



GFCE Annual  
Meeting  
2024

**Cyber Capacity Building Impact Evaluation:  
*Bringing Solutions to Life***

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27 November 2024

IGF BPF Presentation

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## Project Team



Global  
Cyber Security  
Capacity Centre



DEPARTMENT OF  
**COMPUTER  
SCIENCE**



**INTEGRITY**



**ROYAL  
HOLLOWAY  
UNIVERSITY  
OF LONDON**




**UK Government**



**HM Government**



## Who Are We?



Strong Demand  
for Evidence-  
Informed CCB  
Interventions

- 
- **Governments**
  - **Funders**
  - **Implementors**
  - **Researchers**



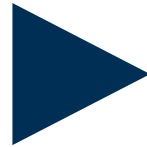
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## **Aim: Building Consensus and Consistency on How We Understand and Assess Impact**

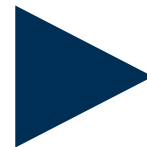


# Project Stages

## THEORY



## DATA



## METHODS



## USE



Underdeveloped theories of change



Data availability, quality & contextualisation



Inconsistent application of methods



Challenges in uptake & usage of M&E



Develop theories of change & build consensus around criteria for success



Clarify which data should be used to assess which intervention



Build consensus about when evaluation methods produce insights of specific CCB interventions



Document examples of CCB evaluation in practice

# Worked Example: CSIRT Establishment

**What are the recognised  
outputs, outcomes and  
impacts from specific  
CCB interventions?**

# Project: CSIRT Establishment

# Effects

## Actors

Policy Makers

CSIRT managers

CSIRT operational staff

## Intervention

Expert engagement on policy/strategy

Information Sharing

Training  
(Technical/process/etc)

Equipment provision and enabling

## Outputs

Number of people trained

Survey/test results

Certificates awarded



# Project: CSIRT Establishment

# Effects

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## Intervention

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Training  
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Equipment provision and enabling

## Outputs

Number of people trained

Survey/test results

Certificates awarded

Expected behaviour changes

Long-term impacts



# Project

# Effects

# Data

## Outputs

Number of people trained

Survey/test results

Certificates awarded

## Outcomes

Enhanced incident detection

Enhanced system remediation

Better threat intelligence production/dissemination

Better constituency engagement

## Impact

What data do we need to connect outputs to outcomes?

# Project

# Effects

# Data

## Outputs

Number of people trained

Survey/test results

Certificates awarded

## Outcomes

Enhanced incident detection

Enhanced system remediation

Better threat intelligence production/dissemination

Better constituency engagement

## Impact

More secure, resilient eco-system?

Reduced impact from cybercrime and other malicious actors?

Economic/societal benefit from more trusted cyber eco-system; SDGs

What data do we need to connect outcomes to impacts?

# Effects

# Data

## Outcomes

Enhanced incident detection

Enhanced system remediation

Better threat intelligence production/ dissemination

Better constituency engagement

## Indicators

Qualitative/ quantitative assessment of incident response

Increase in quality/ effectiveness of Information products

Enhanced constituency use of information products

Reduction in constituency attack surface/system vulnerability

## Sources

Constituency feedback, internal audit/feedback process

Qual/Quant assessment of reporting, peer and constituency feedback

CSIRT Website analytics, report downloads, feedback, compliance data, scanning data

Attack Service Management (ASM) products, port scanning, feedback

# Methods

# Effects

# Data

## Impact

## Indicators

## Sources

## Methods

More secure, resilient eco-system?

Reduced impact from cybercrime and other malicious actors?

Economic/ societal benefit from more trusted cyber eco-system; SDGs

Greater use of government/other e-services

Overall relative reduction of impactful attacks/associated harms

Increased e-commerce related activity

?

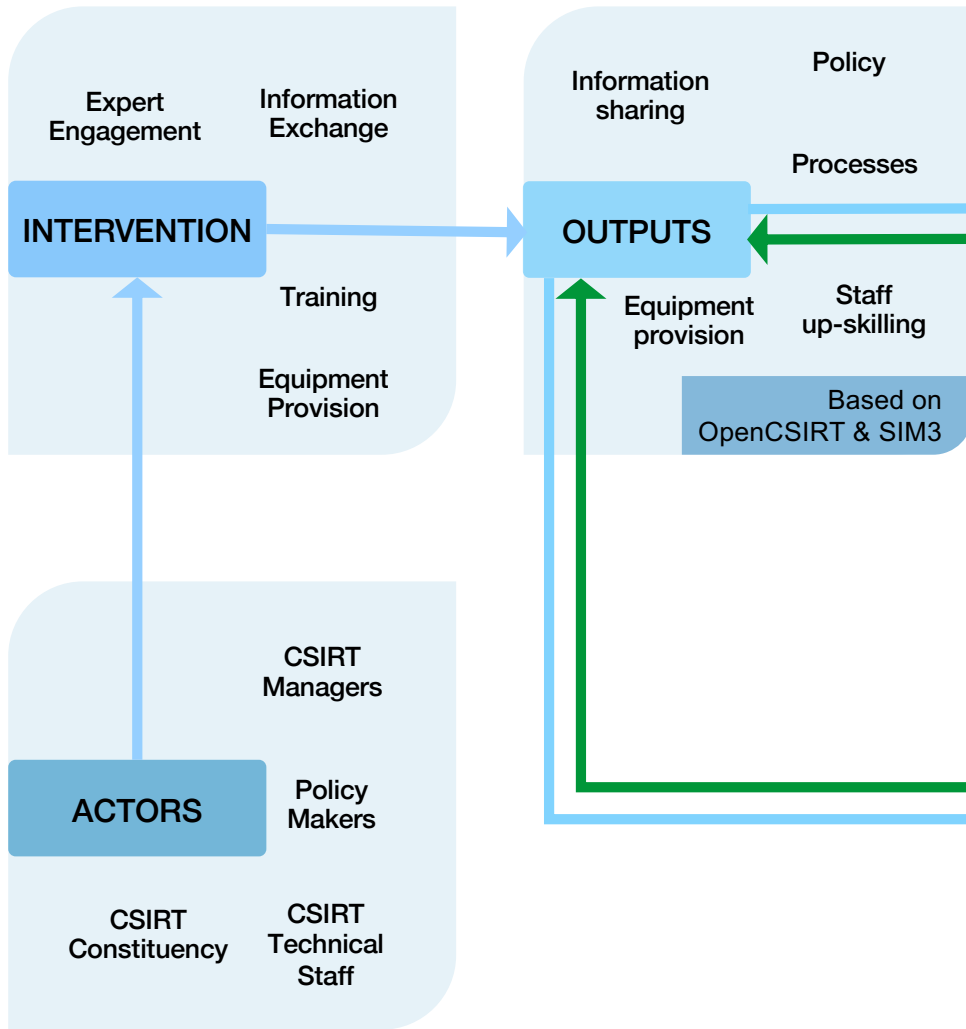
E-gov service statistics, increase of service availability

Attack statistics, aggregated harm metrics

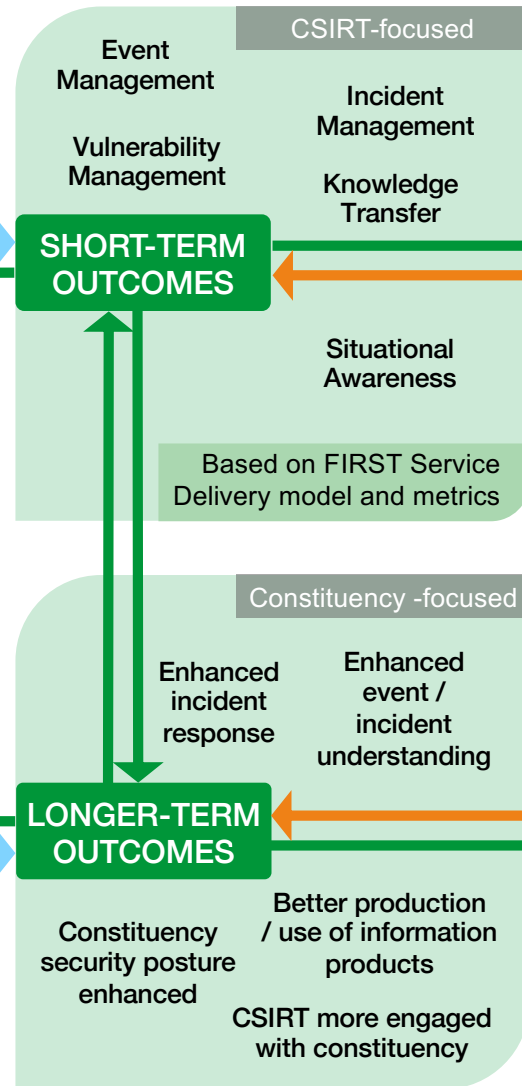
Financial statistics, company reports

?

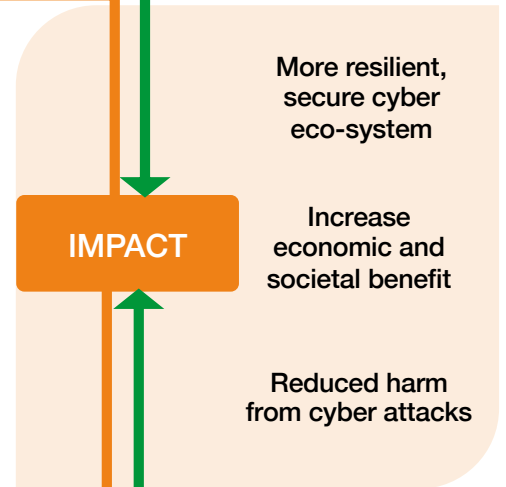
## Activities and Outputs



## Outcomes



## Impact





**Project**

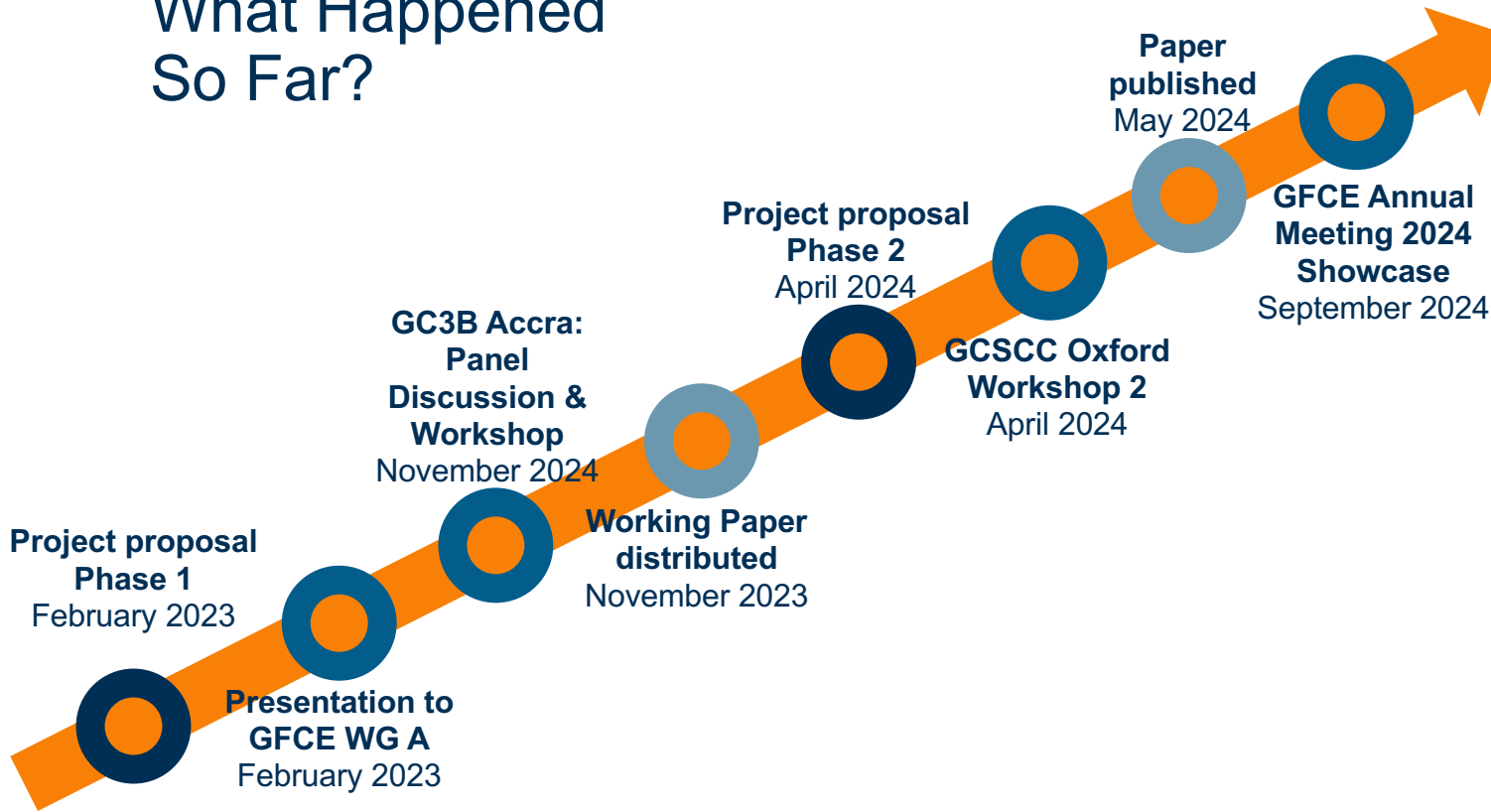
**Effects**

**Data**

**Methods**

**Use**

# What Happened So Far?



**Stakeholder Engagement and Interviews with CCB experts**

Improving CCB Evaluation Practice | 15

# Interested to Learn More or want to Get Involved?

Scan the QR Code for more  
information:



## Contributors:

### INTERNATIONAL ORGANISATIONS

Cyber4Dev  
ITU  
OSCE  
OAS  
UNIDIR  
World Bank  
World Economic Forum

### NGOs

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CREST  
Cyber Czar  
FIRST  
GFCE  
NetHope  
OpenCERT  
Shadowserver Foundation

### PRIVATE SECTOR

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KPMG UK  
NRD Cyber Security

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Somalia  
Switzerland  
Uganda  
UK  
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