

ANNUAL ACTIVITY REPORT



Directorate-General for Innovation and
Technological Support (DG ITEC)

20
18

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EXECUTIVE SUMMARY



1. Executive summary

The 2018 reporting period will be remembered for DG ITEC's continual investment in the delivery of a modern, seamless, efficient and user-oriented workplace.

Such investment required the on-going development of e-Parliament applications, an efficient and consolidated IT programme, enhanced digital publishing services, a reinforcement of IT innovation activities and the strengthening of the European Parliament's cyber security capacity.

Innovation remained at the core of DG ITEC's mission in 2018, in addition to the provision of reliable and timely support to all European Parliament (EP) IT users - the Members of the European Parliament (MEPs), Accredited Parliamentary Assistants (APA), Political Groups and the EP administration.

Throughout 2018, DG ITEC continued to focus its efforts on continuity and resilience in cooperation with the central services. Subsequently, a Working Group for the 'IT Outage Lessons Learned' was set up and an Action Plan was established with the aim of ensuring that all progress necessary for business continuity, risk management and incident management and recovery capability is achieved by May 2019.

Additionally, 2018 saw DG ITEC play an important role in improving its services and the functioning of the EP through the delivery of projects, such as, the EP's television broadcasting system (IPTV), the Windows 10 migration, the Efficient Printing project, the extended IT support to MEPs and their APAs project (ICT4MEPs) and through events such as the ITEC innovation week, ITEC Away Days and the DIGITEC 2018 conference.

Important Institutional activities have taken place during the period of this report, highlighting DG ITEC's leading role in innovation and digital transformation. The DG continued to play an active role in the Inter-institutional Committee on IT and its activities, in particular in the work carried out inside the sub-groups and the task force on Cloud, digital workplace and identity and access management.

In parallel, with a view to further reinforce our cooperation with the partner institutions in the area of cyber-security, DG ITEC decided to double the resources allocated to the Computer Emergency Response Team for the EU Institutions (CERT-EU). This proves the commitment of the EP and DG ITEC to continue its contribution to the strengthening of the EU institutions capacity, to ensure we are at the frontline against cyber-attack.

In the area of innovation, DG ITEC worked together with the European Commission and the European Council, on the Co-Innovate and Co-Create initiative, which aims at sharing best practices and developing a common framework (lean approach) for capturing joint opportunities provided by emerging technologies. In 2018, this has led to the identification of common areas of interest and use cases for possible proof-of-concept.

In 2018, the Partnership with the United Nations (UN) High Level Committee on Management and the European Parliament (DG ITEC) continued in order to support the long-term objective to enhance the modernisation processes of the UN system in the information management domain. 2018 marked a major milestone of the UN Semantic Interoperability Framework (UNSIF) project with the adoption by the United Nations of their Xml standard (Acoma Ntoso) for the UN (AKN4UN).

Similarly, strong cooperation with the Inter-parliamentary Union (IPU) since 2017, has led to the launch of the Centre for Innovation in Parliament (CIP) initiative. DG ITEC's contribution has resulted in the publication of the DG ITEC hub on IT Governance, as follows:

- a) On-line methodology for sharing the experience of the European Parliament with National Parliaments world-wide (best-practice).
- b) An on-line IT maturity assessment tool, aiming at improving and supporting benchmarking activities amongst parliaments in the area of IT Governance.

A Memorandum of Understanding (MOU) between DG ITEC and the IPU is expected to be signed in 2019.

The control procedures in place in DG ITEC throughout 2018, provided the necessary guarantees concerning the legality and the regularity of transactions, thus ensuring that resources assigned to DG ITEC were used for their intended purpose and in accordance with the Financial Regulation and rules in force.

Continuous efforts in 2018 to implement the Internal Auditor's recommendations has led to the closure of 4 actions and the reduction of 2 inherent risks linked to improved overall continuity requirement of the EP's ICT infrastructure and the security of the development environment (*see section 4.3*). DG ITEC will continue its efforts in this area during 2019 with a view to close all remaining open actions in the internal audit reports.

Additionally, DG ITEC has updated its Risk Register for 2018 and has drafted the new IT Risk Manual, currently under adoption by the European Parliament's Risk and Business Continuity Management Unit. In the area of risk management, DG ITEC has completed its update with the assessment of the risk appetites and the inclusion of the specific actions linked to resilience and continuity, cyber-security and assurance (including IT sensitive equipment security aspects).

In parallel, the activities around the Business Continuity processes in the Parliament have continued with the preparation and delivery of DG ITEC's Disaster Recovery Plan and Incident and Communication Management Scheme.

In the area of privacy, DG ITEC continued its work of gap-analysis in order to assess the alignment of its processes against the new Data Protection Regulation.

Effective financial management in 2018 resulted in the successful implementation of the 2018 budget. Final appropriations at 31 December 2018 totalled EUR 123 995 170, with total commitments entered into amounting to EUR 123 167 804 or 99.3 % of the final appropriations and payments totalling EUR 79 739 456 or 64.7 %. During the year, most shortfalls identified were funded as much as possible from DG ITEC's own appropriations, however, additional reinforcement was received from the mopping-up procedure and from other DGs for the implementation of their projects, amounting to EUR 7 076 250, which makes the figures for the annual implementation of the total budget assigned all that more significant.

The expertise of DG ITEC's human resources is undoubtedly the key to its continued success. The past year has brought several changes to the top management, most notably, that of the Director-General, who left to take up a Fellowship at the European Union's Institute in Florence. In addition, the Acting Director for Infrastructure and Equipment (ESIO) took up his position in September 2018, combining this role with his Head of Unit role in the Customer Relations & Communication Unit and a new Director for ESIO was appointed by Decision of the Bureau in December 2018. Furthermore, a new Acting Director for Publishing & Distribution (EDIT) was appointed in November 2018.

To sum up 2018, it has been a year in which DG ITEC has invested vigorously in the delivery of a unified, efficient and user-oriented workplace. The DG has worked intensively to develop its vision of service delivery in every sphere of its business, concentrating on progressing many projects, which thanks to our committed colleagues, means that DG ITEC is well advanced in its planned preparations for 2019.

**ENVIRONMENT OF THE
DIRECTORATE-GENERAL,
OBJECTIVES AND RESULTS**



2. Environment of the Directorate-General, objectives and results

2.1 The Directorate-General (mission statement, operational context)

I. Mission statement

DG ITEC provides the EP with information and communication technology (ICT) services as well as document production, printing and distribution services.

Through these services, we contribute to the mission of an institution that represents the heart of European democracy. Our ICT solutions help Members of the European Parliament (MEPs) to exercise their democratic mandate and empower parliamentary staff to provide the efficient support Europe's MEPs require.

We support the Parliament in making full use of the Lisbon Treaty, by enabling MEPs to create a stronger connection with their constituencies and by facilitating parliamentary work. We reinforce the institutional communication with national parliaments, civil society, citizens and our partner institutions in the European Union.

DG ITEC works to deliver solutions and services that support EP policy based on mobility, connectivity and interoperability.

II. Objectives of the Directorate-General

DG ITEC's 2018 objectives were adopted in the context of:

- the ICT Strategic Orientations 2014-2019;
- the SEF and its P.P.P.

1. **DELIVER KEY COMPONENTS FOR AN INNOVATIVE EP DIGITAL ENVIRONMENT**

- Ensure the full implementation of the e-Parliament Program to achieve high levels of interoperability (*ITEC P1*);
- Develop the Mobile environment for MEPs and staff to achieve full connectivity and a Digital Workplace for MEP's and Staff;
- Provide an interactive and user-friendly environment for innovation and collaborative working, also exploiting the achievements of the new Intranet (*ITEC P13*).

2. **FURTHER STRENGTHENING DG ITEC CAPACITY TO EFFICIENTLY SUPPORT THE IT EVOLUTIVE NEEDS**

- Implement the Cybersecurity Action Plan and improve the overall ICT defence capability (*ITEC P3*);

- Enrich the platform of tools and services for MEP's and Staff through Unified Communication (*ITEC 15*);
- Further align the Obsolescence and Applications Strategies to better support new IT developments (*ITEC P7*);
- Consolidate the Digital Value Chain (from Innovation to Implementation), to ensure a fast deployment of solutions, according to needs also in the framework of the annual IT plan (adoption and implementation).

3. **CONSOLIDATE DG ITEC'S ROLE AS A RELIABLE, RESPONSIVE AND EFFICIENT PARTNER**

- Implement DG ITEC's Lead indicator at DG and Directorate levels and constantly improve its robustness;
- Promote DG ITEC's image and ensure proactive participation in transversal committees to strengthen cooperation;
- Further improve the quality, timeliness and clarity of DG ITEC's contribution to requests and decisions from the political authorities;
- Embed Risk Management, Data Protection, Business Continuity and EMAS requirements and tools in DG ITEC processes ("by design" approach wherever possible);
- Improve support towards customers (MEPs, APA, DGs, internal users), by improving current services and implementing new services to enrich DG ITEC's offer;

4. **REINFORCE ACHIEVEMENTS WITH INTER-INSTITUTIONAL AND INTERNATIONAL PARTNERS, FOR IMPROVED EFFICIENCY AND A STRONGER DEMOCRACY**

- Participate proactively to the implementation of the CERT-EU reorganisation;
- Ensure DG ITEC's concrete contributions to the CII and its bodies, including the new inter-institutional project teams to maximise efficiency gains;
- Capitalise on DG ITEC's achievements, to effectively support IT transformation projects in International Organisations and Parliamentary Bodies and Networks.

III. **Feasibility and Risk Assessment**

DG ITEC's 2018 objectives have been largely implemented, despite a number of potentially financial and non-financial risks, hindering their implementation amongst the major transversal risks recorded inside DG ITEC's Risk Register, features the following:

) **Cyber-security**

DG ITEC reinforced its capacity to react to cyber-attacks targeted at sensitive information, systems and IT sensitive equipment (*Likelihood: Very high; Impact: Severe*) with the continuous implementation of its pluriannual cyber-security action plan. In particular, with level of maturity in incident detection and user support (*prevention - user-awareness raising campaigns*).

J Resilience and Continuity

In this area DG ITEC completed the setting-up and the implementation of a dedicated action plan to mitigate the risk identified as a result of the 2017 datacentre failure (*Likelihood: High; Impact: Moderate*). The 18 Action Plans have been largely realised, resulting in concrete measures in favour of damages, responsibilities, supervision, incident management and recovery capability. Substantial progress was also achieved in business continuity management. Here ITEC completed the mapping and documentation of DG ITEC disaster recovery plans and incident and communication schemes (*Phase 4 of the European Parliament's Business Continuity Plan - EPBCP*). These actions provided additional assurance on the resilience of the ICT infrastructures and the reduction of the residual risk associated to crisis management.

J Privacy and Data protection Regulation

Ahead of the entry into force of the New Regulation on Data Protection for EU institutions (*December 2018*), ITEC completed a gap-analysis and as a result, designed a plan to implement, progressively, the Privacy by Design and Default approach on all its IT processes and their alignment with the requirements of the new Regulation (*Likelihood: High; Impact: Major*).

In addition, the main known elements which impacted DG ITEC's 2018 budget execution can be summarised as follows:

• Management of individual IT equipment replacement – moderate risk

2018 appropriations received fell far below the calculated amount needed for the management of individual IT equipment replacement during the year. In recent years, it has been possible to acquire the necessary individual equipment through a reinforcement from significant transfers of appropriations, including the mopping-up procedure. A deficit was identified in 2018 amounting to approximately **EUR 4.8M**. DG ITEC endeavoured to reinforce sub-item 2104-05 from surpluses identified on its other sub-items. The remaining deficit had to be requested during the 2018 mopping-up procedure, amounting to EUR 3 100 000.

• MEP Office 2019+ project - high risk

At its meeting of 16 April 2018, the Bureau of the European Parliament endorsed the updated Parliament's buildings strategy beyond 2019. The MEP Office 2019+ project aims at setting up an optimised working environment for MEPs and APAs by the start of the new legislative term, by refurbishing the offices of Members in Brussels to provide a more functional and flexible workspace for the duties of the Member. A fully renewed environment will be granted to Members at the beginning of the next legislative period in 2019. This project requires the close cooperation of DG ITEC for related network and cabling infrastructure to bring it up to modern standards.

The total ICT related cost was estimated at EUR 2 622 500, broken down into approximately 40 % for the cabling of corridors, 20 %

for the cabling of active equipment in the technical rooms and 40 % for cabling in the offices. Following discussions with the DG for Infrastructure and Logistics (DG INLO), it was decided to begin cabling prior to the beginning of the works by DG INLO, for which an amount of EUR 1 500 000 was needed already at the end of 2018. The top-up was received from the mopping-up procedure to cover the costs for the cabling of corridors and for the active equipment in the technical rooms.

- **SAP / Oracle / Reinforcement Virtualisation - Production Environments - high risk**

The acquisition of the SAP production environment for the FMS project is necessary to ensure that the project respects its deadlines. DG ITEC is committed to provide a SAP PROD environment by 1 March 2019. The amount of EUR 500 000 was required to cover the cost of the SAP production infrastructure already in 2018.

In addition, the amount of EUR 350 000 was required at the end of 2018 to cover costs related to the Oracle production environment and a further EUR 200 000 to cover costs related to the Reinforcement Virtualisation production environment. The identified shortfall was covered partially by available appropriations on the sub-item, partially through a P transfer request.

- **Action Plan - IT Outage Lessons Learned – high risk**

Following the IT Outage on 16 October 2017, a Lessons Learned report was presented to the Cabinet of the Secretary General in April 2018, which recommended the establishment of a Working Group to coordinate, implement and follow-up a plan of action, resulting from the recommendations of the report. With the support of the Cabinet of the Secretary General, a Monitoring Group for the "IT Outage Lessons Learned" Action Plan was created with the aim of ensuring that the substantial progress necessary for business continuity is achieved in a coordinated manner (see point V below).

Priority actions amounting to EUR 2 500 000 were identified, relating to business continuity, which had to be urgently implemented before the year-end. DG ITEC covered part of the costs with available appropriations, and an additional EUR 1 981 500 was received during the 2018 mopping-up procedure.

- **Microsoft Licences ILA 2018-high risk**

Following an analysis of the implications of a transition to the Microsoft ILA 2018 contract for licence acquisition, as negotiated by the EC under negotiated procedure ref.: DIGIT/A3/PN/2017/014, it became evident that the prices proposed would have a significant impact on DG ITEC's 2018 budget. The substantial price increase can be partially explained as a market correction, where there had been no price increase introduced during the last contract in-line with current market

value. The total amount had to be found by DG ITEC on its sub-items to cover all related costs.

IV. Internal control, risk management, business continuity

Internal control, risk management and business continuity assurance continued to impact DG ITEC in 2018, in particular, with the implementation of the IT Outage Lessons Learned Action Plan to ensure that significant progress was achieved in a coordinated way.

DG ITEC appointed an Internal Control Coordinator in 2018 coordinating the risk assessment exercise as well as the risk management process, especially ensuring that internal controls are aligned with the risks to the achievement of the objectives.

In 2018, DG ITEC continued the monitoring of risks and the updating of controls identified and recorded in the DG's Risk Register. Particular attention was paid to the alignment between DG ITEC's identified risks and IT related risks included in the EP's cross-cutting Risk Register. Moreover, all actions and their controls resulting from the IT Outage Action Plan were recorded, including the recommendations on the continuity requirements of IT infrastructures.

Furthermore, DG ITEC harmonised its approach on risk reporting, giving a better coordinated overview on its risks and controls.

Finally, specific attention was also given to newly identified risks, such as:

- The Cyber-security risk related to IT sensitive equipment addressed via awareness raising on vulnerabilities and implementation of the principle of precaution.
- The compliance with the Data Protection Regulation addressed via the leading of an initiative to provide guidance, support, tools and recommendations on Data Protection.

In order to strengthen EP Risk Management activities and the planning and decision-making processes, DG ITEC drafted, in cooperation with the EP Risk Manager, an IT Risk Management Manual. This guidebook is intended to help streamline a common approach and methodology for IT risk (based on international standards) in the EP. It aims at providing guidance for the identification, assessment, and mitigation of any risk related to the design, deployment, maintenance, and retirement of information technology (IT).

Regarding Business Continuity, the main highlight in 2018 was undoubtedly the drafting and adoption of ITEC Disaster Recovery Plans (*in of collaboration with Business Continuity Management Unit of the EP*). This achievement marks an important milestone for ITEC and improves its capacity to better manage incidents in the post IT outage context.

V. Significant events in 2018

EP and DG-ITEC's Innovation Week (*Objective 1. DG ITEC*) took place on 19-21 June 2018 in the EP in Brussels. It was co-organised by the Cabinet of the Secretary General and DG ITEC, who organised two High Level Seminars with the Inter-Parliamentary Union and the United Nations' Chief Information Technology Officer, Ms. Atefeh Riazi. Representatives from national parliaments and from the other EU institutions attended both seminars and took part in a dedicated visit to the Innovation Stand, which showcased various fields, such as the Library of the Future, enhanced and virtual reality, sentiment analysis, speech-to-text and artificial intelligence. The successful event promoted innovation in the EP and explored opportunities created by new technologies. Through its Innovation Service, DG ITEC continues to promote, stimulate and introduce innovative solutions.

DIGITEC 2018 Forum of the EU institutions (*Objectives 1. & 4. DG ITEC*) took place on 20 November 2018, in Brussels. It brought together IT experts and colleagues of the EU institutions to share visions and best practices.

The forum was organised in collaboration with the European Parliament (DG ITEC), the European Commission's Directorate-General for Informatics (DG DIGIT) and the Council of the European Union's Communication and Information Services Directorate (SMART).

More than 1 000 participants from the EU institutions were present and upward of 600

followed the live web-streaming, in what was the largest event of its type to date. The EP Vice President Evelyne Gebhardt, European Commissioner Mariya Gabriel, MEPs Eva Kaili and Seán Kelly all took part.

The event was a resounding success, with 35 speakers from global companies, small enterprises, academia and governments; 6 panels and sessions on cloud, artificial intelligence, cyber security, user accessibility, data and public digital services and 12 internal successful IT projects were showcased by inter-institutional teams.

Management Away Days (*SG P11*), led by Giancarlo Vilella, took place for DG ITEC's management in June 2018. The seminars focused particularly on the successes and the transformations already achieved, and on DG ITEC today and the challenges to be faced in the near future. The seminar further reinforced the importance of internal cooperation and communication to guarantee the vast array of quality IT services to all Members and staff in the EP, ensuring mobile solutions, effective support and multimedia services. As a result, from September, all main topics discussed at ITEC's monthly management meeting, have been shared with all ITEC colleagues in order to improve awareness and collaboration.

Cybersecurity awareness was highlighted throughout the month of October - °Cyber-SecMonth. DG ITEC provided the user with daily cybersecurity tips, articles on security issues in weekly briefings and shared content on social media and participated in key events.

The aim of the campaign was to raise awareness and to better educate the user of their own role in preventing and reducing cyber threats.

The High-level representatives from the Italian Chamber of Deputies and the Senate arrived on a study visit to DG ITEC in November 2018. The visit took place following a request from the Italian Institutions. The objective of this visit was to learn from best practices and experiences in the field of eParliament and the digitalisation of parliamentary processes within the EP, both at a management and technical levels.

DG ITEC documentary on Digital Accessibility was screened on 4 December 2018, in conjunction with the International Day for Persons with Disabilities (3 December). This documentary, produced by the Communication Service of DG ITEC, told the story of disabled people's experience working at the EP. The documentary aimed at highlighting the importance of digital accessibility and to show how far the EP has come and where improvement is still needed. The importance of the EP setting an example in terms of digital accessibility was strongly emphasised and EP Vice-President Evelyn Gebhardt highlighted the commitment of DG ITEC to make the EP digitally accessible.

The annual **EU Open Day** was held in Strasbourg, on 10 June 2018. DG ITEC took an active part in the Open Day and many people of all ages visited the stand and participated in the activities organised.

2.2 Key results and progress towards achieving objectives

The wide range of achievements of DG ITEC for 2018 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 2018 in the wake of the Strategic Execution Framework review. Consequently, DG ITEC's SEF has been reviewed and aligned.

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

Desktop to Hybrid (ITEC P14): The Desktop to Hybrid project successfully ended mid-2018 after the substantial deployment of 500 hybrids across the European Parliament. The survey conducted during the project demonstrated a ratio of 87 % of satisfaction thanks to the approach followed. The three main project objectives were reached. Firstly, the large-scale deployment has been demonstrated successfully, secondly, the hybrid fulfils adequately the new mobility needs and replacement of desktops as well as laptops can be envisaged in such conditions. Thirdly, the

pilot supported the IT equipment allocation policy providing answers for mobile users. A short series of recommendations were issued in order to sustain and facilitate future hybrids deployment.

Efficient Printing Project (ITEC P12):

DG ITEC has the mandate to provide publishing and printing solutions to the EP. As part of the Efficient Printing Project, new Canon multi-functional devices (MFDs) for printing, copying and scanning have been deployed, allowing for mobile, more efficient printing, whereby documents for printing can be taken from any Canon printer with the use of the EP badge to log-in. Ricoh printers will be replaced by early 2019 for all users in all DGs. The deployment of 150 of the new machines began in the autumn 2018 in the three EP sites and following this pilot phase, the production phase began in December 2018, where an additional 250 printers will be installed and operational by early 2019.

E-Parliament programme (ITEC P1): Under the e-Parliament programme, DG ITEC has reached new open standards, allowing for a higher quality of information. These advances in web standards for accessing parliamentary information facilitate interoperability and provide better access to parliamentary texts, whilst providing transparency to EU citizens, MEPs and other institutions alike. Access to parliamentary and legislative documents can foster greater co-operation between different institutions by the use of common open standards, leading to the increase of public access to the

information. Initiatives are now starting to be coordinated at inter-institutional level.

E-procurement (ITEC-P2) - for the **e-procurement** project, the e-submission module is enabled and the first 2 calls for tender published. Further progress has been made on the e-request module, and e-invoicing's first tests are on-going.

Unified communications programme (ITEC P15) - TV distribution infrastructure:

In June 2018, an update of the ageing TV distribution infrastructure began with the installation of new television sets ahead of the pilot for the new television distribution platform (IPTV). The new IPTV platform is based on internet protocol technology and will replace the previous analogue system. It can be connected anywhere in the three main sites of the EP, where the EP network is available. It offers Members better image quality, more TV-channels and an intuitive interface.

The Jabber communication tool was deployed to all EP users (MEPs, APAs, LAs, Staff). It is available for teleworking.

Mainstreaming Innovation (ITEC P13) - Innovate 2.0 Platform) On 19 June, the 'Mainstreaming Innovation in the EP' project team launched the new Innovate 2.0 Platform, which has now been extended to DG PERS, DG INLO, DG LINC, DG TRAD, DG EPRS and the EMAS Unit (Kick-off November 2018 TRAD, EPRS & EMAS) with the subsequent opening of dedicated innovation spaces, in an effort to gather and put forward new ideas or

improvements. The response has been impressive with over 80 valid ideas submitted. In time, DG ITEC hopes to extend the platform to all DGs, to encourage a culture of innovation across the Parliament.

Business Map (ITEC P9): A new version of the Business Map was launched in April 2018, involving over 70 consultation workshops with colleagues across all EP DGs. The aim is to enable the more effective assessment of candidate ideas from client DGs, before inclusion in the IT Programme 2019. The new Business Map will provide a comprehensive picture of EP activities, grouped into business areas, whilst also providing valuable information regarding which IT applications are supporting which business areas.

A number of improvements to **the Parliament's IT architecture** and services were tested and implemented during the summer 2018, in order to increase security and performance ahead of the European Elections in 2019. New services, features, equipment and upgrades will ensure a more robust, stable and operational IT structure.

IT Obsolescence Management Programme (ITEC P7): Obsolescence is the process of 'going out of use'. Obsolescence management is necessary to ensure that all current applications are kept running efficiently, using economies of scale by avoiding the maintenance of costly specific skills and software licences for technologies, which could be replaced by more modern and in some cases, by open source and less costly technologies.

Over the past four years, almost two hundred Parliament applications have been impacted. The aim of the programme is to centralise the replacement of out-dated technologies in DG ITEC with more modern alternatives by the end of 2018. The IT Application Strategic Framework, which includes the EP Technology Clock (*ITEC P9*), will succeed the IT Obsolescence Management programme once it is completed, enabling continuous obsolescence management for all IT solutions in the Parliament.

ICT4MEPs project (PPP ITEC 6): The final phase of the ICT4MEPs project was presented at two information stands held in the European Parliament in Brussels and in Strasbourg to raise awareness and to provide information. This project provides extended IT support to MEP's and their assistants, both on the Parliament's premises and in their own constituencies. The digital workplace allows for a more efficient, comfortable mobile working experience, by improving interoperability, communication and collaboration.

Independent Black Box: DG ITEC's role is to improve the governance of ICT initiatives and raise assurance over successful delivery of new ICT solutions, by improving the use of project management frameworks and best practices.

One of the main tasks of DG ITEC concerns the confidentiality, integrity, and availability of its systems, with a practice of constantly monitoring and auditing their performance and security.

The Black Box is a method for auditing a given software program based on its functionality without knowing its internal structures and details and without having special access rights.

The execution of this audit to skilled external actors is one of the most reliable methods (also called independent Black Box) for simulating attacks originating from external hackers and this is what DG ITEC has decided to adopt at least once a year (upon input from the LIBE committee).

The targets of the independent Black Box are all the Information Systems exposed to the Internet and the following ones have been audited during these years (2015 - 2018):

- Europarl, the corporate website and its components.
- Webmail: the Web interface for accessing users' mailbox
- Extranet: the Web access to the enabled applications.
- MDM infrastructure: the systems for secure access from mobile devices.
- Remote Desktop System: the infrastructure allowing Remote Desktop.
- Websites belonging to Political Groups.
- Websites dedicated to specific subjects.
- Infrastructure servers.

The work done on these actions has enforced resilience and increased assurance and security on the Parliament's IT activities and infrastructure.

Nonetheless, some significant actions remain open, such as the initiatives on the Activity

Reporting Process and the pilot project "From Desktop to Hybrid", which DG ITEC will continue to work on during 2019.

Special attention will be paid to external audit dedicated to the systems of supporting the European Elections. In this way, both the web sites and the developed Apps will be tested for delivering a secure service to both EP users and European citizens.

Stock management in the EP: iSTOCKS is the first SAP-ERP solution in the EP, which went live in October 2018. Developed by DG INLO and DG ITEC, the new IT tool facilitates the management of furniture stock in the various warehouses of the EP. The solution provides a reliable data source for stocked items and stock levels, it also increases the efficiency and effectiveness of the logistics business processes by applying industry best practices and by providing the necessary reporting tools for the planning and forecasting of activities. The new IT tool increases time service delivery and increases productivity with the automation of manual processes. For its development, there was excellent transversal cooperation between both DGs.

Prior to the entry into force of the **General Data Protection Regulation (GDPR)**, DG ITEC worked closely with the Data Protection Service to strengthen its existing practices in terms of data protection. DG ITEC has completed a gap analysis in order to assess the alignment of its current IT processes and activities and their compliance with the new Data Protection Regulation.

IT Programme 2018 and 2019: On the 7 February 2019, the draft IT Programme 2019 was presented to the Steering Committee for ICT Innovation, composed of the Secretary-General and the Parliament's Directors-General.

Compared to year 2017, 2018 has seen an important increase in the number of requests submitted for both centralized (98 in 2018 compared to 75 in 2017) and decentralized (37 in 2018 compared to 25 in 2017) projects.

Despite this fact, it has been possible to maintain a ratio of project completion in 2018 which is almost identical to 2017:

At the end of 2018, of the 338 projects planned, 74 % were completed or ongoing and only 14 % were not started yet. The remaining 12 % of projects were either on hold or cancelled.

If we focus solely on the centralised projects managed by DG ITEC, 74 % were completed or ongoing and 15 % were not started. 6 % of projects were cancelled and 5 % are on hold.

The adoption process of the IT Programme 2019 has been smooth, thanks to very good cooperation with the client DGs' Business Analysts and Heads of IT Units.

Out of the 118 submitted requests for projects for 2019, 59 % are planned to start in 2019, and 14 % will be reassessed during the ITP 2020 process.

Work has already started in 2018 on 20 % of the requests. Only 4 % of the requests were rejected and 3 % are being clarified.

Due to the steadily growing demand for IT projects and in view of the new PPP 2019–2021 which will most likely contain many projects with IT components, it is necessary to modify

the IT Programme 2020 process to make sure DG ITEC delivers the most strategic projects.

During the above-mentioned presentation on 7 February, the Secretary-General tasked DG ITEC to consult with the Inter-DG Steering Group on IT and provide him with proposals on how the ITP 2020 process should be adapted. The preparatory work on this has already started.

New IT releases: among the IT projects delivered by DG ITEC in 2018, the following can be highlighted:

-) MRS
-) ePortal
-) Europarl Responsive Web Design
-) iStocks
-) CoMOVE
-) REPORTS Cycle I (Draft of INI PR/PA reports)
-) Pilots of Trilogue Table Editor
-) PERFORM application
-) e-Parliament Business KPI setup
-) Citizen's: Portal, App Android, App IOSs
-) NewPrequest
-) KM/Redmap: Significant improvements
-) SharePoint/Confluence/Jahia/Jira projects:
 - Inter-Parliamentary Union
 - Business Analysts Community of Practice
 - Database for Civil Service Case Law
 - Sharepoint connector for CA PPM Clarity
 - INTA - Limited Documents Collaborative Workspace
 - DG IPOL / ThinkPro
 - DG PERS / Wellbeing
 - DG PERS / Missions
 - DG LINC / Knowledge Profile (KPI)

- Cabinet of the Secretary-General: Resource Team

As part of its **strategy on cybersecurity awareness**, the Chief ICT Security Officer (CISO) entity and its services have continued to strengthen this activity throughout 2018, with 3 dedicated workshops on 25 April - Presentation to LSAs on Hacking methods, 18 May - Cybersecurity awareness for APAs and 24 September - Cybersecurity presentation for Political Groups and Political Parties. Two additional initiatives were held in October and November targeting EP public at large.

Inter-institutional 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 continued playing a prominent role in supporting activities in **CERT-EU**, with an increased contribution to the organisations capacity. DG ITEC committed in doubling the resources allocated to CERT-EU.
- DG-ITEC continued to participate and support the activities of the **Inter-institutional Committee on Informatics (CII)** in 2018 ITEC was closely involved in the work of the Task Force on Cloud, Digital Workplace initiatives and launched under ITEC leadership the co-innovation and co-creation initiatives, intended at streamlining the technological innovation common approach amongst EU institutions.

- the cooperation with the **Inter-parliamentary Union (IPU)** continued on the basis of progress made in 2017. This led to the launch of the ITEC IT Governance platform as a formal contribution to the IPU's centre for innovation in Parliament initiative. ITEC expects to sign a Memorandum of Understanding with the IPU in the course of 2019. In this context it is worth reporting that ITEC supported the IT capacity building needs of the Pan-African Parliament with an expertise mission carried out in November 2018.

The results of the **ex-ante activity** include 881 budgetary commitments, 72 budgetary commitments liquidations, 3 076 payment orders and 95 recovery orders, 9 call for tenders verification before publication and 11 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 5.6 days faster than the EP average, taking only 12 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 15 in 2018.

Lead indicators

Following the Secretary-General's request to formulate a lead indicator for each DG that would capture in essence its activity and added-value to the Institution, DG ITEC continued its analysis and monitoring of its responsiveness - time to deliver indicator, which represents DG ITEC's capacity to respond to the demands of users and partners in all fields of activity, in a timely and efficient manner.

Time to solve

71.83 % issues solved by first-line support.

While these results show that the overall performance of DG ITEC in 2018 was globally satisfactory, they also show areas of improvement to be addressed during 2019 in order to meet the needs and expectations of the organisation and its stakeholders from a service delivery point of view.

Results of the 2018 indicators are as follows:

<u>Metrics</u>	<u>Results</u>
Time to pay	99.5 % of payments on-time.
Time to print	91.9 % print products delivered on-time.
Time to BPM	25 % of Business Process Modelling delivered (1 out of 4 completed).
Time to project (less than 1 year)	47 % (total 17 projects delivered).
Time to project (2 years)	53 % (total 19 projects) of which 28 % delivered > 1 year < 2 years (total 10 projects) and 25 % delivered 2 years (total 9 projects).
Time to fix	100 % of incidents repaired on-time.
Time to innovate	87.5 % on-time (7/8 MVPs).

RESOURCES MANAGEMENT



3. Resources management

3.1 Human resources

ESTABLISHMENT PLAN

on 01/01/2018				
	AD	AST	AST/SC	Total
Permanent posts	121	332	11	464
Temporary posts	3	5	0	8
Total	124	337	11	472

on 01/01/2017				
	AD	AST	AST/SC	Total
	120	351	6	477
	3	5	0	8
Total	123	356	6	485

STAFF NUMBERS AT 31.12.2018

	AD	AST	AST/SC	Total
Officials	106	296	7	409
Temporary staff	6	13	1	20
- in temporary posts	2	4	0	6
- in permanent posts	3	4	1	8
- offsetting staff working part time	1	5	0	6
Contract staff				55
Seconded national experts (SNE)				0
Agency staff				0
Total				484

The year brought a number of changes to the top management of DG ITEC. In September 2018, the Director-General of DG ITEC left to take up a fellowship at the European Union's Institute in Florence.

Since September 2018, the Acting Director of the Infrastructure and Equipment Directorate (ESIO) successfully combined this role with his

Head of Unit role in the Customer Relations & Communication Unit and in December 2018, by Decision of the Bureau, the new Director for ESIO was appointed. The new Acting Director for Publishing & Distribution (EDIT) was appointed in November 2018, following the retirement of its Director.

Throughout the last quarter of 2018, much work was undertaken to ensure the further optimisation of DG ITEC. Phase 1 of an optimisation process will begin early in 2019, with the creation of three new units - Projects Support (PROSUP), Members IT Support (MEPITSUP) and Architecture and Engineering (ARCHENGI) - and the repositioning of the Standard Configuration service to the EQUILOG unit.

3.2 Financial and budgetary management

INITIAL AND FINAL APPROPRIATIONS

Authorised appropriations in DG ITEC's initial budget for 2018 totalled EUR 117 458 640, representing a decrease of EUR 1 417 260 (1 %) in relation to the initial budget for 2017, totalling EUR 118 875 900.

Final appropriations at 31 December 2018 amounted to EUR 123 995 170. The difference of EUR 6 536 530 between initial and final appropriations is explained as follows:

- Transfers out, amounting to EUR 200 570, for decentralised IT projects to DG LINC, DG PRES and DG EXPO;
- Reinforcement of item 2105 by EUR 350 000 from DG FINS;
- Reinforcement of item 2105 by EUR 60 000 from DG LINC;
- Reinforcement of item 2140 by EUR 50 000 from DG INLO;
- Reinforcement of item 2105 by EUR 34 750 from DG LINC
- 2018 mopping-up procedure, where a top-up of EUR 6 581 500 was received and the amount of EUR 339 150 was made available by DG ITEC.

It is important to mention that during 2018 DG ITEC strived to fund as much as possible any deficits identified from its own appropriations, which explains the large number of transfers in 2018.

The transfer situation at 31 December 2018 was as follows:

➤ **MOPPING-UP PROCEDURE 2018:**

Due to shortfalls identified on item 2104, a reinforcement was received during the 1st mopping-up procedure for the amount of EUR 6 581 500 (VIR C9).

Appropriations amounting to EUR 339 150 were returned during the 2nd 2018 mopping-up procedure.

➤ **TRANSFERS FOR DECENTRALISED IT PROJECTS FROM SEC-GEN RESERVE - 2105-03:**

In the context of the decentralised management of IT projects in the European Parliament, (*Secretary General's note ref.: GEDA D(2013)7746 of 28 March 2013*), a strategic reserve on item 2105 (*sub-item 2105-03 - ICT Governance*) is managed annually by DG ITEC.

Whenever additional funding is required for a decentralised IT project, a request is made for the approval of the Secretary General, before submitting the transfer request to DG FINS.

In 2018, appropriations amounting to EUR 951 000 were made available for such activities. A total of EUR 89 664 was requested by DG LINC (EUR 58 000) and DG PRES (EUR 31 664) for projects related to an Interpreter Support Tool for Meeting Preparation

and for the reengineering of the Directorate for Legislative Act's Microsoft Access databases.

Additionally, DG ITEC requested funding from the reserve, which was approved by the Secretary General, amounting to EUR 861 336, to cover costs related to the Trilogue Table Editor project, the Speech-to-text technologies project, the e-Parliament project (Q+ project and additional support to the Programme Support Office), the transformation of the EP D'Hondt System into a mobile version, the development of the Citizen's App and for core Pericles upgrades.

Other requests for the funding of decentralised IT projects from DG EXPO (EUR 30 000) and DG PRES (EUR 80 906), for the redevelopment of the website of the Parliamentary Assembly of the Union for the Mediterranean and the reengineering of the Directorate for Legislative Act's Microsoft Access databases, resulted in DG ITEC funding these transfers from its own 2018 appropriations.

➤ **S & P TRANSFERS 2018:**

During the period covered by this report, S transfers completed consisted of 4 incoming transfers from other EP DGs (EUR 494 750), 2 transfers out to DG EXPO and DG PRES (EUR 110 906), 7 decentralised SEC-GEN (EUR 951 000), 5 internal rebalancing transfers (EUR 1 998 461).

Additionally, three re-balancing P transfers were completed for a total of EUR 6 587 218.

FINAL APPROPRIATIONS AND COMMITTED APPROPRIATIONS

Final appropriations at 31 December 2018 totalled EUR 123 995 170, where total commitments amounted to EUR 123 167 804 or 99 % of the final appropriations.

APPROPRIATIONS COMMITTED AND PAYMENTS MADE

Commitments at 31 December 2018 totalled EUR 123 167 804 and payments amounted to EUR 79 739 456 or 65 % of all commitments entered into.

The difference between appropriations committed (99 %) and payments made (65 %) results from services and supplies ordered in 2018, but which have still to be invoiced by suppliers.

USE OF AUTOMATIC AND NON-AUTOMATIC CARRYOVERS FROM 2017 TO 2018

Automatic carryover appropriations to the financial year 2018 totalled EUR 43 923 092. At 31 December 2018, payments amounted EUR 42 854 809 or 98 % of carried-over appropriations for all items of the Directorate-General.

DG ITEC had no non-automatic carryovers 2017 to 2018.

USE OF APPROPRIATIONS CORRESPONDING TO ASSIGNED REVENUE

DG ITEC'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 penalties incurred where a contractor has not respected his contractual obligations.

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

Situation with regard to specific expenditure appropriations/AR

Available assigned revenue at 31 December 2018 amounted to EUR 1 003 884, commitments amounted to EUR 399 359 or 40 % of available assigned revenue and payments totalled EUR 50 580.

Situation with regard to specific expenditure appropriations/AR carried over

The total assigned revenue appropriations carried-over amounted to EUR 263 498. At 31 December 2018, payments amounted to EUR 215 664 or 82 % of assigned revenue carried-over.

The balance of commitments on assigned revenue carried over to 2018 amounted to EUR 910 162, of which payments totalled EUR 906 502 or 99.6 %.

**EVALUATION AND EFFECTIVENESS
OF INTERNAL CONTROL, INCLUDING
OVERALL ASSESSMENT OF
COST-EFFECTIVENESS**



4. Evaluation and effectiveness of internal control, including overall assessment of cost-effectiveness

4.1 Assessment of the effectiveness and efficiency of internal control

The 2018 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.

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 (*amongst 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. This is supported by a strong presence and contribution by the management in the activities of EP administrative governing bodies and the regular reporting and implementation of the decisions taken.

The 2018 evaluation exercise reported some tangible improvements in the implementation of the following internal control standards:

- Allocation of staff and mobility
- Staff assessment and development
- Risk management process
- Supervision by management
- Business continuity
- Evaluation of internal control systems
- Audit reports

The details of the analysis are reported in Annex V to this report.

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 2019.

DG ITEC has set up an organisational structure and internal control systems tailored to the performance of its tasks, taking into account the risks associated with the management environment. The authorising officer by delegation continuously assesses the effectiveness and efficiency of the internal control systems with a view to ensuring that they are functioning as expected

and that any detected weaknesses in the controls are corrected.

DG ITEC's Procurement and Contracts unit (PAC) centralises all aspects of procurement and contracts. It provides support to all units in the drafting, publishing and awarding of all DG ITEC public procurement procedures. This includes legal advisory support activities to the DG and its management. PAC also monitors contract implementation and sound execution against the defined KPIs.

The delegation of the power of signature in DG ITEC is put in place in accordance with the standard models and the centralised management of all financial delegations is managed by the Financial Resources Management unit (FIN). The FIN unit centralises all aspects of the financial initiation support function and ensures all compliance aspects, ranging from the preparation of the budget, its implementation, the annual closure and subsequent reporting. Every financial initiator uses checklists (one for every type of financial transaction) to ensure the conformity of a file. Follow-up reports on commitments, payments etc. are produced on a weekly basis for the operational units and detailed monthly financial reports are provided for the management at their monthly meetings in Strasbourg or upon request should it be required.

Ex-ante verification provides a key support function to all aspects linked to DG ITEC's procurement, contracts, finance and budgetary transactions and has provided again in 2018 an important element of assurance in the early identification of possible irregularities and ultimately, sound assurance to all authorising

officers in DG ITEC in terms of legality and regularity.

The ex-ante verification service is responsible for the checking of all operational and financial aspects of the DG's budget transactions. A team of verifiers carry out prior checks on all budgetary operations submitted by the financial initiators from the FIN unit (i.e. proposals for commitments, payment orders, write-ins/write-offs in the inventory, recovery orders and the liquidation of commitments). Based on the file received and the supporting documents provided, ex-ante can approve the proposal, withhold approval and make observations.

The conformity of a proposal with the Rules in force is assured by the use of checklists, the communication of errors through emails, phone calls or meetings held with the responsible operational actors and by actively providing the corrective action necessary to ensure that a file is presented in strict conformity with the Rules. There is a prompt follow-up and verification of files in FINORD and a register is kept by ex-ante of all errors, exceptions and irregularities that have been found for reporting purposes during the periodic and annual activity reporting procedures.

Ex-post control is not currently carried out in the DG. ITEC will consider whether an additional level of control is required to further improve this process through Ex Post control.

4.2 Assessment of the costs and benefits of the controls

DG ITEC will work on an agreed and tested methodology to assess the cost-benefits of its internal controls and be ready to report on it during the 2019 AAR exercise.

4.3 Summary of internal and external audits

During the reporting period, DG ITEC worked intensively to improve its activities in the area of IT resilience and continuity. In particular, following the IT Outage in October 2017, a lesson learned report and action plan was prepared in order to address the necessary risk mitigation action and continuity requirement measures, necessary to ensure Parliament's increased IT business Continuity Capacity.

To be more specific, in 2018 a number of target actions were implemented as part of the annual transversal follow-up on Internal Audit with the following main achievements:

- Improved overall continuity requirement of ICT infrastructure with the reduction of the risk level from significant to moderate; **(Report 14.08 - action 5)**.
- Setting up of appropriate procedures to prevent developers from accessing production database, which allows a decrease of the risk level from significant to moderate; **(Report 15.04 - Action 4)**.

The closure of four actions to:

- Respond to continuity needs with a deployment of additional data centre infrastructure; **(Report 14.08 - Action 3)**.
- Improve the data centre's operational process with a detailed post-mortem analysis; **(Report 15.04 - Action 3)**.
- Strengthen the software release management process; **(Report 15.04 - Action 5)**.
- Positive review of the management documented in its release management policy; **(Report 15.04 - Action 6)**.

Moreover, to continue the consolidation of existing ICT capabilities into the Client DGs, a transversal report to assure the efficiency and effectiveness of Parliament's decentralised IT activities was approved **(Report 17.09)**.

STATEMENT OF ASSURANCE



5. Statement of assurance

I, the undersigned, Walter PETRUCCI

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

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

- the information contained in the report presents a true and fair view;
- 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;
- 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 judgement and on the information at my disposal, such as the results of self-assessment 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.

Done at ~~Choose an item.~~ Strasbourg,

On Click or tap to enter a date. 16/04/2019

Signature



ANNEXES

6

I. Budgetary implementation overview

			ITEC		
Code	Appropriation type	Type de crédits	EUR ou %	Formule	
Appropriations of 2018		Crédits 2018			
A	Initial appropriations	Crédits initiaux	117.458.640,00		
B	Final appropriations	Crédits finaux	123.995.170,00		
C	Commitments	Engagements	123.167.804,02		
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	99%	D=C/B	
E	Payments	Paiements	79.739.455,62		
F	Payments in % of commitments	Paiements en % des engagements	65%	F=E/C	
G	Cancellations of 2018 final appropriations	Annulations de crédits finaux 2018	827.365,98	G=B-C-K	
H	Cancellations appropriations in % of final appropriations	Annulations en % des crédits finaux	1%	H=G/B	
Appropriations carried over from 2018 to 2019		Crédits reportés de 2018 à 2019			
I	Automatic carryovers from 2018 to 2019	Crédits reportés automatiquement de 2018 à 2019	43.428.348,40	I=C-E	
J	Automatic carryovers from 2018 to 2019 in % of commitments	Crédits reportés automatiquement de 2018 à 2019 en % des engagements	35%	J=I/C	
K	Non-automatic carryovers from 2018 to 2019	Crédits reportés non-automatiquement de 2018 à 2019	0		
L	Non-automatic carryovers from 2018 to 2019 in % of final appropriations	Crédits reportés non-automatiquement de 2018 à 2019 en % des crédits finaux	0%	L=K/B	
Appropriations carried over from 2017 to 2018		Crédits reportés de 2017 à 2018			
M	Automatic carryovers from 2017 to 2018	Crédits reportés automatiquement de 2017 à 2018	43.923.092,00		
N	Payments against automatic carryovers from 2017 to 2018	Paiements sur crédits reportés automatiquement de 2017 à 2018	42.854.808,53		
O	Payments against automatic carryovers from 2017 to 2018 in % of automatic carryovers from 2017 to 2018	Paiements sur crédits reportés automatiquement de 2017 à 2018 en % des crédits reportés automatiquement de 2017 à 2018	98%	O=N/M	
P	Cancellations of automatic carryovers from 2017 to 2018	Annulations de crédits reportés automatiquement de 2017 à 2018	1.068.283,47	P=M-N	
Q	Cancellations of automatic carryovers from 2017 to 2018 in % of automatic carryovers from 2017 to 2018	Annulations de crédits reportés automatiquement de 2017 à 2018 en % des crédits reportés automatiquement de 2017 à 2018	2%	Q=P/M	
R	Non-automatic carryovers from 2017 to 2018	Crédits reportés non-automatiquement de 2017 à 2018	0,00		
S	Payments of non-automatic carryovers from 2017 to 2018	Paiements sur crédits reportés non-automatiquement de 2017 à 2018			
T	Payments against non-automatic carryovers from 2017 to 2018 in % of non-automatic carryovers from 2017 to 2018	Paiements sur crédits reportés non-automatiquement de 2017 à 2018 en % des crédits reportés non-automatiquement de 2017 à 2018	-	T=S/R	
U	Cancellations of non-automatic carryovers from 2017 to 2018	Annulations de crédits reportés non-automatiquement de 2017 à 2018		U= R-S	

V	Cancellations of non-automatic carryovers from 2017 to 2018 in % of non-automatic carryovers from 2017 to 2018	Annulations de crédits reportés non-automatiquement de 2017 à 2018 en % des crédits reportés non-automatiquement de 2017 à 2018	V=U/R	
Assigned revenue in 2018		Recettes affectées 2018		
W	Appropriations from assigned revenue in 2018 (current)	Crédits de recettes affectées courants 2018	1.003.883,81	
X	Assigned revenue carried over to 2018	Crédits de recettes affectées reportés à 2018	263.498,04	
Y	Balance of commitments on assigned revenue carried over to 2018	Solde des engagements reportés à 2018 sur crédits de dépenses spécifiques sur recettes affectées	910.162,23	
Z	Payments in 2018 against appropriations from assigned revenue (current and carried-over)	Paiements sur crédits de recettes affectées 2018 (courants et reportés)	1.172.746,16	
AA	Payments in 2018 against assigned revenue in % of assigned revenue in 2018 (current and carried-over)	Paiements sur crédits de recettes affectées 2018 en % des crédits de recettes affectées 2018 (courants et reportés)	54%	AA=Z/(W+X+Y)

II. 2018 Budget implementation statement

1. **Current appropriations** as at the end of December - Financial year 2018 (nature 0)
2. **Automatic carryovers** as at the end of December - Financial year 2018 (nature 2)
3. **Non-automatic carryovers** as at the end of December - Financial year 2018 (nature 6)
4. **Specific expenditure appropriations/assigned revenue** as at the end of December - Financial year 2018 (nature 7)
5. **Specific expenditure appropriations/assigned revenue** carried over as at the end of December - Financial year 2018 (nature 5)
6. **Specific expenditure commitments/assigned revenue** carried over as at the end of December - Financial year 2018 (nature 3)
7. **Specific expenditure appropriations/external assigned revenue** as at the end of December - Financial year 2018 (nature 9)

See attached Pdf FINORD reports & Excel tables.

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soies des Engag. E.C.	Crédits Disponibles
03...									
032..									
0324.									
03240	JOURNAL OFFICIEL	830.000,00	150.000,00-	680.000,00	660.059,43	97,07	660.059,43	0,00	19.940,57
	Total Poste 03240								
03241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES	4.307.640,00	150.000,00	4.457.640,00	4.444.677,16	99,71	2.888.110,93	1.556.566,23	12.962,84
	Total Poste 03241								
03245	ORGANISATION OF SEMINARS, SYMPOSIA AND CULTURAL ACTIVITIES	105.000,00	0,00	105.000,00	87.775,89	83,60	73.382,89	14.393,00	17.224,11
	Total Poste 03245								
	Total Article 0324.	5.242.640,00	0,00	5.242.640,00	5.192.512,48	99,04	3.621.553,25	1.570.959,23	50.127,52
	Total Titre 03...	5.242.640,00	0,00	5.242.640,00	5.192.512,48	99,04	3.621.553,25	1.570.959,23	50.127,52
	Total Général	117.458.640,00	6.536.530,00	123.995.170,00	123.167.804,02	99,33	79.739.455,62	43.428.348,40	827.365,98

Situation Crédits reportés automatiques Exercice: 2018 (en EUR)

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DG ITEC

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Resté 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	6.470.135,12	6.470.135,12	6.470.135,12	6.146.106,14	94,99	324.028,98	0,00
	Total Poste 02100	6.470.135,12	6.470.135,12	6.470.135,12	6.146.106,14	94,99	324.028,98	0,00
02101	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES A L'INFRASTRUCTURE	5.076.030,85	5.076.030,85	5.076.030,85	4.984.769,37	98,20	91.261,48	0,00
	Total Poste 02101	5.076.030,85	5.076.030,85	5.076.030,85	4.984.769,37	98,20	91.261,48	0,00
02102	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVES AU SUPPORT GENERAL AUX UTILISATEURS	4.475.068,53	4.475.068,53	4.475.068,53	4.465.917,35	99,80	9.151,18	0,00
	Total Poste 02102	4.475.068,53	4.475.068,53	4.475.068,53	4.465.917,35	99,80	9.151,18	0,00
02103	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC	1.752.347,55	1.752.347,55	1.752.347,55	1.750.877,74	99,92	1.469,81	0,00
	Total Poste 02103	1.752.347,55	1.752.347,55	1.752.347,55	1.750.877,74	99,92	1.469,81	0,00
02104	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES	18.312.814,62	18.312.814,62	18.312.814,62	18.044.202,22	98,53	268.612,40	0,00
	Total Poste 02104	18.312.814,62	18.312.814,62	18.312.814,62	18.044.202,22	98,53	268.612,40	0,00
02105	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS	4.892.854,63	4.892.854,63	4.892.854,63	4.858.708,77	99,30	34.145,86	0,00
	Total Poste 02105	4.892.854,63	4.892.854,63	4.892.854,63	4.858.708,77	99,30	34.145,86	0,00
	Total Article 0210.	40.979.251,30	40.979.251,30	40.979.251,30	40.250.581,59	98,22	728.669,71	0,00
0214.								
02140		654.265,93	654.265,93	654.265,93	550.457,10	84,13	103.808,83	0,00
	Total Poste 02140	654.265,93	654.265,93	654.265,93	550.457,10	84,13	103.808,83	0,00
	Total Chapitre 021..	41.633.517,23	41.633.517,23	41.633.517,23	40.801.038,69	98,00	832.478,54	0,00
023..								
0230.		178.643,05	178.643,05	178.643,05	169.240,83	94,74	9.402,22	0,00
02300		178.643,05	178.643,05	178.643,05	169.240,83	94,74	9.402,22	0,00
	Total Poste 02300	178.643,05	178.643,05	178.643,05	169.240,83	94,74	9.402,22	0,00
0236.								
02360		18.086,02	18.086,02	18.086,02	5.795,47	32,04	12.290,55	0,00
	Total Poste 02360	18.086,02	18.086,02	18.086,02	5.795,47	32,04	12.290,55	0,00
	Total Chapitre 023..	196.729,07	196.729,07	196.729,07	175.036,30	88,97	21.692,77	0,00
	Total Titre 02...	41.830.246,30	41.830.246,30	41.830.246,30	40.976.074,99	97,96	854.171,31	0,00

Situation Crédits reportés automatiques Exercice: 2018 (en EUR)

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	2.092.845,70	2.092.845,70	2.092.845,70	1.878.733,54	89,77	214.112,16	0,00
	Total Poste 03241	2.092.845,70	2.092.845,70	2.092.845,70	1.878.733,54	89,77	214.112,16	0,00
	Total Titre 03...	43.923.092,00	43.923.092,00	43.923.092,00	42.854.808,53	97,57	1.068.283,47	0,00
	Total Général							

Poste	Intitulé	Virements	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des Engag. E.C.	Crédits Disponibles
02...									
021...									
0210.									
02100	Informatique et télécommunications - activités récurrentes de fonctionnement	312.480,67	579.252,58	579.252,58	215.400,76	37,19	12.457,92	202.942,84	363.851,82
	Total Poste 02100								
02101	Informatique et télécommunications - activités récurrentes relatives à l'infrastru	130.039,40	130.039,40	130.039,40	30.500,00	23,45	0,00	30.500,00	99.539,40
	Total Poste 02101								
02102	Informatique et télécommunications - activités récurrentes relatives au support général aux utilisateurs	50.489,01	50.489,01	50.489,01	50.489,01	100,00	0,00	50.489,01	0,00
	Total Poste 02102								
02103	Informatique et télécommunications - activités récurrentes de gestion des applicat	17.417,18	17.417,18	17.417,18	17.417,18	100,00	17.417,18	0,00	0,00
	Total Poste 02103								
02104	Informatique et télécommunications - investissements en infrastructures	10.229,42	103.037,63	103.037,63	50.724,40	49,23	1.129,00	49.595,40	52.313,23
	Total Poste 02104								
	Total Article 0210.	520.655,68	880.235,80	880.235,80	364.531,35	41,41	31.004,10	333.527,25	515.704,45
0214.									
02140	Matériel et installations techniques	0,00	34.643,73	34.643,73	10.089,34	29,12	0,00	10.089,34	24.554,39
	Total Poste 02140								
	Total Chapitre 021..	520.655,68	914.879,53	914.879,53	374.620,69	40,95	31.004,10	343.616,59	540.258,84
023..									
0230.									
02300	Papeterie, fournitures de bureau et consommab	0,00	31.067,21	31.067,21	24.738,30	79,63	19.575,90	5.162,40	6.328,91
	Total Poste 02300								
0236.									
02360	Affranchissement de correspondance et frais d	0,00	7.530,00	7.530,00	0,00	0,00	0,00	0,00	7.530,00
	Total Poste 02360								
	Total Chapitre 023..	0,00	38.597,21	38.597,21	24.738,30	64,09	19.575,90	5.162,40	13.858,91
	Total Titre 02...	520.655,68	953.476,74	953.476,74	399.358,99	41,88	50.580,00	348.778,99	554.117,75

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 numériques et traditionnelles	0,00	50.407,07	50.407,07	0,00	0,00	0,00	0,00	50.407,07
	Total Poste 03241								
	Total Titre 03...	0,00	50.407,07	50.407,07	0,00	0,00	0,00	0,00	50.407,07
	Total Général	520.655,68	1.003.883,81	1.003.883,81	399.358,99	39,78	50.580,00	348.778,99	604.524,82

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Solde des Engagements	Crédits disponibles
02...								
021..								
0210.								
02100		118.089,78	118.089,78	118.089,78	99.710,47	84,44	18.379,31	0,00
	Total Poste	02100	118.089,78	118.089,78	99.710,47	84,44	18.379,31	0,00
02101		68.140,00	68.140,00	68.140,00	68.140,00	*****	0,00	0,00
	Total Poste	02101	68.140,00	68.140,00	68.140,00	*****	0,00	0,00
02102		30.408,34	30.408,34	30.408,34	4.000,00	13,15	26.408,34	0,00
	Total Poste	02102	30.408,34	30.408,34	4.000,00	13,15	26.408,34	0,00
02104		29.710,05	29.710,05	29.710,05	29.710,05	*****	0,00	0,00
	Total Poste	02104	29.710,05	29.710,05	29.710,05	*****	0,00	0,00
	Total Article	0210.	246.348,17	246.348,17	201.560,52	81,82	44.787,65	0,00
0214.								
02140		261,28	-261,28	0,00	0,00	*****	0,00	261,28
	Total Poste	02140	261,28	0,00	0,00	*****	0,00	261,28
	Total Chapitre	021..	246.609,45	246.348,17	201.560,52	81,82	44.787,65	261,28
023..								
0230.								
02300		8,85	8,85	8,85	8,85	*****	0,00	0,00
	Total Poste	02300	8,85	8,85	8,85	*****	0,00	0,00
0236.								
02360		2.784,80	2.784,80	2.784,80	0,00	0,00	2.784,80	0,00
	Total Poste	02360	2.784,80	2.784,80	0,00	0,00	2.784,80	0,00
	Total Chapitre	023..	2.793,65	2.793,65	8,85	0,32	2.784,80	0,00
	Total Titre	02...	249.403,10	249.141,82	201.569,37	80,91	47.572,45	261,28

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Saldes des Engagements	Crédits disponibles
03...								
032..								
0324.								
03241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES	14.094,94	14.094,94	14.094,94	14.094,94	*****	0,00	0,00
	Total Poste 03241	14.094,94	14.094,94	14.094,94	14.094,94	*****	0,00	0,00
	Total Titre 03...	263.498,04	263.498,04	263.236,76	215.664,31	81,93	47.572,45	261,28
	Total Général							

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% util.	Reste à payer
02....							
021..							
0210.							
02100							
	Total Poste	654.584,95	654.584,95	654.584,95	654.584,95	100,00	0,00
	Total Poste	86.125,00	86.125,00	86.125,00	86.125,00	100,00	0,00
02104							
	Total Poste	100.000,48	100.000,48	100.000,48	99.982,48	99,98	18,00
02105							
	Total Poste	3.252,48	3.252,48	3.252,48	3.252,48	100,00	0,00
	Total Article	843.962,91	843.962,91	843.962,91	843.944,91	100,00	18,00
0214.							
	Total Poste	60.216,62	60.216,62	60.216,62	60.216,62	100,00	0,00
	Total Article	60.216,62	60.216,62	60.216,62	60.216,62	100,00	0,00
	Total Chapitre	904.179,53	904.179,53	904.179,53	904.161,53	*****	18,00
023..							
0230.							
	Total Poste	982,70	982,70	982,70	982,70	100,00	0,00
	Total Article	982,70	982,70	982,70	982,70	100,00	0,00
	Total Chapitre	982,70	982,70	982,70	982,70	*****	0,00
	Total Titre	905.162,23	905.162,23	905.162,23	905.144,23	100,00	18,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer
03...							
032..							
0324.							
	Total Poste	5.000,00	5.000,00	5.000,00	1.357,62	27,15	3.642,38
	Total Article	5.000,00	5.000,00	5.000,00	1.357,62	27,15	3.642,38
	Total Chapitre	5.000,00	5.000,00	5.000,00	1.357,62	27,15	3.642,38
	Total Titre	5.000,00	5.000,00	5.000,00	1.357,62	27,15	3.642,38
	Total Général	910.162,23	910.162,23	910.162,23	906.501,85	99,60	3.660,38

III. List of exceptions - derogations from the rules

DECISIONS DEROGATING FROM THE ESTABLISHED PROCEDURES AND FROM THE APPLICABLE REGULATIONS

REF. DOCUMENT (REF. FINORD, CONTRACT, ETC.)	RESPONSIBLE AUTHORISING OFFICER	SUBJECT	AMOUNT	VERIFIER'S OPINION		DECISION	
				FAVOURABLE WITH OBSERVATION/ UNFAVOURABLE	JUSTIFICATION	RESPONSIBLE AUTHORISING OFFICER	JUSTIFICATION
ED 50482	S. JANSSENS	Non-compliance with art 86.1 RF	48 146,48 EUR	Favourable with observation	Services provided with no budgetary or legal commitment	S. JANSSENS	To guarantee the continuity of service between the expiry of one contract and the renewal of the other.
ED 50035	G. SCHILT	Non-compliance with art 9 FR	7 100 EUR	Favourable with observation	Legal commitment covered with 2016 credits but paid with a budgetary commitment of 2018	G. SCHILT	The works were not finished by the end of 2017, the carried forward credits were lost.
ED 50277	W. PETRUCCI	Non-compliance art 9 FR	1 893 EUR	Favourable with observation	Services provided since 2017 covered with a budgetary commitment of 2018	W. PETRUCCI	File submitted in 2018.
ED 50291	JM MARIOTTI	Non-compliance with art 9 FR	6 040,38 EUR	Favourable with observation	Services provided in 2017, paid with credits 2018	JM MARIOTTI	Services covered with 2017 credits, not carried forward to 2018.
ED 50293	JM MARIOTTI	Non-compliance with art 9 FR	5 816,56 EUR	Favourable with observation	Legal commitment covered with 2016 credits but paid with a budgetary commitment of 2018	JM MARIOTTI	Due to several issues, the invoice was suspended and could not be paid by the end of year 2017.
ED 50361	R. DUBOIS	Non-compliance with art 86.1 and art 9 FR	8 135,47 EUR	Favourable with observation	Budgetary commitment signed in year 2018 order form signed in year 2017	R. DUBOIS	Miscalculation of the balance available at the end of the year 2017 in a provisional commitment.
ED 50601	M. BROCHARD	Non-compliance with art 86.1 RF	249 925 EUR	Favourable with observation	Budgetary commitment signed after having signed the legal commitment	M. BROCHARD	Inter-institutional contract lead by the Commission. The workflow was misunderstood by our operational unit.
ED 50123	M. BROCHARD	Exception to art. 106 RF and 146 RAP	2 070 EUR	Favourable with observation	The sub-contractor doesn't fulfil all the exclusion and selection criteria	M. BROCHARD	Following an interview, the operational unit deems the sub-contractor able to perform the required tasks.
ED 50131	R. RUIZ DE LA TORRE	Non-compliance with art 102 and 104 RF	52 115,30 EUR	Favourable with observation	Services performed without a valid legal commitment	R. RUIZ DE LA TORRE	To guarantee the continuity of service during 2019. A new contract will be available in 2020.

OD 385/480	R. RUIZ DE LA TORRE	Exception to art. 122 RAP	14 493,60 EUR	Favourable with observation	Intermediate payment not foreseen in the specific contract	R. RUIZ DE LA TORRE	
ED 50834	L. RETTORE	Non-compliance with art. 86 FR	3 706 EUR	Favourable with observation	Service started before the budgetary commitment was validated	L. RETTORE	---

WAIVERS/CANCELLATIONS OF RECEIVABLES

WAIVER PROCEDURES/CANCELLATIONS OF RECEIVABLES

REF DOCUMENT REF; FINORD CONTRACT ETC	RESPONSIBLE AUTHORISING OFFICER	SUBJECT	AMOUNT	JUSTIFICATION OF AUTHORISING OFFICER REGARDING WAIVER/CANCELLATION
n/a				

IV. Results of assessments

DG ITEC does not conduct ex-post controls.

V. Assessment of the implementation of the minimum internal control standards

SELF-ASSESSMENT SUMMARY TABLE

STANDARD	ACHIEVED	ALMOST	PARTLY	STARTED	TO BE STARTED/N.A.
Section 1: mission statement and values					
1. Duties	■				
2. Ethical and organisational values	■				
Section 2: Human resources					
3. Allocation of staff and mobility	■				
4. Staff assessment and development	■				
Section 3: Planning and risk management					
5. Objectives and performance indicators	■				
6. Risk management process		■			
Section 4: Operations and control activities					
7. Operational set-up	■				
8. Processes and procedures	■				
9. Supervision by management		■			

STANDARD	ACHIEVED	ALMOST	PARTLY	STARTED	TO BE STARTED/N.A.
10. Business continuity					
11. Document management					
Section 5: Information and financial reporting					
12. Information and communication					
13. Accounting and financial information					
Section 6: Evaluation and auditing					
14. Evaluation of activities					
15. Evaluation of internal control systems					
16. Audit reports					

COMMENTS ON THE OUTCOME OF THE ANNUAL SELF-ASSESSMENT OF MICS PERFORMANCE

N° Standard	Name	Comments on the implementation
1	Mission	<p>Distribution of mission within the DG, Directorates and Units. Available on Intranet site. Snapshot of departments. Description of posts in advertising and first section of staff reports. ITEC mission is also anchored in the DG's SEF, updated every two and half years. ITEC mission is reviewed and assessed by management in the context of the various Away Days (at least once every two years).</p>
2	Ethical and organisational values	<p>The ethical and organisational values have been recorded, communicated and approved within the DG ITEC's 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.</p> <p>Ethics and integrity: staff information, including via the intranet site (financial site, Code of Conduct) and communications from the Director-General.</p> <p>These elements of the organisation were reviewed in depth during DG ITEC's management seminar in June</p>

		<p>2018. The seminars focused particularly on the successes and the transformations already achieved, and on DG ITEC today and the challenges to be faced in the near future. The seminar further reinforced the importance of internal cooperation and communication to guarantee a vast array of quality IT services to all Members and staff in the EP, ensuring mobile solutions, effective support and multimedia services. As a result, from September 2018, all main topics discussed at ITEC's monthly management meetings have been shared with all ITEC colleagues in order to improve awareness and collaboration.</p>
3	Allocation of staff and mobility	<p>Definition of 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. Processes under control and large availability of expert staff, following the publication of the 2018 EPSO expert competition reserve lists.</p> <p>DG ITEC continues to promote internal mobility following various internal reorganisations. Annual training plan notified to staff and monitoring of participation. In 2018, this was reinforced with the participation of DG ITEC in the EP mobility exercise, further reinforcing the renewal of staff competences and expertise.</p>

4	Staff assessment and development	<p>Annual procedure for drawing up and issuing staff reports in line with rules in force is well established, with very limited number of complaints (<i>Article 90 - only around 4 per year</i>).</p> <p>Analysis of training needs in connection with staff reports. Rapid response to training needs for old staff and newcomers (<i>a particular responsibility of the HR Unit</i>) particular attention is given to the annual DG's external training plan, with the publication of a detailed report of all external trainings attended by ITEC staff. This approach allows ITEC to record and share knowledge resulting from the programme and use it as a tool to continuously monitor and improve the service, which is necessary to continue the development of the right skills and capacities in a fast moving and evolving context such as IT. These annual reports are also used to draw up future training plans for the DG and its staff.</p>
5	Objectives and performance indicators	<p>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 leading indicators. Milestones identified in Clarity and discussed in the Strategic Portfolio Meeting.</p>

6	Risk management process	<p>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 served as a yardstick for assessing the capacity to implement the risk register and its action plans, which is why the maturity level has been revised from 'achieved' to 'almost' (see point 2.1.IV of the Annual Activity Report).</p> <p>In 2018, DG ITEC continued its work in this area with the inclusion of new risks, identified in the area of cybersecurity, IT infrastructures and continuity (IT Outage) and compliance (EU Data Protection).</p>
7	Operational set-up	<p>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 of the DG's organisational chart and ring-book.</p>
8	Processes and procedures	<p>Documentation of procedures:</p> <p>EP intranet – 'finance' rules, decisions, procedures. Checklists, templates, guidelines for operational departments and authorising officers.</p> <p>Recording of exceptions:</p> <p>Entry in FINORD of ex-ante verification observations, and recording of exceptions – see Annex III.</p>

		<p>Separation of tasks: Implementation by financial structure in the DG and application of the internal rules.</p>
<p>9</p>	<p>Supervision by management</p>	<p>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.</p> <p>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.</p> <p>This approach is supported and strengthened by the top management meetings - DG and Directors - held every two weeks and the ITEC management meetings that DG, Directors and Heads of Unit attend, which are held on a monthly basis, where management reviews the end-to-end state of play of ITEC strategic, operational activities and all aspects related to resource management and their performance. This is part of a continuous monitoring process by ITEC management. Complemented by regular reporting on the work and decisions taken by EP political and administrative governing bodies, the Bureau and Quaestors (monthly), the ICT Working Group on Innovation Strategy (quarterly), EP Management meetings (monthly), Steering Committee on ICT Innovation Strategy (yearly), Director of</p>

		<p>Resources Team meetings (monthly), Inter-DG Working Group on IT (quarterly) and Inter-DG Finance (periodically).</p> <p>Special attention will be paid to the quality of information from 2019, as part of on-going improvement efforts.</p>
10	Continuity of operations	<p>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.</p> <p>Throughout 2018, DG ITEC continued to focus its efforts on continuity and resilience in cooperation with the central services. Subsequently, a Working Group for the 'IT Outage Lessons Learned' was set up and an Action Plan was established and all actions necessary for business continuity, risk management and incident management and recovery capability have been almost achieved. A final implementation is due by May 2019.</p> <p>In addition, ITEC also completed Phase 4 of the EP business continuity planning process and the drafting of its disaster recovery plans, incident management and communication schemes (see 2.1.III & 2.1.IV of the Annual Activity Report).</p>

11	Document management	<p>Recording of mail and archiving systems:</p> <p>Use of GEDA, central financial and contractual archiving.</p> <p>Application of the administrative document management plan and monitoring of the management table (G-DOC).</p> <p>Progress was made in 2018 to align DG ITEC activities ahead of the deployment of the new document management system - ERMS, expected to be rolled out in 2019.</p>
12	Information and communication	<p>Compilation and dissemination of monthly newsletters, weekly briefings. In the last part of 2018, this activity has been reinforced with the preparation and publication of the Managltec (ITEC Management Meeting) memo. This instrument reports to DG ITEC staff in a succinct way, the main items discussed every month by ITEC management.</p> <p>In addition, DG ITEC continued to use the EP intranet and ITEC net for the continuous publication of information and to ensure the quality of its internal communication work.</p>
13	Accounting and financial information	<p>Monthly analysis of the budgetary implementation by means of scoreboards. This information is shared at the monthly management meetings (see MICs 9 & 12).</p>

14	Evaluation of activities	<p>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 ITEC leading indicator published on a quarterly basis and the update of DG ITEC PPP milestones on a monthly basis.</p>
15	Evaluation of internal control systems	<p>Identification and correction of shortcomings in internal control and an annual review of internal control:</p> <p>Carried out in the context of the Annual Activity Report and also periodic monitoring in the interim reports.</p> <p>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).</p> <p>Delegation of the power of signature in accordance with standard models and centralised management of financial delegations by the FIN Unit in DG ITEC. In addition, control is applied across the budgetary and financial chain ensuring the conformity of these operations against the legal framework (Financial Regulation).</p>

		<p>The FIN unit centralises all aspects of the financial initiation support function and ensures all compliance aspects ranging from budgetary commitment to payment.</p> <p>Equally, the PAC unit centralises all aspects of procurement and contracts and centralises the support function of drafting, publishing and awarding of all DG ITEC public procurement procedures. This includes legal advisory support activities to the DG and its management. PAC also monitors all contract implementation and sound execution against the defined KPIs. PAC activities also includes the reporting of irregularities and the implementation of EP standards.</p> <p>Ex Ante verification has continued its support function to all aspects linked to ITEC's procurement, contracts, finance and budgetary transactions and has provided again in 2018 an important element of assurance in the early identification of possible irregularities and ultimately, sound assurance to all authorising officers in ITEC in terms of legality and regularity (see point 4.1 of the Annual Activity Report).</p> <p>DG ITEC will consider whether an additional level of control is required to further improve this process through Ex Post Control.</p> <p>The analysis of internal control systems continued in 2018, with the objective of launching in 2019 an integrated management and evaluation system, combining</p>
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		<p>performance management, internal controls, risk management and business continuity in a single system.</p>
<p>16</p>	<p>Audit reports</p>	<p>In 2018, DG ITEC continued the implementation of actions, 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.</p> <p>Its efforts in 2018 led to the closure of 4 actions and the reduction of 2 significant inherent risks included in the internal audit reports, linked to improved overall continuity requirement of the EP's ICT infrastructure and the security of the development environment.</p> <p>In 2018, the internal audit activities also provided very valuable recommendations for the improvement of the cost-benefit ratio of the new hybrid laptop, identified as the possible future standard equipment for the EP staff.</p> <p>Hybrid 2.0: The identified corrective measures are being used as basis for a new standard configuration approach intending to fully enable the tablet mode functionality and therefore, reinforcing the mobility solutions of the device and ultimately allow ITEC to reach a desired target of one device replacing up to 3 PCs.</p>