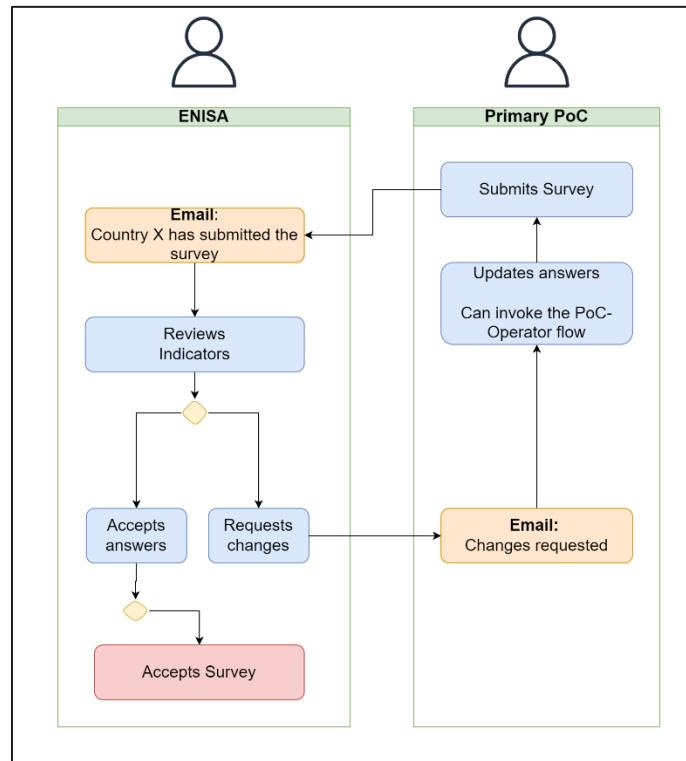
This view shows important summary information for a MS survey. More specifically it contains:

- The top grey box shows the Survey name, country, PPoC name, last Survey submission date, status, Indicators in progress and Indicators approved.
- The Requested changes table shows the number of the indicator, date of request, ENISA admin that requested the changes, date of latest answer (if any), name of the person answered (if any) and the text of the request.
- The Data no available table lists all indicators that the MS selected the “Data not available” option.
- The Comments table lists all comments provided by the MS, including indicator number, indicator name, and text of the comment provided by the MS.



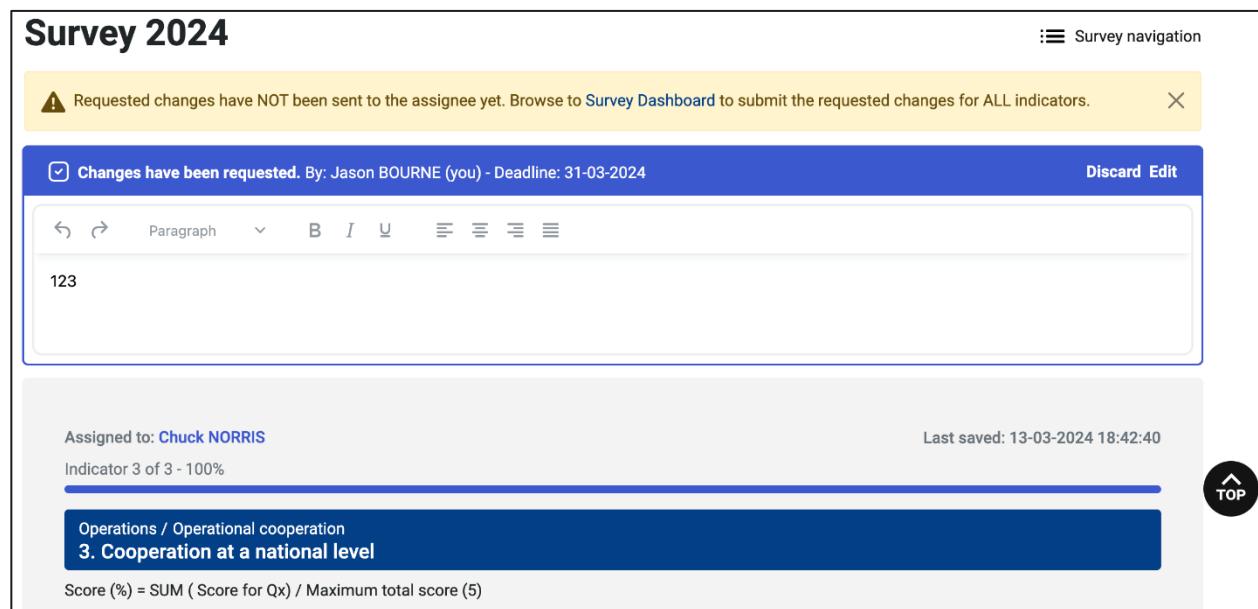
## 11.4 APPROVING AND REQUESTING CHANGES FOR INDICATORS

The diagram below shows the workflow implemented for ENISA admins to review the submitted surveys.



In the above diagram, the PPoC submits the survey. An email is sent to the ENISA admins that the survey has been submitted. The ENISA admins then review each indicator by using the Indicators Dashboard explained in the previous section 11.2. Then, they can either *Approve* the answers or *Request changes*. When they re-submit the survey, the same cycle can take place as many times as needed.

As of v3.0, there can be many cycles of request changes. The images below, show the Request changes action performed by the ENISA admin, as well as the revision of the history of all requested changes so far, for the indicator at hand.



**Survey 2024**

Survey navigation

⚠ Requested changes have NOT been sent to the assignee yet. Browse to [Survey Dashboard](#) to submit the requested changes for ALL indicators.

**Changes have been requested.** By: Jason BOURNE (you) - Deadline: 31-03-2024

[Discard](#) [Edit](#)

123

Assigned to: Chuck NORRIS Last saved: 13-03-2024 18:42:40

Indicator 3 of 3 - 100%

Operations / Operational cooperation  
3. Cooperation at a national level

Score (%) = SUM ( Score for Qx) / Maximum total score (5)

TOP



# Survey 2024

Survey navigation
[Requested changes history](#)

Indicator has been accepted. By: Jason BO

Assigned to: Chuck NORRIS

Indicator 1 of 3 - 33%

Capacity / Cybersecurity skills

1. National-level cybersecurity train

Score (%) = SUM ( Score for Qx\* ) / Maximum score (2) - [View details](#)

Jason BOURNE 14-03-2024 - 13:29

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Jason BOURNE 14-03-2024 - 13:33

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

## Questions

1.1. Indicate the actions performed by the national authorities of your country in order to provide cybersecurity training to employees from the public and private sector (select all that apply)

Choose answer  Data not available/Not willing to share

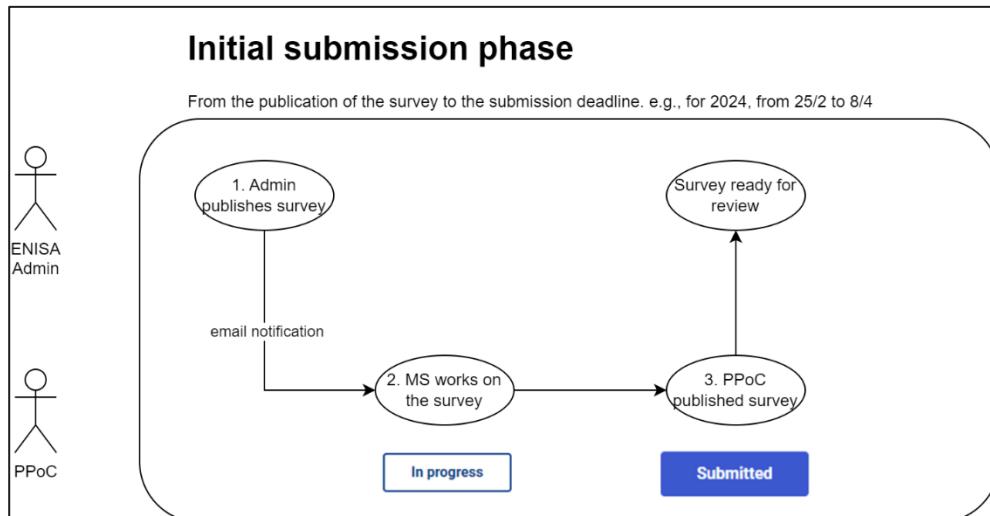
- National Authorities do not offer this kind of training at a national level
- National Authorities do not offer this kind of training yet, but they are planning/in the process of doing so



## 11.5 SURVEY STATUSES

In this section, we present the flows of Initial submission and Survey review phases, listing all possible statuses and their explanation.

### Initial submission phase

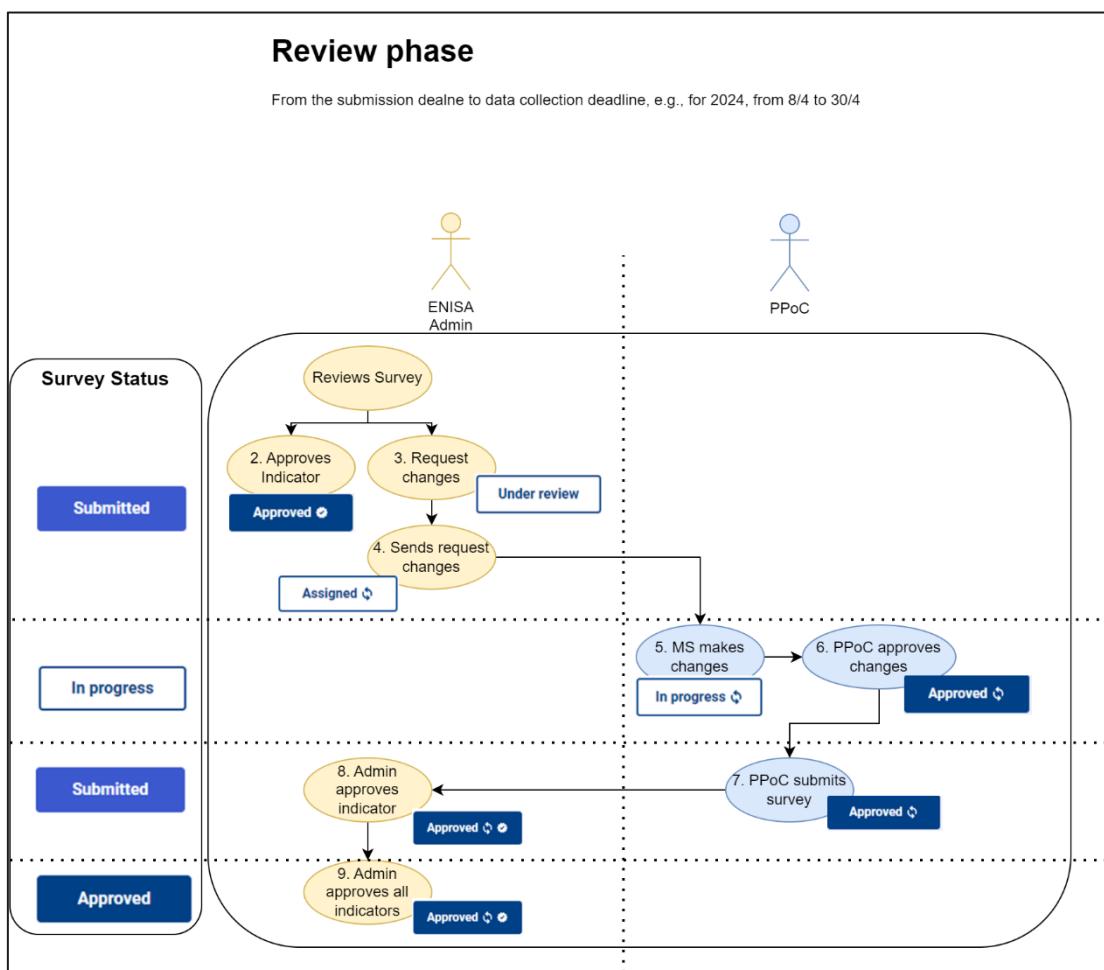


#	Action	Survey Status	Indicator status	Tooltip	Description
1	Admin publishes survey	-	<span style="border: 1px solid blue; padding: 2px;">Assigned</span>	Indicator is assigned but has not yet been edited/revised	<p>The Survey has been sent to the PPoC but they have not yet started (zero saved indicators).</p> <p>All Indicators are Assigned, initially to the PPoC. If the PPoC reassigns the Indicators to PoCs/Operators, the survey status stays the same, until an indicator is changed and saved.</p>
2	MS works on the survey	<span style="border: 1px solid blue; padding: 2px;">In progress</span>	<span style="border: 1px solid blue; padding: 2px;">In progress</span>	<span style="background-color: #005a99; color: white; border: 1px solid #005a99; padding: 2px;">Approved</span>	<p>MS users are working on the Survey.</p> <p>Possible indicator statuses:</p> <ol style="list-style-type: none"> <li>1. The assignee is currently working on this indicator.</li> <li>2. Indicator has been approved by the MS (PPoC)</li> </ol> <p>1. <b>In progress:</b> This indicator has been saved at least once 2. <b>Approved:</b> The Indicator has been approved by the PPoC</p>



3 PPoC submits the survey	<b>Submitted</b>	<b>Approved</b>	Indicator has been approved by the MS (PPoC)	PPoC has submitted the survey. All Indicators are approved by the PPoC
------------------------------	------------------	-----------------	--	---

## Review phase



#	Action	Survey Status	Indicator status	Tooltip	Description
1	PPoC has submitted the survey	<b>Submitted</b>	<b>Approved</b>	Indicator has been approved by the MS (PPoC)  All Indicators are approved by the PPoC	PPoC has submitted the survey.  All Indicators are approved by the PPoC



2 ENISA admin approves one indicator	<span>Submitted</span>	<span>Approved ↗</span>	The indicator has been approved by ENISA but it can be unapproved.  The indicator is marked as approved.
3 ENISA admin added request changes, but has not submitted them	<span>Submitted</span>	<span>Under review</span>	ENISA has requested changes for the indicator, but the request has not yet been sent to the MS.  This state is not seen by PPoCs/PoCs. It is internal for the ENISA admins
4 ENISA admin sends the request changes	<span>Submitted</span>	<span>Assigned ↗</span>	Changes have been requested for this indicator. The MS has not yet started revising the indicator.  The indicator(s) with requested changes are assigned to the PPoC
5 MS have made changes to the indicators with request changes	<span>In progress</span>	<span>In progress ↗</span>	Changes have been requested for this indicator. Indicator is currently under revision by the MS.  MS users are working on the Survey <ul style="list-style-type: none"> <li>• PPoC has saved at least one indicator</li> <li>• PoC/Operator have saved at least one indicator</li> </ul>
6 PPoC approves changes	<span>In progress</span>	<span>Approved ↗</span>	Indicator is marked as approved after requested changes.  Survey stays in progress, until submitted
7 PPoC submits the survey	<span>Submitted</span>	<span>Approved ↗</span>	Changes made to the indicator by the MS have been approved by PPoC. The indicator can no longer be edited.  All indicators with requested changes have been approved by the PPoC
8 ENISA admin approves one indicator with changes	<span>Submitted</span>	<span>Approved ↗ ↘</span>	Changes made to the indicator by the MS have been approved by ENISA.  Indicator with changes has been approved by the Admin  Survey stays in the status submitted, until all indicators are approved
9 ENISA admin accepts all indicators with changes	<span>Approved</span>	<span>Approved ↗ ↘</span>	Changes made to the indicator by the MS have been approved by ENISA. The indicator can no longer be edited.  All indicators have been approved by the Admin.  The survey is finalised and cannot be further edited.



## 12. USER MANAGEMENT

The ENISA admin can access the User Management page from the navigation menu: *Management → Users*

### Description

In the Manage Users page, the user can view and edit the accounts of the users that have access to the EU-CSI platform. As seen in the image below, the admin user can see a table with the current users of the platform, including their name, email address, role, country, and status (enabled or blocked). The ENISA admin user can only change the role, country and status of the users, as the rest of the information comes from the EU/ECAS authentication system.

[Home](#) / [Users](#)

### Manage Users

Users						
	Name	Email	Role	Country	Last Login*	Status
<input type="checkbox"/>	John Doe	john.doe@example.com	-	United States	06-12-2023	<input checked="" type="checkbox"/> Blocked
<input type="checkbox"/>	Jane Smith	jane.smith@example.com	-	United States	06-12-2023	<input checked="" type="checkbox"/> Blocked
<input type="checkbox"/>	Michael Johnson	michael.johnson@example.com	-	United States	16-02-2024	<input checked="" type="checkbox"/> Blocked
<input type="checkbox"/>	David Wilson	david.wilson@example.com	admin	ENISA	08-03-2023	<input checked="" type="checkbox"/> Blocked
<input type="checkbox"/>	Emily Davis	emily.davis@example.com	admin	ENISA	26-05-2023	<input type="checkbox"/> Enabled
<input type="checkbox"/>	Christopher Evans	christopher.evans@example.com	admin	ENISA	21-08-2023	<input type="checkbox"/> Enabled
<input type="checkbox"/>	Sarah Johnson	sarah.johnson@example.com	admin	ENISA	31-10-2023	<input type="checkbox"/> Enabled
<input type="checkbox"/>	Matthew Williams	matthew.williams@example.com	admin	ENISA	10-11-2023	<input type="checkbox"/> Enabled
<input type="checkbox"/>	Karen Thompson	karen.thompson@example.com	admin	ENISA	21-12-2023	<input type="checkbox"/> Enabled
<input type="checkbox"/>	James Anderson	james.anderson@example.com	admin	ENISA	28-02-2024	<input type="checkbox"/> Enabled

Showing 1 to 10 of 89 entries

Previous 1 2 3 4 5 ... 9 Next

[Delete Selected Users](#) [Edit Selected Users](#)

### Interactions

- The user can click on the edit/pencil icon for any user and change their role, country, or status
- The user can delete any user. This will not show them on this list anymore.
- The user can select multiple users using the check boxes on the left, and then click on the Edit Selected Users button, or Delete Selected Users to change their status to Enabled/Blocked, or delete them, respectively.



# 13. DATA COLLECTION

This document presents the complete data collection feature of the EU-CSI platform, from the point of view of the ENISA Admin role. The pages involved in the data collection process are the following:

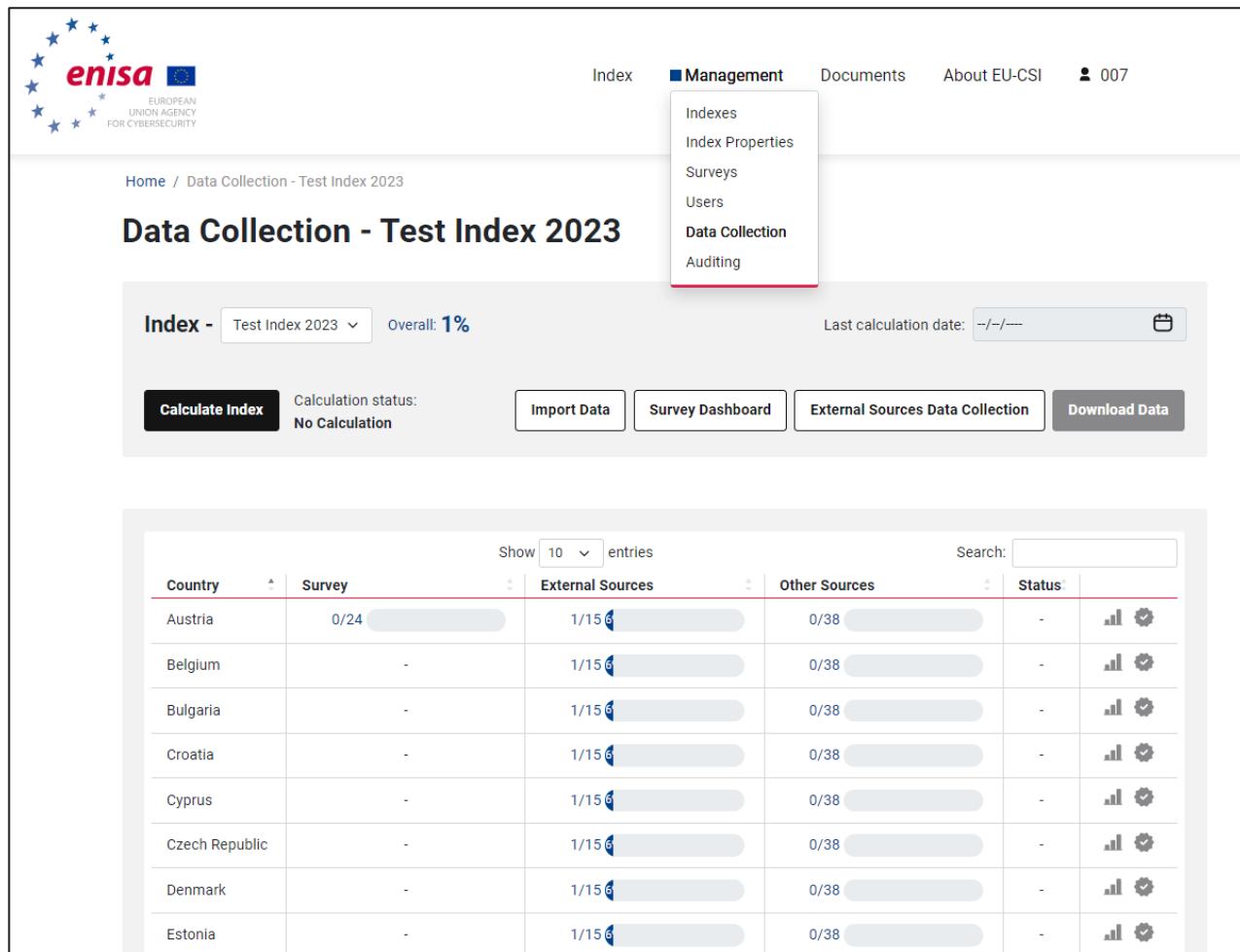
1. Data collection dashboard: Overview of the entire data collection process.
2. Import data: Upload or view manually collected indicators, in excel files.
3. Survey dashboard: Review the completion progress and status of the Member State survey indicators.
4. External sources: Execute and review status of data collection from external sources. For this version v2.3, Eurostat indicators are populated.

A walkthrough for the above-mentioned pages is presented below.

## 13.1 DATA COLLECTION DASHBOARD

After logging in to the EUCSI platform as ENISA Admin, click on the Top Menu → Management → Data collection.

The following page appears:



Country	Survey	External Sources	Other Sources	Status
Austria	0/24	1/15 (6)	0/38	-
Belgium	-	1/15 (6)	0/38	-
Bulgaria	-	1/15 (6)	0/38	-
Croatia	-	1/15 (6)	0/38	-
Cyprus	-	1/15 (6)	0/38	-
Czech Republic	-	1/15 (6)	0/38	-
Denmark	-	1/15 (6)	0/38	-
Estonia	-	1/15 (6)	0/38	-

In the page shown above the user can see the following elements:

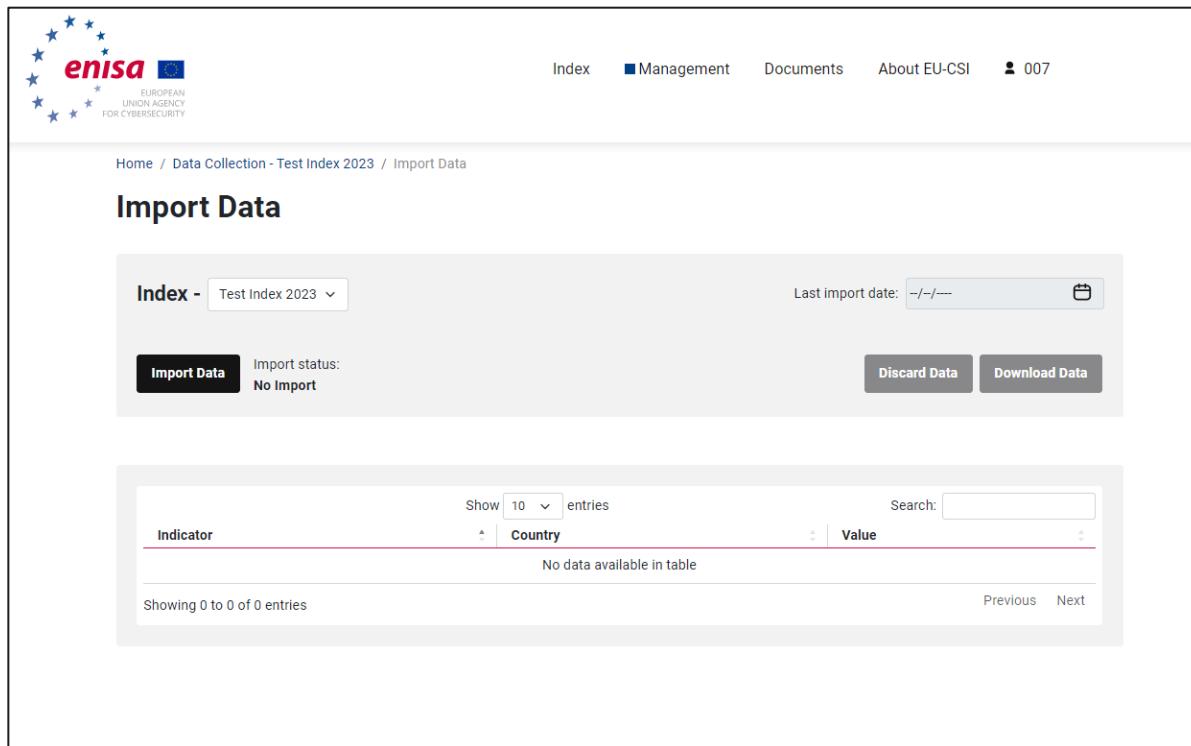
1. **Data collection -Test Index 2023:** The title of this view



2. **Index: Test Index 2023:** The Index for which data is collected, in the dropdown menu.
3. **Overall: 1%:** This percentage shows the number of indicators already calculated, over the total number of indicators
4. **Last calculation date:** the latest date when the Calculate Index button was clicked.
5. **Calculate Index:** It runs the index calculation over the indicators, currently approved by the ENISA Admins. It can be clicked at any time.
6. **Calculation status:** No calculation on the first time – Executed, when the Calculate button has been pressed at least once
7. **Import Data button:** Redirects to the Import data page (Section 3)
8. **Survey Dashboard:** Redirects to the survey data collection page (Section 4)
9. **External sources data collection:** Redirects to the external sources data collection page (Section 5)
10. **Download data:** Downloads an excel with values for all countries.. It contains:
  - **Sheet1:** index, areas, subareas values per country
  - **Sheet2:** calculated indicator values for all countries
  - **Sheet3:** indicator variables raw values for all countries.
11. Data table with progress with each row corresponding to a country. Columns of the table:
  - **Country**
  - **Survey:** number of Survey indicators submitted by the MS and approved by the ENISA admins, over the total number of Survey indicators
  - **External sources:** number of Eurostat indicators collected for that MS, over the total number of Eurostat indicators
  - **Other sources:** number of other indicators (Shodan, ENISA, etc.) uploaded for each MS, over the total number of the remaining indicators
  - **Status:** Empty or Approved
  - **Chart icon:** link to access the index (visualizations) for each MS
  - **Approve icon:** click to approve the entire index of the MS.

## 13.2 IMPORT DATA

The user can access this page by visiting the Data Collection Dashboard and clicking the Import Data button.



The screenshot shows the 'Import Data' page. At the top, there's a header with the enisa logo, navigation links for 'Index', 'Management', 'Documents', 'About EU-CSI', and a user count of '007'. Below the header, the URL is 'Home / Data Collection - Test Index 2023 / Import Data'. The main title is 'Import Data'. On the left, there's a dropdown labeled 'Index - Test Index 2023' and a text input for 'Last import date: -/-/---' with a calendar icon. In the center, there's a large 'Import Data' button in a black box, and to its right, 'Import status: No Import'. To the right of the status are 'Discard Data' and 'Download Data' buttons. Below these controls is a data table with columns 'Indicator', 'Country', and 'Value'. The table has a search bar at the top and says 'No data available in table'. At the bottom of the table, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' buttons.

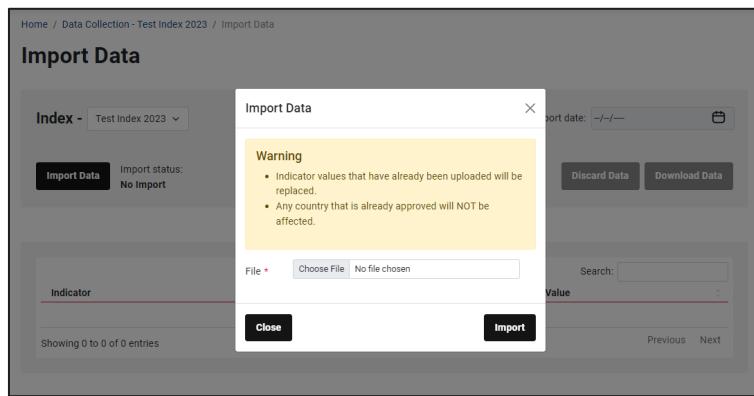
On this page, the user can see:

1. **Import Data:** The title of this view
2. **Index: Test Index 2023:** The Index for which data is collected, in the dropdown menu.
3. **Last calculation date:** the latest date when the Import Data button was clicked.



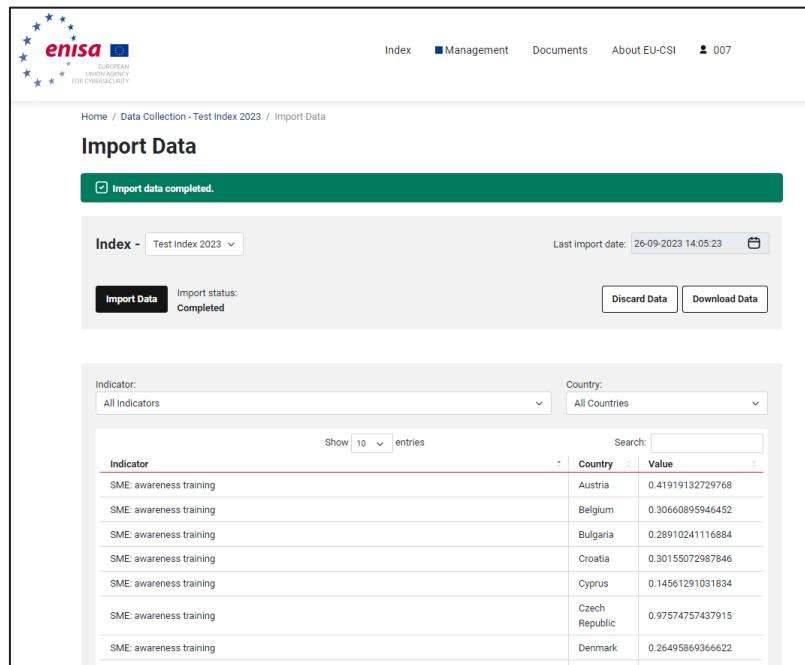
4. **Import Data:** It opens a modal for the user to select an excel file containing the indicator values for Shodan, ENISA, etc. and upload to the platform. The dialog is shown in the next screenshot below.
5. **Discard data:** When clicked, it deletes all data uploaded so far. Note: When the user reupload an excel file, values for existing indicators will be overwritten. However, if, for example, the user has already uploaded 10 indicators and reupload a new excel with only 9 indicators, the 10<sup>th</sup> will remain in the platform. The Discard Data button is useful in the case the user wants to completely remove all obsolete indicators.
6. **Download data:** Downloads an excel with values for all countries. It contains:
  - a. **Sheet1:** uploaded indicator values for all countries

When the user clicks the Import Data button, the following modal appears:



The modal informs the user that the Excel file he/she is about to upload will a) replace all existing values if the uploaded indicators have already some previous values, b) if the ENISA admin has approved the Index for a country, these indicators will not be affected. After choosing the excel file, the Data table of the Import Data page will be populated with the uploaded values.

Once the data has been uploaded, the page is updated, and the user is notified that the uploading was successful. Then, the data table below is populated with the uploaded data, as shown in the image below.



The page title is "Import Data". A green banner at the top says "Import data completed." Below the banner, the "Import Data" button is now labeled "Completed". The "Last import date" is listed as "26-09-2023 14:05:23".

The main content area shows a data table with three columns: "Indicator", "Country", and "Value". The "Indicator" column lists "SME: awareness training" repeated multiple times. The "Country" column lists "Austria", "Belgium", "Bulgaria", "Croatia", "Cyprus", "Czech Republic", and "Denmark". The "Value" column lists corresponding numerical values.

The columns of the table are:

1. **Indicator:** The name of the indicator
2. **Country**
3. **Value**



Above the data table, the user can filter by indicator name and/or country to narrow down the contents of the table, for reviewing purposes.

### 13.3 SURVEY DASHBOARD

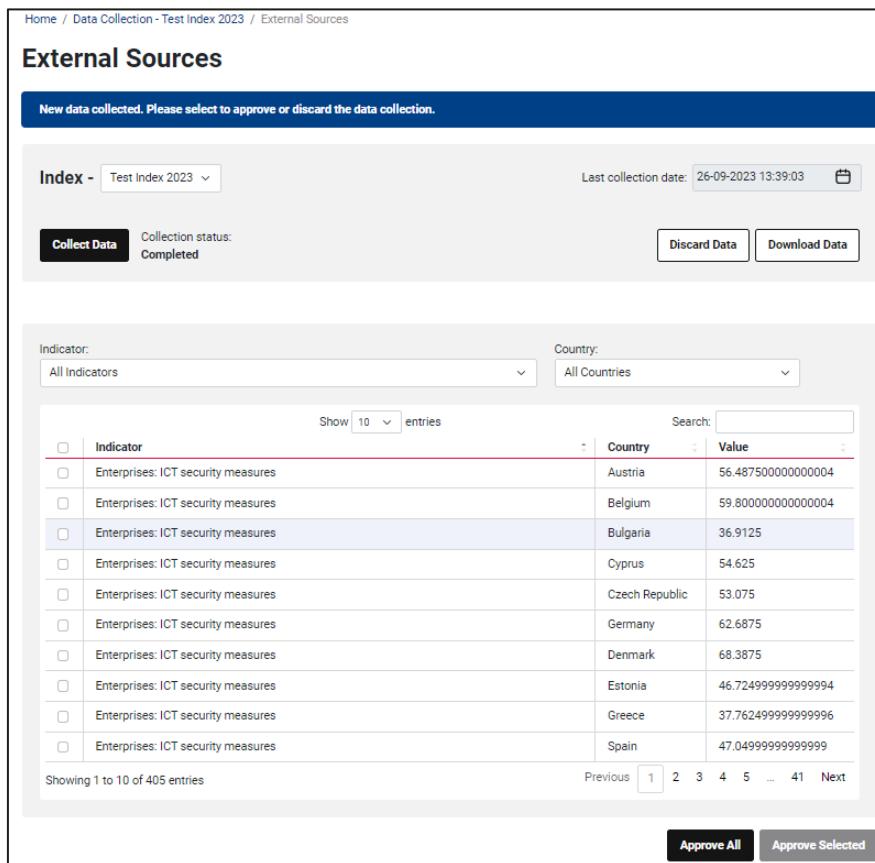
The Survey Dashboard button redirects to the pages explained in Section 11 – Survey management. This button is duplicated here for completeness, so that ENISA admins can access all collected and calculated data from a single Data Collection dashboard.

### 13.4 EXTERNAL SOURCES

The user can access this page by visiting the Data Collection Dashboard and clicking the Externals Sources Data Collection button.

An example of this page is shown in the figure below. The structure is very similar to the Import Data page. On this page, the user can see:

1. **External Sources:** The title of this view
2. **Index: Test Index 2023:** The Index for which data is collected, in the dropdown menu.
3. **Last calculation date:** the latest date when the Collect Data button was clicked.
4. **Collect Data:** It runs a data collection process on the background, connecting to the Eurostat API and fetching the latest values for the Eurostat indicators defined.
5. **Discard data:** When clicked, it deletes all data collected so far, but does not affect the indicator data that have been approved by the Admin. Essentially, the system is rolled back to the latest approved state.
6. **Download data:** Downloads an excel with values for all countries. It contains:
  - a. **Sheet1:** calculated Eurostat indicator values for all countries
  - b. **Sheet2:** Eurostat indicator variables raw values for all countries.



The screenshot shows the 'External Sources' page with the following details:

- Header:** Home / Data Collection - Test Index 2023 / External Sources
- Title:** External Sources
- Message:** New data collected. Please select to approve or discard the data collection.
- Index:** Test Index 2023 (dropdown)
- Last collection date:** 26-09-2023 13:39:03 (with a calendar icon)
- Buttons:** Collect Data (black), Discard Data, Download Data
- Collection status:** Completed
- Table Headers:** Indicator, Country, Value
- Table Data:**

Indicator	Country	Value
Enterprises: ICT security measures	Austria	56.487500000000004
Enterprises: ICT security measures	Belgium	59.800000000000004
Enterprises: ICT security measures	Bulgaria	36.9125
Enterprises: ICT security measures	Cyprus	54.625
Enterprises: ICT security measures	Czech Republic	53.075
Enterprises: ICT security measures	Germany	62.6875
Enterprises: ICT security measures	Denmark	68.3875
Enterprises: ICT security measures	Estonia	46.724999999999994
Enterprises: ICT security measures	Greece	37.762499999999996
Enterprises: ICT security measures	Spain	47.04999999999999
- Pagination:** Showing 1 to 10 of 405 entries, with links for Previous, Next, and page numbers 1, 2, 3, 4, 5, ..., 41.
- Buttons at bottom:** Approve All, Approve Selected

After clicking the Collect Data button and the collection process is completed, the page is updated, and the user is notified that the collection was successful. Then, the data table below is populated with the collected data, as shown in the image above. The columns of the table are:

1. **Selection checkbox**
2. **Indicator:** The name of the indicator



3. **Country**
4. **Value**

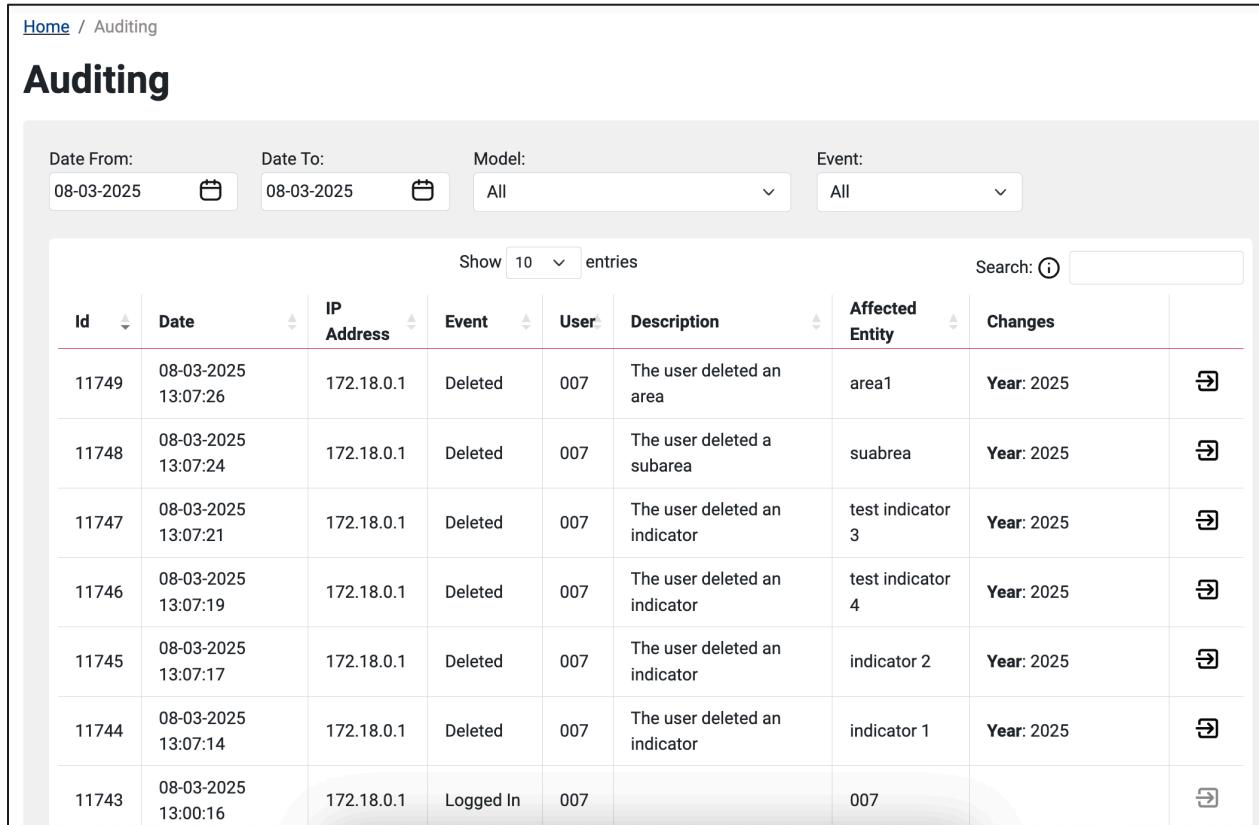
Above the data table, the user can filter by indicator name and/or country to narrow down the contents of the table, for reviewing purposes.

Below the data table, there are two buttons for approving the indicator values, either a) Approve All, or b) Approve selected (for all indicators marked as selected from the first column selection checkboxes)

## 14. AUDITING

The ENISA admin can access the Auditing page from the navigation menu: *Management → Auditing*

The Auditing page is available only to the ENISA admins, showing a complete list of actions performed on the platform by any user. A screenshot from the staging environment with test users and actions is shown below.



The screenshot shows the 'Auditing' page with the following interface elements:

- Header:** Home / Auditing
- Filtering:** Date From: 08-03-2025, Date To: 08-03-2025, Model: All, Event: All
- Table Headers:** Id, Date, IP Address, Event, User, Description, Affected Entity, Changes
- Table Data:** Seven rows of audit logs, each with an arrow icon for details:
  - Id: 11749, Date: 08-03-2025 13:07:26, IP Address: 172.18.0.1, Event: Deleted, User: 007, Description: The user deleted an area, Affected Entity: area1, Changes: Year: 2025
  - Id: 11748, Date: 08-03-2025 13:07:24, IP Address: 172.18.0.1, Event: Deleted, User: 007, Description: The user deleted a subarea, Affected Entity: suabrea, Changes: Year: 2025
  - Id: 11747, Date: 08-03-2025 13:07:21, IP Address: 172.18.0.1, Event: Deleted, User: 007, Description: The user deleted an indicator, Affected Entity: test indicator 3, Changes: Year: 2025
  - Id: 11746, Date: 08-03-2025 13:07:19, IP Address: 172.18.0.1, Event: Deleted, User: 007, Description: The user deleted an indicator, Affected Entity: test indicator 4, Changes: Year: 2025
  - Id: 11745, Date: 08-03-2025 13:07:17, IP Address: 172.18.0.1, Event: Deleted, User: 007, Description: The user deleted an indicator, Affected Entity: indicator 2, Changes: Year: 2025
  - Id: 11744, Date: 08-03-2025 13:07:14, IP Address: 172.18.0.1, Event: Deleted, User: 007, Description: The user deleted an indicator, Affected Entity: indicator 1, Changes: Year: 2025
  - Id: 11743, Date: 08-03-2025 13:00:16, IP Address: 172.18.0.1, Event: Logged In, User: 007, Description: , Affected Entity: 007, Changes:

The information shown in the Auditing table include: a) date of the action, b) the IP of the acting user, c) the event type (e.g., Logged In, Deleted), d) the user's full name that has performed the action, e) the description of the event (action performed by the user), and f) a summary of the changes, if any.

For each entry, the admin can click the arrow button icon on the right to see the complete information related to the corresponding action. Finally, the admin can filter the information shown by start/end data, model type and/or event type.



## 15. DOCUMENTS LIBRARY

The user can access the Documents Library page directly from the navigation menu: *Documents*

The page contains links and a brief description for documents related to the EU CSI platform, in PDF format. More specifically, the available documents are:

- Cybersecurity policies
- Disaster recovery policy
- End-user statement
- Data privacy statement
- User manual – PPoC/PoC/Operator
- User manual – Admin (only available to ENISA admin users)
- EU Login user manual
- EU-CSI framework 2024 – Overview
- EU-CSI 2024 - Detailed list of indicators
- EU-CSI framework 2023 – Overview
- EU-CSI 2023 - Detailed list of indicators

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## Documents

**User Manual - Admin**  
This document describes the offered functionalities by the EU Cybersecurity Index (EU-CSI) platform to the ENISA Admin role.  
Posted on March 10, 2025

**User Manual - PPoC/PoC/Operator**  
This document describes the offered functionalities by the EU Cybersecurity Index (EU-CSI) platform for the Member State user roles.  
Posted on March 10, 2025

**Cybersecurity Policies**  
This document provides a comprehensive overview of the cybersecurity policies applied to the EU Cybersecurity Index (EU-CSI) platform, both in terms of software solutions and infrastructure in general. The technical details outline the measures taken to safeguard against unauthorized access, data breaches, and other potential cyber threats. Through the implementation of these policies, the focus is to maintain the confidentiality, integrity, and availability of application's data and services while minimizing the risk of cyber-attacks.  
Posted on October 11, 2024

## 16. ABOUT EU-CSI PAGE

The user can access the About page from the navigation menu: *About EU-CSI*

The About page contains a description of the Index framework and methodology, explaining core concepts, including areas, subareas, indicators and weights. It also explains how the calculation is performed. This page is accessible to all users so that they can be informed about the Index and be able to understand and use all of the functionalities offered by the EU-CSI platform.

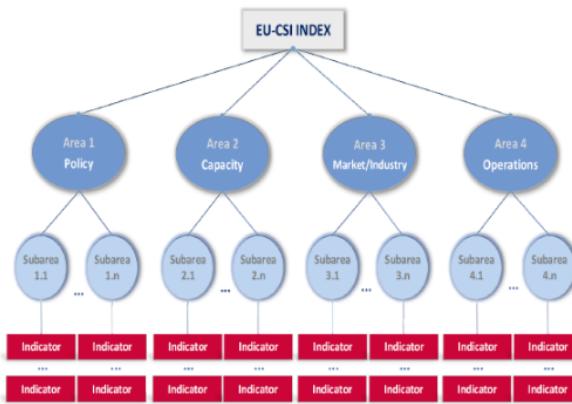
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### About EU-CSI

To support the EU in making informed decisions on identified challenges and gaps in cybersecurity, insights on the cybersecurity maturity and posture of the Union and Member State's policies, capabilities and operations are required. The objective of the EU-CSI is to provide this insight by:

- assessing the current level of maturity of cybersecurity and relevant cyber capabilities,
- identifying opportunities for collaborative and local cybersecurity enhancements,
- identifying areas of network and information system security weaknesses which may provide a risk to the Union and its MS as well as its citizens, governmental structures, CI/CII and digital services, and small, medium, and large enterprises.

The EU-CSI is a Composite Index, and its structure is depicted in the following figure:



The EU-CSI 2023 Pilot is composed by **60 indicators**, structured hierarchically across **16 sub-areas** and **4 areas**.

For more information on EU-CSI, and especially the statistical framework details, please consult the document "2023 - EU-CSI framework - Overview" found in the Documents library.

A detailed list of the indicators that comprise the 2023 EUCS Index can be downloaded from the excel file in the Documents library.



## ANNEX A – EMAILS

The list of emails sent by the EUCSI platform is shown below.

1. EU Cybersecurity Index Survey - Invitation
2. EU Cybersecurity Index Survey - Invitation: Kind reminder
3. EU Cybersecurity Index Survey - Indicator Assignment
4. EU Cybersecurity Index Survey - Indicator Delegation
5. EU Cybersecurity Index Survey – Request for revision
6. EU Cybersecurity Index Survey – Survey Approved

Email Subject	<b>EU Cybersecurity Index Survey – Survey Approved</b>
<b>Recipient(s)</b>	PPoC
<b>When is it sent?</b>	When an ENISA admin presses the Finalise Survey button, after all indicators have been approved
<b>Email text</b>	<p><b>EU Cybersecurity Index Survey – Survey Approved</b></p> <p>Dear [PPoC full name],</p> <p>The MS [Survey 20XX] for [country] has been approved by ENISA.</p> <p>With best regards, ENISA</p>

7. MS Survey Submitted - [country name]
8. User Permissions
9. EU-CSI New User Registration
10. Invitation to join the EUCSI Platform
11. User Invitation – Expired
12. User Inactive – Reminder
13. User Inactive - Auto Block

In the remainder of the annex, we describe each of these emails with the following information, for each email:

- Email subject
- Recipients
- When it is sent
- Email text
- Email screenshot example

## 16.1 EU CYBERSECURITY INDEX SURVEY - INVITATION

<b>Email Subject</b>	<b>EU Cybersecurity Index Survey - Invitation</b>
<b>Recipient(s)</b>	Selected or all PPoCs
<b>When is it sent?</b>	When an ENISA admin publishes a Survey, he/she selects some or all PPoCs to be notified.
<b>Email text</b>	<p><b>EU Cybersecurity Index Survey - Invitation</b></p> <p>ENISA has developed the EU European Cybersecurity Index (EU CSI) to provide countries with valuable insights into their cybersecurity maturity and posture. The EU CSI is meant to serve as a resource for informed decision-making by offering a clear assessment of the Union's overall cybersecurity capabilities, as well as those of individual countries.</p> <p>To ensure the accuracy and relevance of the index, we are seeking your valuable input through an online survey. Your participation will play a vital role in helping collect data for key indicators that would reflect the state of cybersecurity in the EU.</p> <p>Please click the following button to access the survey.</p> <p>[Survey Link]</p> <p>Thank you in advance for your input.</p> <p>ENISA</p>
	 <div style="background-color: #f0f0f0; padding: 10px;"> <p><b>EU Cybersecurity Index Survey - Invitation</b></p> <p>ENISA has developed the EU European Cybersecurity Index (EU CSI) to provide countries with valuable insights into their cybersecurity maturity and posture. The EU CSI is meant to serve as a resource for informed decision-making by offering a clear assessment of the Union's overall cybersecurity capabilities, as well as those of individual countries.</p> <p>To ensure the accuracy and relevance of the index, we are seeking your valuable input through an online survey. Your participation will play a vital role in helping collect data for key indicators that would reflect the state of cybersecurity in the EU.</p> <p>Please click the following button to access the survey.</p> <p style="text-align: center;"><a href="#" style="background-color: black; color: white; padding: 5px 10px; border-radius: 5px;">Survey Link</a></p> <p>Thank you in advance for your input. ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>



## 16.2 EU CYBERSECURITY INDEX SURVEY - INVITATION: KIND REMINDER

<b>Email Subject</b>	<b>EU Cybersecurity Index Survey - Invitation: Kind reminder</b>
<b>Recipient(s)</b>	Selected PPoCs
<b>When is it sent?</b>	For a published survey, an ENISA admin can send the reminder for the survey to selected PPoCs
<b>Email text</b>	<p><b>EU Cybersecurity Index Survey - Invitation: Kind reminder</b></p> <p>ENISA has developed the EU European Cybersecurity Index (EU CSI) to provide EU countries with valuable insights into their cybersecurity maturity and posture. The EU CSI is meant to serve as a resource for informed decision-making by offering a clear assessment of the Union's overall cybersecurity capabilities, as well as those of individual countries.</p> <p>To ensure the accuracy and relevance of the index, we are seeking your valuable input through an online survey. This e-mail is a kind reminder for your participation in collecting data for key indicators that would reflect the state of cybersecurity in the EU.</p> <p>Please click the following button to access the survey.</p> <p>[Survey Link]</p> <p>Thank you in advance for your input.</p> <p>ENISA</p>
	 <p><b>EU Cybersecurity Index Survey - Invitation: Kind reminder</b></p> <p>ENISA has developed the EU European Cybersecurity Index (EU CSI) to provide EU countries with valuable insights into their cybersecurity maturity and posture. The EU CSI is meant to serve as a resource for informed decision-making by offering a clear assessment of the Union's overall cybersecurity capabilities, as well as those of individual countries.</p> <p>To ensure the accuracy and relevance of the index, we are seeking your valuable input through an online survey. This e-mail is a kind reminder for your participation in collecting data for key indicators that would reflect the state of cybersecurity in the EU.</p> <p>Please click the following button to access the survey.</p> <p><b>Survey Link</b></p> <p>Thank you in advance for your input. ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p>



## 16.3 EU CYBERSECURITY INDEX SURVEY - INDICATOR ASSIGNMENT

<b>Email Subject</b>	EU Cybersecurity Index Survey - Indicator Assignment
<b>Recipient(s)</b>	PoC or Operator
<b>When is it sent?</b>	When a PPoC or PoC assigns an indicator to a PoC or Operator of the same MS.
<b>Email text</b>	<p><b>EU Cybersecurity Index Survey - Indicator Assignment</b></p> <p>You have been assigned the following indicators for the EU <b>Cybersecurity Index Survey [20XX]</b> by <b>[ENISA or name of assigning person]</b>. The deadline for your input is <b>XX-YY-202W</b>.</p> <p>Indicators:</p> <p>[X. Indicator title1]</p> <p>[X. Indicator title2]</p> <p>Please use the following button to fill in the information.</p> <p>[MS Survey button]</p> <p>With best regards,</p> <p>ENISA</p>
	 <p><b>EU Cybersecurity Index Survey - Indicator Assignment</b></p> <p>You have been assigned the following indicators for the EU <b>Cybersecurity Index Survey 2024</b> by <b>John Doe</b>. The deadline for your input is <b>15-11-2024</b>.</p> <p>Indicators:</p> <ul style="list-style-type: none"> <li>1. Indicator title 1</li> <li>2. Indicator title 2</li> <li>3. Indicator title 3</li> </ul> <p>Please use the following button to fill in the information.</p> <p><b>MS Survey</b></p> <p>With best regards, ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p>



## 16.4 EU CYBERSECURITY INDEX SURVEY - INDICATOR APPROVED

<b>Email Subject</b>	EU Cybersecurity Index Survey - Indicator Approved
<b>Recipient(s)</b>	Assignee or PPoC
<b>When is it sent?</b>	<p>This message is sent to the Assignee of an indicator (PPoC/PoC/Operator) by a reviewer:</p> <ul style="list-style-type: none"> <li>• PPoC or PoC, if approval happens during internal (MS) review</li> <li>• ENISA admin, if approval happens during the final review of the Survey</li> </ul>
<b>Email text</b>	<p><b>EU Cybersecurity Index Survey - Indicator Approved</b></p> <p>MS [Survey 20XX] indicator [X. Indicator title] has been approved by [ENISA or PPoC/PoC].</p> <p>With best regards, ENISA</p> <div style="text-align: center;">    <b>EU Cybersecurity Index Survey - Indicator Approved</b> <p>MS Survey 2024 indicator Indicator title 1 for the has been approved by John Doe.</p> <p>With best regards, ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>



## 16.5 EU CYBERSECURITY INDEX SURVEY - INDICATOR DELEGATION

<b>Email Subject</b>	<b>EU Cybersecurity Index Survey - Indicator Delegation</b>
<b>Recipient(s)</b>	PPoc, PoC or Operator
<b>When is it sent?</b>	<p>When a PPoC or PoC change the assignee of an indicator to another user (PPoC, PoC or Operator) of the same MS.</p> <p>This email is sent to the old assignee so that he/she knows that he/she is not expected to answer that indicator.</p> <p>The new assignee receives a normal “Indicator assignment” email.</p>
<b>Email text</b>	<p><b>EU Cybersecurity Index Survey - Indicator Delegation</b></p> <p>The following MS <b>[Survey 20XX]</b> indicators for <b>[country name]</b> have been delegated to another user by <b>[name of MS assigning person]</b>.</p> <p>Indicators:</p> <p>[X. Indicator title1]</p> <p>[X. Indicator title2]</p> <p>With best regards,</p> <p>ENISA</p> 
	<p><b>EU Cybersecurity Index Survey - Indicator Delegation</b></p> <p>The following MS <b>Survey 2024</b> indicators for <b>Neverland</b> have been delegated to another user by <b>John Doe</b>.</p> <p>Indicators:</p> <ul style="list-style-type: none"> <li>1. Indicator title 1</li> <li>2. Indicator title 2</li> <li>3. Indicator title 3</li> </ul> <p>With best regards,</p> <p>ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p>



## 16.6 EU CYBERSECURITY INDEX SURVEY – REQUEST FOR REVISION

<b>Email Subject</b>	EU Cybersecurity Index Survey – Request for revision
<b>Recipient(s)</b>	Indicator Assignee (PPoC, PoC, or Operator)
<b>When is it sent?</b>	When an ENISA admin, PPoC, or PoC, requests changes on a specific indicator
	<p><b>EU Cybersecurity Index Survey – Request for revision</b></p> <p>[ENISA] is kindly requesting the review and, if necessary, update to the following indicators of the EU Cybersecurity Index [Survey 20XX]. Please review your input and resubmit the survey by [DD/MM/YYYY].</p> <p>Indicators:</p> <ol style="list-style-type: none"> <li>1. &lt;indicator 1&gt;</li> <li>2.&lt;indicator 2&gt;</li> <li>3...</li> </ol> <p>Please use the following link to fill in the information.</p> <p>[MS Survey button]</p> <p>With best regards.</p> <p>ENISA</p>
	 <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p><b>EU Cybersecurity Index Survey – Request for revision</b></p> <p>John Doe is kindly requesting the review and, if necessary, update to the following indicators of the EU Cybersecurity Index Survey 2024. Please review your input and resubmit the survey by 15-11-2024.</p> <p>Indicators:</p> <ol style="list-style-type: none"> <li>1. Indicator title 1</li> <li>2. Indicator title 2</li> <li>3. Indicator title 3</li> </ol> <p>Please use the following link to fill in the information.</p> <p style="text-align: center;"><a href="#" style="background-color: black; color: white; padding: 5px 10px; border-radius: 5px;">MS Survey</a></p> <p>With best regards. ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>



## 16.7 EU CYBERSECURITY INDEX SURVEY – SURVEY APPROVED

Email Subject	EU Cybersecurity Index Survey – Survey Approved
Recipient(s)	PPoC
When is it sent?	When an ENISA admin presses the Finalise Survey button, after all indicators have been approved
Email text	<p><b>EU Cybersecurity Index Survey – Survey Approved</b></p> <p>Dear [PPoC full name],</p> <p>The MS [Survey 20XX] for [country] has been approved by ENISA.</p> <p>With best regards, ENISA</p>

## 16.8 MS SURVEY SUBMITTED - [COUNTRY NAME]

Email Subject	MS Survey Submitted - [country name]
Recipient(s)	ENISA Admins
When is it sent?	When the PPoC submits the Survey to ENISA
Email text	<p><b>MS Survey Submitted - [country name]</b></p> <p>The MS [Survey 20XX] for [country name] has been submitted by [PPoC name].</p> <p>With best regards. ENISA</p>
	 <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p><b>MS Survey Submitted - Neverland</b></p> <p>The MS Survey 2024 for Neverland has been submitted by John Doe.</p> <p>With best regards. ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>





## 16.9 USER PERMISSIONS

Email Subject	User Permissions
Recipient(s)	Admins, PPoC, PoC, user
When is it sent?	When an admin or PPoC updates a user's data (country, role and blocked/enabled status).
Email text	<p><b>User Permissions</b></p> <p>User permissions for [name of user, e-mail] have been updated on the EU Cybersecurity Index platform. User is <b>enabled/blocked</b> and has role <b>PPoC/PoC/operator</b> for [country].</p> <p>Changes realised by [user name, e-mail].</p> <p>[User Management button]</p> <p>With best regards</p> <p>ENISA</p>
	 <div style="background-color: #f0f0f0; padding: 10px;"> <p><b>User Permissions</b></p> <p>User permissions for John Doe, john.doe@test.com have been updated on the EU Cybersecurity Index platform. User is <b>blocked</b> and has role <b>Operator</b> for Neverland.</p> <p>Changes realised by Jane Doe, jane.doe@europa.eu.</p> <p><a href="#" style="background-color: black; color: white; padding: 5px 10px; text-decoration: none; font-weight: bold;">User Management</a></p> <p>With best regards. ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>  <div style="background-color: #f0f0f0; padding: 10px;"> <p><b>User Permissions</b></p> <p>User permissions for John Doe, john.doe@test.com have been updated on the EU Cybersecurity Index platform. User is <b>enabled</b> and has role <b>Operator</b> for Neverland.</p> <p>Changes realised by Jane Doe, jane.doe@europa.eu.</p> <p><a href="#" style="background-color: black; color: white; padding: 5px 10px; text-decoration: none; font-weight: bold;">User Management</a></p> <p>With best regards. ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>





## 16.10 EU-CSI NEW USER REGISTRATION

Email Subject	EU-CSI New User Registration
Recipient(s)	Admins
When is it sent?	When a user activates the invitation link and logs in for the first time
Email text	<p><b>User Registration</b></p> <p>A new user with email &lt;user email&gt; has registered to the EU-CSI platform.</p> <p>With best regards, ENISA</p>  <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"><p><b>User Registration</b></p><p>A new user with email <b>john.doe@test.com</b> has registered to the EU-CSI platform.</p><p>With best regards, ENISA</p><p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p></div>



## 16.11 INVITATION TO JOIN THE EUCSI PLATFORM

<b>Email Subject</b>	Invitation to join the EUCSI Platform
<b>Recipient(s)</b>	Invitee (non-registered user)
<b>When is it sent?</b>	When a PPoC or ENISA admin click the Invite button
<b>Email text</b>	<p><b>Invitation to join the EUCSI Platform</b></p> <p>Dear &lt;invitee full name&gt;,</p> <p>You have been invited by &lt;Inviter full name&gt; to join the EU Cybersecurity Index (EU-CSI) platform.</p> <p>You can register on the platform via the following link. Please note that the link will be valid for 48 hours.</p> <p>[Join EUCSI button]</p> <p>Please note that you will need an <b>EU Login account</b> to access the EU-CSI platform. If you don't have one, you can create an account via the above link.</p> <p>With best regards, ENISA</p>  <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p><b>Invitation to join the EUCSI Platform</b></p> <p>Dear John Doe,</p> <p>You have been invited by Jane Doe to join the EU Cybersecurity Index (EU-CSI) platform.</p> <p>You can register on the platform via the following link. Please note that the link will be valid for <b>48 hours</b>.</p> <p style="text-align: center;"><a href="#" style="border: 1px solid black; padding: 5px 10px; text-decoration: none; color: inherit;">Join EUCSI link</a></p> <p>Please note that you will need an <b>EU Login account</b> to access the EU-CSI platform. If you don't have one, you can create an account via the above link.</p> <p>With best regards, ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>



## 16.12 USER INVITATION – EXPIRED

<b>Email Subject</b>	User Invitation - Expired
<b>Recipient(s)</b>	The person who sent the invitation and ENISA admins
<b>When is it sent?</b>	48h after the invitation has been sent, if the invitee does not join the platform in this 48h period
<b>Email text</b>	<p>User Invitation - Expired</p> <p>Dear &lt;inviter full name&gt;,</p> <p>The invitation sent to &lt;invitee full name&gt;, has expired, therefore the invitee can no longer register on the EU-CSI platform via the shared link.</p> <p>You may send a new invitation by following <a href="#">Management → Invitations</a> on the EU-CSI platform.</p> <p>With best regards, ENISA</p> <div style="text-align: center;">    <b>User Invitation - Expired</b> <p>Dear Jane Doe,</p> <p>The invitation sent to <b>John Doe</b> has expired, therefore the invitee can no longer register on the EU-CSI platform via the shared link.</p> <p>You may send a new invitation by following <a href="#">Management -&gt; Invitation</a> on the EU-CSI platform.</p> <p>With best regards, ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>



## 16.13 USER INACTIVE – REMINDER

<b>Email Subject</b>	User Inactive - Reminder
<b>Recipient(s)</b>	Any user
<b>When is it sent?</b>	When that user has not logged into the platform for a year.
<b>Email text</b>	<p>User Inactive - Reminder</p> <p>Dear &lt;full name&gt;,</p> <p>We have noticed that your EU Cybersecurity Index platform account, registered with the current email address, has been inactive since &lt;last login date&gt;. If you wish to maintain your account, please log in to EU-CSI platform before &lt;deadline date&gt; otherwise your account will be suspended.</p> <p>[EU-CSI button]</p> <p>With best regards, ENISA</p>  <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p><b>User Inactive - Reminder</b></p> <p>Dear Jane Doe,</p> <p>We have noticed that your EU-CSI platform account, registered with the current email address, has been inactive since <b>15-11-2023</b>. If you wish to maintain your account, please log in to EU-CSI platform before <b>22-11-2024</b>, otherwise your account will be suspended.</p> <p>For any questions, please contact <b>security-index@enisa.europa.eu</b>.</p> <p style="text-align: center;"><a href="#" style="background-color: #2e3436; color: white; padding: 5px 10px; border-radius: 5px;">EU CSI</a></p> <p>With best regards, ENISA</p> <p>Need help? Contact our support team at: <a href="mailto:security-index@enisa.europa.eu">security-index@enisa.europa.eu</a></p> </div>



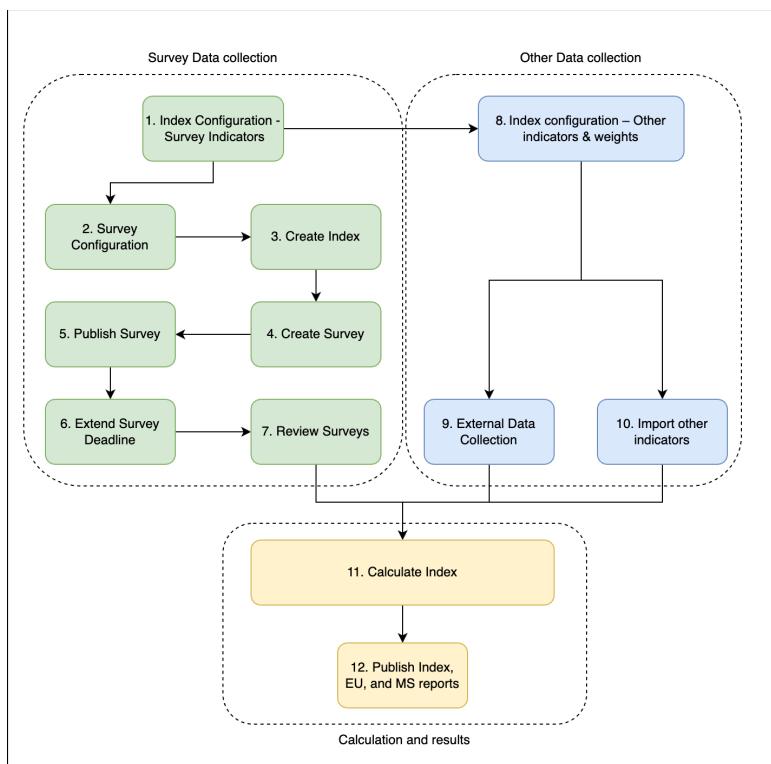
## 16.14 USER INACTIVE - AUTO BLOCK

<b>Email Subject</b>	User Inactive - Auto Block
<b>Recipient(s)</b>	Admins, PPoC, PoCs of MS
<b>When is it sent?</b>	When a user is autoblocked after being inactive for one year
<b>Email text</b>	<p><b>User Inactive - Auto Block</b></p> <p>Dear &lt;admin or PPoC full name&gt;,</p> <p>The following EU-CSI account has been inactive for more than <b>365</b> days and has been automatically blocked by the system.</p> <p>Account details:</p> <ul style="list-style-type: none"> <li>- User: &lt;inactive user full name&gt;</li> <li>- Email: &lt;&lt;inactive user email&gt;</li> <li>- Last Login: &lt;last login date&gt;</li> </ul> <p>You may visit the Users page on the platform to take any further action, either by deleting or unblocking this account.</p> <p>[Users button]</p> <p>With best regards, ENISA</p>



## ANNEX B – END TO END GUIDE

This section outlines the end-to-end activities that are carried out by an ENISA admin for a new Index, from start to publication. The activities are shown in the diagram below and further explained in the remainder of this section.



The activities in the above diagram are grouped into Survey and Other data collection to show that these groups of activities can be executed in parallel. When both group of activities are completed, then the last group (Calculation and results) can be executed.

### 1. Index configuration – Survey Indicators only

<b>Preconditions</b>	-
<b>Goals</b>	Define areas, subareas and survey indicators, to be used in the Survey
<b>Actions</b>	Go to Management → Index and Survey Configuration Clone Index or Import Properties Add/remove/edit areas, subareas, indicators
<b>Output</b>	A subset of the index that contains the complete list of the Survey indicators

### 2. Survey configuration

<b>Preconditions</b>	Index, configured with Survey Indicators
<b>Goals</b>	Define questions, answers, scores, info bubbles, master options, and indicators order in the Survey



<b>Actions</b>	Go to Management → Index and Survey Configuration Click Edit Survey Add/remove/edit questions as needed
<b>Output</b>	The complete Survey

### 3. Create Index

<b>Preconditions</b>	Configured Index
<b>Goals</b>	Create an Index for a specific year (e.g., 2026) based on the configured Index in step 1
<b>Actions</b>	Go to Management → Indexes Click Create Index (+ icon) Select year and title of the Index  Do not publish the Index yet, so that it can be further configured with other types of indicators
<b>Output</b>	A draft Index, needed for the creating and publishing the Survey

### 4. Create Survey

<b>Preconditions</b>	Draft Index
<b>Goals</b>	Create a Survey for a specific Index (e.g., 2026) based on the configured Survey in step 2
<b>Actions</b>	Go to Management → Surveys Click Create Index (+ icon) Select an Index, title and deadline for the Survey
<b>Output</b>	A draft Survey, still unpublished

### 5. Publish Survey

<b>Preconditions</b>	Draft Survey
<b>Goals</b>	Publish the Survey making it available to MS users for completing.
<b>Actions</b>	Go to Management → Surveys Next to the draft Survey, click Publish Survey (up icon) Select either all or specific PPoCs to receive an email invitation to fill-in the survey. Click Publish
<b>Output</b>	A published Survey, ready for completion by the MS users.

### 6. Extend Survey deadline

<b>Preconditions</b>	Published Survey
<b>Goals</b>	Change the survey deadline



<b>Actions</b>	<p>Go to Management → Surveys  Next to the draft Survey, click Edit Survey (pencil icon)  Change the deadline date for the Survey  Click OK</p> <p>The PPoCs will be notified by email that the deadline has been extended.</p>
<b>Output</b>	Updated deadline for the published Survey

## 7. Review Surveys

<b>Preconditions</b>	Published Survey – Submitted by the PPoCs
<b>Goals</b>	Review the submitted Surveys, approve indicators or request changes.
<b>Actions</b>	<p>Go to Management → Surveys  Next to the draft Survey, click Survey Dashboard (magnifying glass icon)  For each MS, click the Review Survey icon  For each indicator, either click Accept, or Request Changes</p> <ul style="list-style-type: none"> <li>• For request changes, you can click Submit Request changes to make them available to the PPoC. An email will be sent to the PPoC with a list of indicators to revise</li> <li>• When the PPoC re-submit the survey, the admin can repeat the process of Accepting/Requesting changes.</li> <li>• When all Indicators are approved, the admin can click Finalise Survey. The PPoC receives an email that the survey has been accepted.</li> </ul>
<b>Output</b>	Finalised Surveys for all MS

## 8. Index configuration – Other indicators & weights

<b>Preconditions</b>	Index with Survey indicators only (step 1)
<b>Goals</b>	Define areas, subareas and other indicators, i.e. of type Eurostat, EU-wide, or Other
<b>Actions</b>	Go to Management → Index and Survey Configuration Add/remove/edit areas, subareas, indicators
<b>Output</b>	The fully configured Index

## 9. External Data collection

<b>Preconditions</b>	Fully configured Index
<b>Goals</b>	Collect data, automatically, for Eurostat indicators
<b>Actions</b>	Go to Management → Data collection Click External Data Click Collect Data
<b>Output</b>	Collected Eurostat Data



## 10. Import other Indicators

<b>Preconditions</b>	Fully configured Index
<b>Goals</b>	Import data of type Other, such as Shodan, ENISA, EU-wide indicators
<b>Actions</b>	Go to Management → Data collection Click Import Data Click Import and upload an excel file with the data, as explained in the relevant section of this manual.
<b>Output</b>	Collected Data for other sources

## 11. Calculate Index

<b>Preconditions</b>	Collected data (Survey, External, Other)
<b>Goals</b>	When all data are available, invoke the Calculation Module automatically, to calculate Index values and produce the EU/MS reports and visuals
<b>Actions</b>	Go to Management → Data collection Click Calculate Index  Note that when calculation is finished, the Index values, reports and visualisations are stored in the platform but not displayed to the MS users until step 12 is executed, below
<b>Output</b>	Calculated Index, reports and visualisations for all MS and EU average.

## 12. Publish Index, EU & MS reports

<b>Preconditions</b>	Calculated Index, reports and visualisations
<b>Goals</b>	When calculated is available, the admins can decide the moment to make the EU and MS reports available through the platform
<b>Actions</b>	Go to Management → Indexes For the current, draft Index, click Edit Index (pencil icon)  Click the Publish Index switch.  Then, at any convenient date, click the Publish EU report and/or Publish MS reports, independently, to make them available to the MS users.
<b>Output</b>	MS/EU reports and visualisations on the platform



## ANNEX C – FAQ

#	Question	Answer
1	What happens if a new PPoC registers while the Survey is published?	<p>1. Go to Surveys 2. Click Publish Survey (up arrow) 3. Select the name of the new PPoC 4. Click Publish</p> <p>An email will be sent only to that person. After receiving the email, the new PPoC will have access to the Survey of his/her country</p>