

The newly-established section under the National Cybersecurity Coordination Directorate to lead and steer the implementation of the National Child and Vulnerable Groups Online Protection Policy will be responsible for tracking progress and monitoring and evaluating the outcomes of the policy. A progress report will be produced on an annual basis. The monitoring and evaluation framework below provides measurable key performance indicators and data collection methods for each policy action. Policy outcomes will be assessed against the United Nations standard evaluation criteria of effectiveness, efficiency, sustainability, relevance and impact. All data collected will be disaggregated by age, sex, disability and geographical location. The monitoring and evaluation process will also document good practices and lessons learned, and will include feedback from relevant stakeholders and citizens, which will be used for policy revision and improvements. Key findings of evaluations will be shared with relevant stakeholders and made publicly available.

| **Policy Area** | **Key Performance Indicator** | **Data Source / Data Collection Method** |
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| **Policy Pillar 1: Enhance Governance** |
| Policy Action 1.1: Establish a section under the National Cybersecurity Coordination Directorate to lead policy implementation, coordination, monitoring and evaluation | Indicator 1.1.1: A section under the National Cybersecurity Coordination Directorate established to lead policy implementation, coordination, monitoring and evaluation | Official document approving or announcing launch of section, interviews with staff members |
| Policy Action 1.2: Establish a multi-sector stakeholder committee to engage relevant stakeholders | Indicator 1.2.1: A multi-sector stakeholder committee establishedIndicator 1.2.2: No. of committee meetings held | Official document approving or announcing establishment of committee, meeting minutes, interviews with committee members |
| Policy Action 1.3: Develop mechanisms to enable the participation of children and vulnerable groups in policymaking, implementation and review | Indicator 1.3.1: Mechanisms for the participation of children and vulnerable groups establishedIndicator 1.3.2: No. of consultations held with children and vulnerable groups | Official document approving or announcing mechanisms, consultation reports, feedback from children and vulnerable groups that participated in consultations |
| **Policy Pillar 2: Build Institutional Capacity** |
| Policy Action 2.1: Assess the institutional capacity needs of the newly established section under the National Cybersecurity Coordination Directorate that will lead policy implementation, coordination, monitoring and evaluation | Indicator 2.1.1: Institutional capacity assessment of the section conducted | Report of the institutional capacity assessment of the section, interviews with assessors and staff members |
| Policy Action 2.2: Strengthen institutional capacity based on the gap assessment | Indicator 2.2.1: No. of actions implemented to strengthen institutional capacityIndicator 2.2.2: No. of partnerships established between the section and other entities to implement the policy | Plan of action for institutional capacity building, progress reports, surveys or interviews with section staff and partners |
| **Policy Pillar 3: Review and Reform Legal and Regulatory Frameworks** |
| Policy Action 3.1: Review legal and regulatory frameworks | Indicator 3.1.1: Review of legal and regulatory frameworks conducted | Report of the review of legal and regulatory frameworks |
| Policy Action 3.2: Strengthen legal and regulatory frameworks | Indicator 3.2.1: No. of legal and regulatory frameworks updated or developed to improve the online protection of children and vulnerable groups, in line with international children and human rights law | Official gazettes, decree documents, government notices or decisions published |
| **Policy Pillar 4: Strengthen Response and Support Systems** |
| Policy Action 4.1: Strengthen systems of law enforcement and the judiciary in addressing online risks and harms | Indicator 4.1.1: No. of tools and guidelines developed to investigate and prosecute online offencesIndicator 4.1.2: No. of partnerships established with regional and international organizations to investigate and prosecute online offences | Developed tools and guidelines, memorandums of understanding, surveys or interviews with officials of law enforcement and the judicial system |
| Policy Action 4.2: Strengthen social service and child protection systems in addressing online risks and harms | Indicator 4.2.1: No. of tools and guidelines developed to support social service and child protection systems in addressing online risks and harmsIndicator 4.2.2: No. of children and vulnerable groups that experienced online risks and harms received support, case management and/or referrals to legal, medical, psychosocial, health and other services | Developed tools and guidelines, data collected from social service and child protection databases and information systems, surveys or interviews with the social service and child protection workforce |
| Policy Action 4.3: Strengthen the national helpline and one-stop centers for incident reporting of online exploitation and abuse, and supporting survivors and at-risk groups | Indicator 4.3.1: No. of tools and guidelines developed to support the national helpline and one-stop centers in addressing online risks and harmsIndicator 4.3.2: No. and percentage of children and vulnerable groups contacting the national helpline and one-stop centers reported incidences of online exploitation and abuseIndicator 4.3.3: No. and percentage of children and vulnerable groups contacting the national helpline and one-stop centers and reported incidences of online exploitation and abuse satisfied with service experience and outcomes | Developed tools and guidelines, data collected from the national helpline and one-stop center databases and information systems, customer satisfaction surveys, interviews with staff and volunteers of the national helpline and one-stop centers |
| **Policy Pillar 5: Engage Digital Service Providers** |
| Policy Action 5.1: Develop codes of conduct, protocols and/or guidelines for internet service providers on the protection of children and vulnerable groups online | Indicator 5.1.1: Codes of conduct, protocols and/or guidelines for internet service providers on the protection of children and vulnerable groups online developed and adoptedIndicator 5.1.2: No. of reports received from internet service providers related to illegal and harmful content and activities onlineIndicator 5.1.3: No. of interventions initiated by internet service providers to ensure the online safety of children and vulnerable groupsIndicator 5.1.4: No. of internet service providers with a corporate policy or plan for the online safety of children and vulnerable groups | Published codes of conduct, protocols and/or guidelines; letters and statements from internet service providers committing to the implementation of codes of conduct, protocols and/or guidelines; transparency reports |
| Policy Action 5.2: Develop codes of conduct, protocols and/or guidelines for GSM operators on the protection of children and vulnerable groups online | Indicator 5.2.1: Codes of conduct, protocols and/or guidelines for GSM operators on the protection of children and vulnerable groups online developed and adoptedIndicator 5.2.2: No. of reports received from GSM operators related to illegal and harmful content and activities onlineIndicator 5.2.3: No. of interventions initiated by GSM operators to ensure the online safety of children and vulnerable groupsIndicator 5.2.4: No. of GSM operators with a corporate policy or plan for the online safety of children and vulnerable groups | Published codes of conduct, protocols and/or guidelines; letters and statements from GSM operators committing to the implementation of codes of conduct, protocols and/or guidelines; transparency reports |
| Policy Action 5.3: Develop codes of conduct, protocols and/or guidelines for content developers on the protection of children and vulnerable groups online | Indicator 5.3.1: Codes of conduct, protocols and/or guidelines for content developers on the protection of children and vulnerable groups online developed and adoptedIndicator 5.3.2: No. of reports received from content developers related to illegal and harmful content and activities onlineIndicator 5.3.3: No. of interventions initiated by content developers to ensure the online safety of children and vulnerable groupsIndicator 5.3.4: No. of content developers with a corporate policy or plan for the online safety of children and vulnerable groups | Published codes of conduct, protocols and/or guidelines; letters and statements from content developers committing to the implementation of codes of conduct, protocols and/or guidelines; transparency reports |
| **Policy Pillar 6: Improve Training for Law Enforcement, Judiciary and Social Service** |
| Policy Action 6.1: Enhance the capacity of law enforcement and the judiciary in addressing online risks and harms | Indicator 6.1.1: Training module on the online protection of children and vulnerable groups developedIndicator 6.1.2: Training plan for piloting and nationwide rollout of module developedIndicator 6.1.3: No. and percentage of officials from law enforcement and the judiciary trained to handle online safety cases affecting children and vulnerable groupsIndicator 6.1.4: No. and percentage of trained officials who feel confident in recognizing and responding to incidences of online exploitation and abuse | Developed module and training plan, training registration and evaluation data, surveys or interviews with trained officials |
| Policy Action 6.2: Enhance the capacity of the social service and child protection workforce in addressing online risks and harms | Indicator 6.2.1: Training module on the online protection of children and vulnerable groups developedIndicator 6.2.2: Training plan for piloting and nationwide rollout of module developedIndicator 6.2.3: No. and percentage of officials from social service and child protection workforce trained to address online risks and harms Indicator 6.2.4: No. and percentage of trained officials who feel confident in recognizing and responding to incidences of online exploitation and abuse | Developed module and training plan, training registration and evaluation data, surveys or interviews with trained officials |
| **Policy Pillar 7: Incorporate Online Safety in Education** |
| Policy Action 7.1: Integrate online safety education for children into school curricula, including as a critical component of digital literacy education | Indicator 7.1.1: Online safety module for schools developed and integrated into national digital literacy curriculaIndicator 7.1.2: Plan for piloting and nationwide rollout of module developedIndicator 7.1.3: No. and percentage of teachers trained to deliver the moduleIndicator 7.1.4: No. and percentage of students completed the moduleIndicator 7.1.5: No. and percentage of students who completed the module are confident in navigating the digital environment safely and know how to report illegal and harmful online content and activities | Developed module and training plan, training registration and evaluation data from teachers, surveys or interviews with trainers and teachers, end-of-module assessment for students, surveys or interviews with students |
| Policy Action 7.2: Develop protections and procurement standards for education technology and technology used in schools | Indicator 7.2.1: Protocols and guidelines for the procurement of education technology and technology used in schools developed and adopted | Developed protocols and guidelines, and schools’ procurement guidelines, requests for proposals and contracts |
| **Policy Pillar 8: Raise Public Awareness on Online Safety** |
| Policy Action 8.1: Organize targeted awareness raising campaigns on online safety for children and vulnerable groups, and their parents and caregivers | Indicator 8.1.1: National online safety awareness raising plan developed in collaboration with multi-sector stakeholdersIndicator 8.1.2: No. of awareness raising campaigns organizedIndicator 8.1.3: No. of children, women, persons with disabilities, older persons, parents and caregivers reached through the awareness raising campaignsIndicator 8.1.4: No. and percentage of children and vulnerable groups who know how to report illegal and harmful online content and activities, and seek help.Indicator 8.1.5: No. and percentage of parents and caregivers who believe they are able to help their children navigate the digital environment safely, speak to their children about online safety, and report illegal and harmful online content and activities | Developed plan, data collected from the awareness raising campaigns, questionnaire surveys for targeted groups reached by awareness raising campaigns, interviews with organizers of awareness raising campaigns |
| **Policy Pillar 9: Promote Research and Development** |
| Policy Action 9.1: Develop a plan for data collection, monitoring and evaluation to inform policy implementation and improvement | Indicator 9.1.1: A plan for data collection, monitoring and evaluation to inform policy implementation and improvement developedIndicator 9.1.2: No. of research studies on the online safety of children and vulnerable groups conducted | Developed plan, monitoring and evaluation reports, research reports, interviews with relevant stakeholders |
| **Policy Pillar 10: Enhance International Cooperation** |
| Policy Action 10.1: Formalize cooperations with regional and global organizations for joint investments in the online protection of children and vulnerable groups | Indicator 10.1.1: No. of memorandums of understanding related to the online protection of children and vulnerable groups established with international and regional organizations | Memorandums of understanding, interviews with relevant officials |
| Policy Action 10.2: Participate in the international and regional exchange of knowledge and experience on the online protection of children and vulnerable groups | Indicator 10.2.1: No. of international and regional events related to the online protection of children and vulnerable groups participated | Event outcome reports, interviews with relevant officials |
| **Policy Pillar 11: Integrate Child and Vulnerable Groups Online Protection in Emergencies and Pandemics** |
| Policy Action 11.1: Develop crisis response protocols to ensure the continuity of online protection for children and vulnerable groups during emergencies and pandemics | Indicator 11.1.1: Crisis response protocols for the online protection of children and vulnerable groups during emergencies and pandemics developed | Developed plan, situational analysis of crisis situations, interviews with relevant officials |