

# PMR Operational Report

<b>Operation Number</b>	TT-L1038	<b>Chief of Operations Validation Date</b>	10/13/17
<b>Year- PMR Cycle</b>	First period Jan-Jun 2017	<b>Division Chief Validation Date</b>	
<b>Last Update</b>	10/11/17	<b>Country Representative Validation Date</b>	
<b>PMR Validation Stage</b>	Validated by Chief of Operations		

## Basic Data

### Operation Profile

<b>Operation Name</b>	Global Services Offshoring Promotion Program	<b>Loan Number</b>	3112/OC-TT
<b>Executing Agency</b>	MINISTRY OF PLANNING AND SUSTAINABLE DEVELOPMENT	<b>Sector/Subsector</b>	TD-TAA - TRADE-TRADE ADJUSTMENT ASSISTANCE
<b>Team Leader</b>	LUCENTI, KRISTA	<b>Overall Stage</b>	Disbursing (From eligibility until all the Operations are closed)
<b>Operation Type</b>	Loan Operation	<b>Country</b>	TRINIDAD AND TOBAGO
<b>Lending Instrument</b>	Investment Loan	<b>Convergence related Operation(s)</b>	
<b>Borrower</b>	TRINIDAD AND TOBAGO		

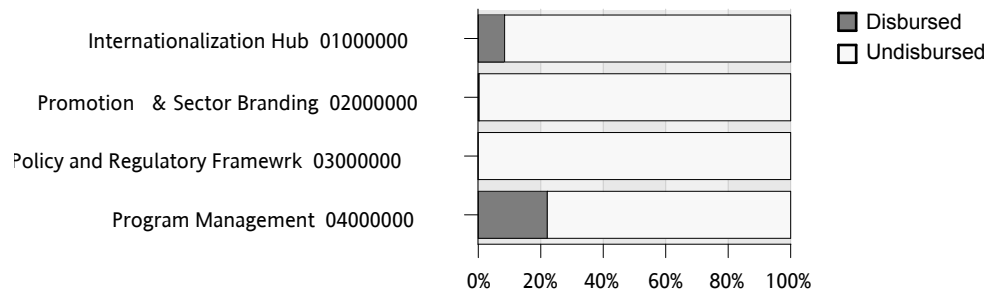
## Environmental and Social Safeguards

<b>Impacts Category</b>	C	<b>Was/Were the objective(s) of this operation reformulated?</b>	NO
<b>Safeguard Performance Rating</b>		<b>Date of approval</b>	
<b>Safeguard Performance Rating - Rationale</b>			

## Financial Data

Item	Total Cost and Source					Available Funds (US\$)			
	Original IDB	Current IDB	Local Counterpart	Co-Financing / Country	Total Original Cost	Current IDB	Disb. Amount to Date	% Disb	Undisbursed Amount
TT-L1038	18,000,000	18,000,000	0	0	18,000,000	18,000,000	1,750,000	9.72%	16,250,000
Aggregated	18,000,000	18,000,000	0	0	18,000,000	18,000,000	1,750,000	9.72%	16,250,000

## Expense Categories by Loan Contract (cumulative values)



Please note that the Overall Stage represents the stage of the operation at the time of this report's publication, which might not necessarily match the stage of the operation during the PMR Cycle to which the report pertains. Please also note that inactive indicators and outputs are not displayed; totals in the actual cost table may not match the sum of the cost of the outputs displayed, due to the cost of inactive outputs.

## PMR Operational Report

### RESULTS MATRIX

#### IMPACTS

**Impact Nbr. 0:** Increased exports of IT-enabled services

**Observation:**

Indicator		Unit of Measure	Baseline	Baseline Year		2018	2019	EOP 2019
0.0	Percentage increase in exports of ITeS (%)	% increase	0.0	2013	P	75.00		75.00
					P(a)	75.00		75.00
					A			

#### Details

**Means of verification:** export data

**Pro-Gender** No **Pro-Ethnicity** No

**Impact Nbr. 1:** Increased employment in the IT-enabled services sector

**Observation:**

Indicator		Unit of Measure	Baseline	Baseline Year		2018	2019	EOP 2019
1.0	Percentage increase in the number of people employed in the ITeS sector	% increase	0.0	2013	P	82.00		82.00
					P(a)	82.00		82.00
					A			

#### Details

**Means of verification:** employment data

**Pro-Gender** No **Pro-Ethnicity** No

Indicator		Unit of Measure	Baseline	Baseline Year		2018	2019	EOP 2019
1.1	Percentage increase in the number of women employed in the ITeS sector	% increase	0.0	2013	P	82.00		82.00
					P(a)	82.00		82.00
					A			

#### Details

**Means of verification:** employment data

**Pro-Gender** No **Pro-Ethnicity** No

## PMR Operational Report

### RESULTS MATRIX

#### OUTCOMES

**Outcome Nbr. 0:** Establish enabling environment for ITeS export businesses

**Observation:**

Indicator		Unit of Measure	Baseline	Baseline Year		2019	EOP 2019
0.0	Satisfaction rate on technological infrastructure of Hub among users	Rate of Satisfaction	0.0	2013	P	85.00	85.00
					P(a)	85.00	85.00
					A		

#### Details

**Means of verification:** survey

**Pro-Gender** No **Pro-Ethnicity** No

Indicator		Unit of Measure	Baseline	Baseline Year		2019	EOP 2019
0.1	Score on WEF Networked Readiness Index for Laws Related to ICTs	WEF Score	3.2	2013	P	4.20	4.20
					P(a)	4.20	4.20
					A		

#### Details

**Means of verification:** WEF Index

**Pro-Gender** No **Pro-Ethnicity** No

Indicator		Unit of Measure	Baseline	Baseline Year		2019	EOP 2019
0.2	Number of ITeS firms in tenancy at the Hub	# of firms	0.0	2016	P	5.00	5.00
					P(a)	5.00	5.00
					A		

#### Details

**Means of verification:** Hub records

**Pro-Gender** No **Pro-Ethnicity** No

**Outcome Nbr. 1:** Capacity building among students, unemployed and underemployed in skills required for employment in ITeS sector

**Observation:**

Indicator		Unit of Measure	Baseline	Baseline Year		2019	EOP 2019
1.0	Number of participants in finishing school programs that secure employment in the sector within 6 months of completion	Professionals (#)	0.0	2013	P	984.00	984.00
					P(a)	984.00	984.00

## PMR Operational Report

### RESULTS MATRIX

#### OUTCOMES

1.0	Number of participants in finishing school programs that secure employment in the sector within 6 months of completion	Professionals (#)	0.0	2013	A		
<b>Details</b>							
<b>Means of verification:</b> Survey							
<b>Pro-Gender</b>		No	<b>Pro-Ethnicity</b>			No	
	Men				P		
					P(a)		492.00
					A		
	Women				P		
					P(a)		492.00
					A		
<b>Indicator</b>		<b>Unit of Measure</b>	<b>Baseline</b>	<b>Baseline Year</b>		<b>2019</b>	<b>EOP 2019</b>
1.1	Percent increase in monthly salary over prior employment among finishing school graduates who secure employment in the sector within 6 months of completion	% increase	0.0	2013	P	20.00	20.00
					P(a)	20.00	20.00
					A		
<b>Details</b>							
<b>Means of verification:</b> survey							
<b>Pro-Gender</b>		No	<b>Pro-Ethnicity</b>			No	
<b>Indicator</b>		<b>Unit of Measure</b>	<b>Baseline</b>	<b>Baseline Year</b>		<b>2019</b>	<b>EOP 2019</b>
1.2	Number of individuals utilizing flexible work space and technology	# of individuals	0.0	2016	P	200.00	200.00
					P(a)	200.00	200.00
					A		
<b>Details</b>							
<b>Means of verification:</b> survey							
<b>Pro-Gender</b>		No	<b>Pro-Ethnicity</b>			No	
<b>Indicator</b>		<b>Unit of Measure</b>	<b>Baseline</b>	<b>Baseline Year</b>		<b>2019</b>	<b>EOP 2019</b>
1.3	Number of participants in training and support services utilizing the childcare and lactation facilities	# of individuals	0.0	2016	P	120.00	120.00
					P(a)	120.00	120.00

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### RESULTS MATRIX

#### OUTCOMES

1.3	Number of participants in training and support services utilizing the childcare and lactation facilities	# of individuals	0.0	2016	A		
<b>Details</b>							
<b>Means of verification:</b> survey							
<b>Pro-Gender</b>		No		<b>Pro-Ethnicity</b>		No	

**Outcome Nbr. 2:** Capacity building in export readiness for SMEs

**Observation:**

Indicator	Unit of Measure	Baseline	Baseline Year		2019	EOP 2019	
2.0	Percentage increase in number of SME ITeS firms exporting	# of SMEs	0.0	2013	P	25.00	25.00
					P(a)	25.00	25.00
					A		
<b>Details</b>							
<b>Means of verification:</b> survey							
<b>Pro-Gender</b>		No		<b>Pro-Ethnicity</b>		No	

Indicator	Unit of Measure	Baseline	Baseline Year		2019	EOP 2019	
2.1	Number of SME ITeS firms that enter new international markets	# of SMEs	0.0	2013	P	50.00	50.00
					P(a)	50.00	50.00
					A		
<b>Details</b>							
<b>Means of verification:</b> survey							
<b>Pro-Gender</b>		No		<b>Pro-Ethnicity</b>		No	

Indicator	Unit of Measure	Baseline	Baseline Year		2019	EOP 2019	
2.2	Percentage of firms receiving internationalization support services who report efficiency gains	# of Firms	0.0	2013	P	80.00	80.00
					P(a)	80.00	80.00
					A		
<b>Details</b>							
<b>Means of verification:</b> survey							
<b>Pro-Gender</b>		No		<b>Pro-Ethnicity</b>		No	

## PMR Operational Report

### RESULTS MATRIX

#### OUTCOMES

**Outcome Nbr.** 3: Global recognition as IT-enabled services destination

**Observation:**

Indicator		Unit of Measure	Baseline	Baseline Year		2019	EOP 2019
3.0	Inclusion in ranking of Tholons Top 100 Outsourcing Destinations	Inclusion	0.0	2013	P	1.00	1.00
					P(a)	1.00	1.00
					A		
<b>Details</b>							
<b>Means of verification:</b> Tholons							
<b>Pro-Gender</b>	No			<b>Pro-Ethnicity</b>	No		

**RESULTS MATRIX**

**OUTPUTS: ANNUAL PHYSICAL AND FINANCIAL PROGRESS**

**Component Nbr. 1 Component I. Global Services Internationalization Hub**

Output	Unit of Measure		PHYSICAL PROGRESS		FINANCIAL PROGRESS	
			2017	EOP 2019	2017	EOP 2019
1.1 Number of internationalization training programs completed	Trainings	P	12	60	256,973	1,204,792
		P(a)	6	30	128,486.5	800,545
		A	4	8	22,314	51,940
1.2 Curriculums developed in collaboration with the private sector	Curricula	P	6	26	409,645	2,126,107
		P(a)	4	14	204,822.5	1,228,935
		A	0	3	44,809	44,809
1.3 Plan developed for outfitting of GSI Hub building to physical and technological specifications	Plan	P		1	0	171,340
		P(a)	0	0	0	0
		A	0	0	0	0
1.4 GSI Hub building outfitted according to physical and technological specifications plan	Building	P		1	0	1,694,704
		P(a)	1	1	0	0
		A	0	0	31,440.01	31,440.01
1.5 GSI Hub Building Leased	Building	P	1	3	448,598	1,345,794
		P(a)	1	4	224,299	989,220
		A	1	3	202,574	743,196
1.6 GSI Hub Building Purchased	Building	P		1		3,327,103
		P(a)		1		3,327,103
		A	0	0	0	0

**Component Nbr. 2 Component II. Development of sector branding strategy**

Output	Unit of Measure		PHYSICAL PROGRESS		FINANCIAL PROGRESS	
			2017	EOP 2019	2017	EOP 2019
2.1 Development of GSPP programme branding strategy	Strategy	P		1	228,453	1,208,978
		P(a)	0	1	398,440.5	1,025,334
		A	0	0	26,552.44	26,552.44
2.2 Number of promotion forums organized by the Program	Forums	P		2		778,816
		P(a)	0	1		403,745
		A	0	0	0	14,337
2.3 Support for participation in regional and international promotion forums	Forums	P	2	10	10,903	54,515
		P(a)	1	3	10,903	43,612
		A	0	1	0	0
2.4 ITeS trade statistics registry created (linked to Comp 3.3)	Registry	P		1	100,125	545,983
		P(a)	1	1	83,100	545,983
		A	1	1	0	0
2.5 Sector baseline statistical census completed (linked to component 3.3)	Census	P		1		62,305
		P(a)	0	0		0
		A	0	0	0	0
2.6 Diaspora mentorship events conducted	Events	P	4	20	542,874	2,510,281
		P(a)	1	9	271,437	1,894,198
		A	0	0	0	0

**RESULTS MATRIX**

**OUTPUTS: ANNUAL PHYSICAL AND FINANCIAL PROGRESS**

**Component Nbr. 3 Component III. Policy and Regulatory Framework Update**

	Output	Unit of Measure		PHYSICAL PROGRESS		FINANCIAL PROGRESS	
				2017	EOP 2019	2017	EOP 2019
3.1	Know-how exchanges conducted	Exchanges	P	2	10	81,791	408,955
			P(a)	1	6	81,791	327,164
			A	2	4	0	0
3.2	Develop map of institutional roles in ITeS regulation (linked to component 3.3)	Map	P		1		50,898
			P(a)	0	1		0
			A	0	0	0	0
3.3	Development of strategy for ITeS sector (linked to components 3.2, 2.5, 2.4)	Strategy	P		1		391,868
			P(a)	0	0	0	246,557
			A	0	0	0	0
3.4	Capacity building events conducted for agencies	Events	P	2	8	67,975	224,860
			P(a)	1	6	33,987.5	156,885
			A	0	2	0	0

**Other Cost**

Auditing	P			38,941	194,705
	P(a)			38,941	155,764
	A			2,626	2,626
Final Evaluation	P				58,411
	P(a)				58,411
	A			0	0
Program Administration	P			295,285	1,483,043
	P(a)			333,594	1,321,087
	A			91,158	373,154
Program Monitoring	P			25,701	156,542
	P(a)			39,135.5	117,406.5
	A			6,070	6,070

**Total Cost**

Total Cost	P			2,507,264	18,000,000
	P(a)			1,848,937.5	12,641,949.5
	A			427,543.45	1,294,124.45



# PMR Operational Report

## CHANGES TO THE MATRIX

Section	Name	Type of Change	Reasons	Entered in the System	Agreed with Executing Agency
Output	TOR developed and approved for the strategic analysis of the ITeS sector (component 3.3)	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Outcome	Percentage of firms receiving internationalization support services who report efficiency gains	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Outcome	Percent increase in monthly salary over prior employment among finishing school graduates who secure employment in the sector within 6 months of completion	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Approval of security contract.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Outcome	Number of SME ITeS firms that enter new international markets	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Number of promotion forums organized by the Program	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Output	ITeS trade statistics registry created (linked to Comp 3.3)	Modify Output	Output name revised for clarity.	10/10/2017	10/10/2017
Output	TOR developed and approved for design-build consultant	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Output	Initial ICT designs developed	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Output	Global Skills Initiative Call for Proposals Closed	Create Milestone	Milestones added to reflect progress made under this output.	10/11/2017	10/11/2017
Output	TOR developed and approved for the strategic analysis of the ITeS sector (comp 3.3)	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Training plan for 2017 approved by the IDB	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Know-how exchanges conducted	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Outcome	Number of individuals utilizing flexible work space and technology	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Sector baseline statistical census completed (linked to component 3.3)	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/10/2017	10/11/2017
Output	Preliminary designs for the Hub developed by Executing Agency	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Development of GSPP programme branding strategy	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Output	Number of internationalization training programs completed	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Output	TOR developed and approved for the strategic analysis of the ITeS sector (component 3.3)	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Output	Execution of a Preliminary ITeS industry survey.	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Outcome	Percent increase in monthly salary over prior employment among finishing school graduates who secure employment in the sector within 6 months of completion	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Preliminary designs for the Hub developed by Executing Agency	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017

# PMR Operational Report

## CHANGES TO THE MATRIX

Section	Name	Type of Change	Reasons	Entered in the System	Agreed with Executing Agency
Output	Preliminary development of a Stakeholder registry inclusive of business entities, diaspora nationals and training providers.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	TOR developed and approved for ICT consultant	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Outcome	Number of participants in finishing school programs that secure employment in the sector within 6 months of completion	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Proposal developed for Outsource 2 LAC event to be held in Trinidad & Tobago.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Outcome	Score on WEF Networked Readiness Index for Laws Related to ICTs	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Outcome	Number of individuals utilizing flexible work space and technology	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Proposal submitted for the participation of local ITeS SMEs to participate in local and international forums and to support outreach and promotion initiatives.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Approval of outfitting plan.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Impact	Percentage increase in the number of people employed in the ITeS sector	Modify Impact Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Needs assessment for training launched.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Global Skills Initiative Clinics held	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	TOR developed and approved for a brand strategy for the programme	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Impact	Percentage increase in the number of people employed in the ITeS sector	Modify Impact Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Outcome	Inclusion in ranking of Tholons Top 100 Outsourcing Destinations	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Curriculums developed in collaboration with the private sector	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Outcome	Satisfaction rate on technological infrastructure of Hub among users	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Develop map of institutional roles in ITeS regulation (linked to component 3.3)	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/10/2017	10/11/2017
Outcome	Satisfaction rate on technological infrastructure of Hub among users	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Develop map of institutional roles in ITeS regulation (linked to component 3.3)	Modify Output	Output name updated for clarity.	10/10/2017	10/10/2017
Outcome	Number of SME ITeS firms that enter new international markets	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Outcome	Number of participants in training and support services utilizing the childcare and lactation facilities	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	GSI Hub Building Leased	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017

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## CHANGES TO THE MATRIX

Section	Name	Type of Change	Reasons	Entered in the System	Agreed with Executing Agency
Outcome	Number of ITeS firms in tenancy at the Hub	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Outcome	Percentage increase in number of SME ITeS firms exporting	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Outcome	Inclusion in ranking of Tholons Top 100 Outsourcing Destinations	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Development of GSPP programme branding strategy	Modify Output	Output name revised for clarity.	10/10/2017	10/10/2017
Output	Support for participation in regional and international promotion forums	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Outcome	Number of ITeS firms in tenancy at the Hub	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Capacity building events conducted for agencies	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Output	Global Skills Initiative launched	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	TOR developed and approved for ICT consultant	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Outcome	Percentage of firms receiving internationalization support services who report efficiency gains	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Initial ICT designs developed	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Impact	Percentage increase in exports of ITeS (%)	Modify Impact Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	Installations of security cameras.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Execution of a Preliminary ITeS industry survey.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	TOR developed and approved for the strategic analysis of the ITeS sector	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Impact	Percentage increase in exports of ITeS (%)	Modify Impact Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Impact	Percentage increase in the number of women employed in the ITeS sector	Modify Impact Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	TOR developed and approved for design-build consultant	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Sector baseline statistical census completed (linked to component 3.3)	Modify Output	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Impact	Percentage increase in the number of women employed in the ITeS sector	Modify Impact Indicator	Means of verification added.	10/10/2017	10/10/2017
Output	TOR developed and approved for the strategic analysis of the ITeS sector (component 3.3)	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	Preliminary development of a Stakeholder registry inclusive of business entities, diaspora nationals and training providers.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017

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## CHANGES TO THE MATRIX

Section	Name	Type of Change	Reasons	Entered in the System	Agreed with Executing Agency
Output	Development of strategy for ITeS sector (linked to components 3.2, 2.5, 2.4)	Modify Output	Output name revised for clarity.	10/10/2017	10/10/2017
Output	TOR developed and approved for the strategic analysis of the ITeS sector (component 3.3)	Modify Milestone	Unit of measure updated to reflect more precisely the output.	10/10/2017	10/10/2017
Outcome	Number of participants in training and support services utilizing the childcare and lactation facilities	Modify Outcome Indicator	Means of verification added.	10/10/2017	10/10/2017
Outcome	Percentage increase in number of SME ITeS firms exporting	Modify Outcome Indicator	Unit of measure updated to reflect more precisely the impact.	10/10/2017	10/10/2017
Output	Diaspora mentorship events conducted	Modify Output	P(a) adjusted in advance of PMR March cycle.	10/11/2017	10/11/2017
Output	Approval for training equipment.	Create Milestone	Milestones added to reflect progress made under this output.	10/10/2017	10/10/2017
Output	IDB NO to the evaluation committee report	Create Milestone	Milestones added to reflect progress made under this output.	10/11/2017	10/11/2017