



SOUTHERN AFRICAN DEVELOPMENT COMMUNITY (SADC)

**SADC ICT OBSERVATORY
WEB PORTAL AND DATABASE SYSTEM**

User Manual



June 2023

Southern African Development Community (SADC)

SADC ICT Observatory Web Portal and Database System

Data Entry

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Document Information

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1. DATA ENTRY

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.

Data Entry Progress Dashboard

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

CRASA - Data Entry Progress Year: 2023

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	0 of 16 completed. (0%)	
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%)	

Submit

You can submit when data is completed for all required indicators.
Currently, **0% overall** completed.

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.

CRASA - Data Entry Progress

Data entry is enabled only during Reporting Periods. Please revisit the page at a later date.

S/N	Indicator	Focus Area
ICT-AUA-1	Fixed telephone price of a three-minute local call (off-peak)	Access to, Use and Affordability
ICT-AUA-2	Fixed telephone price of a three-minute local call (peak)	Access to, Use and Affordability

Submit

Entering Indicator Data

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

Data Entry Form

Fixed telephone price of a three-minute local call (off-peak)
Year: 2023

Member State

Data

Comments

Data N/A?

Angola	\$		<input type="checkbox"/>
Botswana	\$		<input type="checkbox"/>
Comoros	\$		<input type="checkbox"/>
Democratic Republic Congo	\$		<input type="checkbox"/>
Eswatini	\$		<input type="checkbox"/>
Zimbabwe	\$		<input type="checkbox"/>

Save
Close

- 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.

Data Entry Form

Fixed telephone price of a three-minute local call (off-peak)
Year: 2023

Member State	Data	Comments	Data N/A?
Angola	\$ 1.2		<input type="checkbox"/>
Botswana	\$ 0.9		<input type="checkbox"/>
Comoros	\$ 50		<input type="checkbox"/>
Democratic Republic Congo	\$		<input type="checkbox"/>
Eswatini	\$		<input type="checkbox"/>

Save Close

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.

CRASA - Data Entry Progress
Year: 2023

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	3 of 16 completed. (19%)	
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%)	

Submit

You can submit when data is completed for all required indicators.
 Currently, **9% overall** completed.

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.

Clicking on the N/A checkbox will disable the data entry field for the selected indicator, unchecking it will enable it back so you can enter data.

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

Data Entry Form

Fixed telephone price of a three-minute local call (off-peak)
Year: 2023

Member State	Data	Comments	Data N/A?
Angola	\$ 1.2		<input type="checkbox"/>
Botswana	\$ 0.9		<input type="checkbox"/>
Comoros	\$ 50		<input type="checkbox"/>
Democratic Republic Congo	\$		<input checked="" type="checkbox"/>
Eswatini	\$		<input checked="" type="checkbox"/>

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.

CRASA - Data Entry Progress

Year: 2023

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%)	

Submit

You can submit when data is completed for all required indicators.
Currently, **16% overall** completed.

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 indicators. For these types of indicators, click on the dropdown box in the Data column and make a selection.

ICT Policy and Regulation Indicators

Member State: Angola

S/N	Indicator	Data
POL-REG-1 ⓘ	Infrastructure sharing	<div> <div>▼</div> <div>Choose..</div> <div>▼</div> </div>
POL-REG-2 ⓘ	Universal Access	<div> <div>▼</div> <div>Choose..</div> <div>Yes</div> <div>No</div> <div>▼</div> </div>
POL-REG-3 ⓘ	Presence of Internet Exchange Point	<div> <div>▼</div> <div>Choose..</div> <div>▼</div> </div>
POL-REG-4 ⓘ	Competition in local loop telecoms	<div> <div>▼</div> <div>Choose..</div> <div>▼</div> </div>

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.

e-Services and ICT in Business

0 of 0 completed

Progress 0%

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.

e-Services and ICT in Business Indicators

Member State: Angola
Year: 2023

S/N	Indicator	Data	Comments	Data N/A?	Definition
E-SER-1	Proportion of total business sector workforce involved in the ICT sector	% <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
E-SER-2	ICT goods imports as a percentage of total imports	% <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
E-SER-3	ICT goods exports as a percentage of total exports	% <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
E-SER-4	The export ICT revenue as a fraction of ICT import costs	% <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	

Save
Close



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.

Leave site?

Changes you made may not be saved.

Leave
Cancel

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.