SOUTHERN AFRICAN DEVELOPMENT COMMUNITY (SADC)

SADC ICT OBSERVATORY
WEB PORTAL AND DATABASE SYSTEM

User Manual

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Southern African Development Community (SADC)

SADC ICT Observatory
Web Portal and Database System

User Manual

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Document Information

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Abbreviations and Acronyms

Acronym	Description
CRASA	Communication Regulators' Association of Southern Africa
CVC	Centralised Version Control
ITU	International Telecommunication Union
MICT	Ministry responsible for ICT
NRA	National Regulatory Authority
NSO	National Statistics Office
SADC	Southern African Development Community
SAPOA	Southern African Postal Operators Association
SATA	Southern African Telecommunications Association
SPO ICT	Senior Programme Officer ICT
UAT	User Acceptance Test
WCMG	Web Content Management Guideline

1. Introduction

The SADC ICT Observatory is one of the flagship projects from the Digital SADC 2027[1], the ICT Chapter of the SADC Regional Infrastructure Development Master Plan (RIDMP) whose objective is to become the central point of reference for reliable, accurate and up-to-date collection and dissemination of ICT indicators, measurement, benchmarking, and reports both for decision making as well as to determine the best interventions for the region.

To achieve these objectives, SADC's ICT Observatory Web Portal and Database System was developed with the main aim of facilitating secure online data entry, information access, validation and reporting by Member States and stakeholders for visibility and decision-making as well as provide a comprehensive view of the SADC ICT sector.

This manual focuses on how to use the SADC ICT Observatory Web Portal and Database System to manage ICT indicators data, ensure data quality and publishing of data for use by the public and stakeholders.

Overview of the platform

The platform is an ICT Observatory Web Portal and Database System which is structured around two main components: the Frontend and the Backend.

- The Frontend is the publicly accessible side of the database where data on various ICT Observatory indicators can be found. Here you can view the dashboards that contains charts for data that have been published as well as query the database to view and download data in multiple formats.
- The Backend is where data is managed. It provides features to enter, validate, and publish data. Data that are published in the Backend can then be viewed publicly in the Frontend.

The SADC ICT Observatory Web Portal and Database System can be accessed through the domain name: https://ictobservatory.sadc.int.

Users and Permissions

Users will have different permissions and access levels depending on their roles. This will help to ensure consistency and accuracy of data that is entered into the system and shared. The roles include:

Super Users: This user has unrestricted access to all commands, files, directories, and resources. Super Users can

- **Manage Users:** create, activate and deactivate user accounts. In addition, they can assign roles and permissions to users.

[1] https://www.sadc.int/document/regional-infrastructure-development-master-plan-ict-sector-plan-2012

- **Manage Groups:** can create and assign permissions to groups.
- **Administration:** overall administration of the system including managing Reporting Periods, Member States, Organisations, Focus Areas, Indicators, Charts, and Publishing/Unpublishing data

Member State Representatives: Member State Representatives (SADC ICT Observatory Focal Point Persons) can view all published data. They will also be able to enter indicator data for their own Member State through the data entry form in the Backend section of the portal. Member State Representatives will not have the permissions to publish data as this will be done by the SADC Secretariat following review of any new or updated data.

SADC Secretariat: SADC Secretariat will be able to create Focus Areas, Indicators etc. In addition, these users can also review and validate any new or updated data that have been submitted by Member State or Organisation representatives. These users can also approve or request amendments for submitted data, before publishing for all to view.

Organisations/Implementing Agencies:

Groups

There are four types of groups that authenticated users can belong to. These are Admins, SADC, Member States and Organisations. Permissions for each user is set at the group stage. Details on Groups and Group management can be found in the System Administration section of this manual.

Structure of Web-Portal: Frontend and Backend:

The Web Portal is structured to have a public and private (authenticated access)

Frontend:

The Frontend of the web-portal does not require authentication and is visible to the public at large. The frontend can be accessed without having to log in through the https://ictobservatory.sadc.int.

Here, you can view the Dashboard filtered by year (Figure 1: Dashboard) as well as query and view data (Figure 2: Query Data) using multiple criteria. (see General Manual #2: Using the Frontend for more).

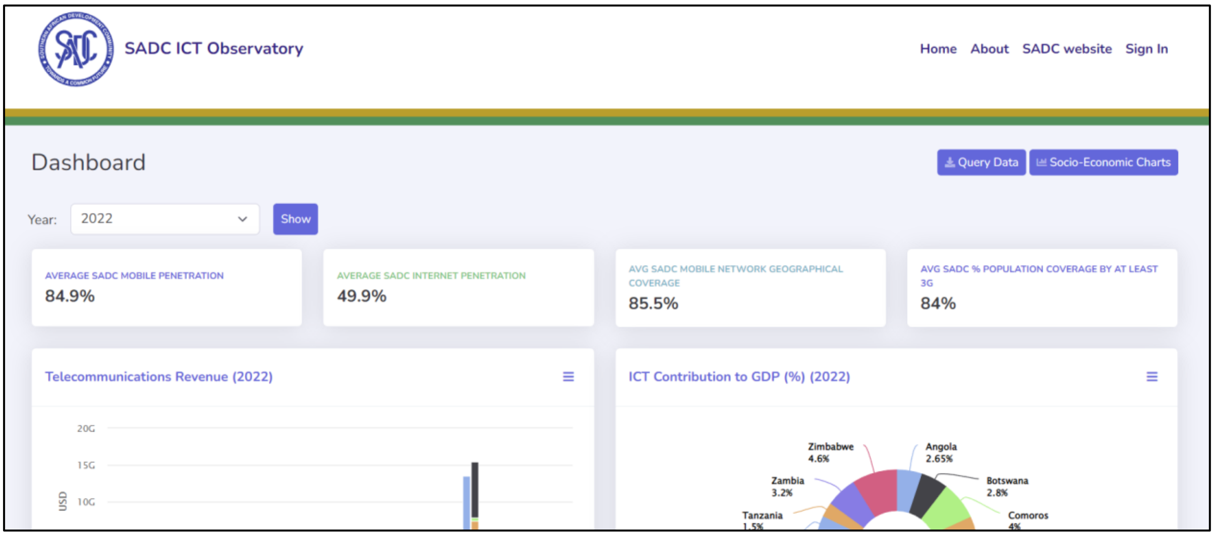


Figure 1: Dashboard

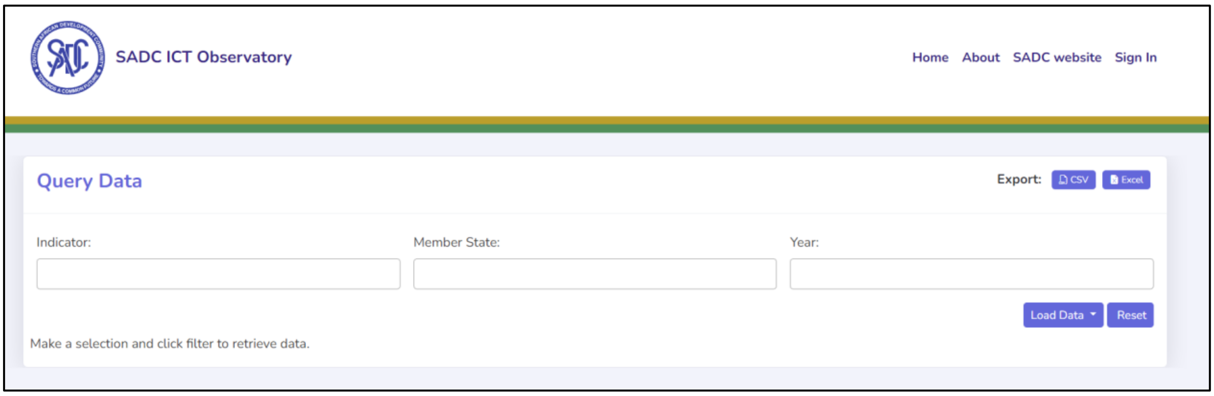


Figure 2: Query Data

Backend:

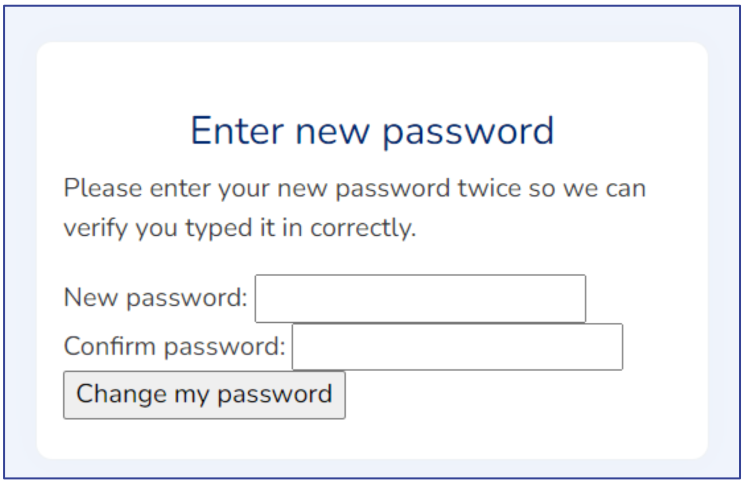
The Backend of the web-portal contains data management items that are accessible only by authenticated users. User accounts are created and assigned roles by the Super User/System Administrator. Once a user account is created for a particular user, the user will receive a password setting instruction through email with a link that redirects to the password setting page (see General Manual #1: Logging into the portal for more).

2. General Manual #1: Logging into the portal

Before you will be able to log into the portal, the Administrator of the portal will create an account for you using your email address and you'll need to set your password as per the instructions listed below.

Setting your password (First time users)

When an account is created for you, you will receive an email with a link asking you to set your password for your account at SADC ICT Observatory. Clicking on the link will take you a web page so that you can set your password.



Password requirements

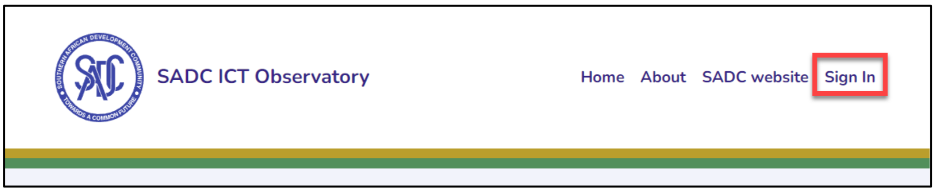
SADC's Password Policy states that a strong password should be created for each account using SADC's systems. Below are the password setting requirements.

Length: a minimum of 12 characters

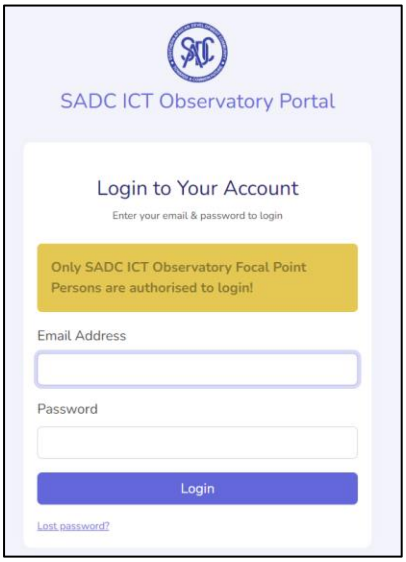
Combination of characters: alpha-numeric characters with a minimum of one uppercase letter, one lowercase, one numeric character and one special character.

Logging into the system

Once you've set your password, you can log into the system by clicking on the Login button at the top right part of the portal's landing page.



Use the email address associated with your password to log in.

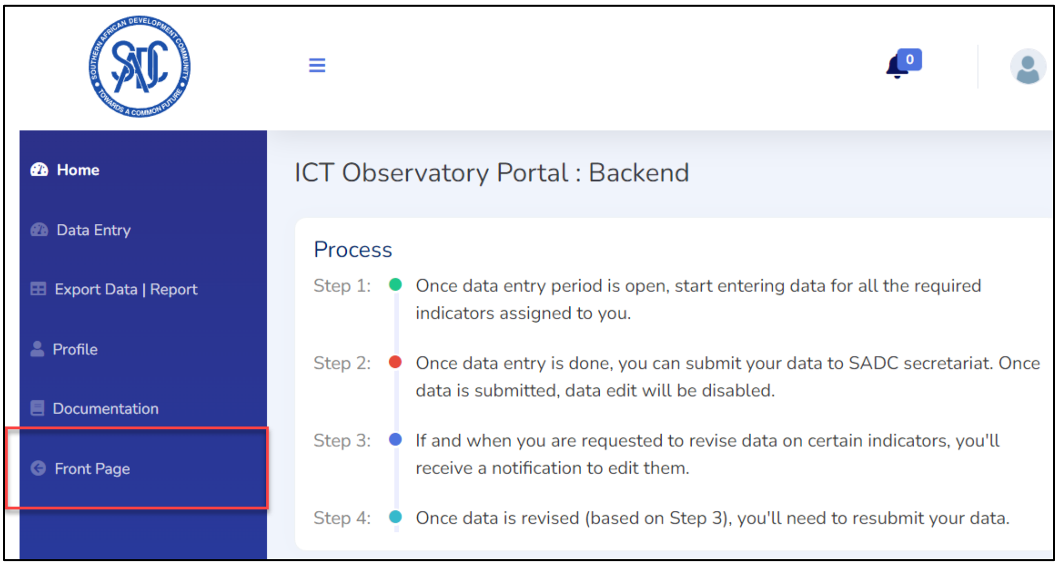


Note that logging in from the Frontend will take you directly to the Backend of the platform. Once logged in, you can easily move from the Frontend to the Backend.

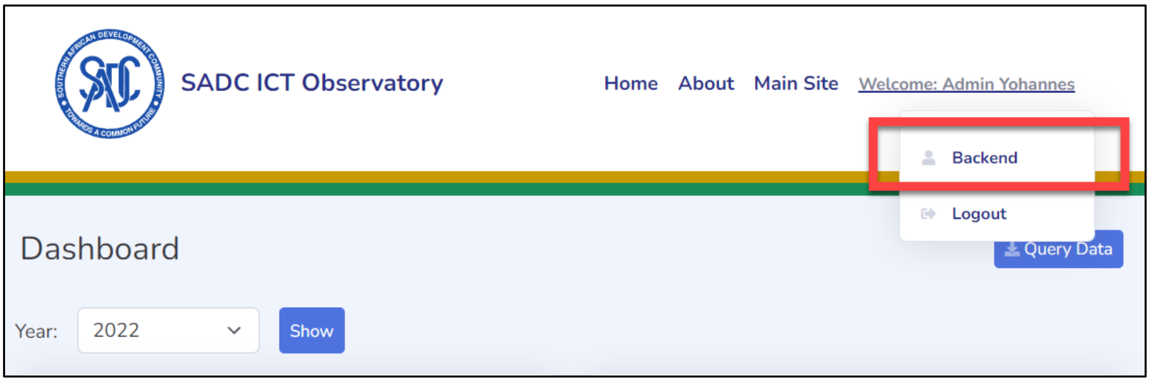
Moving between the Frontend and Backend

Once you are logged in, you will have access to all features in the Frontend plus access to the Backend. The Backend permissions will depend on the type of user permission you have been assigned.

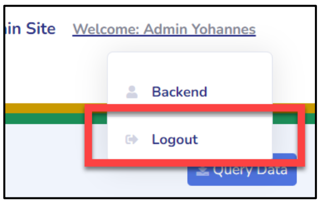
If you are in the Backend and want to go to the Frontend, simply click on the Frontend button in the left-hand pane of the screen.



If you are in the Frontend and want to go to the Backend, simply click on the welcome button which you can find in the top right section of the front page.



To log out, simply click on the Logout button that can be found when you click on your username on the top right section of both the Frontend and Backend



3. General Manual #2: Using the Frontend

As can be seen from Figure 3, the Frontend of the portal has multiple features. There are navigation and login buttons on the top-right section ①, year filter dropdown box ②, Query Data button that will redirect you to the query page ③, the charts section that contains 16 selected charts ④, and link to additional dashboard that contains charts related to socio-economic indicators ⑤. Each of these sections will be described in detail in the upcoming sections.

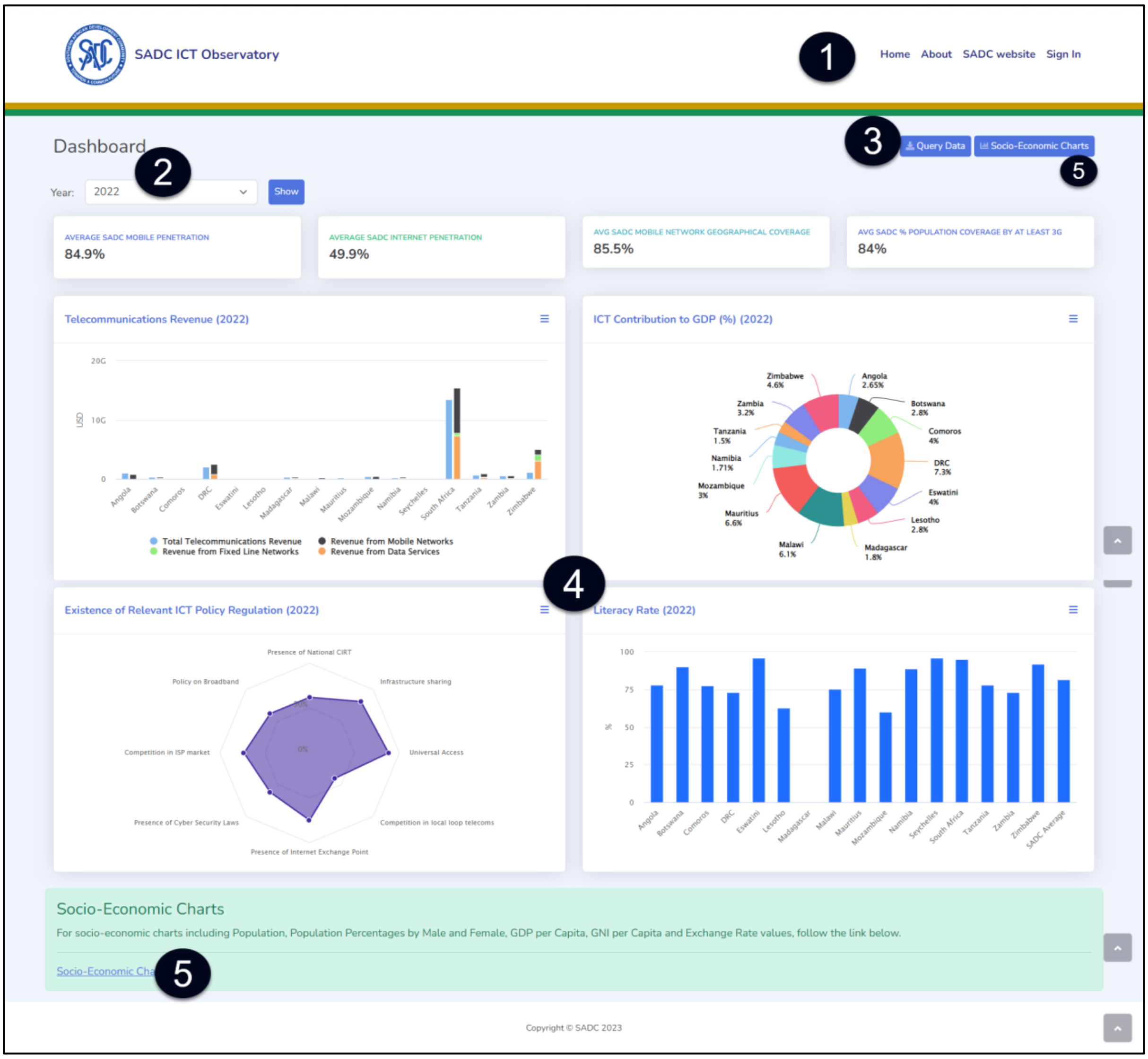


Figure 3: Frontend

① Navigation Links

There are four (4) navigational links on the top-right section of the Frontend. The *Home* page is a link to the main front page, *About* button will take you to the About section of the web portal, *SADC Web Site* will redirect you to the main SADC web site (www.sadc.int), clicking on the *Login* button will open up the login page for authenticating users.

② Year Filter

Users can change the data displayed in the charts and score card section by changing the Year through the Year dropdown filter. By default, the Year shows the latest published year's data.

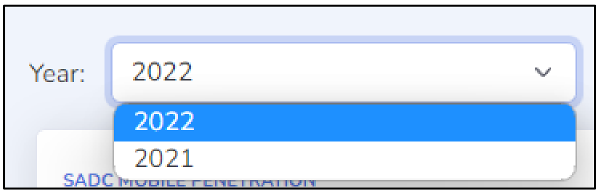


Figure 4: Year dropdown filter

③ Query Data

The Query Data button will redirect you to the Query Data page as shown below.

On this page, there are three dropdown boxes that enables you to filter data, once you select the desired Indicators ①, Member States ② and Year ③, you can click on the Filter ④ button to load results. You can load results for USD adjusted data (for currency data) or data in local currency. The Reset ⑤ button will reset all selections made. You can Export ⑥ the data using the CSV and Excel buttons to export as CSV and Excel Workbook respectively.

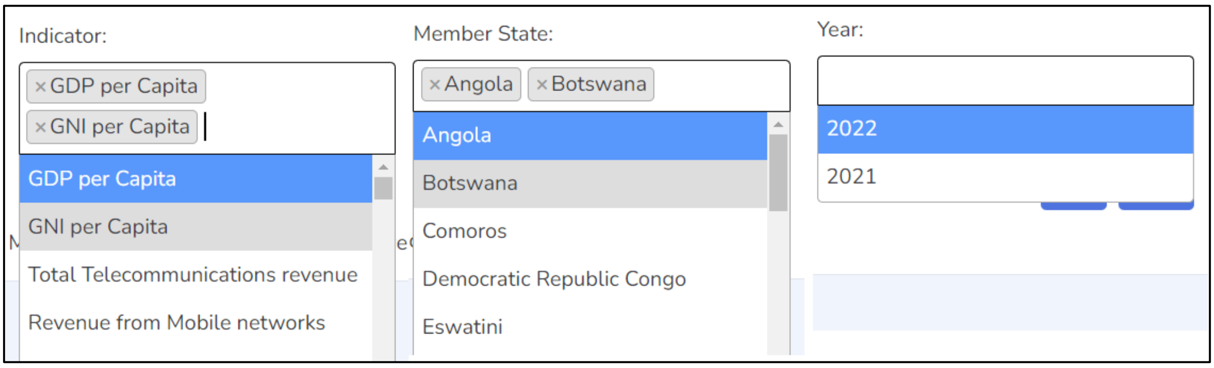
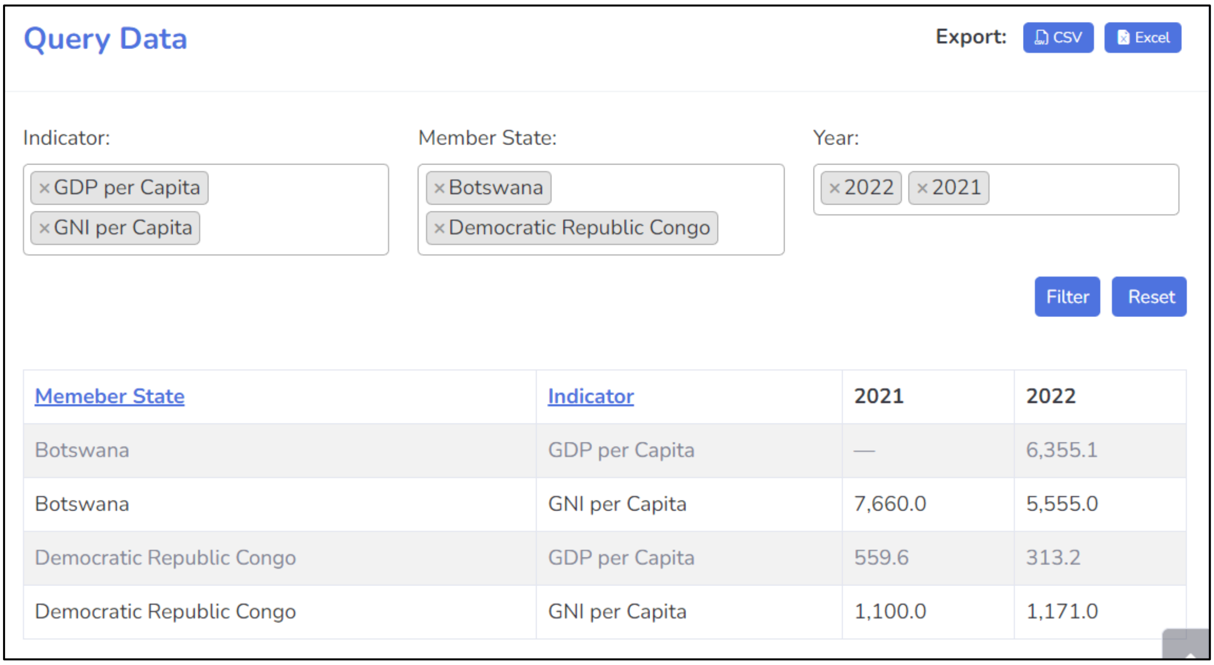


Figure 5: Making selections

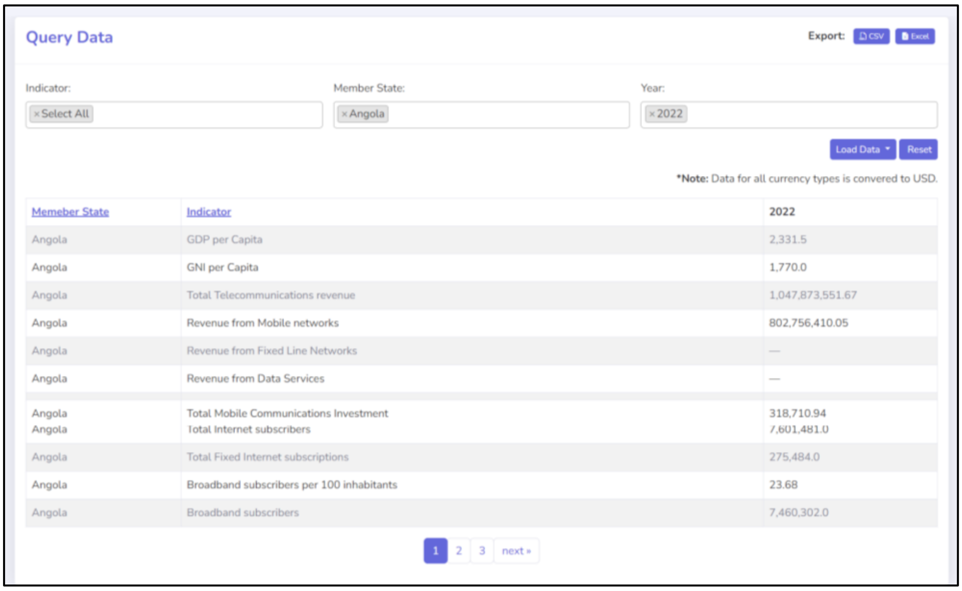
For each of the dropdown boxes, you can select either one or multiple data elements as can be seen in the figure above. Once you are happy with your selection, click on the Filter button to load the data (see Figure 6: Data loaded based on selected filters).



Memeber State	Indicator	2021	2022
Botswana	GDP per Capita	—	6,355.1
Botswana	GNI per Capita	7,660.0	5,555.0
Democratic Republic Congo	GDP per Capita	559.6	313.2
Democratic Republic Congo	GNI per Capita	1,100.0	1,171.0

Figure 6: Data loaded based on selected filters

Select All: For all filters, you can choose the Select All value to ensure all filters are included. For example, if you choose select all in the indicator selection dropdown, all the indicators will be included.



Memeber State	Indicator	2022
Angola	GDP per Capita	2,331.5
Angola	GNI per Capita	1,770.0
Angola	Total Telecommunications revenue	1,047,873,551.67
Angola	Revenue from Mobile networks	802,756,410.05
Angola	Revenue from Fixed Line Networks	—
Angola	Revenue from Data Services	—
Angola	Total Mobile Communications Investment	318,710.94
Angola	Total Internet subscribers	7,601,481.0
Angola	Total Fixed Internet subscriptions	275,484.0
Angola	Broadband subscribers per 100 inhabitants	23.68
Angola	Broadband subscribers	7,460,302.0

If you want to export the filtered data, click on either the CSV or Excel button to export and save the data to your computer as can be seen in Figure 7. The naming of the file will be automatic based on the date and time of the request.

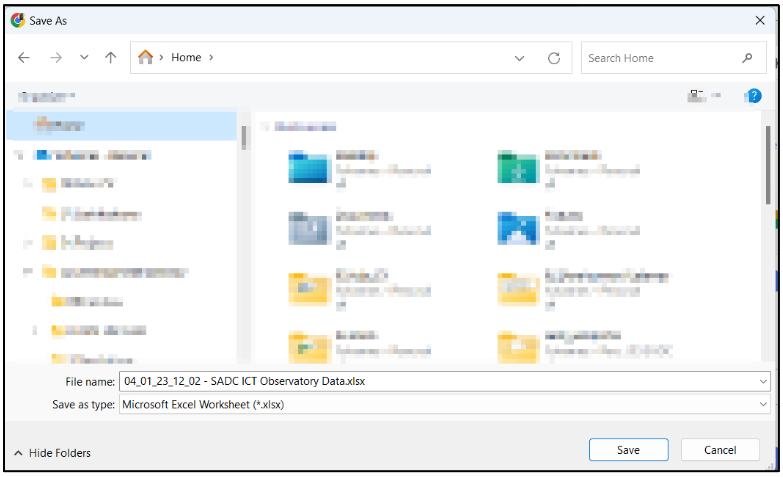
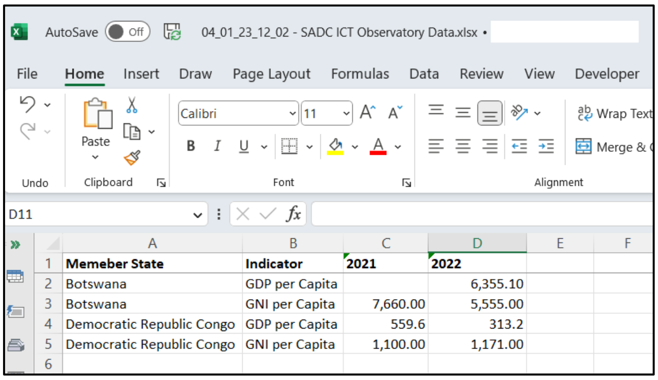


Figure 7: Saving the exported data

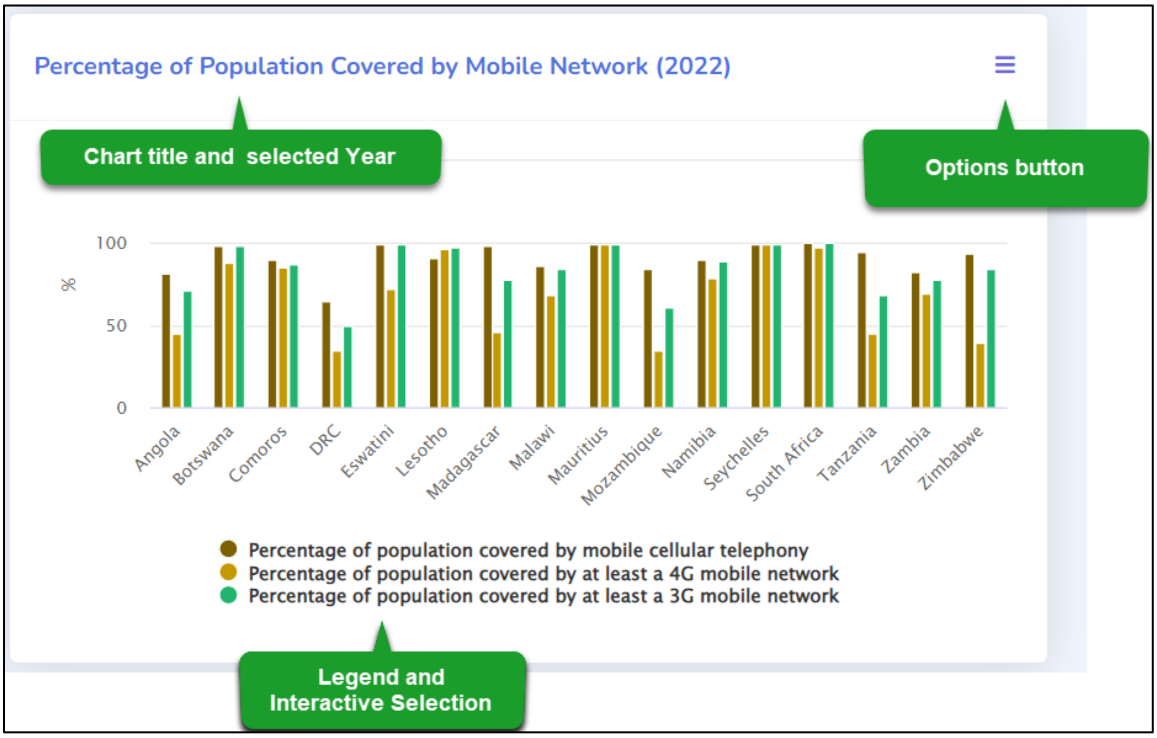
As can be seen below, the exported file will contain all the data that is loaded into the Query Data page.



Memeber State	Indicator	2021	2022
Botswana	GDP per Capita		6,355.10
Botswana	GNI per Capita	7,660.00	5,555.00
Democratic Republic Congo	GDP per Capita	559.6	313.2
Democratic Republic Congo	GNI per Capita	1,100.00	1,171.00

④ Charts

The Charts section contains 16 charts arranged in an 8 by 2 matrix as well as four score cards. All charts have multiple features that let us view the chart in a full-screen view, download the chart and data in multiple formats, quick view of the data and interactive selection of indicators for multi-indicator charts. Below is a detailed look at these features.



1. **Chart Title (Year):** The chart title is the title of each chart and the Year of the data the chart.
2. **Options button:** clicking on the options button will open up a menu with a list of multiple buttons as can be seen below.

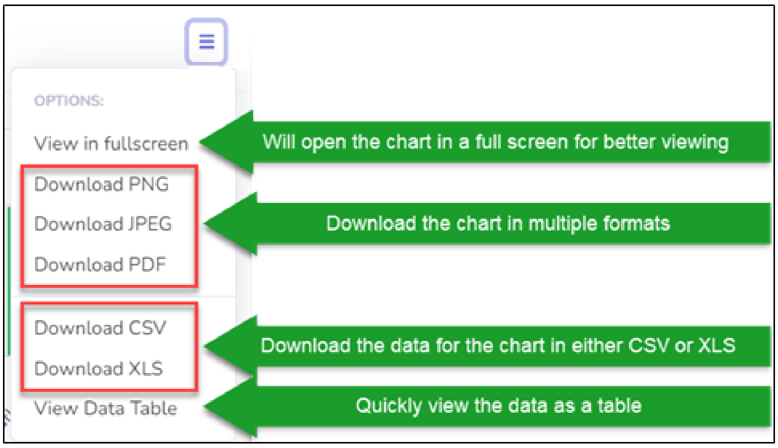
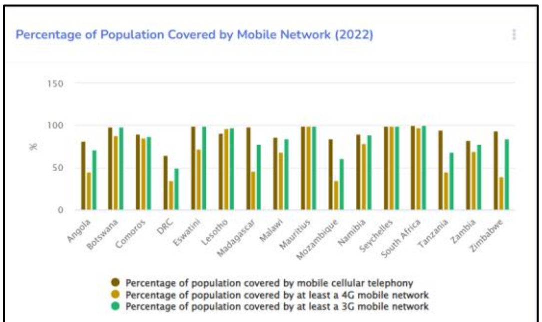


Figure 8: Options for charts

For example, in Figure 9, we can see the Data Table for the selected chart. To hide the Data Table, click again on the View Data Table button from the Options menu.



Category	Percentage of population covered by mobile cellular telephony	Percentage of population covered by at least a 4G mobile network	Percentage of population covered by at least a 3G mobile network
Angola	82	45.39	71.48
Botswana	98	88	98
Comoros	90	85	87
DRC	65	35	50
Eswatini	99	72	99
Lesotho	91	96.34	97.92
Madagascar	98.9	45.71	77.57
Malawi	86.3	68.6	84.4
Mauritius	99	99	99
Mozambique	84	35	61
Namibia	90.2	79	89
Seychelles	99.5	99	99.5
South Africa	100	97.7	99.9
Tanzania	95	45	68
Zambia	82.3	69.1	78.1
Zimbabwe	93.54	39.12	84.01

Figure 9: Chart with Data Table view

3. **Interactive Selection:** for charts plotted with more than one indicator, you can use the chart Legend area to hide/show indicators. Clicking on each legend entry will toggle the indicator from shown to hidden and vice versa.

   For example, in Figure 10, it can be seen that the second indicator in the legend (Percentage of population covered by at least 4G mobile network) is greyed out. Correspondingly, there are only two bars in the charts area while the greyed out indicator is hidden from view. To view the greyed out indicator, click on the indicator in the Legend area.

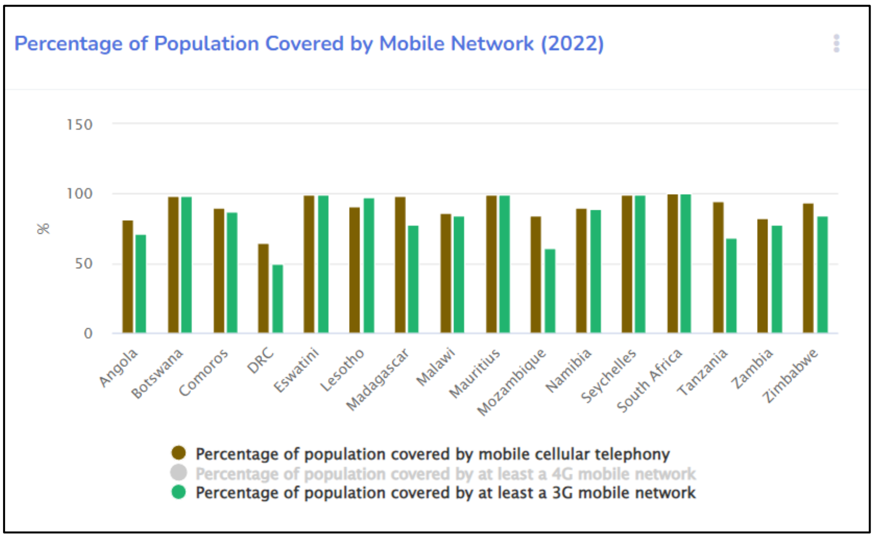


Figure 10: Toggle indicators from view to hide and vice versa

⑤ Socio-Economic Charts

Clicking on the Socio-Economic link will redirect you to another dashboard that contains five charts related to Population, GDP/GNI and Exchange Rate data for the selected year.

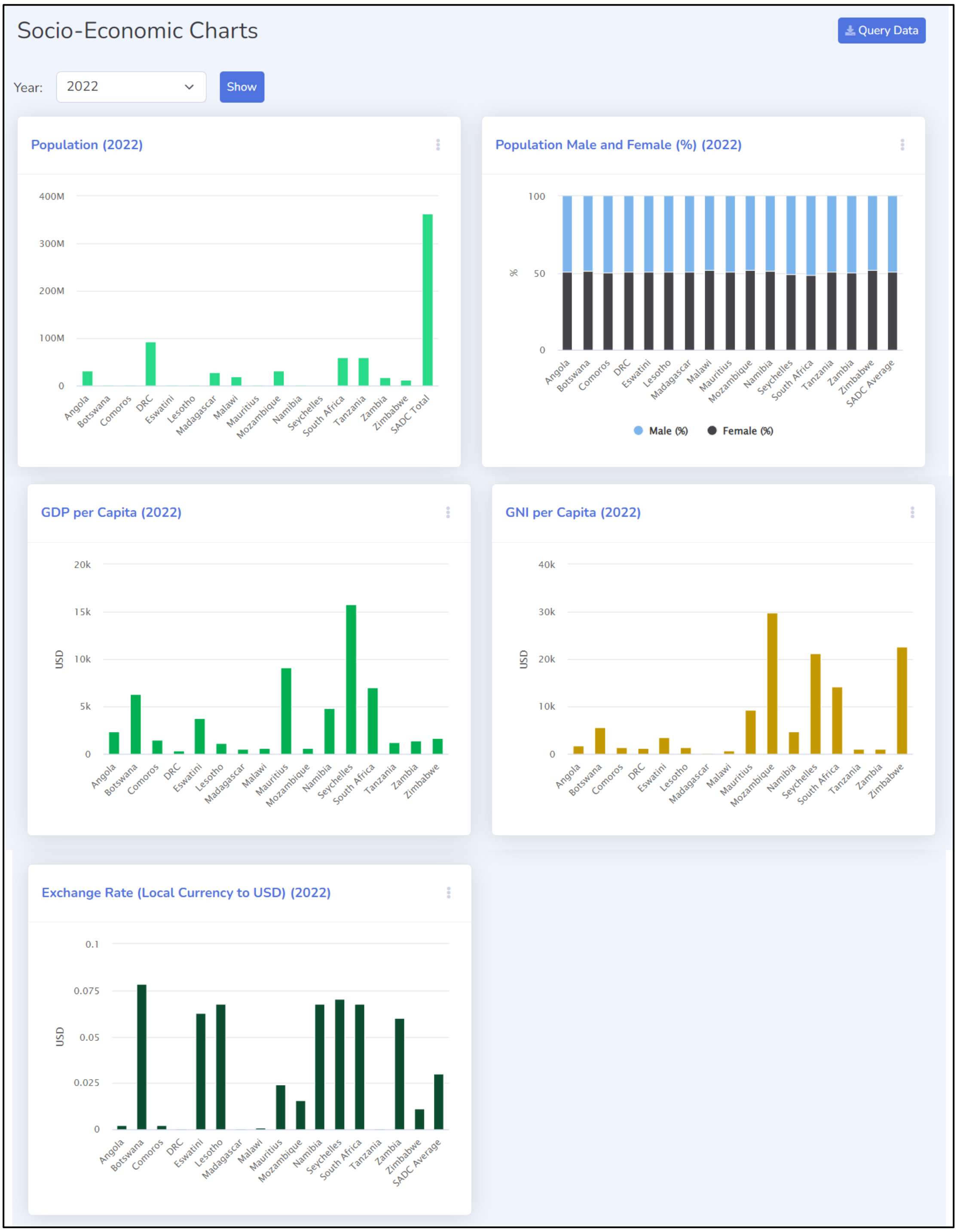


Figure 11: Socio-Economic Charts

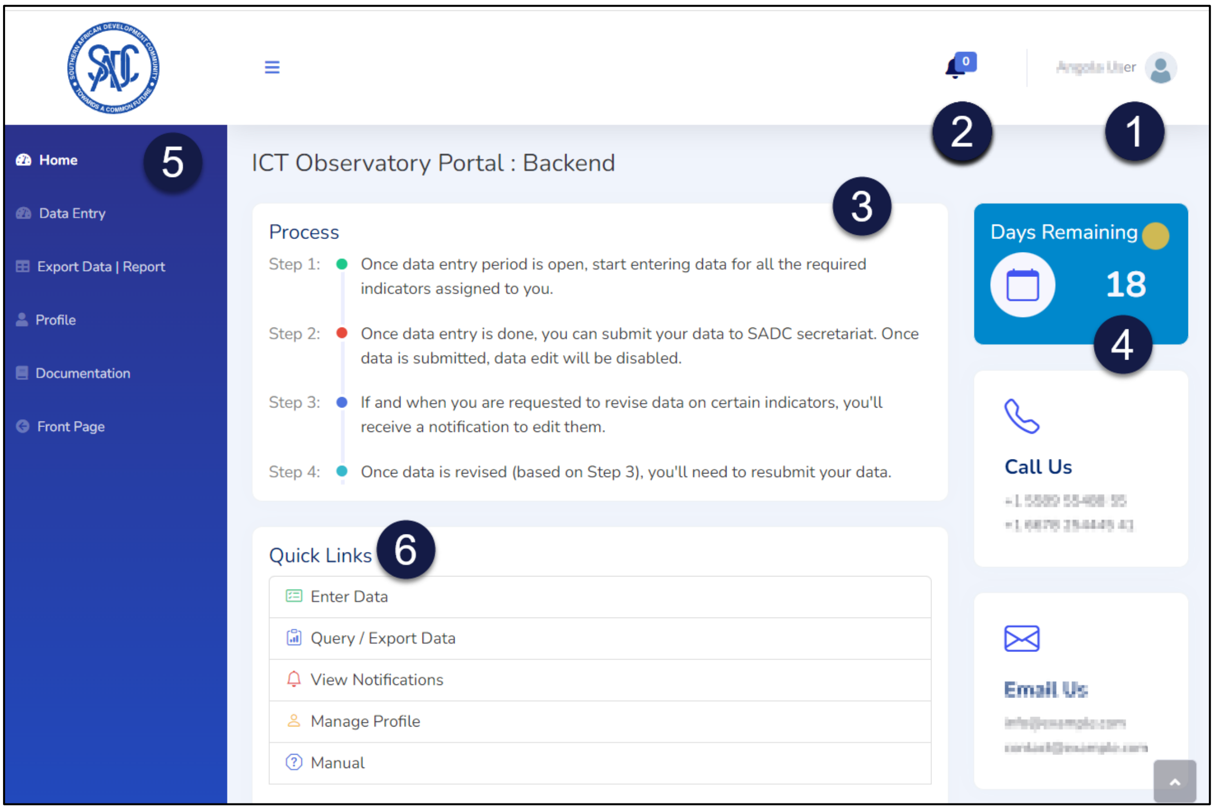
4. Authenticated Users: Using the Backend

When you log into the system through the login page, you'll automatically be directed to the Backend page of the portal.

Depending on the type of user you are logged in as, you'll see different features.

Member State Representatives

Backend Overview



① **Logged in User:** Shows the full name of the logged in user. Clicking on this link will open a menu with the Profile and Logout buttons. The Profile button will redirect you to the Profile page (see Figure 13) where you can review your profile information as well as change password. The Logout button is used to logout of the system.

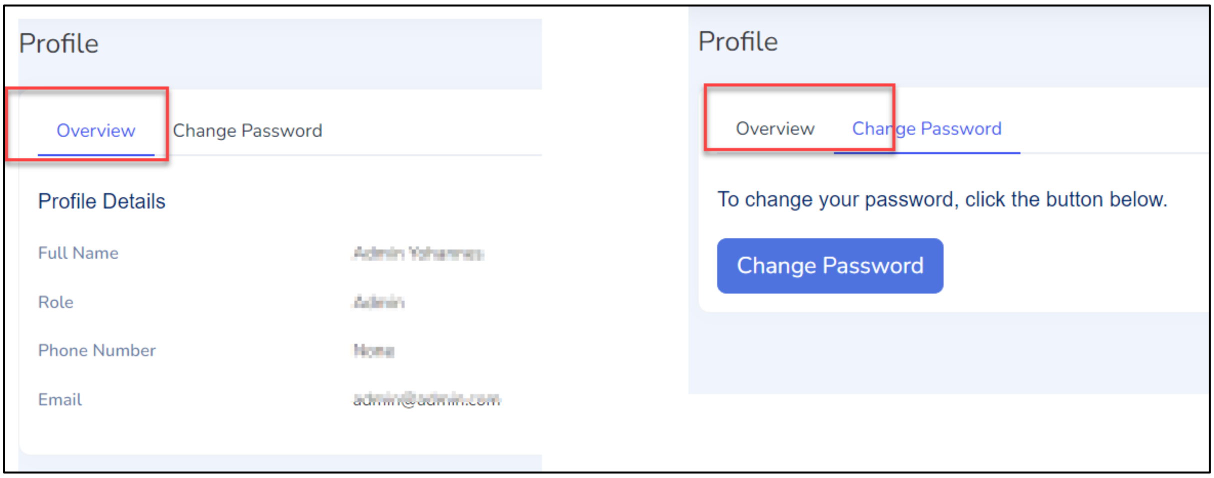
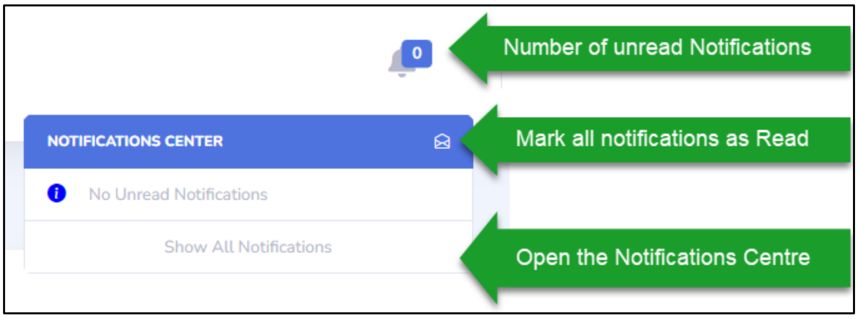


Figure 12: Profile Overview and Change Password Tabs

② **Notification centre:** This is where your unread notifications appear. The notification badge will inform you of the number of notifications received. Clicking on the Notifications icon will open a list of recent unread notifications. You can click on the Mail icon to mark all notifications as Read. To see all notifications received, click on the Show All Notifications Icon to go to the Notification Centre Page.



③ **Process:** Lists a quick overview of the process of data entry, submission and validation.

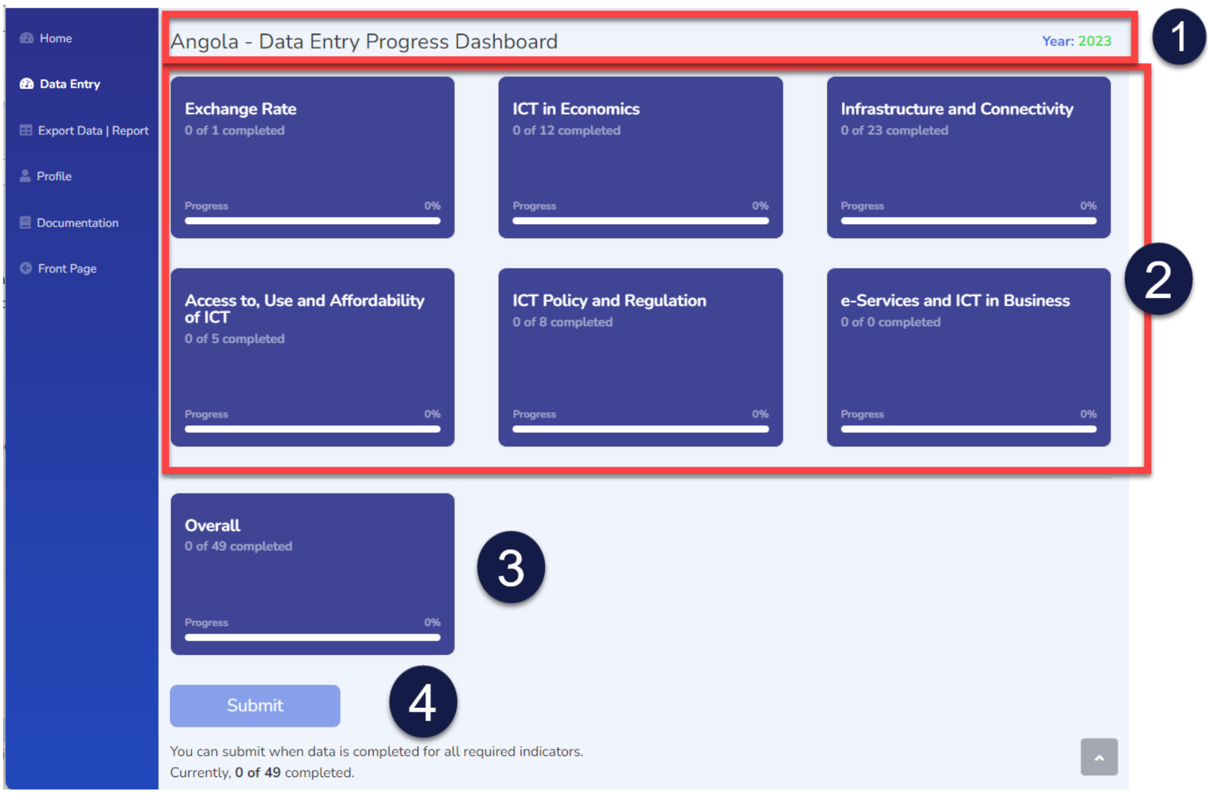
④ **Days Remaining:** the number of days remaining before the data entry period ends is displayed on the right-side panel. This will only appear during reporting periods.

⑤ **Left Pane:** The left panel contains multiple buttons that enables you to Administer the system. Each button is described in detail in the next sections.

⑥ **Quick Links:** Contains a quick links for ease of navigation.

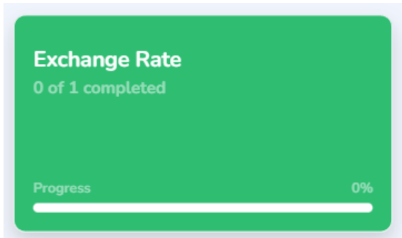
Data Entry Progress Dashboard

The Data Entry Progress Dashboard has four components as can be seen below.



① On top of the window, you'll find the Member State name and the year of the active reporting period.

② The six rectangular boxes (cards) shown here are clickable and clicking on one will take you directly to the corresponding data entry window of the clicked item. For example, clicking on the card titled *Exchange Rate* will open a form that enables you to enter Exchange Rate data for the current reporting period. When you hover your mouse over each card, the card colour will change to Green as can be seen here.



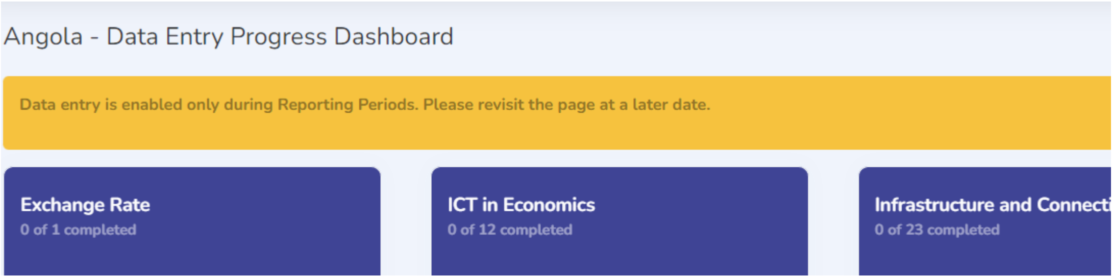
The number of required indicators per Focus Area and Progress of data entry in percentage values are also displayed in each card.

③ The card labelled *Overall* displays the overall progress of data entry. It shows the total number of required indicators that will need to be completed and progress in percentage terms.

④ The *Submit* button will submit all completed data to the SADC secretariat. As can be seen in the figure, the Submit button will stay disabled until all required indicators are completed, i.e. when overall progress is 100%.

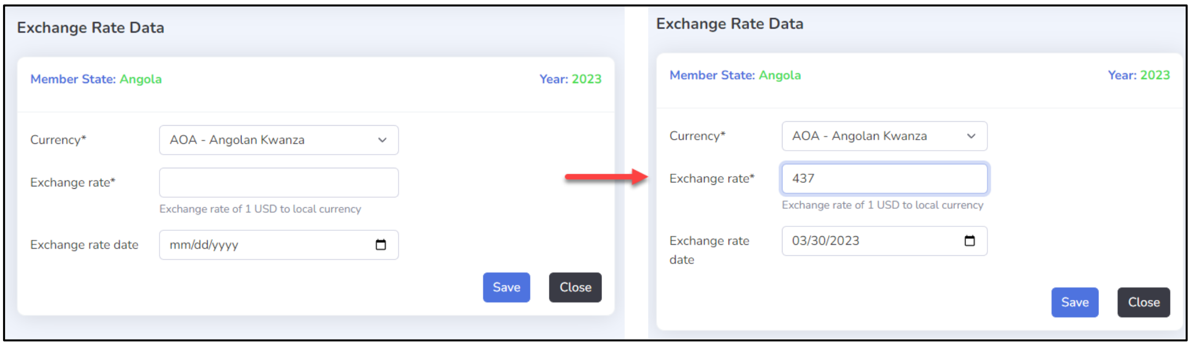
Data Entry and Reporting Periods

Data entry is enabled only during active reporting periods (as set by the System Administrators). If you open the Data Entry Progress Dashboard during non-reporting periods, you'll see the notification shown below. In addition, the cards are not active and cannot be clicked on.

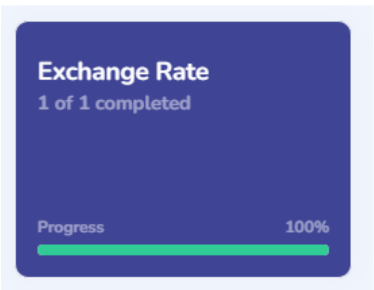


Entering Exchange Rate Data

- Exchange Rate Data is required to be completed per reporting period. To enter the Exchange Rate Data, click on the respective card from the Data Entry Progress Dashboard window to see the form as shown below.
- The Member State and the reporting Year are displayed on top of the form followed by the Currency of the Member State and two data entry fields.
- In the Exchange Rate data entry field, enter the exchange rate data equivalent to 1 USD.
- In the Date field, enter the date of the Exchange Rate information.
- Once you are done, click on the Save button to save the data into the system.
- If you want to edit the data, follow the same steps again.

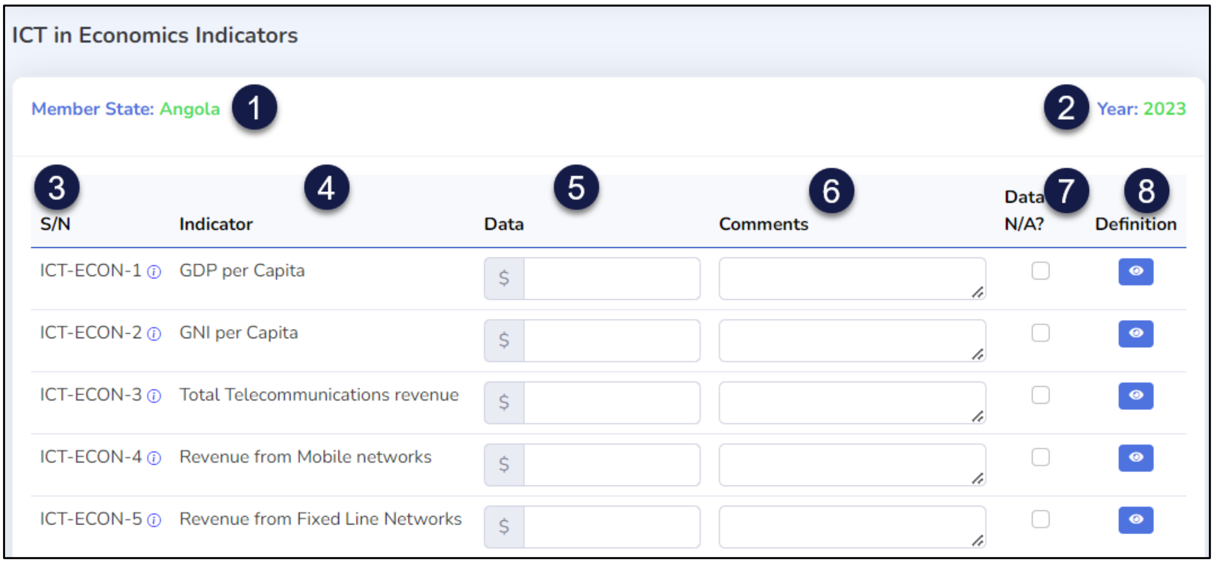


Once you saved your data, if you go to the Data Entry Progress Dashboard, you should see an updated progress data on the Exchange Rate card as can be seen below.



Entering Indicator Data

Clicking on any of the Focus Area cards will open the indicator data entry window as shown below.



① On top of the window, you'll see your Member State name listed.

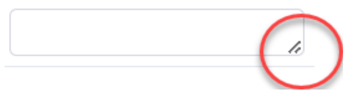
② Shows the year of the active reporting period.

③ Shows the indicator code followed by an ⓘ icon. This icon is available for all required indicators.

④ Indicator label is displayed here.

⑤ This is where you enter data for each indicator. Data will be automatically validated based on the data type of each indicator (e.g., you cannot enter alphabet characters on the data field of currency indicators).

⑥ If you have any comments, you can enter them here. To expand the data entry field, click and drag on the two diagonal lines at the right bottom part of the data entry field.



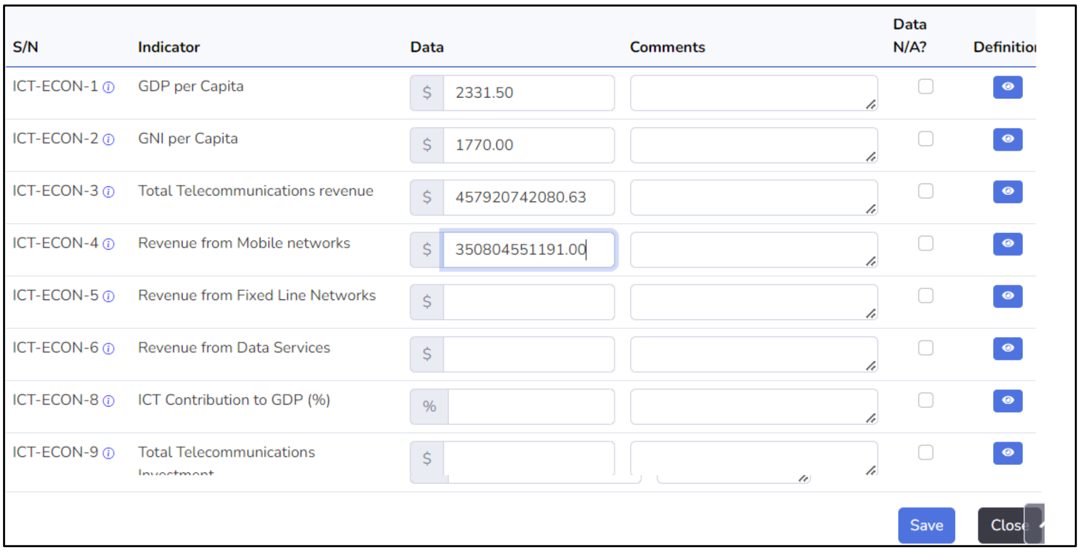
⑦ Check this box if you don't have data for a particular indicator. Explained in detail on "Handling unavailable data" section below.

⑧ To view the detailed definition for each indicator, click on the eye icon which will open a form with detailed definition.

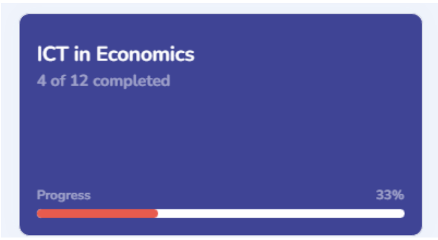
The Save button on the bottom of the page will save the data you entered which the close button will close the window and redirect you to the Data Entry Progress Dashboard.

Saving Partial Data

You are not required to fill out all the data in one session. You can save the data that you entered and continue later and this process can be repeated until you complete.

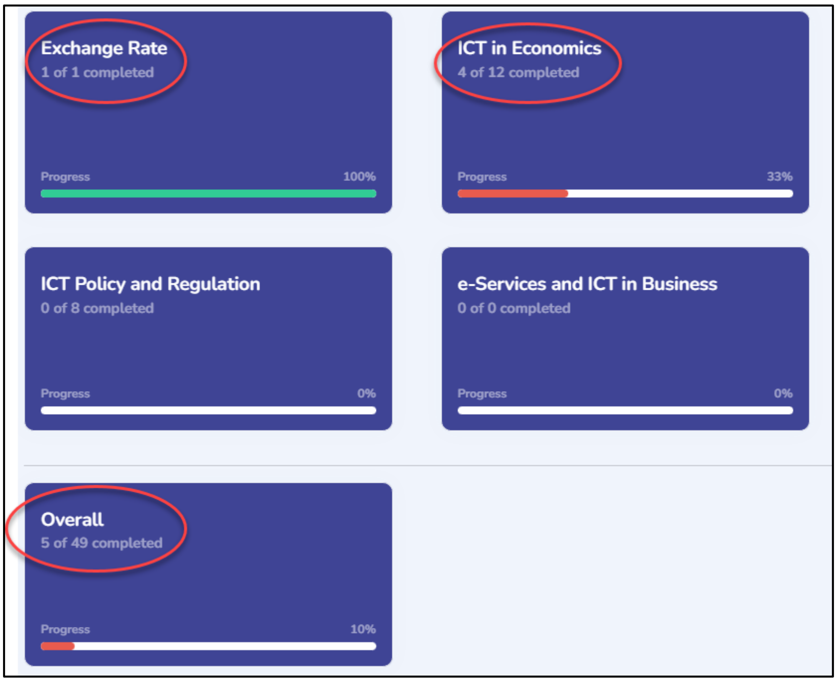


After you save your data and click on the close button, you'll see the progress updated showing you the number of data that you've completed, and the percentage progress as can be seen below.



Data Entry Progress

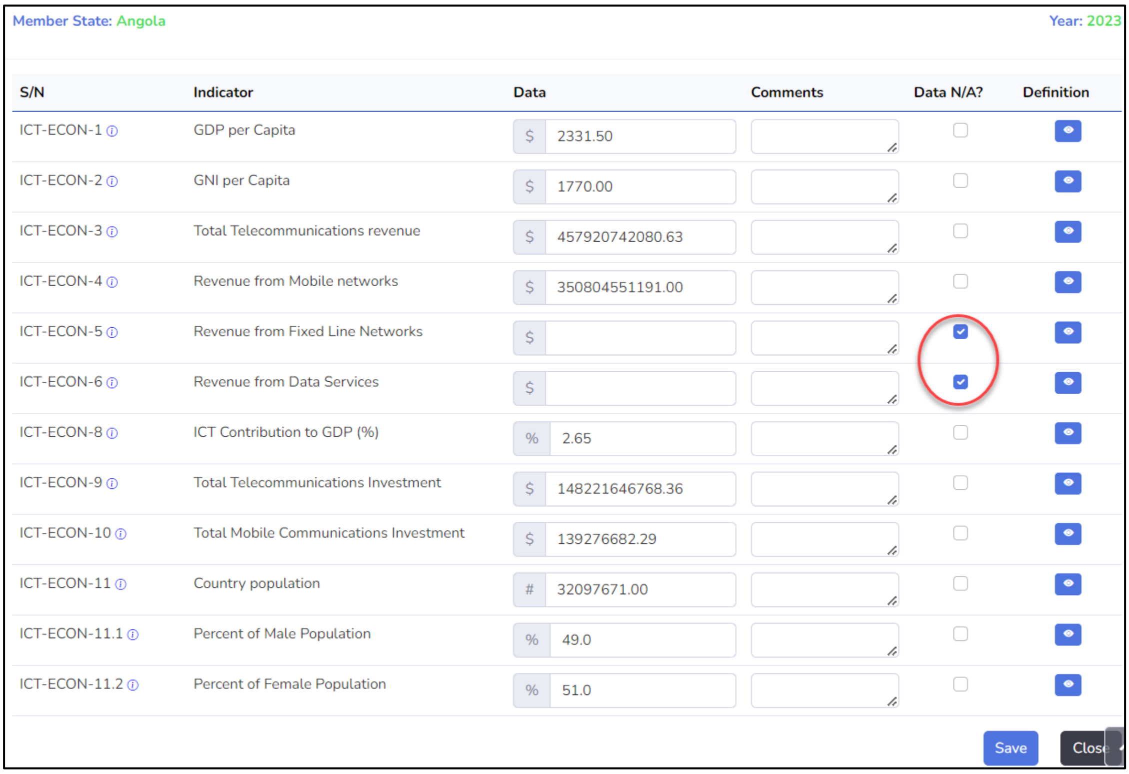
Once you enter data and save, you can see your progress in the progress dashboard as shown below. For example, here, it shows that you have entered 4 of the 12 required indicators for the ICT in Economics Focus Area and 1 of 1 for the Exchange Rate data. In addition, the Overall card shows that you've entered 5 (1 + 4) of the 49 required indicators which is about 10%.



Handling unavailable data

Sometimes, you might not be able to get data for a particular indicator, to handle this scenario, tick the Data N/A checkbox to denote data is not available for a particular indicator as can be seen below. This will allow you to mark that indicator as completed but note that this is to be used in rare exceptions for all required indicators.

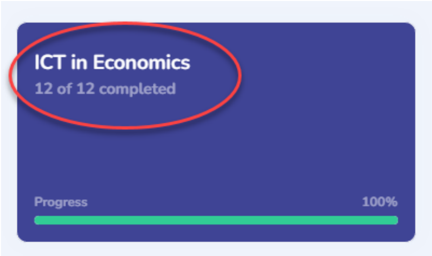
In the example below, two indicators are set as N/A (annotated in red).


Member State: Angola Year: 2023

S/N	Indicator	Data	Comments	Data N/A?	Definition
ICT-ECON-1	GDP per Capita	$ 2331.50		☐	
ICT-ECON-2	GNI per Capita	$ 1770.00		☐	
ICT-ECON-3	Total Telecommunications revenue	$ 457920742080.63		☐	
ICT-ECON-4	Revenue from Mobile networks	$ 350804551191.00		☐	
ICT-ECON-5	Revenue from Fixed Line Networks	$		☑	
ICT-ECON-6	Revenue from Data Services	$		☑	
ICT-ECON-8	ICT Contribution to GDP (%)	% 2.65		☐	
ICT-ECON-9	Total Telecommunications Investment	$ 148221646768.36		☐	
ICT-ECON-10	Total Mobile Communications Investment	$ 139276682.29		☐	
ICT-ECON-11	Country population	# 32097671.00		☐	
ICT-ECON-11.1	Percent of Male Population	% 49.0		☐	
ICT-ECON-11.2	Percent of Female Population	% 51.0		☐	

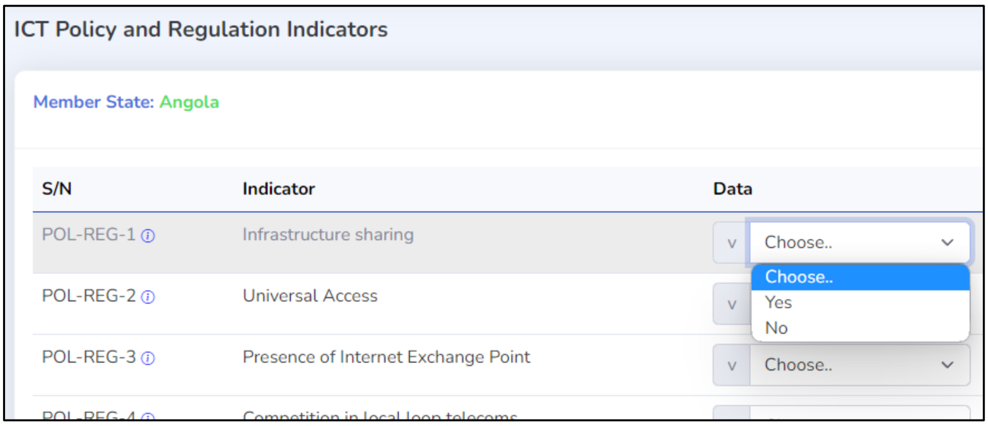
Save Close

After you click on the Save button and go back to the progress dashboard, you should see in the progress it shows 12 of 12 completed (figure below) since you've noted that data is not available for two of the 12 indicators by ticking the check 'data N/A' option.



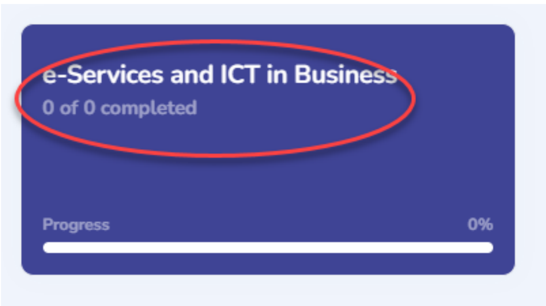
Indicators with Choices (dropdown boxes)

Some indicators will require you to choose from a set of options. For example, the ICT Policy and Regulation Focus Area indictors. For these types of indicators, click on the dropdown box in the Data column and make a selection.

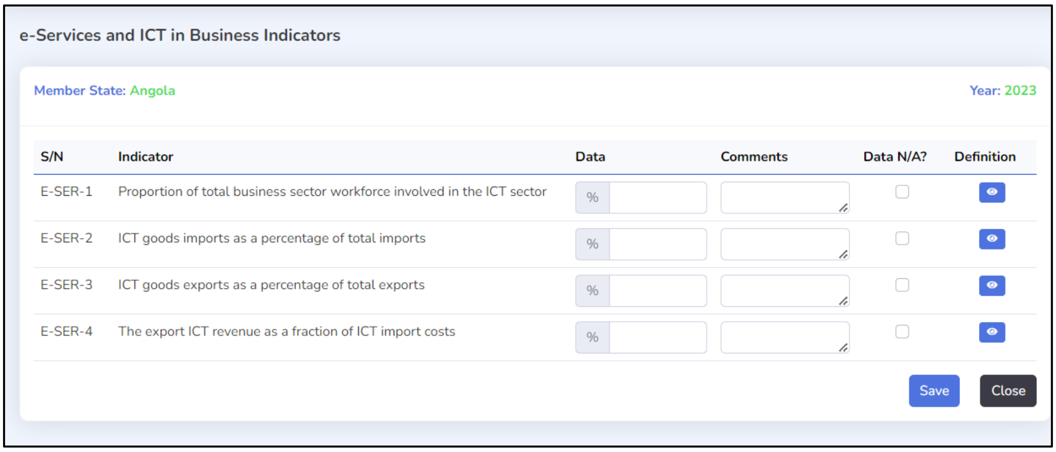


Optional Indicators

Some indicators are optional. Optional indicators are not required to be completed. However, try and complete these indicators as much as possible where data is available. For example, as can be seen below, the e-Services and ICT in Business Focus Area shows 0 of 0 completed but you will still be able to submit if all required indicators in other sections are completed. This is because there are no required indicators for this particular Focus Area.

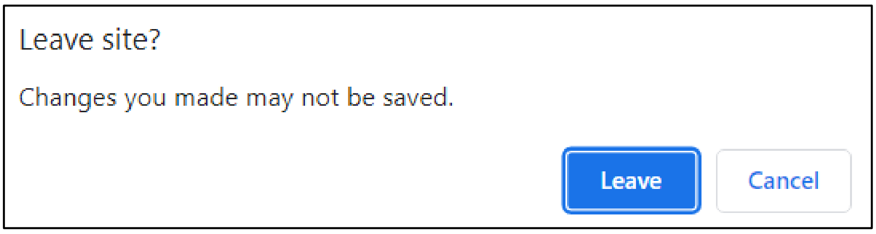


If you click on the card to open the data entry form, you can see that there are four indicators under this Focus Area. If you have the data for any of them, you can enter the data and save.



Save Alert

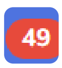
On any of the data entry forms, if you have made changes and click on the Close button (or navigate away from the page using the back button on your browser) without saving, you'll get an alert asking you if you want to save your data before leaving the page as you can see from the figure below.



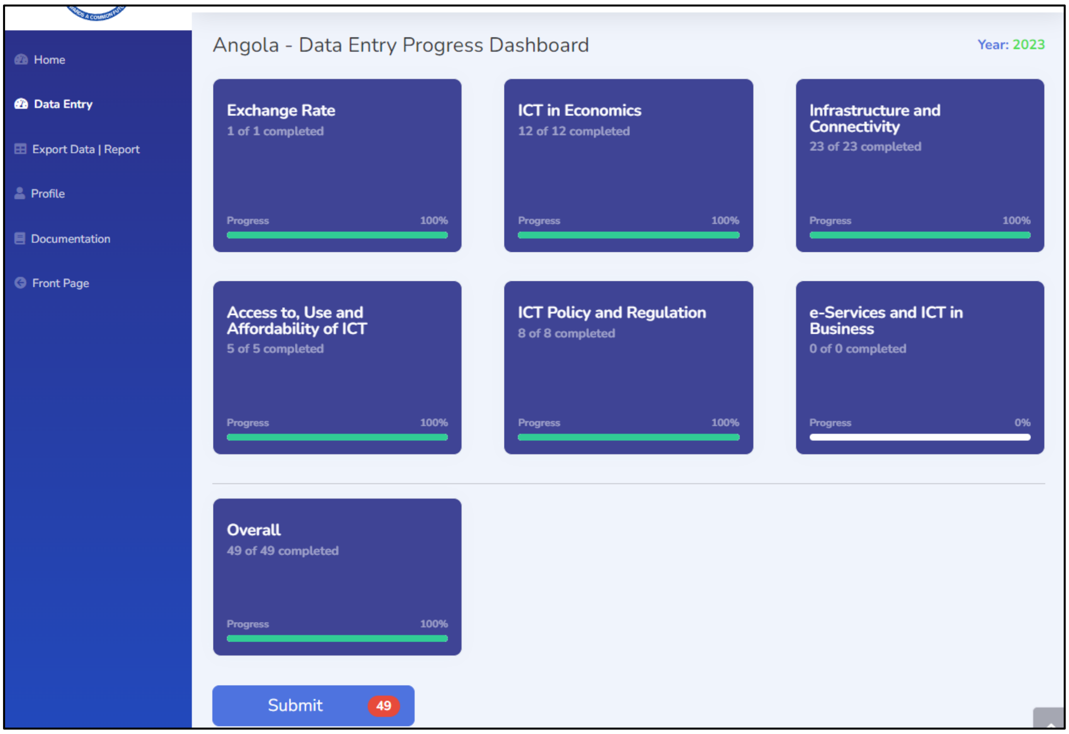
Click Cancel to go back and save your changes or you can click on the Leave button to close the form without saving your changes.

Submitting Data to SADC Secretariat

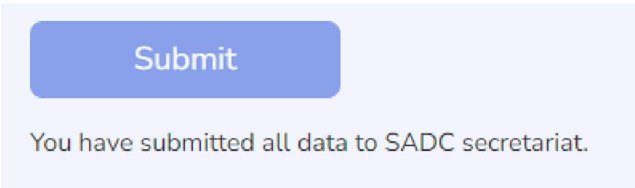
Only when you complete all required indicators for all focus areas can you submit your data. In other words, the Progress bar on the Overall card should be 100%.

The Submit button will only become active when all required indicators are completed. In addition, you'll see the number of indicators that will be submitted to SADC Secretariat in a red badge on the button (e.g. 

as shown below).



Clicking on the Submit button will submit all the data to SADC Secretariat for review. Once data is submitted, the Submit button will become inactive again with a message informing you that you've submitted all data (see below).



In addition, once you submit data for review, the data entry fields on all of the data entry forms will become inactive as can be seen below. You can view but not be able to change a data once submitted. For any amendments after submission, please engage the SADC Secretariat who will assist you to amend.

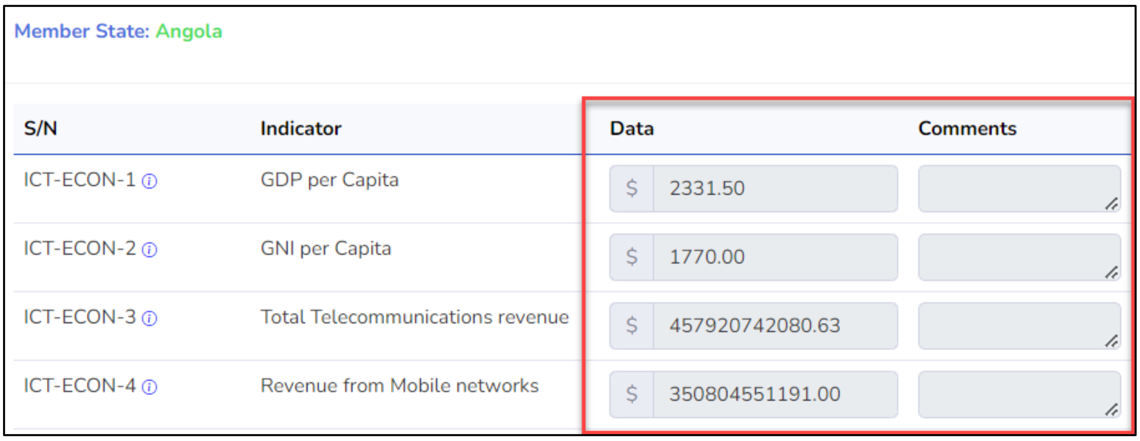
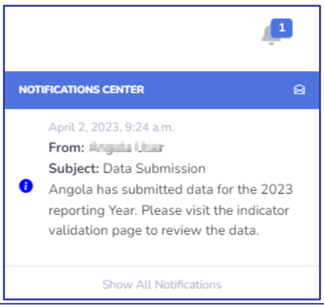


Figure 13: Data entry fields will become inactive once data is submitted for review

How do SADC Secretariat know you've submitted data?

When you submit data for review, the system will send an automatic notification on the system to SADC Secretariat informing them that you've submitted data. In addition, an email will also be sent with the same information.

SADC Secretariat will receive a notification as shown in the figure to the right.

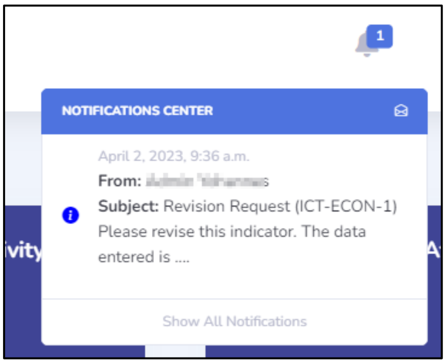


Revising Indicator Data

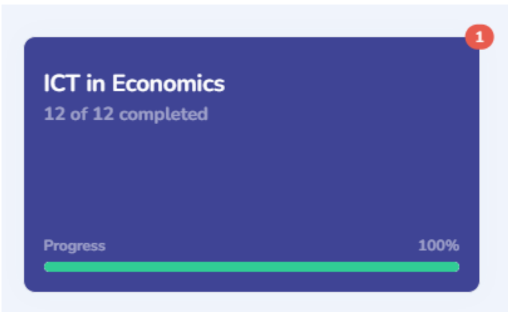
All data submitted will be validated by SADC Secretariat for accuracy. Only validated data will be available on the Frontend as chart or for querying.

SADC Secretariat will review the data and set the status as validated or will return the data for revision back to Member States.

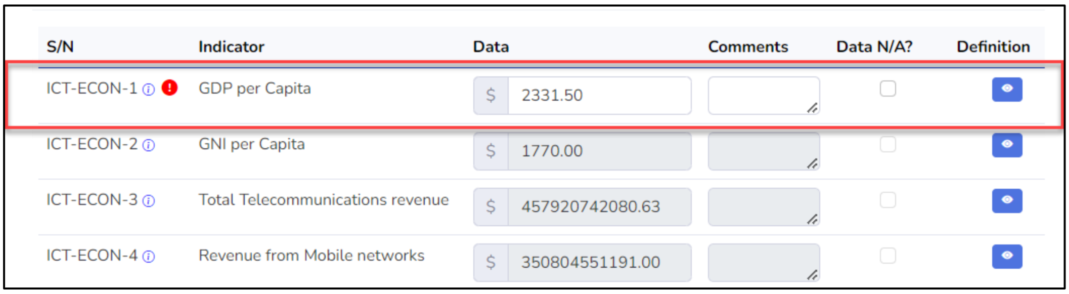
- In the case of indicator(s) returned for revision, you will receive a notification through email as well as on the Backend portal. As can be seen below, you'll get a notification informing you the indicator that will need to be revised.



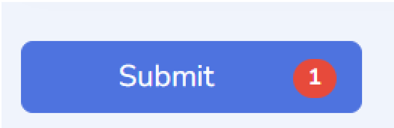
- In addition, when you go to the Data Entry Progress Dashboard, you'll see the number of indicators returned back for revision on the respective Focus Area card. For example, as can be seen from the figure below, you're requested to revise 1 indicator from the ICT in Economics Focus Area.



- When you open the data entry form, you'll see that the data entry fields are active only for the indicator that you are requested to revise. There is also an additional icon ❗ in the S/N column to denote the request for revision.

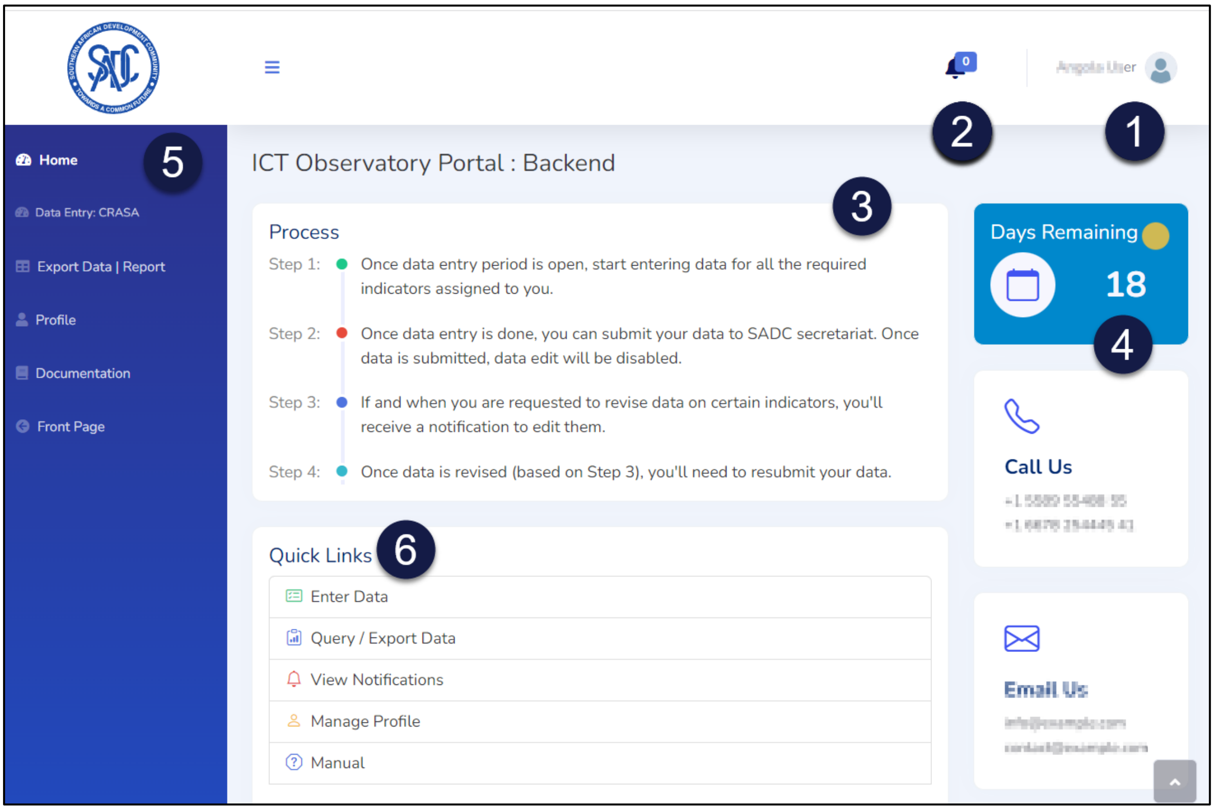


- Once you revise the data, you'll need to re-submit the data using the Submit button. As can be seen below, the Submit button shows the number of indicators that will be re-submitted.



Organisations/Implementing Agencies

Backend Overview



① **Logged in User:** Shows the full name of the logged in user. Clicking on this link will open a menu where with Profile and Logout buttons. The Profile button will redirect you to the Profile page (see Figure 15) where you can review your profile information as well as change password. The Logout button is used to logout of the system.

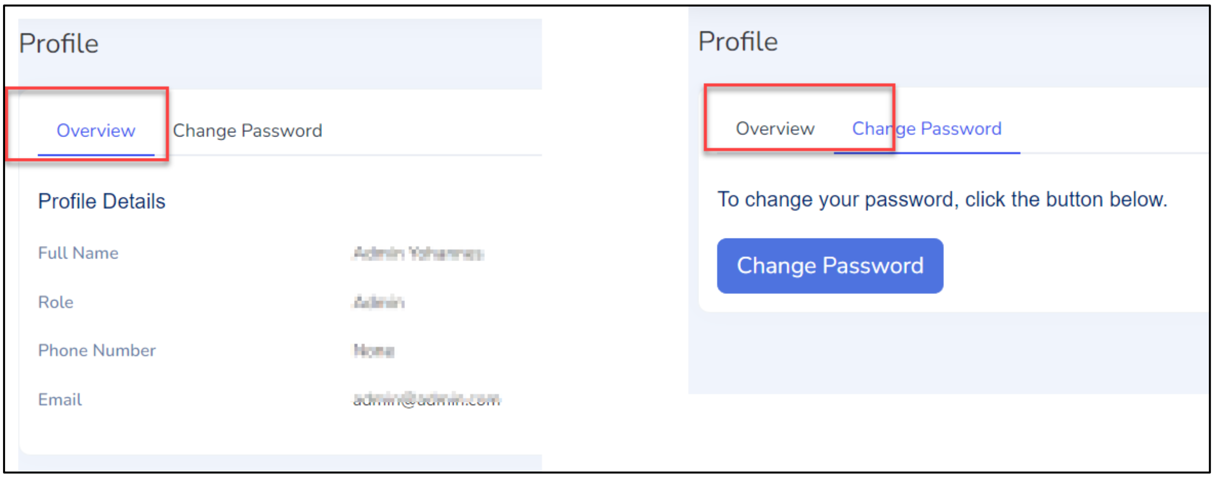
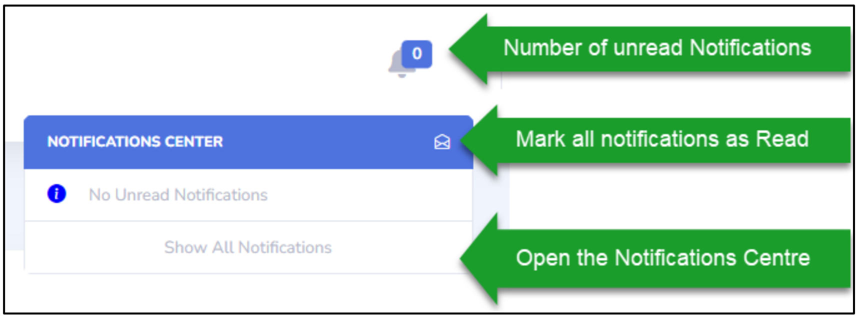


Figure 14: Profile Overview and Change Password Tabs

② **Notification centre:** This is where your unread notifications appear. The notification badge will inform you of the number of notifications received. Clicking on the Notifications icon will open a list of recent unread notifications. You can click on the

Mail icon to mark all notifications as Read. To see all notifications received, click on the Show All Notifications Icon to go to the Notification Centre Page.



③ **Process:** Lists a quick overview of the process of data entry, submission and validation.

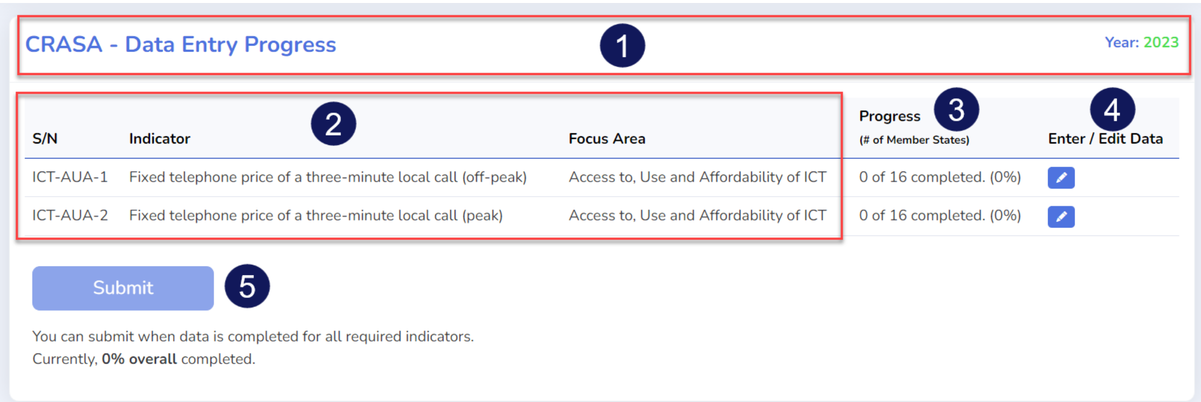
④ **Days Remaining:** the number of days remaining before the data entry period ends is displayed on the right-side panel. This will only appear during reporting periods.

⑤ **Left Pane:** The left panel contains multiple buttons that enables you to Administer the system. Each button is described in detail in the next sections.

⑥ **Quick Links:** Contains a quick links for ease of navigation.

Data Entry Progress Dashboard

The Data Entry Progress Dashboard has five components as can be seen below.



① On top of the window, you'll find the Organisation name and the year of the active reporting period.

② The three columns contain the S/N, Indicator and the Focus Area for the indicators that are assigned to you.

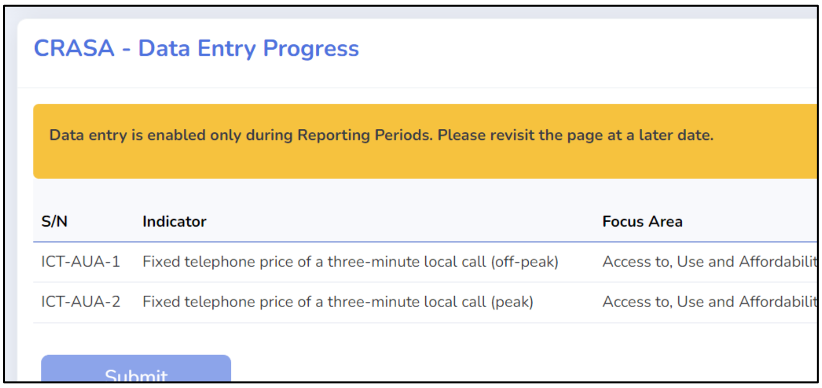
③ Displays the progress of data entry for each indicator. It shows the total number of required data that will need to be completed and progress in percentage terms.

④ To enter or edit data for a particular indicator, click on the pencil icon in the column. It will open the data entry form (covered in the Entering Indicator Data section below).

⑤ The Submit button will submit all completed data to the SADC Secretariat. As can be seen in the figure, the Submit button will stay disabled until all required indicators are completed, i.e. when overall progress is 100%.

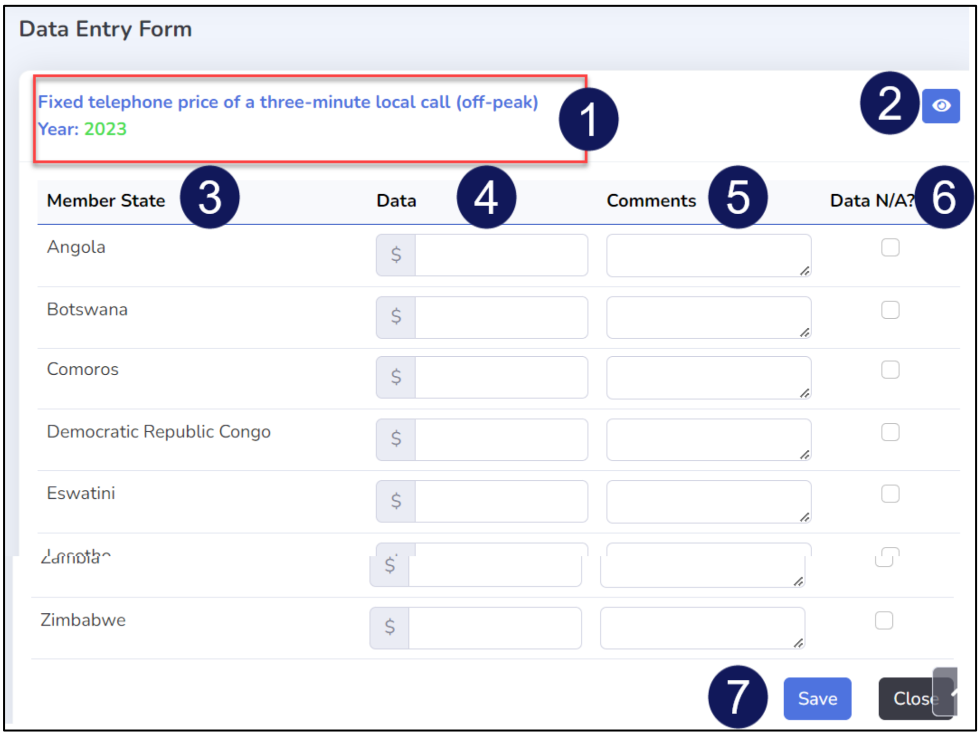
Data Entry and Reporting Periods

Data entry is enabled only during active reporting periods (as set by the System Administrators). If you open the Data Entry Progress Dashboard during non-reporting periods, you'll see an information as shown below. In addition, the cards are not active and cannot be clicked on.



Entering Indicator Data

Clicking on the pencil icon in the Enter/Edit Data column will open the indicator data entry window as shown below.



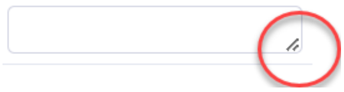
① On top of the window, you'll find the Organisation name you represent and the Year you are reporting the data for.

② Click on the eye icon to see the detailed definition for this particular indicator.

③ Shows the list of Member States that you'll need to enter data for.

④ This is where you enter data for each indicator. Data will be automatically validated based on the data type of each indicator (e.g., you cannot enter alphabet characters on the data field of currency indicators).

⑤ If you have any comments, you can enter them here. To expand the data entry field, click and drag on the two diagonal lines at the right bottom part of the data entry field.

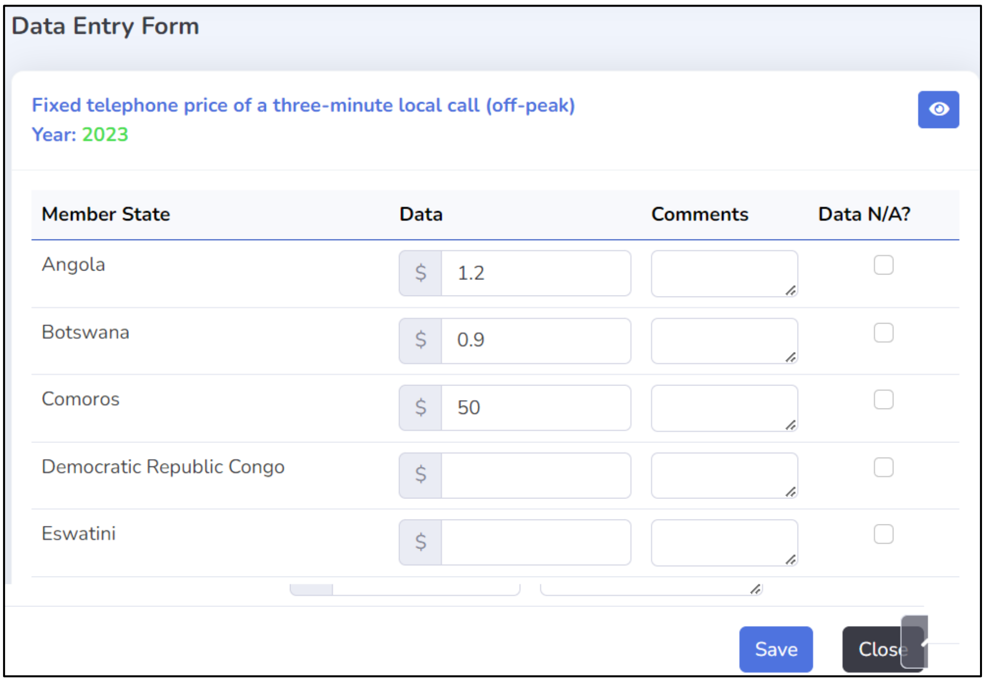


⑥ Check this box if you don't have data for a particular Member State. Explained in detail on "Handling unavailable data" section below.

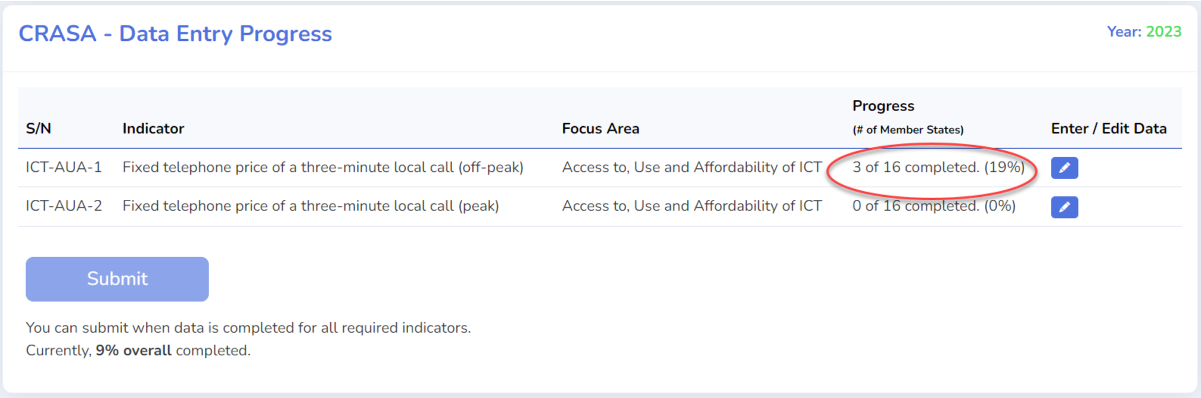
⑦ The Save button will save your changes while the Close button will close the data entry form and takes you back to the Data Entry Progress window.

Saving Partial Data

You are not required to fill out all data in one session. You can save the data that you entered and come back to it again to do the same again and again.



After you save your data and click on the close button, you'll see the progress updated showing you the number of data that you've completed, and the percentage progress as can be seen below.



Data Entry Progress

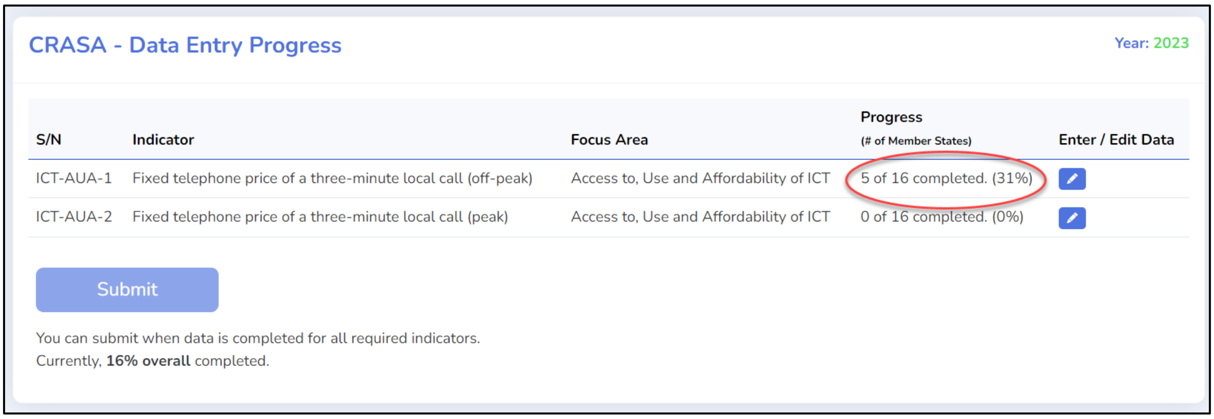
Once you enter and save data, you can see your progress being updated as shown in the figure above. For example, here, it shows that you have entered 3 of the 16 required Member State data for the ICT-AUA-1 indicator (Fixed telephone price of a three-minute local call (off-peak). In addition, the overall progress (below the Submit button) shows your current progress is at 9%.

Handling unavailable data

Sometimes, you might not be able to get data for a particular Member State, to handle this issue, use the Data N/A checkbox to denote data is not available for a particular indicator as can be seen below.

In the example below, two Member States are set as N/A (annotated in red).

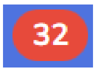
After you click on the Save button and go back to the progress dashboard, you see in the progress it shows 5 of 16 completed (figure below) since you've noted that data is not available for two of the 16 Member States with a check mark.



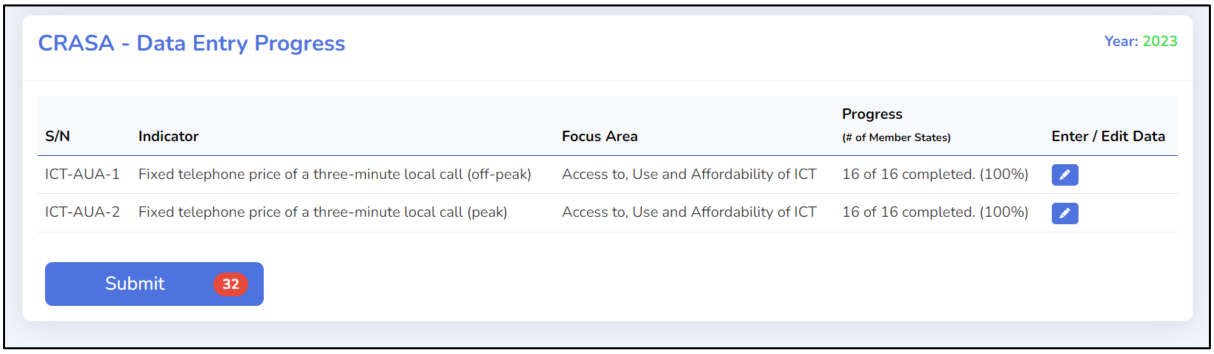
S/N	Indicator	Focus Area	Progress (# of Member States)	Enter / Edit Data
ICT-AUA-1	Fixed telephone price of a three-minute local call (off-peak)	Access to, Use and Affordability of ICT	5 of 16 completed. (31%)	
ICT-AUA-2	Fixed telephone price of a three-minute local call (peak)	Access to, Use and Affordability of ICT	0 of 16 completed. (0%)	

Submitting Data to SADC Secretariat

Only when you complete all required indicators for all focus areas can you submit your data. In other words, the Progress bar on the Overall card should be 100%.

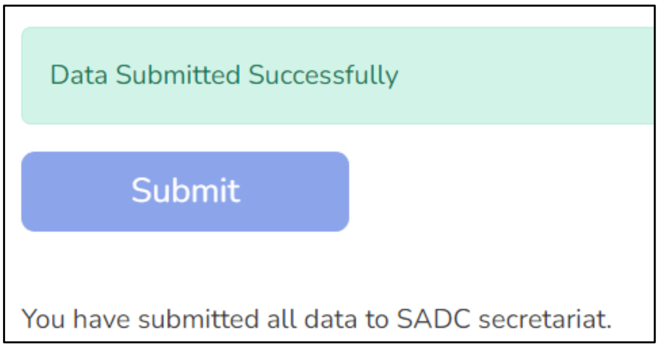
The Submit button will only become active when all required indicators are completed. In addition, you'll see the number of indicators that will be submitted to SADC secretariat in a red badge on the button (e.g. as 

shown below).



S/N	Indicator	Focus Area	Progress (# of Member States)	Enter / Edit Data
ICT-AUA-1	Fixed telephone price of a three-minute local call (off-peak)	Access to, Use and Affordability of ICT	16 of 16 completed. (100%)	
ICT-AUA-2	Fixed telephone price of a three-minute local call (peak)	Access to, Use and Affordability of ICT	16 of 16 completed. (100%)	

Clicking on the Submit button will submit all the data to SADC Secretariat for review. Once data is submitted, the Submit button will become inactive again with a message informing you that you've submitted all data (see below).



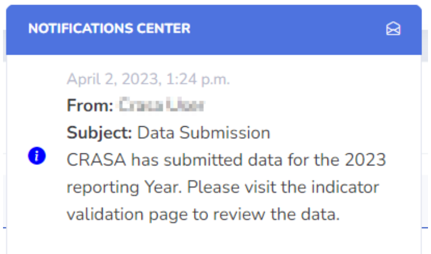
In addition, once you submit data for review, the data entry fields on all of the data entry forms will become inactive as can be seen in Figure 16. You can view but not be able to change a data once submitted.

Figure 15: Data entry fields will become inactive once data is submitted for review

How do SADC Secretariat know you've submitted data?

When you submit data for review, the system will send an automatic notification on the system to SADC Secretariat informing them that you've submitted data. In addition, an email will also be sent with the same information.

SADC Secretariat will receive a notification as shown in the figure to the right.

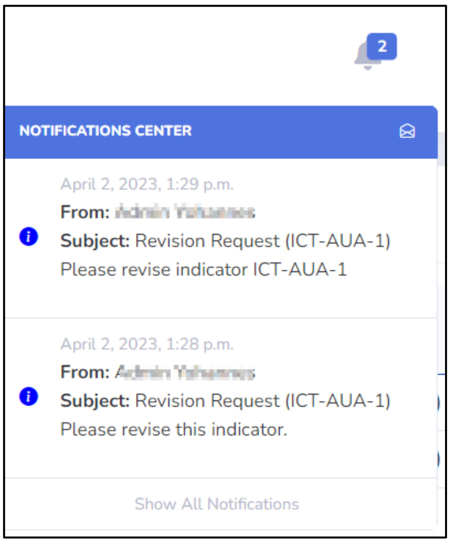


Revising Indicator Data

All data submitted will be validated by SADC Secretariat for accuracy. Only validated data will be available on the Frontend as a chart or for querying.

SADC Secretariat will review the data and set the status as validated or will return the data for revision back to Member States.

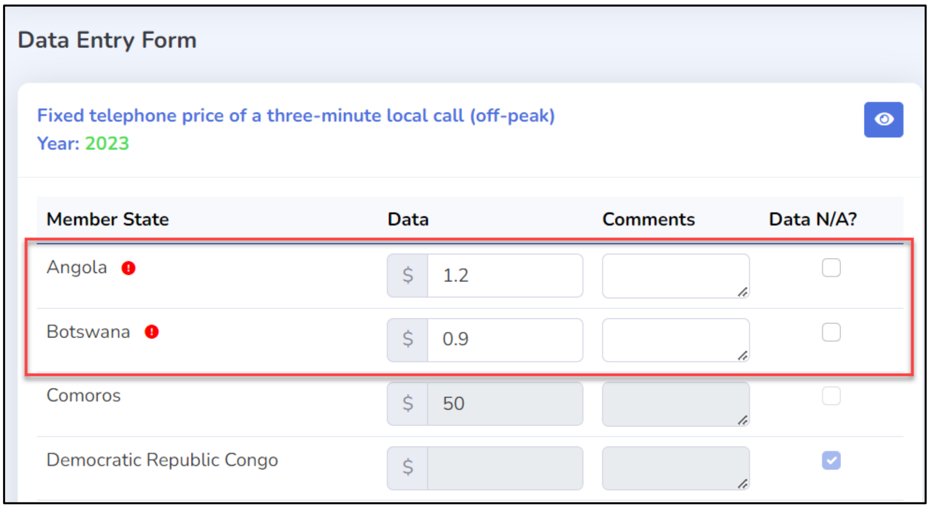
- In the case of indicator returned for revision, you will receive a notification through email as well as on the Backend portal. As can be seen below, you'll get a notification informing you the indicator that will need to be revised.



- In addition, when you go to the Data Entry Progress Dashboard, you'll see the number of datasets returned for revision on the respective indicator row. For example, as can be seen from the figure below, you're requested to revise 2 data from the ICT-AUA-1 indicator (Fixed telephone price of a three-minute local call (off-peak).

S/N	Indicator	Focus Area	Progress (# of Member States)	Enter / Edit Data
ICT-AUA-1 2	Fixed telephone price of a three-minute local call (off-peak)	Access to, Use and Affordability of ICT	16 of 16 completed. (100%)	
ICT-AUA-2	Fixed telephone price of a three-minute local call (peak)	Access to, Use and Affordability of ICT	16 of 16 completed. (100%)	

- When you open the data entry form, you'll see that the data entry fields are active only for the Member States that you are requested to revise. There is also an additional icon ❗ in the S/N column to denote the request for revision.



- Once you revise the data, you'll need to re-submit the data using the Submit button. As can be seen below, the Submit button shows the number of indicators that will be re-submitted.