Annual Activity Report

2017

DG ITEC

Contents

0. BUDGETARY IMPLEMENTATION OVERVIEW

Code	Appropriation type	EUR ou %	Formule
	Appropriations of 2017		
A	Initial appropriations	118.875.900,00	
B	Final appropriations	123.320.700,00	
C	Commitments	122.538.463,32	
D	Commitments in % of final appropriations	99%	D=C/B
E	Payments	78.615.371,32	
F	Payments in % of commitments	64%	F=E/C
G	Cancellations of 2017 final appropriations	782.236,68	G=B-C-K
H	Cancellations appropriations in % of final appropriations	1%	H=G/B
	Appropriations carried forward from 2017 to 2018		
I	Automatic carryforwards from 2017 to 2018	43.923.092,00	I=C-E
J	Automatic carryforwards from 2017 to 2018 in % of commitments	36%	J=I/C
K	Non-automatic carryforwards from 2017 to 2018	0,00	
L	Non-automatic carryforwards from 2017 to 2018 in % of final appropriations	0%	L=K/B
	Appropriations carried over from 2016 to 2017		
M	Automatic carryovers from 2016 to 2017	41.514.334,53	
N	Payments against automatic carryovers from 2016 to 2017	40.584.859,16	
O	Payments against automatic carryovers from 2016 to 2017 in % of automatic carryovers from 2016 to 2017	98%	O=N/M
P	Cancellations of automatic carryovers from 2016 to 2017	929.475,37	P=M-N
Q	Cancellations of automatic carryovers from 2016 to 2017 in % of automatic carryovers from 2016 to 2017	2%	Q=P/M
R	Non-automatic carryovers from 2016 to 2017	0,00	
S	Payments of non-automatic carryovers from 2016 to 2017	0,00	
T	Payments against non-automatic carryovers from 2016 to 2017 in % of non-automatic carryovers from 2016 to 2017	0%	T=S/R
U	Cancellations of non-automatic carryovers from 2016 to 2017	0,00	U= R-S
V	Cancellations of non-automatic carryovers from 2016 to 2017 in % of non-automatic carryovers from 2016 to 2017	0,00	V=U/R
	Assigned revenue in 2017		
W	Appropriations from assigned revenue in 2017 (current)	1.086.794,05	
X	Assigned revenue carried over to 2017	574.913,59	
Y	Balance of commitments on assigned revenue carried over to 2017	146.573,53	
Z	Payments in 2017 against appropriations from assigned revenue (current and carried-over)	623.341,71	
AA	Payments in 2017 against assigned revenue in % of assigned revenue in 2017 (current and carried-over)	34%	AA=Z/(W+X+Y)

1. OBJECTIVES

1.1. Objectives of the directorate-general

- Complete and consolidate approaches, achievements, improvements, and tools carried out during the 7th legislation term in favour of a fully-fledged n e-Parliament;

- Implement the ICT strategic orientations 2014-2019 and the PPP 2014-2019 through programmes, projects and actions in the annual IT programme (including decentralisation of IT) and consolidate the IT working methods in the EP (with client DGs);

- Consolidate and strengthen mobility, connectivity and inter-operability;
- Implement and complete the "Unified Communication" tools;
- Strengthen actions in favour of "Mobility" in a context of increasing needs: adapt equipment, adapt budget, adapt mobile devices strategy;

- Increase, develop and strengthen the "Collaborative working tools and spaces" approach in the House;

- Consolidate and strengthen the IT Infrastructure: obsolescence and evolving needs;

- Revising EP IT equipment and their quality including (need) printing machines (also in context of EMAS strategy);

- Improve and strengthen internal services with advanced and improved Intranet and multimedia (also for internal communication);
- Requalifying the print shop and enhance documents processing (also in the context of EMAS strategy);
- Better support other DGs' IT Units;
- Strengthen the partnership with our customers (MEPs, APA, DGs, PGs);
- Continue the promotion of DG ITEC's image and its activities.
- Stimulate and coordinate ICT Innovation by performing a permanent technology scouting;
- Continue to represent DG ITEC and its interests in the EP transversal committees;
- Improve and strengthen external support in particular through local services to MEPs in their Constituency and Services to former MEPs and staff;
- Continue supporting the innovations introduced by the SG and:
  - ITEC's role in PPP process
  - Teleworking project
- Continue actions in favour of ICT and Cyber security and the CERT-EU role: improve the present defence level and implement the EP ICT Security Governance;
- Continue ITEC contribution in favour of Political decisions and requests: LIBE and Discharge resolutions (2013, 2014) and implement ITEC Action Plan;
- Continue ITEC actions in favour of Transparency, Open Sources and Data Protection (privacy by design): choices must take these aspects into account (also through Inter-institutional Cooperation);
- Inter-institutional and international role:
  - Continue and consolidate inter-institutional co-operation and the strong innovation introduced with the EP presidency of the CII and the Publications Office;
  - Strengthen ITEC role and co-operation in the ECPRD network in particular in the "Parliaments on NET" (with DG PRES & COMM);
  - Strengthen ITEC role and co-operation in the "World Parliament" and "Global Centre for ICT" activities (with EXPO)

- Continue strengthening Risk Management in ITEC processes (including risk map), implement action plans resulting from internal audit (IAS) annual and multi-annual work programmes (including independent audits);

- Implement ITEC Business Continuity & Crisis Management including Business Continuity Planning (with DG SAFE) and definition of critical business processes (with Clients DGs).

- Budget & Finance :
  - Further improvements in operational/finance units' cooperation
  - Adopt clear guidelines for better flexibility
  - Improve the level of annual spending
  - Improve the level of work programming
  - Continue with the digitisation of financial processes

- Human Resources:
  - Reduction of external consultants: continue with this approach whenever possible (also through deployment of IT solutions)
  - Complete the internalisation process (also with specific EPSO competition for recruitment of « ICT specialists »);
  - Further reduction of the time needed to occupy vacant posts
  - Adapt managerial approach

1.2. Feasibility and risk assessment

Elements which had an impact on DG-ITEC's budget execution in 2017 are as follows:

❖ **Damage to equipment in the Data Centre, Brussels - high risk**

In light of the major incident that took place in the Data Centre in Huizingen, Belgium on 16 October 2017, a P transfer request totalling €2.636.800, originally requested for the reinforcement of sub-item 2104-05, had to be largely reallocated urgently to sub-item 2104-01 in order to cover the replacement of the damaged equipment and to restore the Data Centre to working order. The President of the European Parliament was informed and the amount of €2.215.000 was transferred to sub-item 2104-01 to cover all necessary costs. On 1 December 2017, all DG-ITEC requested all Directorates-General to evaluate the damages sustained following the incident. The incident has inevitable consequences on the planning of Development activities. However, these delays will be assessed in the framework of the 2018 activities taking into account the overall workload on projects deriving from the 2018 IT Plan.

❖ **Alignment with the revised Strategic Execution Framework (SEF) 2017-2019 and the Parliamentary Projects Portfolio (PPP) - high risk**

The review of the SEF and the PPP had an impact on DG-ITEC's management of the Projects Portfolio, as a result of the considerable increase in the number of projects that fall under its responsibility. At this stage of the review, the total number projects has almost doubled (from 9 to 17), whilst the number of projects that require the involvement of DG-ITEC amounts to 36. In addition to the SEF review, DG-ITEC also developed, submitted and agreed on a leading indicator aimed at reflecting the efforts on responsiveness and time to deliver. To this increase we must add the possible overlaps between projects in terms of objectives and possible solutions, that will require a stronger coordination effort.

❖ **Termination of contract DI/07350 DESKTOP by the Contractor - high risk**

In September 2017, the European Parliament (ITEC) received information from the European Commission (DIGIT) (*Ref. Ares(2017)4672593 of 25/09/2017*), that the contractor of the inter-institutional framework contract ref.: DI/07350 DESKTOP III, would not extend the contract for a fourth year (i.e. after 23/10/2017), meaning that no new orders could be placed for any kind of new equipment after that date. Furthermore, the contractor requested the cancellation of several existing orders, as they were unable to deliver the equipment ordered.

❖ **Transfer of responsibilities DG-INLO to DG-ITEC - photocopiers, network printers, IT consumables - low risk**

In January 2017, DG-ITEC took over the full responsibility for the management of multifunctional photocopiers and IT consumables from DG-INLO, following the approval of the Secretary-General on 11/02/2016 (*Ref.: GEDA (2016)4337*).

The transfer of responsibilities required the reactivation of budget item 2300-02 and an adjustment of 2017 appropriations between both DGs, due to the fact that no amount was foreseen for this purpose in DG-ITEC's budget proposals for 2017. As a result, DG-ITEC received an additional €1.650.000 in current appropriations from DG-INLO's 2017 budget, distributed as follows:

Budget item	Current Appropriations -2017 - (INLO to ITEC)
2300-02 IT Supplies	450.000
2140-01 Publishing and dissemination in traditional or electronic form	1.200.000
Total	**1.650.000**

In relation to the carry-forward procedure 2016-2017, DG-ITEC received a total of €314.111 from DG-INLO as follows:

Budget item	Carried-forward Appropriations - 2016 to 2017 - (INLO to ITEC)
2300-02 IT Supplies	91.315
2140-01 Publishing and dissemination in traditional or electronic form	222.796
Total	**314.111**

A reinforcement of €32.000 on sub-item 2300-02 had to be requested during the mopping-up procedure 2017, in order to cover a deficit identified for the purchase of IT consumables.

❖ **Staffing of specialised ICT posts, including CISO (Medium risk)**

The staffing of specialised ICT posts remained an open challenge in 2017 for DG ITEC. The completion of the EPSO ICT Experts competition (Chaired by DG ITEC) in November 2017 has not had effect yet on this challenge. Moreover, the increasing number of cyberattacks monitored by the EP CERT calls for appropriate staffing of the CISO and its structures. This last element has to be put in parallel with the pending approval, by the ICT Steering Committee, of the ICT Security Governance at EP level.

In conclusion, while budgetary resources have been sufficient for the planned activities, the elements reported above have impacted the delivery of services by DG ITEC, requiring either extra efforts by the internal and external staff and/or the deployment of workarounds to ensure the smooth running of activities.

2. ASSESSMENT OF RESULTS IN THE LIGHT OF THE OBJECTIVES - USE OF RESOURCES

2.1. Environment of the directorate-general

From 1 January 2017, the administrative entity of the **Chief ICT Security Officer (CISO)** was established. It consists of the ICT Security Unit with two departments i.e. Security Management and Security Operations. With an increase in the number and complexity of cyber threats, IT security is a top priority for the European Parliament. The CISO entity is now the central contact point for all matters related to IT security in ICT systems. It delivers quick response to incidents and develops policies regarding information security, ensuring their correct implementation and application at a technical and operational level, whilst implementing security risk assessments and supporting the security development lifecycle for ICT projects. 2017 represents also a decisive year in consolidating the cooperation with DG SAFE in order to develop an integrated perspective on physical and cybersecurity and enhance the EP resilience against attacks.

Considerable effort was invested by DG-ITEC's officials and managers involved in the **EPSO competition for ICT Experts** during 2017. DG-ITEC chaired the selection Committee and had several representatives in sub-committees and correction teams. This competition is an essential step in guaranteeing the future of DG-ITEC's staffing of specialised ICT posts.

On 18 October, DG ITEC's **Publishing Service Desk** (PSD) opened its doors. Designed to support MEPs, political groups, committees and DGs, the PSD supports any publishing need for your communication activities within the EP. DG ITEC's new Publishing Service Desk (PSD) offers help with graphic design, printing, multimedia, and web projects and it is open to all: MEPs and their assistants, political groups, and the European Parliament's General Secretariat. This new way of conducting business for EDIT will further improve the data collection for performance management purposes, also thanks to the established catalogue of services that systematizes the publishing services.

DG-ITEC continued to work closely with the Political Groups and IT units in the DGs, to prepare for the migration of the European Parliament's IT systems from Windows 7 with Office 2013, to **Windows 10 with Office 2016**. The pilot phase is now completed and some 200 users have been migrated to the new platform. An upgrade of over 19 121 workstations and more than 400 EP IT applications is required, with several teams working in parallel to deliver a smooth migration. The deployment phase is scheduled to start at the beginning of 2018. This new platform will bring a more modern and collaborative IT environment to the Parliament.

The **IT outage** following an incident occured on the 16th of October at the EP data centre located in Huizingen has heavily impacted DG ITEC's workload until the end of the year. Extremely important and cumbersome work has been carried out to ensure timely restore and smooth running of critical applications for the Plenary, redeployment of production environments that were destroyed and finally development environments to keep projects on track as much as possible. While the causes of the incident and the responsibilities have yet to be fully ascertain, the availability of the second data centre in Luxembourg enabled to ensure that no data was lost. However, the work to restore the involved applications and ensure a smooth restart on the Luxembourg site has proven extremely heavy both for the officials and the external staff. Certainly, the incident and the consequent crisis management have provided valuable information to further improve the resilience of IT in the European Parliament and the necessary measures to ensure Business Continuity.

The **evolving scenario of cooperation** in the framework of the CII (Interinstitutional Committee on Informatics) required a stronger involvement in joint projects teams from the onset on challenging topics such has mobility and the digital workplace. The increased pace and volume of activities and results at the CII level

Two important **international cooperation projects** have taken form during 2017, one with the United Nation's High-Level Committee on Management Secretariat on the digitalization of the Assembly decision-making processes and one with the Interparliamentary Union on the establishment of a Global Centre on Innovation in Parliaments. Both projects should be operational in the first part of 2018 but they already represent an important investment of DG ITEC in the light of the strategic objective to support technological innovation in favour of strengthening democracy.

2.2. Human resources of the DG

2.2.1. Establishment plan

	at 1.1.2016				at 1.1.2017			
	AD	AST	AST/SC	**Total**	AD	AST	AST/SC	**Total**
Permanent posts	120	355	6	**481**	120	351	6	**477**
Temporary posts	3	5		**8**	3	5		**8**
Total	123	360	6	**489**	123	356	6	**485**

2.2.2. Staff numbers as at 31.12.2017

	AD	AST	AST/SC	Total		FTE
Officials	**95**	**317**	**7**	**419**		410,5
Temporary staff	**12**	**16**	**3**	**31**		30,8
- in temporary posts	*3*	*5*		*8*		7,8
- in permanent posts	*8*	*8*	*2*	*18*		18
- to offset part-time working	*1*	*3*	*1*	*5*		5
Contractual agents				**58**		34,4
Seconded National Expert (SNE)				**0**		
Agency staff				**0**		
Total				**508**		**475,7**

2.3. Budget implementation 2017

2.3.1. Initial and final appropriations

Authorised appropriations in DG-ITEC's initial budget for 2017 totalled €118.875.900, representing a decrease of €5.553.410 (-5%) in relation to the initial budget for 2016, totalling €124.429.310.

Final appropriations for the period covered by this report amounts to €123.320.700.

The difference of €4.444.800 between initial and final 2017 appropriations can be explained by the following:
- Three decentralised transfers executed from the strategic reserve to other DGs = - €380.600
- Appropriations returned to the 2017 mopping-up procedure = - €603.600
- Reinforcement from DG-INLO = +€17.000
- Reinforcement of DG-ITEC's sub-items from the 2017 mopping-up procedure = +€5.412.000

The transfer situation at 31 December 2017 is as follows:

➢ MOPPING-UP PROCEDURES 2017:

Appropriations amounting to €150.000 (Mopping-up 1) and €453.600 (Mopping-up 2) were returned (ref.: VIR C4/2017), following the 2017 mopping-up procedures.

Due to shortfalls identified on posts 2100, 2104 and 2300, reinforcement was requested from the mopping-up procedure for the amount of €5.412.000, as follows:

N° Transfer	Receiver Post	Amount €
VIR C4	2100-02	918.830
	2100-03	774.205
	2100-04	869.965
	2104-01	2.817.000
	2300-02	32.000
	Total	**5.412.000**

➢ DECENTRALISED TRANSFERS FROM SEC-GEN RESERVE - 2105-03:

N° Transfer	Donor Post/item	Receiver Post/item	DG	Amount €	Reason
VIR S4	2105-03	2105-19	DG-INTE	-193.600	MSB project for the creation of a commonly shared database to manage the production, evaluation and use of video-recorded speeches. DG-INTE will lead this project in a decentralised manner. **SEC-GEN approval: 16/02/2017**
VIR S9	2105-03	2105-22	DG-SAFE	-85.000	To continue the development of the AXS2EP application by DG-SAFE during 2017-2018. **SEC-GEN approval: 12/05/2017**
VIR S20	2105-03	2105-11	DG-PRES	-102.000	The PPMS tool requires modifications to manage precedents of the Directorate for Legislative Acts in DG-PRES. **SEC-GEN approval: 15/09/2017**
Total transfers out				**-380.600**	

> ➤ **INTERNAL RE-BALANCING TRANSFERS:**

During 2017, nine internal S transfers were requested as follows:

N° Transfer	Donor Post/item	Receiver Post/item	Amount €	Reason
VIR S1	2102-03	2102-06	1.332.000	Following the Decision of the Bureau on 24/10/16 to create the CISO entity in DG-ITEC, appropriations related to 2017 security activities were transferred to the relevant CISO sub-items.
	2104-04	2104-06	792.000	
VIR S3	2105-02	2105-01	180.000	Updated allocation between new and ongoing IT projects.
VIR S5	2105-02	2105-01	158.000	Updated allocation between new and ongoing IT projects.
VIR S6	2104-03	2104-04	855.000	In the context of the delivery and deployment of the new EP Windows 10 specific standard configuration, the appropriations are required to cover unforeseen requests coming from DGs and Political groups and security patches which will be integrated into the standard configuration.
VIR S10	2105-03	2105-05	250.000	To support the modernisation process in the field of interpretation, as initiated by the Secretary General in 2016, it became necessary to accelerate the development of IT tools in the areas of new business rules for interpretation, new ways of monitoring interpreters' assignments, balancing the workload and reporting, amongst others. SEC-GEN approval: 29/05/2017
VIR S11	2105-02	2105-04	215.000	MADIS3 and CRE2017 contracts had to be awarded and implemented urgently in relation to the eParliament Project, following instructions received from the Cabinet of the Secretary-General.
VIR S21	2101-02	2101-01	155.000	Reinforcement required on sub-item 2101-01 to ensure software maintenance and to cover unforeseen costs related to Trados and the ULM Oracle contract.
	2101-07		35.000	
	2104-03	2104-05	1.000.000	A shortfall on sub-item 2104-05, resulted in a top-up of appropriations to cover general obsolescence replacement, mainly due to the Windows 10 migration.
VIR S22	2102-04	2102-05	11.200	A shortfall identified for the acquisition of materials for the IPIC unit on sub-item 2102-05.
VIR S35	2104-05	2104-06	27.000	A shortfall for the acquisition of McAfee licences for all EP computers was identified on sub-item 2104-06.
Total rebalanced			**5.010.200**	

As mentioned above, a reinforcement of DG-ITEC's sub-item 2300-02 was agreed with DG INLO, as follows:

VIR S23	2300-04 DG-INLO	2300-02	+17.000	Reinforcement agreed with DG-INLO to cover the cost of the purchase of IT consumables to the year end.
Total reinforcement			**+17.000**	

In addition, 3 internal re-balancing P transfers were carried out in 2017, as follows:

N° Transfer	Donor Post/item	Receiver Post/item	Amount €	Reason
VIR P6	3240	3241	500.000	P transfer requested to cover a shortfall for unplanned obsolescence of technologies, the production of new applications and the need to ensure the maintenance of older applications.
VIR P3	2104-03	2100-03	270.000	P transfer requested to cover the shortfall identified for network maintenance which resulted from a significant cost increase, following the replacement of the framework contract in 2016 and additionally, to ensure the general operation of the Data Centre. A review of priorities within DG-ITEC meant postponing certain projects on budget post 2104, in order to make the necessary funds available.
		2100-06	730.000	
VIR P7	2100-05 2101-05 2102-01 2102-04 2102-05 2103-02 2103-03 2105-03 2105-04 2105-05	2104-01	2.215.000	On 26 October 2017, the President of the European Parliament signed a P transfer request from DG-ITEC for the amount of €2.636.800, to reinforce a shortfall identified on sub-item 2104-05, to update obsolete IT equipment before the deployment of the Windows 10 platform. However, in light of the incident in the Data Centre in October 2017 and in order to urgently replace the damaged equipment and restore the Data Centre to full working order, it was decided to redistribute the appropriations from the P7 transfer between sub-items 2104-01 and 2104-05. The President of the European Parliament was informed via GEDA of this urgent redistribution of appropriations, prior to signing the transfer request.
	2101-02 2101-05 2102-02 2103-04 2105-02	2104-05	421.800	
Total rebalanced			**4.136.800**	

2.3.2. *Final appropriations and appropriations committed*

Final appropriations at 31 December 2017 totalled €123.320.700 where the total commitments entered into amounted to €122.538.463 or 99,4% of the final appropriations.

2.3.3. *Appropriations committed and payments made*

Commitments at 31 December 2017 totalled €122.538.463, with payments amounting to €78.615.371 or 64% of all commitments entered into.

At the same period in 2016, payments totalled €71.920.481 or 64% of all commitments entered into.

The difference between appropriations committed (99%) and payments made (64%) results from services and supplies ordered in 2017, but which still have to be invoiced by suppliers.

2.3.4. *Use of automatic and non-automatic carryovers from 2016 to 2017*

Automatic carryover of appropriations to the financial year 2017 totalled €41.514.335. At 31 December 2017, payments amounted to €40.584.859 or 98% of carried-over appropriations for all items of the Directorate-General.

At the same period last year, payments on carried-over appropriations amounted to €37.159.663 or 98% of carried-over appropriations.

DG-ITEC has no non-automatic carryovers 2016-2017.

2.3.5. Use of appropriations corresponding to assigned revenue

2.3.5.1   Situation with regard to specific expenditure appropriations /assigned revenue.

The DG's assigned revenue results from the recovery of sums due in relation to administrative agreements with the European Ombudsman, BCD travel, the European Data Protection Supervisor (for telephone costs, the purchase of IT hardware/software) and for penalities incurred where a contractor has not respected his contractual obligations.

In relation to DG-ITEC's global budget, the amount recovered is not significant, however, it was used to cover certain exceptional or unforeseen operations.

Assigned revenue at 31 December 2017 amounted to €1.086.794. At 31 December 2017, commitments amounted to €823.296 or 76% of available assigned revenue, with payments amounting to €4.293.

2.3.5.2   Situation with regard to specific expenditure appropriations /assigned revenue carried-over.

The total specific expenditure **appropriations** on assigned revenue carried-over totalled €574.914.

At 31 December 2017, commitments totalled €574.690 or 99,96% of total assigned revenue carried-over, with payments amounting to €483.531 or 84% of total commitments.

The balance of **commitments** on assigned revenue carried over to 2017 amounted to €146.574, of which payments amounted to €135.518 or 93%.

2.4. Results achieved

The wide range of achievements of DG ITEC for 2017 implementing the strategic objectives is organised into cluster that capture four main challenges: delivery of the key components for an innovative EP Digital environment, modernisation of the European Parliament ICT infrastructure and environment, service and client-oriented culture, inter-institutional and international activities.

Strategic Execution Framework achievements

The portfolio of projects under DG ITEC's responsibility has steadily increased in 2017 in the wake of the Strategic Execution Framework review. Consequently, DG ITEC's SEF has been reviewed and aligned.

Important achievements can be highlight from the projects falling under DG ITEC's responsibility:

- in the framework of the **eParliament** Program, AT4LEX, has been developed by DG-ITEC for DG-IPOL, DG-TRAD and DG-PRES, supporting in particular the work of lawyer-linguists and translators in the legislative document production process. This new tool aims to simplify the task, allowing to follow more easily linguistic, legislative and formatting rules. With an identical structure and format for all language versions, the users will have a better control of the process than they had previously when working in Word. Members of the European Parliament will have full access to AT4LEX from the next legislative term in 2019. Also, the CRE2017 project will improve the drafting process of the verbatim report, from its preparation before the part-session to its publication after the part-session. The project is completed and the application is due to go live at the beginning of 2018. Also, the full deployment of the digitalised INI Procedure has been achieved in 2017.

- the new **EP Intranet** was rolled out in June 2017, providing a fast, easy to use site with more easily accessible content. The project was led by DG-ITEC and its EDIT Directorate, under the guidance of the Committee of Intranet Strategy (CIS), in close collaboration with all departments in the Parliament, whose invaluable input assisted in reshaping the content and in bringing this project to fruition. Moreover, 7 vertical sites are now live and 8 other sites are now in production, enabling DG's dedicated resources to practice and train on the new features.

- on **Cybersecurity,** the strategy and activities have been presented and endorsed by the Bureau's Working Group on ICT Innovation Strategy (meetings of 24 June) and the ICT-Security extraordinary joint working group (meeting of 7 November). The item was also discussed and endorsed by the Bureau during the meeting of 15 January 2018.

- for the **e-procurement** project, the e-submission module is on its way to be deployed and further progress has been made on the e-request and e-invoicing modules

- in the field of **Mobility,** new policies have been prepared to improve the mobility environment and clarify services for users.

- on **ICT 4 MEP**, the MEPS's collaboration space (MCS) has been deployed and the Virtual Desktop Interface (VDI) feature is now ready for production. Such service and will significantly improve the MEP's user experience in accessing the EP services from remote. Additional features to the suite of services for MEP's (in particular soft video-conferencing solutions) have been tested and are ready for deployment.

- on **Enterprise Architecture**, the methodological approach has been defined and approved, enabling a coherent categorisation of applications and a better planning of their lifecycle management. **Along with the Obsolescence project,** these activities are crucial to ensure an efficient transition towards the next generation of IT infrastructure and applications to support an increased mobility and interoperability.

- on **Unified Communications**, the advanced features are being tested in pilot and all the Information Offices are now operational with (Telephony over Internet) (ToIP). During 2017, ITEC also launched a pilot to test new soft phone and soft video-conferencing solutions (Jabber) planned for deployment in 2018.

- the new project **Mainstreaming Innovation** has been launched, with the kick-off meeting of the Steering Board took place on 19 October and a model for developing innovative communities in the European Parliament has been designed and will be submitted in early 2018.

- the **"From Tablet to Hybrid"** project aims at a phased large deployment of hybrid portables to replace desktops in order to support the mobility strategy. The pilot phase is ongoing and positive and encouraging results have been received. The devices will offer additional features and integrated communication tools, opening up for important opportunities in mobility policies, teleworking and working space management.

As a testimony of the strategic relevance of DG ITEC's contribution to the overall EP administration's transformation, the achievements on eParliament and technological Innovation (see also below) have been the subject of various presentations and exchanges of view during the EP Bureau's Away Days organised in October 2017.

IT Plans 2017 and 2018

The state of play on the IT Plan 2017 has been presented on the 28 November 2017 at the Steering Committee for ICT Innovation, composed of the Secretary-General and the Parliament's Directors-General. Important results have been achieved taking into consideration the overall increase in centralised and decentralised projects. This is also due to the excellent cooperation in drawing up the 2017 Plan that led to an early adoption at the end of 2016.
At the end of 2017, of the 293 projects planned, 74% were completed or ongoing, and only 15% had not started yet. The remaining projects were either on hold or have been cancelled. If we focus solely on the centralised projects directly managed by ITEC, 78% were completed or ongoing and only 12% have not started. The drop rate is extremely low at 3%.
A sample analysis from the ongoing projects show a "on track or slightly delayed" rate of 81% and only in one case is the ongoing project severely delayed.

Also this year, the adoption process of the IT Plan for 2018 has rolled out extremely well, guaranteeing an overall satisfaction from all DG's as expressed during the ICT Steering Committee mentioned above. Thanks to a thorough negotiation and cooperation work, 58% of the 137 initial ideas are integrated in the 2018 Plan, 18% will be dealt with in the 2017 IT Plan and 13% is destined to a future IT Plan. Only 11% of the ideas have been withdrawn or are still under clarification.

These results, beyond giving an overall picture of the volume of IT projects carried out, show also that the IT Planning process is becoming increasingly efficient both in terms of timing and pertinence. Nonetheless, a risk to take into account for the next years is the overall implementation capacity of DG ITEC in light of the steady increase of projects and requests.

Such risk should be prevented, e.g. by rationalising incoming projects and initiatives in a more contained IT plans.

New IT releases

Among the outcomes of DG ITEC's IT projects we can highlight for 2017:

- a new version of **DISP, the Digital Signature Portal**, was rolled out and it brought several enhancements for users. Now, logging in from inside the EP is automatic, offering a more secure access;

- an improved app to book cars has been launched in June 2017, under the name **CARMEP-WEB**. Booking online service cars got easier for MEPs and their Assistants with the deployment of CARMEP-WEB; the new application for reserving car rides now also available on tablets and mobile phones;

- conception and development of the **"My House of European History"** platform for the EP Secretariat-General. It is a multiplatform contribution-based site that contributors can access via smartphone, tablet, or computer and easily upload their stories in different formats such as videos, photos, audio, and documents.

- the **System for Assignment Management (SAM)** is an example of very good cooperation between DG ITEC and its client partner DG INTE. SAM is a logistics tool, owned and managed by DG INTE but run by DG ITEC, which will now be used in DG INTE to assign interpreters to meetings in the European Parliament. The SAM project is a part of the Pericles Upgrade Programme. Matching 700 to 950 interpreters in 24 languages with all meetings taking place weekly in the Parliament had become too cumbersome with the old system in place. SAM will make work much easier for the programmers as the necessary information is now in one, fast, user-friendly tool;

- a **new functionality for the Public Register of Documents**, allowing citizens access to European Parliament documents only 20 minutes after they were first registered internally;

- the rollout of the **Search Engine Optimisation**, a project technically supported by DG ITEC making the EP webpages more visible when web surfers search online for various political topics;

- the new release of **ePortal**: the MEPs' Portal supporting Members and their authorised assistants in dealing with formalities relating to their financial and social entitlements by using interactive forms to ensure swift treatment of requests. The interactive portal is available in 24 languages which provides step by step help for MEPs and their assistants;

- the web interface for the **Authority for European Political Parties and European Political Foundations;**

- the deployment of several customised collaborative platforms (**SharePoint and Jira**) to support collaborative work for administration and project/workflow management.

Users-oriented initiatives

DG-ITEC's Innovation Week was organised in March 2017, to celebrate the first year anniversary of the Innovation Department. A stand was built in the ASP building, to present the activities that have been accomplished over the past year and to promote a culture of innovation inside the European Parliament. The Innovation Team provided explanations and information relating to their activities and show-cased some of their achievements so far, such as, the INNOVATE Platform, Virtual Meeting, Immersive 360° Committee Meeting, Data Analytics and Behavioural/Sentiment Analysis, 3D printing and Mobile Remote Telepresence. The event was very well received, with many people taking the opportunity to visit the stand including the President, two Vice-Presidents, various Members of the European Parliament, top and middle management and colleagues from across the many DGs of the Parliament. The event received positive feedback and many expressions of support. DG-ITEC will look closely now at how best to build upon this experience for the future.

Since January 2017, a set of short lunchtime conferences have been organised to present the work performed by DG-ITEC's Directorate for Publishing & Distribution (EDIT). The objective of these conferences, entitled '**Les Midis de l'EDIT**' are twofold, firstly, to inform EDIT colleagues of what is carried out elsewhere in their Directorate and secondly, to enable colleagues to meet up and talk. The conferences have been organised in various fields of publishing and distribution, with a very successful attendance rate by EDIT colleagues and by colleagues from other DG-ITEC Directorates and DGs, who are interested in a particular subject area for their own activities.

As part of DG-ITEC's **ICT external training strategy**, a repository of external training reports has been created. Reports are prepared by colleagues who have participated in various external ICT training courses during the year. A new edition will be prepared every year and made available in electronic format for consultation. The aim of this initiative is to gather knowledge acquired and to build an information base and best practice handbook for colleagues to implement in their day-to-day work. Keeping pace with technological progress and development is essential to meet the European Parliament's growing political and administrative challenges.

Moreover, DG ITEC organised four users' Committees for MEPs and APAs, which led to escalation of needs and follow-up and fulfilment of requests, and three Info-sessions for MEPs and APAs about IT Security Best Practices and EP's IT Mobile Offer. Additionally, there were 6 User Committees held for EP staff, 3 focused on the Legal Service, and 3 on DG PRES. Also, the new service catalogue for support has been approved and released.

As part of its **strategy on cybersecurity awareness**, The Chief ICT Security Officer (CISO) entity organised on 24 April 2017 a workshop on cyber threats related to the democratic process for political groups in Brussels.

DG ITEC released a new project management methodology called **ENGAGE** to support all the EP staff in managing projects. It is suited for all EP projects, as it is split into four specific project areas (generic projects, business process analysis, IT projects, and infrastructure projects) in order to best serve each individual project.

Bureau's Working Group on ICT Innovation Strategy

The renewed Bureau's Working Group con ICT Innovation Strategy, chaired by Vice-President Ms Evelyne Gebhardt, met three times in 2017, providing a renewed impetus on implementing the 2014-2019 Strategic Orientations and consolidating shared vision for digital

transformation in the EP. In particular, the projects and initiatives discussed during the meetings are:

- eParliament implementation;
- Innovation strategy and management;
- Cybersecurity strategy and action plan (in joint-sessions with the Vice-President in charge for Security, Mr Boguslaw Liberadzki);
- Modernisation of the EP IT Environment (Obsolescence and Applications Strategy)
- Increasing Mobility
- Linked Open Data
- Efficient Printing and Paperless Strategy

Interinstitutional and International activities

Important Institutional activities have taken place during the period of this report, highlighting DG-ITEC's **leading role in innovation and digital transformation**:

- DG ITEC played a prominent role in re-designing the **CERT-EU**, the Computer Emergency Response Team at Inter-Institutional level that is at the frontline against cyberattacks. The new features of the organisation

- DG-ITEC hosted the **Inter-institutional Committee on Informatics** (CII) on 15 and 16 June in Strasbourg. This forum is a platform for exchanging best practices and building common projects with 17 other EU Institutions and Agencies. A special session was organised by DG-ITEC on the topic of Digital Transformation, with representatives from the United Nations' Chief Executive Board Secretariat (UN-CEB) and the Inter-parliamentary Union (IPU). On the occasion of the CII meeting. The welcome address was made by Vice-President Evelyne Gebhardt, Chair of the Bureau Working Group on ICT and by the General Secretary of the European Parliament, Mr Klaus Welle.

- Important outcomes of the **Inter-Institutional cooperation** took place in 2017:

> - on 25 October **EP President Antonio Tajani and Matti Maasikas, of the Estonian Presidency of the Council, electronically signed for the first time a regulation**. The e-signing of the EU legislative act was the result of an inter-institutional and cross-directory project in which DG ITEC played a key role concerning its legal, technical and security aspects;

> - the new online **Register of Delegated Acts** that was launched on 12 December 2017 is a joint-online service for European citizens;

> - also, fruitful cooperation in the field of business modelling (BPM) among the Institutions enabled to create a **joint repository of applications** clustered by activity domain. This work was carried out with the support of DG ITEC's BPM team that ensured the consolidation of the repository that counts to this day more than 2000 applications. This strongly supports the approach "Reuse before Buy before Built" in terms of change management that will benefit all Institutions;

> - A **new working method** has been approved concerning the joint projects with the establishment of joint teams that will ensure a stronger cooperation and the possibility to work from the start on joint solutions.

- Definition of a Partnership with the **United Nations (UN) High Level Committee on Management** and the European Parliament (DG-ITEC), to facilitate the introduction of the UN Semantic Interoperability Framework (UNSIF) at the level of individual organisations. The long-term objective is to enhance the modernisation processes of the UN system in the information management domain; improve access to nominative and parliamentary documentation and to strengthen the UN system-wide coordination and accountability framework for the achievement of the sustainable development goals.

- Similarly, the strong cooperation with the **Inter-parliamentary Union (IPU)** has led to design and promote, in an intensive working meeting on 23 and 24 November with more than 20 national delegations from all over the world, a new Global Centre for Innovation in Parliaments, where the European Parliament will play a key role with two hubs centred on ICT strategy and governance and on IT solutions and services.

- A new **partnership with the European Central Bank** (ECB) has been initiated, thanks to DG-ITEC's achievement on deploying an innovation strategy. At the request of ECB, a seminar was held on 27 April to illustrate DG-ITEC's approach to innovation and the concrete results achieved so far.

- A DG-ITEC's representative met with members and officials from the **Parliament of the Ukraine**, Verkhova Rada (VRU), on 29 and 30 May 2017. The meeting took place in the context of the Memorandum of Understanding between the VRU and the European Parliament on common frameworks of parliamentary support and on increasing the institutional capacity of the VRU. This meeting is a follow-up action of a first expertise mission, carried out in October 2015, by a senior manager in DG-ITEC with Pat Cox, the former President of the European Parliament.

- Several visits to the EP by national and international delegations took place in 2017. DG ITEC has participated to seminar and presentations with delegations from Bulgaria, Canada, Milan local administration (video-conference), India, Kuwait, Moldova, and the Pan African Parliament.

EU Tech Study Tour

The EU Tech Study Tour was a two round, eight stages visits program across the EU to meet, discover and learn about the extremely diverse EU ICT landscape. The initiative was launched by DG ITEC and soon became an Inter-Institutional endeavour. The program included visits to Spain, Germany, Italy, the Netherlands, Sweden, Estonia, France and Portugal. The lessons learned and takeaways of this study tour are contained in a Report prepared by DG ITEC.

Compliance and efficiency

- The continuous efforts to implement the **Internal Auditor's recommendations** has led to closing, in one follow-up phase, 50% of the actions subject to transversal follow-up in 2017. Among the results, important steps forward have been made on IT Infrastructure continuity, performance indicators for ITS14 specific contracts have been defined and a Benchmarking Action Plan for DG-ITEC has been adopted, to foster a continuous improvement culture. The remaining open actions require a thorough effort in particular at the level of IT Infrastructure. They will be at the centre of the attention in 2018.

- DG-ITEC has also updated its **Risk Register** for 2017 and has participated to the review of the new Risk Assessment Manual adopted on 3 October by the Risk Management Advisory

Committee. Also, risk analysis was completed on the ITUSS 17 contract procedure to identify the need for a bank guarantee as required by the Financial Regulation.

- In parallel, a new **Business Continuity Policy** has been adopted at SG level and DG-ITEC is at the forefront in implementing the policy, taking also into account the experience of the IT outage occurred in October 2017. Following the indications of the EP Business Continuity Manager, such process is to be finalised by first quarter 2018.

- Additionally, DG-ITEC's efforts on implementing the **Data Protection regulatory framework** applying the Data Protection Officer's new methodology. Since January 2017, the number of notification remained relatively stable, rising from 52 to 53 notifications. Nevertheless, this number must be interpreted with the numerous evolutions associated with the notifications. Therefore, 4 notifications have been created and 16 have been finalized. Today, 26 notifications are validated, 26 have been discontinued and only 1 is still in progress and due to be finalised by February 2018.

- The results of the **ex-ante** activity include 808 budgetary commitments, 89 budgetary commitments liquidations, 3038 payment orders and 83 recovery orders, 9 call for tenders verification before publication and 8 before contract award.

- Finally, DG ITEC has consolidated its **excellent trend in executing payments in time.** This results, consolidated over the last four years, is even more positive taking into account the increased volume of annual payments. On average, DG ITEC pays 3,3 days faster than the EP average, taking only 13,9 days to complete the financial circuit. Also, an impressive result is achieved to reduce late payments. Indeed, in four years, the number of late payments dropped from 259 to only 23 in 2017.

Lead indicator and users satisfaction survey

Following the Secretary-General request to formulate a lead indicator for each DG that would capture in essence its activity and added-value to the Institution, DG ITEC has embarked in 2017 a comprehensive resetting of its performance information framework. This preliminary work has made it possible to integrate into a single framework the notion of "responsiveness" that represents DG ITEC capacity to respond to the demands of users and partners in all fields of activity in a timely and efficient manner.

The beta version of the indicator was prepared in December 2017 with the following results:

Metrics	Results	Comments
Time to pay	99% of payments on time	Above EP's average in average Days. Performance improved even with increased volume in 2017.
Time to print	93% of print demands delivered on time	Includes the results of requests not respecting the terms of SLA's. Volume 2326 excluding Plenary. For Plenary and Single Dossiers for Committees, a steady reduction of 30% was achieved in 2017

Time to BPM	81% of Business Process Modelling delivered as planned	Covers 17 Business Process Modelling Projects
Time to project	70% of projects indicated as "on track" or slightly delayed with no major consequences on the outcome	Concentrates on the level of timeliness of projects managed by DG ITEC based on a sample in clarity
Time to fix	100% of Mean Time to repair within the SLA	Data available until 30/9/2017. Indicator suspended due to IT Outage. Volume: 180 incidents/day
Time to innovate	100% of Minimal Viable Products delivered on time	Follows the generally agreed timing for deploying Minimal Viable Products according to the Lean methodology. Value: 9 MVVP's

While these results are only partial and the lead indicator is due to be operational for the 2018 exercise, they give an idea of the overall approach that will distinguish DG ITEC reporting in the future taking into consideration the evolving scenario inside the European Parliament concerning performance information and performance management.

Concerning **user satisfaction,** the new format of the annual user satisfaction survey conducted by the Users Support unit was carried out from September until October 2017. The new format aims at targeting a sample of representative users to ensure a higher rate of response and a more comprehensive representation of the levels of satisfaction. A total of 123 people, including both Members and staff, took part in the survey.

The overall results are satisfying, showing an **upward trend from the previous year**. The best satisfaction indexes correspond to Proximity Support (8,15/10), IT Welcome Desk (7.94/10) and Desk Telephone Support (7.79/10).

An extra effort remains to be done for the Secure Remote Access service that lags behind even if the trend is positive (6.38/10 in 2016 and 6.95/10 in 2017). The effort is even more so crucial since this service is rated as the second most important service for the users, a sign of the increased demand in mobility.

3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS, INCLUDING AN OVERALL ASSESSMENT OF THE CONTROLS' COST-EFFECTIVENESS (ARTICLE 66(9) FR)

The 2017 evaluation exercise of the effectiveness of internal controls in DG ITEC confirmed the robustness of the overall internal control architecture. This architecture is being reinforced by the transversal activities of a dedicated Unit in the Innovation and Resources Directorate that ensures support to the top management for a smooth flow of information.

A review of the status of advancement has been done following a first assessment of the crisis management in the context of the IT Outage after the incident at the data centre in Huizingen (October 2017).

The quality of information available through several digital supports, in particular "Clarity" for the IT projects, the monthly outlooks on the level of expenses for the whole DG, and the reporting systems embedded in the contracts for several key activities of DG ITEC (among others Support, Development, Maintenance, Operations), enables a constant monitoring activity that is carried out both at first management level and at top management level through the consolidated scheme of regular monitoring meetings.

Having consolidated the comprehensive monitoring system, including dedicated human resources, DG ITEC will perform an assessment of the costs and benefits of internal control in 2018.

The details of the analysis are reported in annex.

4. CONCLUSIONS

It has been a challenging year for DG-ITEC, working to implement ambitious strategic objectives and priorities which were set for 2017 as well as dealing, during the last quarter of the year, with the consequences of the IT outage.

In the framework of the strategic objectives 2016-2019, substantial progress has been made on enriching the spectrum of services provided to our users, in particular through strategic projects such as eParliament, ICT4MEP, the deployment of the new EP Intranet, and the Application's Strategy framework.

Technological innovation and its impact on the way of working of MEP's, Assistants, Political Groups and the European Parliament's Staff is undeniable. This acknowledgement was clearly outlined and shared with the EP top-management during the Away Days in Aachen in January 2017 and it has animated the activities of DG ITEC throughout the year both in support of the parliamentary and administrative work of the House and in the International and Inter-institutional partnerships. The 2017 review of the General Secretariat's Strategic Execution Framework systematised this acknowledgment further by dedicating an entire Strategic Goal to Innovative Working.

New projects that have started in 2017, such as "From Tablet to Hybrid" and the "Mainstreaming Innovation" contribute to this new approach and will reinforce the Innovative and digital working environment of the EP, contributing highly to maintain the EP as a global front-runner in the digitalisation of Parliaments. This leadership role has been acknowledged in the framework of our International cooperation, both in bilateral activities and in the framework of the establishing global centre for Innovation under the Interparliamentary Union umbrella.

The achievements in those areas is remarkable and DG ITEC has also demonstrated a high level of flexibility and speed of execution when called upon to support important unplanned events such as the Ceremony for Helmut Kohl in Strasbourg and the fast re-equipment and reallocation of devices following the water leakage in the PHS Building.

The emerging scenario of digital transformation that DG ITEC was able to grasp during the EU Tech Study tour calls for an even greater engagement in designing and providing services for a fast-evolving, increasingly demanding and more sophisticated community of users. Also this effort takes place in a context of uncertainty linked both to the perspective of the Brexit, the next European elections and the constant cyber threats.

For these reasons, DG ITEC has engaged in an effort of review of its objectives, providing for 2018 and 2019 a new drive and a clear direction centred around four pillars:

- Focus on delivering the key components for an innovative digital environment;
- Further strengthening DG ITEC capacity to efficiently support the IT evolving needs;
- Consolidate Dg ITEC's role as a reliable, responsive and efficient partner;
- Reinforce the achievements at inter-institutional and international level.

Each of these strategic pillars include specific objectives that will enable a comprehensive and integrated performance management and reporting, further reinforcing the internal control and evaluation practices already in place in DG ITEC. The effort to bring in a single framework the monitoring of strategic and operational activities, ensuring therefore an even stronger

alignment with the Strategic Orientations of the Bureau's Working Group on ICT and the Strategic Execution Framework of the European Parliament's General-Secretariat.

This reinforced approach should support DG ITEC in ensuring that the investments for a fully digitalised work environment at the European Parliament are being used timely and efficiently, but also that the business as usual appropriations are directed towards a constant modernisation of our infrastructure and services.

5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION

I, the undersigned, Giancarlo VILELLA,

Director-General of Innovation and Technological Support (ITEC),

hereby declare, in my capacity as authorising officer by delegation, that I have reasonable assurance that:

a) the information contained in the report presents a true and fair view;
b) the resources assigned to the activities described in the report have been used for their intended purpose and in accordance with the principle of sound financial management;
c) the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.

This reasonable assurance is based on my own judgment and on the information at my disposal, such as the results of self-assessment, ex post controls and remarks by the Internal Audit Service, as well as the lessons learned from the reports of the Court of Auditors for financial years prior to that for which this declaration is being made.

I also confirm that I am not aware of any fact not set down herein that could be prejudicial to the interests of the Institution.

However, the following qualifications/remarks should be noted: *Not applicable*

Done at Brussels

on 31 January 2017

Signature

6. <u>ANNEXES</u>

6.1. 2017 budget implementation statement

6.1.1. **Current appropriations** *as at the end of December* - Financial year 2017 (nature 0)

6.1.2. **Automatic carryovers** *as at the end of December* - Financial year 2017 (nature 2)

6.1.3. **Non-automatic carryovers** *as at the end of December* - Financial year 2017 (nature 6)

6.1.4. **Specific expenditure appropriations/assigned revenue** *as at the end of December* - Financial year 2017 (nature 7)

6.1.5. **Specific expenditure appropriations/assigned revenue carried over** *as at the end of December* - Financial year 2017 (nature 5)

6.1.6. **Specific expenditure commitments/assigned revenue carried over** *as at the end of December* - Financial year 2017 (nature 3)

6.1.7. **Own revenue** *as at the end of December* - Financial year 2017 (nature 8)

6.1.8. **Specific expenditure appropriations/assigned revenue** *as at the end of December* - Financial year 2017 (nature 9)

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
02...	IMMEUBLES, MOBILIER, EQUIPEMENT ET DEPENSES DIVERSES DE FONCTIONNEMENT								
021..	INFORMATIQUE, EQUIPEMENT ET MOBILIER								
0210.	INFORMATIQUE ET TELECOMMUNICATIONS								
02100	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE FONCTIONNEMENT								
	Total Poste 02100	24.920.000,00	3.377.000,00	28.297.000,00	27.914.345,51	98,65	21.444.210,39	6.470.135,12	382.654,49
02101	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES A L'INFRASTRUCTURE								
	Total Poste 02101	18.382.000,00	360.300,00-	18.021.700,00	17.883.247,82	99,23	12.807.216,97	5.076.030,85	138.452,18
02102	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES AU SUPPORT GENERAL AUX UTILISATEURS								
	Total Poste 02102	12.746.000,00	1.180.600,00-	11.565.400,00	11.560.103,54	99,95	7.085.035,01	4.475.068,53	5.296,46
02103	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC								
	Total Poste 02103	10.598.400,00	408.200,00-	10.190.200,00	10.184.143,47	99,94	8.431.795,92	1.752.347,55	6.056,53
02104	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES								
	Total Poste 02104	22.023.500,00	4.453.800,00	26.477.300,00	26.396.935,50	99,70	8.084.120,88	18.312.814,62	80.364,50
02105	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS								
	Total Poste 02105	19.160.500,00	1.213.500,00-	17.947.000,00	17.904.843,35	99,77	13.011.988,72	4.892.854,63	42.156,65
	Total Article 0210.	107.830.400,00	4.668.200,00	112.498.600,00	111.843.619,19	99,42	70.864.367,89	40.979.251,30	654.980,81
0214.									
02140									
	Total Poste 02140	2.190.000,00	30.000,00-	2.160.000,00	2.155.980,72	99,81	1.501.714,79	654.265,93	4.019,28
	Total Chapitre 021..	110.020.400,00	4.638.200,00	114.658.600,00	113.999.599,91	99,43	72.366.082,68	41.633.517,23	659.000,09
023..									
0230.									
02300									
	Total Poste 02300	640.500,00	49.000,00	689.500,00	610.493,65	88,54	431.850,60	178.643,05	79.006,35
0236.									
02360									
	Total Poste 02360	65.000,00	0,00	65.000,00	59.789,05	91,98	41.703,03	18.086,02	5.210,95
	Total Chapitre 023..	705.500,00	49.000,00	754.500,00	670.282,70	88,84	473.553,63	196.729,07	84.217,30
	Total Titre 02...	110.725.900,00	4.687.200,00	115.413.100,00	114.669.882,61	99,36	72.839.636,31	41.830.246,30	743.217,39

Poste	Intitulé		Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
03...										
032..										
0324.										
03240	JOURNAL OFFICIEL									
	Total Poste	03240	4.500.000,00	514.100,00-	3.985.900,00	3.985.315,20	99,99	3.985.315,20	0,00	584,80
03241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES									
	Total Poste	03241	3.650.000,00	271.700,00	3.921.700,00	3.883.265,51	99,02	1.790.419,81	2.092.845,70	38.434,49
	Total Article	0324.	8.150.000,00	242.400,00-	7.907.600,00	7.868.580,71	99,51	5.775.735,01	2.092.845,70	39.019,29
	Total Titre	03...	8.150.000,00	242.400,00-	7.907.600,00	7.868.580,71	99,51	5.775.735,01	2.092.845,70	39.019,29
	Total Général		118.875.900,00	4.444.800,00	123.320.700,00	122.538.463,32	99,37	78.615.371,32	43.923.092,00	782.236,68

Poste	Intitulé		Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer	Reliquat de Conversion
02...	IMMEUBLES, MOBILIER, EQUIPEMENT ET DEPENSES DIVERSES DE FONCTIONNEMENT								
021..	INFORMATIQUE, EQUIPEMENT ET MOBILIER								
0210.	INFORMATIQUE ET TELECOMMUNICATIONS								
02100	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE FONCTIONNEMENT								
	Total Poste	02100	4.972.994,43	4.972.994,43	4.972.994,43	4.755.116,60	95,62	217.877,83	0,00
02101	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES A L'INFRASTRUCTURE								
	Total Poste	02101	5.586.325,19	5.586.325,19	5.586.325,19	5.520.175,95	98,82	66.149,24	0,00
02102	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES AU SUPPORT GENERAL AUX UTILISATEURS								
	Total Poste	02102	4.754.032,54	4.754.032,54	4.754.032,54	4.728.089,44	99,45	25.943,10	0,00
02103	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC								
	Total Poste	02103	2.066.483,84	2.066.483,84	2.066.483,84	2.029.849,84	98,23	36.634,00	0,00
02104	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES								
	Total Poste	02104	16.335.001,18	16.335.001,18	16.335.001,18	16.033.788,15	98,16	301.213,03	0,00
02105	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS								
	Total Poste	02105	4.363.362,34	4.363.362,34	4.363.362,34	4.313.955,82	98,87	49.406,52	0,00
	Total Article	0210.	38.078.199,52	38.078.199,52	38.078.199,52	37.380.975,80	98,17	697.223,72	0,00
0214.									
02140									
	Total Poste	02140	1.529.259,23	1.529.259,23	1.529.259,23	1.408.429,99	92,10	120.829,24	0,00
	Total Chapitre	021..	39.607.458,75	39.607.458,75	39.607.458,75	38.789.405,79	97,93	818.052,96	0,00
023..									
0230.									
02300									
	Total Poste	02300	150.418,37	150.418,37	150.418,37	135.896,09	90,35	14.522,28	0,00
0236.									
02360									
	Total Poste	02360	27.610,93	27.610,93	27.610,93	14.332,71	51,91	13.278,22	0,00
	Total Chapitre	023..	178.029,30	178.029,30	178.029,30	150.228,80	84,38	27.800,50	0,00
	Total Titre	02...	39.785.488,05	39.785.488,05	39.785.488,05	38.939.634,59	97,87	845.853,46	0,00

Poste	Intitulé		Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste À payer	Reliquat de Conversion
03...									
032..									
0324.									
03241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES								
	Total Poste	03241	1.728.846,48	1.728.846,48	1.728.846,48	1.645.224,57	95,16	83.621,91	0,00
	Total Titre	03...	1.728.846,48	1.728.846,48	1.728.846,48	1.645.224,57	95,16	83.621,91	0,00
	Total Général		41.514.334,53	41.514.334,53	41.514.334,53	40.584.859,16	97,76	929.475,37	0,00

DG ITEC

Situation des Crédits reportés non-auto. (6) Exercice: 2017 (en EUR)

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Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
	Total Poste	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Article	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Chapitre	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Titre	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Général	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

Poste	Intitulé		Virements	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
02...										
021..										
0210.										
02100										
	Total Poste	02100	776.967,29	776.967,29	776.967,29	658.877,51	84,80	4.292,56	654.584,95	118.089,78
02101										
	Total Poste	02101	68.140,00	68.140,00	68.140,00	0,00	0,00	0,00	0,00	68.140,00
02102										
	Total Poste	02102	65.408,34	65.408,34	65.408,34	35.000,00	53,51	0,00	35.000,00	30.408,34
02104										
	Total Poste	02104	129.643,37	129.643,37	129.643,37	99.933,32	77,08	0,00	99.933,32	29.710,05
02105										
	Total Poste	02105	3.252,48	3.252,48	3.252,48	3.252,48	100,00	0,00	3.252,48	0,00
	Total Article	0210.	1.043.411,48	1.043.411,48	1.043.411,48	797.063,31	76,39	4.292,56	792.770,75	246.348,17
0214.										
02140										
	Total Poste	02140	0,00	20.511,28	20.511,28	20.250,00	98,73	0,00	20.250,00	261,28
	Total Chapitre	021..	1.043.411,48	1.063.922,76	1.063.922,76	817.313,31	76,82	4.292,56	813.020,75	246.609,45
023..										
0230.										
02300										
	Total Poste	02300	991,55	991,55	991,55	982,70	99,11	0,00	982,70	8,85
0236.										
02360										
	Total Poste	02360	0,00	2.784,80	2.784,80	0,00	0,00	0,00	0,00	2.784,80
	Total Chapitre	023..	991,55	3.776,35	3.776,35	982,70	26,02	0,00	982,70	2.793,65
	Total Titre	02...	1.044.403,03	1.067.699,11	1.067.699,11	818.296,01	76,64	4.292,56	814.003,45	249.403,10

Poste	Intitulé	Virements	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
03...									
032..									
0324.									
03241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES								
	Total Poste 03241	0,00	19.094,94	19.094,94	5.000,00	26,18	0,00	5.000,00	14.094,94
	Total Titre 03...	0,00	19.094,94	19.094,94	5.000,00	26,18	0,00	5.000,00	14.094,94
	Total Général	1.044.403,03	1.086.794,05	1.086.794,05	823.296,01	75,75	4.292,56	819.003,45	263.498,04

Poste	Intitulé		Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles
02...	IMMEUBLES, MOBILIER, EQUIPEMENT ET DEPENSES DIVERSES DE FONCTIONNEMENT								
021..	INFORMATIQUE, EQUIPEMENT ET MOBILIER								
0210.	INFORMATIQUE ET TELECOMUNICATIONS								
02100	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE FONCTIONNEMENT								
	Total Poste	02100	289.488,05	289.488,05	289.264,35	289.264,35	*******	0,00	223,70
02101	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES A L'INFRASTRUCTURE								
	Total Poste	02101	66.640,00	66.640,00	66.640,00	66.640,00	*******	0,00	0,00
02102	INFORMATIQUE ET TELECOMMUNICATIONS: ACTIVITES RECURRENTES RELATIVES AU SUPPORT GENERAL AUX UTILISATEURS								
	Total Poste	02102	75.125,00	75.125,00	75.125,00	24.000,00	31,95	51.125,00	0,00
02104	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES								
	Total Poste	02104	75.197,67	75.197,67	75.197,67	75.130,51	99,91	67,16	0,00
02105	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS								
	Total Poste	02105	28.496,25	28.496,25	28.496,25	28.496,25	*******	0,00	0,00
	Total Article	0210.	534.946,97	534.946,97	534.723,27	483.531,11	90,43	51.192,16	223,70
0214.	MATERIEL ET INSTALLATIONS TECHNIQUES								
02140	MATERIEL ET INSTALLATIONS TECHNIQUES								
	Total Poste	02140	39.966,62	39.966,62	39.966,62	0,00	0,00	39.966,62	0,00
	Total Chapitre	021..	574.913,59	574.913,59	574.689,89	483.531,11	84,14	91.158,78	223,70
	Total Titre	02...	574.913,59	574.913,59	574.689,89	483.531,11	84,14	91.158,78	223,70
	Total Général		574.913,59	574.913,59	574.689,89	483.531,11	84,14	91.158,78	223,70

Poste	IntitulÃ		CrÃdits ReportÃs	CrÃdits Actuels	Engagements ContractÃs	Paiements EffectuÃs	% Util.	Reste Ã payer
02...								
021..								
0210.								
	Total Poste	02100	14.200,00	14.200,00	14.200,00	7.100,00	50,00	7.100,00
02101								
	Total Poste	02101	48.202,16	48.202,16	48.202,16	48.202,15	100,00	0,01
02104								
	Total Poste	02104	13.567,22	13.567,22	13.567,22	13.230,16	97,52	337,06
	Total Article	0210.	75.969,38	75.969,38	75.969,38	68.532,31	90,21	7.437,07
0214.								
	Total Poste	02140	70.604,15	70.604,15	70.604,15	66.985,73	94,88	3.618,42
	Total Article	0214.	70.604,15	70.604,15	70.604,15	66.985,73	94,88	3.618,42
	Total Chapitre	021..	146.573,53	146.573,53	146.573,53	135.518,04	92,46	11.055,49
	Total Titre	02...	146.573,53	146.573,53	146.573,53	135.518,04	92,46	11.055,49
	Total GÃnÃral		146.573,53	146.573,53	146.573,53	135.518,04	92,46	11.055,49

Poste	Intitulé		Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
05...									
050..									
0500.									
05001									
	Total Poste	05001	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
05002									
	Total Poste	05002	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total Article	0500.	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
0502.									
05020									
	Total Poste	05020	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total Chapitre	050..	0,00	0,00	0,00	3,00-	0,00	3,00-	3,00
055..									
0550.									
05500									
	Total Poste	05500	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
0551.									
05510									
	Total Poste	05510	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total Chapitre	055..	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
057..									
0570.									
05700									
	Total Poste	05700	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total Titre	05...	0,00	0,00	0,00	6,00-	0,00	6,00-	6,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
06...	CONTRIBUTIONS ET RESTITUTIONS DANS LE CADRE DES ACCORDS ET PROGRAMMES COMMUNAUTAIRES							
066..	AUTRES CONTRIBUTIONS ET RESTITUTIONS							
0660.	AUTRES CONTRIBUTIONS ET RESTITUTIONS							
06600								
	Total Poste 06600	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total Titre 06...	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00

Poste	Intitulé		Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
09...	RECETTES DIVERSES								
090..	RECETTES DIVERSES								
0900.									
09000	RECETTES DIVERSES								
	Total Poste	09000	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
	Total Titre	09...	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
	Total Général		0,00	0,00	0,00	9,00-	0,00	9,00-	9,00

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
	Total Général	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

6.2. Report on compliance with payment deadlines

Invoices paid in 2017		Default interest payable automatically (> €200)	Default interest payable on request (<=€200)	No default interest payable	Total
Paid by the time limit	**Number of invoices**			3021	3021
	Total invoiced (€)			119.746.045,69	119.746.045,69
Paid outside time limit	**Number of invoices**		23		23
	Total invoiced (€)		248.261,95		248.261,95
	Amount of default interest (€)		156,27		156,27
Total number of invoices			23	3021	3044
Total invoiced (€)			248.261,95	119.746.045,69	119.994.307,64

The total amount of interest payable upon request for the year 2017 is €156,27 which concerns 23 invoices in total. This is a small number, considering DG-ITEC's total annual budget and the number of invoices processed during 2017. Of the 23 late payments, 6 were as a result of the carry forward procedure in 2017. The other 17 late payments were due to technical (outage of the Data Centre in Brussels) and procedural problems encountered during the year.

DG-ITEC has not received any specific requests from suppliers for invoices which could potentially result in late payment interest of less than or equal to EUR 200.

During 2017 a number of invoices were suspended due to errors on the invoices relating to the amount indicated, VAT errors, missing/incorrect information, incorrect references indicated etc. Contractors were always informed promptly of the error and were required to issue a credit note and a new invoice where required. Any difficulties encountered during the year were quickly resolved with the contractor directly.

Without a doubt, the introduction of the electronic signature of budgetary documents and a partially paperless invoice circuit following validation by ex-ante, has resulted in a faster and more efficient financial workflow, resulting in the quicker payment of invoices by DG-ITEC. To ensure that contractual payment time limits are met, a daily control by financial initiators in the Financial Resources Management unit, means that particular attention is paid to deadlines and any invoices that might potentially generate automatic default interest. In addition, a monthly report is sent to all operational units and financial actors, listing the current status of suspended invoices, allowing for better follow-up of those invoices that are pending action on behalf of the contractor.

In conclusion, DG ITEC continues to manage its invoices in a prompt and efficient manner and its budgetary discipline, in respect of payment deadlines, has been excellent during 2017.

6.3. List of exceptions - derogations from the rules

List of waivers/cancellations of receivables (Articles 91 and 92 RAP)

Exceptions to procedures

Decisions to make an exception to the applicable procedures and rules						
Document ref. (Finord ref, contract, etc.)	**Subject**	**Amount**	**Verifiers' opinion**		**Decision**	
			favourable with statement/unfavourable	**Justification**	**Relevant Authorising Officer**	**Justification**
OD 536/5, 23; 24, 25, 29	Hors contrat" order through INVI - Microsoft Surface Hub	36 804,00	**Non compliance** **Art 137.1 RAP**	Publication ex-ante missing	**G Schilt**	Problem detected after the purchase took place Order form issued by INVI

Decisions to make an exception to the applicable procedures and rules								
ED 50683		Memo of understanding on Transparency register	17 550	**Non compliance** **Art 86 FR**	Legal commitment signed before budgetary commitment	**S Eilertsen**		Short timeframe
ED 50586		Mission expenses for one external consultant	1 747,36	**Non compliance** **Art 86 FR**	Mission to Florence ordered before budgetary commitment	**S Janssens**		Administrative mistake
Framework contracts Cloud		Commission - interinstitutional FWC DI 07424 and FWC DI 07426	5 823,97	**Non compliance** **Art 122 RAP**	The services invoiced were not foreseen either in the Specific contract or in the Framework contract	**R Ruiz de la Torre**		Due to the specific nature of the Cloud model and the need for optimization of usage and flexibility of services

Waivers/cancellations of receivables

Not Applicable

Receivable waiver/cancellation procedures				
Document ref. (Finord ref.)	**Relevant Authorising Officer**	**Subject**	**Amount**	**Authorising officer's reasons for waiver/cancellation**

6.4. Long-term contractual obligations

Contractor	Subject	Duration[1]		Overall value of procurement operation	Contract expenditure in 2017	Renewal method [2]	Description of monitoring measures
		Contract	Procurement operation				
ACCIS CONSORTIUM	Development and maintenance of production information systems	60 Months	60 Months	€165.572.165,00	€98.882,00	Automatic	Contrôle opérationnel assuré par l'Unité operationnelle en charge de la gestion du contrat. Suivi financier assuré par l'Unité operationnel/PAC/FIN
AM EUROPARCOM	International connectivity - Brussels - Luxembourg - Strasbourg	96 Months	96 Months	€21.000.000,00	€850.800,00	Automatic	IDEM
AM EUROPARCOM	Local connectivity Brussels	96 Months	96 Months	€9.000.000,00	€755.359,20	Automatic	IDEM
AM EUROPARCOM	Local connectivity Luxembourg	96 Months	96 Months	€3.900.000,00	€228.360,00	Automatic	IDEM
AM EUROPARCOM	Voice communication services – 'Voice II' – Other lines, equipment and services	84 Months	84 Months	€9.745.583,00	€310.000,00	Automatic	IDEM
ARIE CONSORTIUM	Development and maintenance of dissemination information systems	60 Months	60 Months	€64.651.051,00	€555.519,79	Automatic	IDEM
ATOS DELOITTE CONSORTIUM	Enterprise architecture, methodology, quality assurance and audit	60 Months	60 Months	€17.970.100,00	€5.168.955,40	Automatic	IDEM
ATSO CONSORTIUM	User Support in Information Technologies	60 Months	72 Months	€93.705.136,96	€1.044.867,60	Automatic	IDEM
BECHTLE	MEQ III - Sale to the EU Institutions of complex hardware and informatics services	72 Months	96 Months	€31.152.315,00	€856.203,84	Automatic	IDEM
BECHTLE	Sale, rental or leasing of complex or other than complex hardware and the provision of maintenance and documentation.	108 Months	108 Months	€40.490.320,00	€970.292,54	Automatic	IDEM
BT	Applications equipment	60 Months	48 Months	€36.000.000,00	€1.991.660,24	Automatic	IDEM

	and associated services						
BT	Internet access services (INAS II)	60 Months	60 Months	€7.122.772,00	€321.441,00	Manual	IDEM
BT	Network equipment and associated services	60 Months	48 Months	€84.000.000,00	€1.979.126,08	Automatic	IDEM
BT	Voice communication services - 'Voice II' – External incoming and outgoing (telephone) voice communications	84 Months	84 Months	€2.850.000,00	€424.000,00	Automatic	IDEM
BT	Telecommunication services	72 Months	84 Months	€10.660.355,91	€972.055,54	Manual	IDEM
CANON BELGIUM	Purchase and maintenance of black and whole printers Change from OCE to Canon	Undetermined	48 Months	€3.037.440,00	€69.938,80		FWC reference: PE-EDI-IMPR-2008/03 - LOT 1/OCE BELGIU_1
CANCOM ON LINE	purchase and leasing of x86 server systems with extended guarantee and associated equipment (options and extensions), upgrades and associated services	108 Months	108 Months	€12.692.792,99	€1.245.406,60	None	IDEM
COMMISSION EUROPEENNE	Service Level Agreement for the definition of the administrative and financial terms governing the Implementation and Usage of the Badge-Bud System	Undetermined	24 Months	€755.592,30	€151.533,37	Automatic	IDEM
COMMISSION EUROPEENNE	CERT-EU Services	Undetermined	24 Months	€240.000,00	€120.000,00	Automatic	IDEM
COMPAREX NEDERLAND	Software for Innovation Diversity and Evolution (SIDE)	72 Months	48 Months	€34.101.206,60	€6.375.677,52	Automatic	IDEM
CONSORTIUM ARGUS	Expertise in IT Security	60 Months	60 Months	€4.578.820,00	€980.000,00	Automatic	IDEM
CONSORTIUM CGI LUXEMBOURG SA INTRASOFT INTERNATIONAL SA	Development and maintenance of production information systems	60 Months	60 Months	€165.572.165,00	€23.683.207,15	Automatic	IDEM
CONSORTIUM CU EP	Enterprise architecture, methodology, quality assurance and audit	60 Months	60 Months	€17.970.100,00	€0,00	Automatic	IDEM

CONSORTIUM SODAH-ITS14	Expertise in ICT infrastructure	60 Months	60 Months	€38.366.246,00	€76.803,75	Automatic	IDEM
CRONOCOMM	Development and maintenance of dissemination information systems	60 Months	60 Months	€64.651.051,00	€13.632.762,71	Automatic	IDEM
DIMENSION DATA	Integration of solutions, including the supply of equipment and the provision of related services, for European Parliament's telecommunication infrastructure and systems	60 Months	60 Months	€53.000.000,00	€11.395.200,82	Automatic	IDEM
ECONOCOM PRODUCTS SOLUTIONS	"Sale, rental or leasing of complex or other than complex hardware, provision of informatics services related to the provision of products, assurance of the coherence and correct functionning of the System"	120 Months	48 Months	€18.550.240,00	€0,00	Automatic	IDEM
EMPISTOS CONSORTIUM	Expertise in IT Security	60 Months	60 Months	€4.578.820,00	€159.033,60	Automatic	IDEM
EPIOS IT SERVICES THV	ICT infrastructure management and operation services and other associated services	60 Months	60 Months	€95.000.000,00	€15.364.287,73	Automatic	IDEM
EUREL INTERNATIONAL(EUREL GROU	Supply of electronic voting equipment and services relating to the installation, upgrading, maintenance and monitoring of the development of the electronic voting system in the EP	Undetermined	48 Months	€12.000.000,00	€0,00	Automatic	IDEM
EUROPEAN DYNAMICS CONSORTIUM	Development and maintenance of production information systems	60 Months	60 Months	€165.572.165,00	€100.260,00	Automatic	IDEM
FUJITSU TECHNOLOGY SOLUTIONS	Storage, backups and archiving and integration solutions	72 Months	72 Months	€94.600.000,00	€8.143.167,94	Automatic	IDEM

GEF-IT THV	User Support in Information Technologies	60 Months	72 Months	€93.705.136,96	€441.132,12	Automatic	IDEM
GETRONICS BELGIUM	Third Party Maintenance	72 Months	72 Months	€30.000.000,00	€552.713,12	Automatic	IDEM
GETSYS	Supply of printing, copying and scanningdevices and associated software and services	132 Months	72 Months	€18.485.571,00	€122.335,04	Automatic	IDEM
HEWLETT-PACKARD BELGIUM	Mainframe Data Servers III (MDS III)	24 Months	144 Months	€59.697.720,00	€0,00	Automatic	IDEM
INFRAFUTURE 4EP CONSORTIUM	Expertise in ICT infrastructures	60 Months	60 Months	€38.366.246,00	€4.300.741,32	Automatic	IDEM
INTERACT	User Support in Information Technologies	60 Months	72 Months	€93.705.136,96	€8.177.663,50	Automatic	IDEM
LE CONSORTIUM EPSHIELDAE	Expertise in IT Security	60 Months	60 Months	€4.578.820,00	€167.200,00	Automatic	IDEM
OBS CONSORTIUM	Cabling expertise	60 Months	60 Months	€13.222.271,00	€696.620,00	Automatic	IDEM
ORACLE BELGIUM	Supply, integration, installation and maintenance of equipment and other services provided to the European Parliament.	48 Months	48 Months	€17.000.000,00	€641.166,36	Automatic	IDEM
PROXIMUS	Provision to the Commission of Informatics Services, as set out in the Annex II.	72 Months	72 Months	€9.051.635,60	€440.000,00	Manual	IDEM
PROXIMUS	Competitive procedure with negotiation - integration of solutions and supply of equipment with related services in the domain of TV distribution	60 Months	60 Months	€14.500.000,00	€1.241.015,26	Automatic	IDEM
RICOH BELGIUM	Rental and purchase of colour and black-and-white digital printer-copiers with a capacity of more than 250 000 copies per month and a production speed of more than 70 A4 pages per minute	96 Months	96 Months	€1.240.000,00	€0,00	None	FWC reference: OIB.02/PO/2016/008/700/CO/L3
RICOH BELGIUM	Rental and purchase of colour and black-and-	96 Months	96 Months	€1.900.858,00	€121.552,97	None	FWC reference: OIB.02/PO/2016/008/700/CO/L4

	white digital printer-copiers with a capacity of more than 350 000 copies per month and a production speed of more than 80 A4 pages per minute						
RICOH LUXEMBOURG PSF	Maintenance imprimantes couleur RICOH	Undetermined	Undetermined	€1.297.696,00	€0,00	Automatic	FWC reference: Pe-EDI-IMPR CM 11-2013
SERCO BELGIUM	Operation of the telephony, TV-distribution and videoconference services of the European Parliament and operation of the cabling infrastructure of the European Parliament	72 Months	72 Months	€30.000.000,00	€2.957.981,36	Automatic	IDEM
SODAH ASS. MOM.	ICT Operation and Management Services	60 Months	60 Months	€95.000.000,00	€63.680,00	Automatic	IDEM
SOFTLINE SOLUTIONS NETHERLANDS	Operational software asset management tools and services (SAM)	96 Months	96 Months	€974.831,18	€102.350,16	None	IDEM
Software AG Belgium S.A.	Purchase of Licences and Services	Undetermined	Undetermined	Undetermined	186.506,60	Automatic	IDEM
SOGATOS	Product evaluation, testing, customization and systems integration	60 Months	60 Months	€14.698.363,00	€4.623.354,38	Automatic	IDEM
SOGETI LUXEMBOURG	Test of developments	60 Months	60 Months	€9.472.000,00	€1.594.789,66	Automatic	IDEM
SYSTEMAT EIS	Desktop personal computers - Desktop III	108 Months	156 Months	€11.848.659,04	€305.733,52	Automatic	IDEM
SYSTEMAT EIS	Sale, rental or leasing of complex or other hardware; provision of Informatics services being related to the provisions of Products.	108 Months	48 Months	€6.018.174,03	€585.409,76	Automatic	IDEM
VIDELIO-IEC	Maintenance of SMIAP equipment	Undetermined	48 Months	1.219.560,01	117.084,26	Automatic	IDEM

6.5. Exceptional negotiated procedures (Articles 53 and 134) and competitive procedure with negotiation (135 RAP)

Name(s) of successful tenderer(s)	Subject	Amount	Legal basis	Grounds	Applicants		Eligibility criteria	Contract reference	PPF opinion date
					Invited:	For negotiations			
T-SYSTEMS INTERNATIONAL	Contract No: DI/07600 Trans-European services for telematics between administrations - new generation (TESTA-ng II) - Provision of the existing TESTA-ng services until the migration to the future TESTA environment is completed and fully operational	€10.800.000,00	NP article 134(1) rt 134 (1b)	The services can only be provided by a single economic operator given the absence of competition for technical reasons	1	1	See above	DIGIT/A3/PN/2017/018 TESTA-ng II DI/7600	
ORACLE BELGIUM	Purchase of Oracle software licences, as well as provision of related and highly specialised services	€7.750.000,00	NP article 134(1) rt 134 (1b)	Oracle is the sole holder of exclusivity rights for Oracle software. There is no effective competition for Oracle software. The need to ensure that IT systems continue to function uninterrupted means the contract has to be awarded to Oracle on a continuing basis.	1	1	See above	DIGIT/R3/PN/2016/053 ORACLE II DI/07590	
PROXIMUS	Competitive procedure with negotiation – integration of solutions and	€14.500.000,00	CP with negotiation 1 rt. 135(1)	This competitive procedure follows on from an unsuccessful procurement (open call for tenders)	1	1	Invitations to tender sent to all initial tenderers whose tenders were eligible upon opening – the tenders could be based on the tenders	PCN PE/ITEC-TVDIS14-n	

	supply of equipment with related services in the area of TV distribution							originally submitted in the unsuccessful open procedure – weighting criteria: quality (60), price (40)	
CONSORTIUM PYXIS 14 SIMAC CONSORTIUM SOGATOS	Exceptional negotiated procedure – Product evaluation, testing, customisation and systems integration	€10.750.000,00	NP article 134(1) rt 134 (1e)	Unforeseeable increase in needs			Repetition of similar services entrusted to the economic operators awarded the initial contract	PE/ITEC-ITS14-Lot 5-NP-additional volume	
EUREL INTERNATIONAL(EUREL GROUP)	Negotiated procedure – VECOM3	€4.000.000,00	NP article 134(1) rt 134 (1b)	Procurement procedure can only be awarded to a specific economic operator for technical reasons – see notice No 05/2016 of the Public Procurement Forum – note D (2016) 26548, 10.06.2016	1	1	See above	PNE PE/ITEC-ESIO-EQUILOG-VECOM3	

6.6.   Results of ex-post evaluation

Not applicable

Comments: in the framework of the review of the Strategic Objectives 2016-2019 carried out in the second semester of 2017, DG ITEC will proceed, on a pilot basis, to an ex-post evaluation exercise. The results will be provided in the 2018 Annual Activity Report.

6.7. Sensitive posts

Not Applicable

Comments: no further action required since the thorough analysis carried out in 2015.

6.8. Assessment of the implementation of the Minimum Internal Control Standards

With respect to 2016, some adjustments have been made to the table following the assessment. Two main reasons can be found for these adjustments:

- the first one is related to the evolving assurance framework of the EP, requiring to adapt plans and procedures especially in the fields of risk management and business continuity. This process can be deemed natural since all organizations tend to increase regularly their organizational capability and resilience providing room for continuous improvements;

- the second one is related to the incident at the Huizingen data centre on 16 October 2017, that has impacted the activities of DG ITEC and has also provided useful information for further improvements.

Self-assessment summary table

2014 standard n°	2002 standard n°	Achieved	Almost	Partly	Started	To be started / NA
Section 1: Mission statement and values						
1. Duties	2	X				
2. Ethical and organisational values	1	X				
Section 2: Human resources						
3. Allocation of staff and mobility	3	X				
4. Staff assessment and development	3, 4	X				
Section 3: Planning and risk management						
5. Objectives and performance indicators	7, 9, 10	X				
6. Risk management process	11		X			
Section 4: Operations and control activities						
7. Operational set-up	5, 6	X				
8. Processes and procedures	15, 18	X				
9. Supervision by management	17		X			
10. Business continuity	19		X			
11. Document management	13	X				
Section 5: Information and financial reporting						
12. Information and communication	13, 14	X				
13. Accounting and financial information	12	X				
Section 6 Evaluation and auditing						
14. Evaluation of activities	N/A.	X				
15. Evaluation of internal control systems	20, 22	X				
16. Audit reports	21	X				

Comments on the <u>outcome of the annual self-assessment of MICS performance</u>

N° Standard	Name	Comments on the implementation
1	Mission	Distribution of mission letters within the DG, directorate and unit. Intranet site. Snapshot of departments. Description of posts in advertising and first part of the staff reports.
2	Ethical and organisational values	The ethical and organisational values have been recorded, communicated and approved within the DG ITEC SEF in alignment with the matrices of the SEF of the EP and the Secretary-General. These are included in the template for the periodic revision of the results indicators. These indicators are evaluated as part of the DG's annual management seminars and/or management meetings. Ethics and integrity: staff information, including via the intranet site (financial site, code of conduct) and communications from the Director-General. DG ITEC management seminar on 15-16 September 2016 focused on the values of DG ITEC (Service, Cooperation, Communication).
3	Allocation of staff and mobility	Defining the knowledge and skills needed for each post in the job description. Recruitment interviews conducted on the basis of the DG PERS standard assessment form. Process under control, despite the difficulties encountered in filling vacant posts (EPSO lists, administrative deadlines, etc.). Mobility policy in the parts of the DG where mobility is possible. Despite the mobility exemption for ICT jobs, DG ITEC continues to promote internal mobility following various internal reorganisations. Annual training plan notified to staff and monitoring of participation.
4	Staff assessment and development	Annual staff reports procedure. Analysis of training needs in connection with staff reports. Rapid response to training needs, including from newcomers (a particular responsibility of the HR Unit). Drawing up an annual training plan for the DG. Annual procedure for drawing up and issuing staff reports.
5	Objectives and performance indicators	Drawing up and communicating the objectives (DG, directorates and unit) on an annual basis as part of the annual budget preparation exercise and preparation for the annual staff reports exercise (college of assessors). Improving KPIs in contracts and use of lead indicator. Milestones identified in Clarity and discussed in the Strategic Portfolio Meeting.

6	Risk management process	As part of the new risk management procedure, the overhaul of the DG's strategic objectives has helped to improve the risk register and integrate it further into the overall performance system. 2018 will serve as a yardstick for assessing the capacity to implement the risk register action plans, which is why the maturity level has been revised from 'achieved' to 'almost'.
7	Operational set-up	Sensitive posts: Formalised procedure. Delegation of the power of signature in accordance with standard models and centralised management of financial delegations by the FIN Unit in DG ITEC; Updating the DG's organisational chart and ringbook.
8	Processes and procedures	Documentation of procedures: EP intranet – 'finance' section rules, decisions, procedures. Checklists, templates, guidelines for operational departments and authorising officers. Recording of exceptions: Entry in FINORD of ex ante verification observations, and recording of exceptions – see Annex 6.3. Separation of tasks: Implementation by financial structure in the DG and application of the internal rules.
9	Supervision by management	Operations critical to DG ITEC are managed on the basis of service contracts with KPIs and a highly developed reporting system. This allows for a high level of supervision by management. Nevertheless, the incident at the computing centre in Huizingen on 16 October 2017 provided an opportunity to test the supervisory practices of management in a real situation. In this specific situation, under strong constraints, the incident management line of control functioned without mishap, but improvements could still be made. These improvements will be set out in a dedicated action plan as part of the risk register. As far as projects are concerned, a dedicated platform will allow information on the progress of the various projects to be centralised. This is disclosed and discussed every month on the Strategic Portfolio Meeting. With a view to the mid-term review of the strategic objectives of DG ITEC for the period 2016-2019, special attention will be paid to the quality of information from 2018 as part of ongoing improvement efforts.
10	Continuity of operations	The incident at the computing centre in Huizingen on 16 October 2017 was an opportunity to test under real circumstances the operational continuity measures put in place in DG ITEC. Although DG ITEC succeeded in ensuring the smooth running of plenary sessions and no loss of data, the incident provided DG ITEC with very

		useful information for optimising the continuity of operations and making improvements.
11	Document management	Recording of mail and archiving systems:
		Use of GEDA (systematic for budgetary commitment referral notes), central financial and contractual archiving.
		Application of the administrative document management plan and monitoring of the management table (G-DOC).
12	Information and communication	Compilation and dissemination of monthly NL, weekly briefings, DG communication for monthly management meetings. The overhaul of the intranet improved the quality of information and internal communication.
13	Accounting and financial information	Monthly analysis of the budgetary implementation by means of scoreboards. This information is shared at the monthly management meetings.
14	Evaluation of activities	In the context of periodic activity reports and the annual activity report; monthly monitoring of progress on the IT programme and monthly monitoring (management meetings and directorate meetings) of Parliament's financial activities, HR and cross-departmental issues.
		Periodic monitoring of the KPIs.
15	Evaluation of internal control systems	Identification and correction of shortcomings in internal control and annual review of internal control:
		Carried out in the context of the Annual Activity Report and also periodic monitoring in the interim reports.
		Reporting of irregularities: review of the implementation of standards in the establishment of the Directorate for Resources (DIRES) and the Procurement and Contracts Unit (PAC). Ex in 2014, ITS 14.
		Delegation of the power of signature in accordance with standard models and centralised management of financial delegations by the FIN Unit in DG ITEC.
		Formalisation of the Sensitive Posts procedure:
		Ex Ante. The measures could be enhanced through Ex Post Control (subsequent checks carried out on samples).
		The analysis of internal control systems continued in 2017, with the objective of launching in 2018 an integrated management and evaluation system combining performance management, internal controls, risk management and business continuity in a single system.

16	Audit reports	Audit reports: implementation of action resulting from the annual reports of the Internal Audit and the Court of Auditors and implementation of the necessary corrective measures in the areas audited. As a result of the action taken in 2017, it was possible to close 50% of the ongoing actions for that year. For 2018, an early alert system will be set up in the coordination services in order thereafter to improve implementation of the recommendations.