

**Annual activity report**

**2014**

**DG ITEC**

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## 0. BUDGET IMPLEMENTATION OVERVIEW

to be filled in by the DG		calculation		ITEC
Code	Appropriation type	Type de crédits	Formula	EUR or %
	<b>2014 appropriations</b>	<b>Crédits 2014</b>		
A	Initial appropriations	Crédits initiaux		115 532.195.00
B	Final appropriations	Crédits finaux		106 648 781.00
C	Commitments	Engagements		104 972 462.05
D	Commitments in % of final appropriations	Engagements en % des credits finaux	D=C/B	98 %
E	Payments	Paiements		65 424 952.11
F	Payments in % of commitments	Paiements en % des engagements	F=E/C	62 %
G	Cancellations of 2014 final appropriations	Annulations de crédits finaux 2014	G=B-C-K	1 676 318.95
H	Cancellations of appropriations in % of final appropriations	Annulations en % des crédits finaux	H=G/B	2 %
	<b>Appropriations carried over from 2014 to 2015</b>	<b>Crédits reportés de 2014 à 2015</b>		
I	Automatic carryovers from 2014 to 2015	Crédits reportés automatiquement de 2014 à 2015	I=C-E	39 547 509.94
J	Automatic carryovers from 2014 to 2015 in % of commitments	Crédits reportés automatiquement de 2014 à 2015 en % des engagements	J=I/C	38 %
K	Non-automatic carryovers from 2014 to 2015	Crédits reportés non-automatiquement de 2014 à 2015		
L	Non-automatic carryovers from 2014 to 2015 in % of final appropriations	Crédits reportés non-automatiquement de 2014 à 2015 en % des crédits finaux	L=K/B	-
	<b>Appropriations carried over from 2013 to 2014</b>	<b>Crédits reportés de 2013 à 2014</b>		
M	Automatic carryovers from 2013 to 2014	Crédits reportés automatiquement de 2013 à 2014		48 720 496.68
N	Payments against automatic carryovers from 2013 to 2014	Paiements sur crédits reportés automatiquement de 2013 à 2014		47 094 251.63
O	Payments against automatic carryovers from 2013 to 2014 in % of automatic carryovers from 2013 to 2014	Paiements sur crédits reportés automatiquement de 2013 à 2014 en % des crédits reportés automatiquement de 2013 à 2014	O=N/M	97 %
P	Cancellations of automatic carryovers from 2013 to 2014	Annulations de crédits reportés automatiquement de 2013 à 2014	P=M-N	1 626 245 05
Q	Cancellations of automatic carryovers from 2013 to 2014 in % of automatic carryovers from 2013 to 2014	Annulations de crédits reportés automatiquement de 2013 à 2014 en % des crédits reportés automatiquement de 2013 à 2014	Q=P/M	3 %
R	Non-automatic carryovers from 2013 to 2014	Crédits reportés non-automatiquement de 2013 à 2014		0.00
S	Payments of non-automatic carryovers from 2013 to 2014	Paiements sur crédits reportés non-automatiquement de 2013 à 2014		0.00
T	Payments against non-automatic carryovers from 2013 to 2014 in % of non-automatic carryovers from 2013 to 2014	Paiements sur crédits reportés non-automatiquement de 2013 à 2014 en % des crédits reportés non-automatiquement de 2013 à 2014	T=S/R	-
U	Cancellations of non-automatic carryovers from 2013 to 2014	Annulations de crédits reportés non-automatiquement de 2013 à 2014	U= R-S	-
V	Cancellations of non-automatic carryovers from 2013 to 2014 in % of non-automatic carryovers from 2013 to 2014	Annulations de crédits reportés non-automatiquement de 2013 à 2014 en % des crédits reportés non-automatiquement de 2013 à 2014	V=U/R	-
	<b>Assigned revenue in 2014</b>	<b>Recettes affectées 2014</b>		
W	Appropriations from assigned revenue in 2014 (current)	Crédits de dépenses spécifiques sur recettes affectées courants 2014		676 106.50
X	Assigned revenue carried over to 2014	Crédits de dépenses spécifiques sur recettes affectées reportés à 2014		1 162 549.89
Y	Commitments on assigned revenue carried over to 2014	Engagements reportés à 2014 sur crédits de dépenses spécifiques sur recettes affectées		460 829.00
Z	Payments in 2014 against appropriations from assigned revenue (current and carried-over)	Paiements sur crédits de recettes affectées 2014 (courants et reportés)		614 297.12
AA	Payments in 2014 against assigned revenue in % of assigned revenue in 2014 (current and carried-over)	Paiements sur crédits de recettes affectées 2014 en % des crédits de recettes affectées 2014 (courants et reportés)	AA=Z/(W+X+Y)	27 %

## 1. OBJECTIVES

### 1.1. The DG's objectives

The DG ITEC objectives for 2014 relate to:

- the medium-term ICT strategy,
- preparations for the start of the new parliamentary term.

The strategic objectives are as follows:

- evaluate the implementation of the medium-term ICT strategy and start drafting Parliament's next strategy;
- put more emphasis on IT security;
- complete the 2013 IT programme adopted by the ICT Steering Committee;
- implement the 2014 IT programme adopted by the ICT Steering Committee on 16 October 2013 and define the 2015 IT programme in conformity with the adopted IT Charter: the deadline for delivery of the IT programme needs to be consolidated;
- lay down key performance indicators for all the directorate-general's activities and assess the underlying risks for each;
- reinforce risk management in DG ITEC business operations;
- complete DG ITEC's client communication strategy and ensure that information is properly coordinated within DG ITEC;
- continue to support Parliament's interventions concerning the EMAS policy;
- consolidate results regarding budget and financial management and create the conditions for moving towards a more manageable budget, namely: reducing the level of carry-over, confirming the balance between investments and maintenance (30-70) and preventing budget increases;
- implement the managed decentralisation process;
- consolidate the reforms undertaken during the last year and complete internal reorganisation;
- strengthen ITEC's corporate culture;
- complete the 2013 and 2014 internalisation exercise, fill the additional vacant posts and meet the 2014 target for the reduction of external *intra-muros* staff;
- prepare for the 2014 European elections by playing a strong support role and start planning for the 8th legislature.

## **1.2. Assessment of feasibility and likely risks**

In the 2014 financial year DG ITEC's work programme was fully implemented in terms of the strategic actions. The financial results were in line with those for the previous year. The human resources side of the programme was implemented to a large extent (see section 2.4 of the report), despite: (a) the Directorate for Information Technologies being split into two new, more specialised, directorates (Development and Support and Infrastructure and Equipment); and (b) the difficulties that were experienced in filling a number of posts, owing to their specialised nature and to a lack of suitable candidates on reserve lists.

The medium-term strategic measures and the measures for the new parliamentary term ('Parliament of Tomorrow') were implemented and the relevant hardware (tablets) for the mobility programme, software (Paperless Parliament – e-Committee/e-Meeting, Knowledge Management Portal, e-Parliament, Members' Portal, etc.) and infrastructure (wifi and Windows 7 and Outlook 2010 migration) were delivered.

The IT programme for 2014 was ready before the end of 2013, in line with the IT methodology, as were the arrangements for decentralised projects. The 2013 and 2014 IT programmes were delivered as planned. (See attached programme.)

Although, unlike in 2013, it did not receive any additional funding in 2014, DG ITEC made appropriations available for the end-of-year mopping up transfer. The DG reinvested the savings it made, in particular on telecommunications costs, in upgrading the standard ICT equipment made available to Members and accredited assistants, bringing forward the purchase of PDAs, as provided for in the Bureau decision of 16 June 2014 (PE533.147/BUR and annexes).

Further major organisational changes were made in 2014. These involved splitting the former DIT into two new directorates, the Directorate for Infrastructure and Equipment (ESIO) and the Directorate for Development and Support (DES). As part of this reorganisation, which the Bureau approved on 14 April 2014, various adjustments needed to be made to budgetary and subdelegation arrangements and changes needed to be made to the establishment plan.

Another key event in the year was the introduction of a new budgetary nomenclature. In connection with this major change, the Financial Resources Unit (FIN) stepped up its provision of assistance to operational units, in order to help them apply the new nomenclature, and the support units updated the INVI application (order forms) and the Clarity application (project portfolio management). Lastly, a significant amount of time was spent on approving and carrying out a large number of transfers of appropriations.

DG ITEC is still exposed to a number of risks.

The first of these is the fact that an insufficient number of the highly specialised posts to be brought in-house have been filled by means of internal and interinstitutional recruitment, and no suitable candidates are available on reserve lists. In response to this situation, specialist competitions are to be held in 2015. In spite of the difficulties encountered and the uncertainties that remain over the number of posts that can be filled, substantial progress has been made and the results achieved to date are encouraging, given that 83% of the 30 posts for 2013 and 57% of the 30 posts for 2014 had been filled by the end of 2014.

Major progress was made during the year in preparing and concluding new framework contracts that the operational units require for their daily work, with the renewal of three framework contracts for services.

The first such contract (ITUS 13) covered IT support for users. The second (ITOMS 13) covered data centre operation, and the third (ITS 14) all other development and maintenance services for IT projects and infrastructure. There tends to be a fall-off in the number of operations conducted under framework contracts that are drawing to a close, as operational units prefer to wait until a new contract is concluded. This is because there is less leeway to conclude additional agreements making changes to or extending contracts when a framework contract is nearing expiry. Therefore, when having to choose between taking an operational risk and ensuring the best possible budget implementation, authorising officers by subdelegation prefer to minimise the operational risks.

Lastly, as was pointed out throughout 2014, DG ITEC draws attention once again to the need for new rules on entering items in the inventory, which are now long overdue.

In 2012 and the first half of 2013, DG ITEC devoted a large amount of time to the internal audit on accrual-based accounting, focusing on the fixed asset calculation aspects. Although the audit findings for the DG were extremely positive, they called for closer cooperation between the Accounting and Treasury Unit and the DG, with a view to ensuring that intangible fixed assets (licences, software and in-house projects) are properly entered in the inventory. Intangible assets are not entered into the inventory on a routine basis, as the rules on entering items in the inventory fail to lay down relevant obligations and procedures, and must therefore be viewed as obsolete.

DG Finance therefore undertook to revise the rules, and in late 2013 DG ITEC's FIN unit began the process of entering all asset statements, with the assistance of the IT staff responsible for the ELS inventory application. In connection with this process the FIN unit has asked the Accounting Officer and the head of the inventory unit several times to produce a new set of rules requiring operational units to enter their fixed assets in the inventory on a routine basis. To date, no new rules have been issued, and the fixed assets have therefore not been entered into the inventory. DG ITEC would point out that a number of purchases were made during the year and the FIN unit cannot guarantee that the DG will be able to carry out an annual reconciliation after the event, as has been done in the past, if that work clashes with a priority task.

In conclusion, although certain long-standing DG ITEC problems were still a factor in 2014, measures introduced in recent years, particularly in 2014, to reduce the risks meant that they were largely kept under control. Those risks relate to:

- funding (too many carryovers, systematically late arrival of additional mopping-up appropriations, delays in commitments and settlements because of inadequate preparation and failure to anticipate purchase procedures sufficiently well in advance);
- human resources (difficulties in recruiting specialist technical staff resulting in large-scale outsourcing);
- programme and project management, which is complicated by the very large number of programmes and projects and their complexity and highly technical nature. This is particularly true of the FMS project, progress on which is slow despite the fact that the blueprint for the project was validated in late 2014;

- contract management and support for operational units;
- IT security issues, with particular reference to the action taken in response to the CONT (discharge 2013) and LIBE resolutions and the preparations for an independent audit.

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

### **2.1. The DG'S environment**

Main points in 2014:

- Confirmation of all DG ITEC's strategic guidelines relating to programmes at all levels of IT governance, in particular the 'Parliament of Tomorrow', with the delivery and implementation of all relevant tools in time for the start of the eighth parliamentary term;
- Establishment by the Secretary-General of a new strategic execution framework for Parliament, together with a portfolio of strategic projects (PPP);
- Implementation of the IT programme for 2014 and the FMS and SYSPER2 'corporate' projects;
- Reorganisation of the DIT into two new directorates (DES and ESIO);
- The process of bringing jobs back in-house, with the filling of posts for 2013 and 2014 in line with the decisions taken by Parliament's political and budgetary authorities and a reduction in the number of in-house consultants and the implementation of virtual environments (VDI) for the outsourcing of application development and maintenance work;
- A more prominent role at interinstitutional level for Parliament, which now holds the chair of the Interinstitutional Informatics Committee and of the Publications Office's Management Committee and is involved in a number of joint projects (see conclusions);
- Continued cooperation with the political and legislative authorities, in particular with the LIBE and JURI committees, on IT security and free and open software.

### **2.2. The DG's human resources**

	<b>Situation as at 1.1.2013</b>	<b>Situation as at 1.1.2014</b>	<b>Staff numbers as at 31.12.14</b>
	<b>Establishment plan posts</b>		
AD			
Permanent staff	102	123	85
Temporary staff	4	4	5
AST			
Permanent staff	366	368	330
Temporary staff	5	5	19
<b>Total 1</b>	<b>477</b>	<b>500</b>	<b>439</b>



	Other staff (estimated FTEs)		
Contract staff (1)	35	31	41
Seconded national experts			
Agency staff	9	10	2
Interpreters (ACI)*			
Accredited parliamentary assistants			
Local parliamentary assistants			
Outside staff** (2)	577	566	528
Total 2	621	607	571
<b>Total EP (1+2)</b>	<b>1 098</b>	<b>1 107</b>	<b>1 010</b>

\* Number of days converted into FTEs on the basis of an average of 220 days/year.

\*\* Staff made available to Parliament (at the three places of work) under service contracts.

(1) CEOS 3a and 3b. In the fourth quarter of 2014, the 36 agency staff for Strasbourg part-sessions were replaced with 34 part-time (20% or 25%) contract staff members (= 8 FTEs).

(2) Includes 'conventional' and 'mobile' external staff working in-house.  
Excludes outside staff working on FMS (DG FINS) and SYSPER2 (DG PERS).  
Actual outside staff numbers, not FTEs.

## 2.3. Budget implementation in 2014

### 2.3.1. Initial and final appropriations

In 2014, initial current appropriations stood at EUR 115 532 195 – a figure almost identical to that for 2013 (EUR 115 725 088).

At the end of the financial year, final current appropriations stood at EUR 106 648 781.

The difference of **EUR 8 883 414** may be accounted for as follows:

- a) An overall contribution of **EUR 6 281 814** to the mopping-up operation conducted by DG Finance in two stages (as detailed in the table given below).

<b>Budget item</b>	<b>Shortfall (-) / Surplus (+)</b>	<b>Comments</b>
2100	+ 2 164 000	Economies of scale on network and data centre maintenance and lower-than-forecast telephone usage.
2101	+ 296 800	Insignificant.
2102	+ 819 328	Fewer studies carried out.
2103	+ 1 019 690	Fewer service contracts signed for the development of projects, as a result of the change of framework contract and the impact of the outsourcing policy.
2104	+1 187 085	Difference between forecasts and final offers and provision made by mistake for the same operation on two budget lines.
2105	+ 494 911	Fewer service contracts signed for the development of projects, as a result of the change of framework contract and the impact of the outsourcing policy.
3240	+300 000	Projections for total expenditure on the OJ were revised downwards as a result of the fall-off in political activity during the Parliament elections and the establishment of a new Commission. OJ production costs also fell in the second half of the year following the conclusion of new contracts.
<b>Total</b>	<b>+ 6 281 814</b>	

DG ITEC's contribution to the 2014 mopping-up operation was a new departure, as in the past the DG has always been a recipient of surplus appropriations from other DGs. There are three main reasons why current appropriations could not be committed in full during the financial year, namely:

1. The fact that a very large number of new Members were elected. This generated a lot of work in moving outgoing Members out of their offices and new Members and their staff in. The allocation of a third office to each Member, as a result of which a very large number of administrative staff needed to be moved to new buildings, also created a very heavy workload for technical and support staff;
2. 2014 was a transitional year for three major framework contracts, namely those covering user support, operations and, in particular, IT services. The last of these contracts was not concluded. This situation had a significant impact on the continuity of operations, as operational units are unable to start long-term projects under framework contracts that will soon expire, because, at that stage, changes and adjustments may no longer be made to the duration, cost or scope of specific contracts under those contracts. Although substantial resources were committed to the task of examining tenders for the ITS 14 (services) procedure, the lots it covered were still not ready by early November. This had a knock-on effect on commitments for development and maintenance projects;
3. Now that the 60 posts granted by the budgetary authority for the last two years have been made available to DG ITEC, and although it is proving difficult to fill them, owing to the shortage of candidates with a specialist profile, the operational units have made the policy of reducing the number of outside staff a priority. A collective effort was made to meet the target set for the end of 2014. Some service contracts were also scaled down.

Lastly, in view of these limitations, DG ITEC decided to focus investment efforts on infrastructure, as a result of which investment in applications fell off somewhat. Alongside the appropriations made available to DG FINS for the 2014 mopping-up operation, a number of P and S transfers were approved with a view to making the best possible use of the appropriations available by channelling them into infrastructure investments.

b) Transfers to and from other DGs (for an overall total of - **EUR 2 601 600**):

- transfers to four other DGs in connection with the policy of decentralised management of IT projects;

- transfers to the two new DGs, to cover basic IT support, given that the DGs had neither a budget nor staff. The two DGs were set up when the 2014 budget procedure was all but over;

- one transfer from DG INLO, for the EDIT directorate, to cover reprographic machine maintenance;

- three transfers to DG PERS, to provide appropriations for the SYSPER2 project, following the front-loading operation conducted in 2013.

Transfer No	From	To	DG	Amount	Reason
S1	<b>2105-03</b>	2105-15	COMM	- EUR 70 000.00	Decentralised project
S2	<b>2105-03</b>	2105-18	TRAD	- EUR 570 000.00	Decentralised project
S23	<b>2105-03</b>	2105-16	PERS	- EUR 150 000.00	Decentralised project
S27	<b>2105-03</b>	2105-19	INTE	- EUR 210 000.00	Decentralised project
Sub-total				<b>- EUR 1 000 000.00</b>	
S25	<b>2103-01</b>	2103-14	EPRS	- EUR 165 800.00	IT support
S24	<b>2103-01</b>	2103-22	SAFE	- EUR 165 800.00	IT support
Sub-total				<b>- EUR 331 600.00</b>	
S21	2140-06	<b>2140-01</b>	INLO	+ EUR 50 000.00	Repro. maint.
Sub-total				<b>+ EUR 50 000.00</b>	
S34	<b>2105-05</b>	2105-16	PERS	- EUR 400 000.00	SYSPER2 project
S42	<b>2105-02</b>	2105-16	PERS	- EUR 680 000.00	SYSPER2 project
S67	<b>2105-05</b>	2105-16	PERS	- EUR 240 000.00	SYSPER2 project
Sub-total				<b>- EUR 1 320 000.00</b>	
Total				<b>- EUR 2 601 600.00</b>	

c) Alongside these transfers outside DG ITEC, a number of S and P transfers were made to redistribute current appropriations inside the DG.

These transfers were made in connection with three operations (implementation of the new nomenclature, division of the DIT into two new directorates and redistribution of appropriations among sub-items at year-end and at the end of the ITS 08 framework contract).

- When a new budget nomenclature for the DIT was introduced in January 2014, and then when the DIT was split into two new directorates (DES and ESIO), the operational units asked for appropriations to be redistributed among their budget lines so that funding would be available in the areas in which it was really needed. These transfers were necessary because of an imbalance in the provision for recurring activities and new investments and also because some lines had been overlooked (e.g. investment in IT equipment) and token entries had been made for them right at the end of the budget procedure. Appropriations therefore needed to be transferred to those lines. Most of the transfers (S and P) were made between February and June 2014 and covered a total of EUR 25 187 535 (21.80% of initial current appropriations).

The following transfers were made:

S transfers covering a total of EUR 16 654 113:

- EUR 3 880 000 within Item 2100
- EUR 2 469 500 within Item 2101
- EUR 290 910 within Item 2102
- EUR 670 000 within Item 2103
- EUR 5 676 704 within Item 2104
- EUR 3 666 999 within Item 2105

P transfers covering a total of EUR 8 533 422:

- EUR 277 525 to Item 2102
- EUR 1 171 600 to Item 2103
- EUR 3 258 416 to Item 2104
- EUR 3 825 881 to Item 2105

- Subsequently, early in the last quarter of the year, the operational units updated their funding requirements for all of the projects in the 2014 IT programme that were still open. In connection with the mopping-up operation conducted by DG FINS in early September and October, further S and P transfers were approved with a view to making the best possible use of the current appropriations. One of the main reasons for this was that the framework contract for IT services (ITS 08) was about to expire and its replacement (ITS 14) was not yet in place. It was therefore decided to provide the necessary additional funding for infrastructure projects (equipment, data centre and exchange infrastructure) and to front load the telephony operations contract, since it was already clear that there would be a shortfall against the relevant budget line in 2015.

Most of the transfers (S and P) were made between October and November 2014 and covered a total of EUR 4 070 849 (3.52% of initial current appropriations).

The following transfers were made:

S transfers covering a total of EUR 2 023 455:

- EUR 1 564 155 within Item 2101
- EUR 459 300 within Item 2104

P transfers covering a total of EUR 2 047 394:

- EUR 2 047 394 to Item 2104

Three remarks need to be made about the above transfers.

Firstly, DG ITEC would point out that the increase in the number of items and sub-items – with the former DIT going from three items to six items and 14 sub-items to 32 sub-items – resulting from the change of nomenclature made on 1 January 2014 (the EDIT directorate is not affected by this), does indeed make it easier to keep a track of budgetary expenditure but the same time means that a larger number of transfers (at least S transfers) need to be made during the year in order to ensure that the best possible use is made of appropriations.

Secondly, implementation of the policy of decentralised management of IT projects, together with the start-up of large-scale cross-cutting projects such as SYSPER2 and the arrangements for providing IT support to new directorates (DGs SAFE and EPRS), alone accounted for nine of the transfers.

Lastly, DG ITEC needs to be more efficient in planning the appropriations required for projects and to approach the relationship between Clarity and Finord differently. Finord must be given precedence over Clarity in relation to the availability of appropriations, and it should not be possible to submit requests for transfers of appropriations until a given volume of commitments has been reached. This is one of the objectives that have been set for 2015.

### *2.3.2. Final appropriations and appropriations committed*

As at 31 December 2014, appropriations committed totalled EUR 104 972 462 (98.43% of final appropriations).

This means that 1.57% (a gross sum of EUR 1 676 319) of final appropriations were cancelled, which, given the difficulties experienced in connection with the renewal of the main framework contract, may be viewed as a broadly satisfactory outcome.

By way of a comparison, at the same time in 2013, that rate stood at 98.53% of final appropriations, although the budget for that year was EUR 10 000 000 higher.

The fact that the commitment rate remained stable in 2014 must, however, be viewed in the light of the fact that a lower volume of appropriations was available, owing in particular to the large contribution to the mopping-up operation. In this connection, the authorising officer by delegation would stress that his decision to surrender part of the current appropriations for the mopping-up operation was taken for strategic budgetary reasons. The aim was to reduce the volume of carryovers to the following year and to guard against a ‘rush to commit’ at the end of the financial year. The authorising officer believes this was the right thing to do because it provides a sounder budgetary platform for the following year and reduces the risk of rushed commitments being made at the end of the financial year.

This positive assertion must itself be viewed in the light of the failure to make use of the assigned revenue carried over, despite the schedule put in place. We shall come back to this matter later in the report.

That said, the gross result of the budget commitment for 2014 is appropriate and in line with the level achieved in the past two years compared with the preceding years. The performances in previous years, for comparative purposes, were – 98.2% in 2009; 98% in 2010; 98% in 2011; 99% in 2012; 98.53% in 2013.

### *2.3.3. Appropriations committed and payments made*

As at 31 December 2014, the amount of payments made was €65 424 952, which was 62.33% of appropriations committed.

By way of comparison, at the end of 2013 the ratio was 57.71%, but the apparent 4.62% gain in 2014 is misleading because the absolute value of the final budget was bigger in 2013, as were total payments (€66 486 766).

Despite this, progress can be noted in the fact that the symbolic barrier of 60% was passed. In previous years the payments ratio was always fairly weak (61% in 2009; 39% in 2010; 54% in 2011; 51% in 2012). Note that in 2009 the ratio was good, but for a budget that was smaller by several million euros.

Note also that while the Publishing directorate does have a relatively modest budget within DG ITEC, it managed to pay 75.03% of that budget, thereby substantially limiting the carryover of appropriations.

When carryovers are contained at a reasonable level, operations using current appropriations can be carried out earlier in the year and the payment ratio is better. The two aspects are closely linked.

By October 2014, the operational units had made payments against a large proportion of the appropriations carried over. This situation could have allowed more payments to be made against current appropriations, but this was unfortunately difficult to do as a result of the changeover from the ITS 08 framework contract to ITS 14. To avoid the risk of services being interrupted, given that ITS 14 was not yet being implemented, the operational teams were encouraged to make the maximum possible use of ITS 08 (until the end of March or the beginning of April 2015), which therefore generated carryovers. Operational continuity was prioritised above all else in order to avoid a service interruption.

### *2.3.4. Use of automatic and non-automatic carryovers from 2013 to 2014*

At the start of 2014, the amount of appropriations carried over from 2013 was €48 720 497, which is a substantial amount to manage.

On 31 December 2014, payments against appropriations carried over amounted to €47 094 252, which is 96.66% thereof.

The €1 626 245 which was not paid relates to services not provided in the full extent planned, service contracts ending earlier than anticipated as a result of the departure of consultants and invoices that were lower than expected. Given the number of specific contracts and order forms concerned (nearly 1250), and because estimating the services needed for the development of applications is not an exact science, DG ITEC regards these cancellations of carryovers as being relatively negligible.

By way of comparison, in December 2013 payments against appropriations carried over amounted to €60 631 431, which is 96.80% thereof.

It is also satisfying to note that the ratio is remaining relatively stable over time, irrespective of the amount of appropriations carried over. It is true that DG ITEC has a lot of carryovers, but it monitors their invoicing closely (97.8% in 2009; 93% in 2010; 98% in 2011; 97% in 2012).

### *2.3.5. Use of appropriations arising from assigned revenue*

As at 31 December 2014, assigned revenue (current and carried over) amounted to €1 838 656, of which €1 162 550 was carried over.

The amount is half what it was the previous year, mainly on account of a reduction in sales of publications.

Assigned revenue originates from the regularisation of all-in charges (consumption figures below estimates or new, lower prices for certain equipment), the recharging of services or purchases by partner institutions, such as the European Ombudsman and the Personal Data Protection Officer, which are linked to the European Parliament by administrative cooperation agreements, or penalties for late delivery imposed on suppliers failing to respect their contractual obligations. The exact amount can vary greatly.

In view of the overall DG ITEC budget, this remains a relatively small amount and does not in itself provide any real leverage.

At the end of December 2014, despite the forecasts announced by the operational units concerned, €163 228 of assigned revenue carried over (14%) had not been committed and was thus definitively lost. This is due to the fact that the DES and ESIO Directorates had a special procedure for managing this assigned revenue until the end of 2014, under which it was pooled at item level and subdelegated to directors. In addition, the operational initiators did not systematically think to prioritise the use of this assigned revenue despite the constant reminders given to the authorising officers by subdelegation. In 2015, DG ITEC has to alter its management of assigned revenue and apply a mechanism closer to the authorising officers by subdelegation. Financial initiators will therefore receive written instructions to prioritise the use of assigned revenue for appropriations before disbursing current appropriations, in accordance with the Financial Regulation.

## **2.4. Results achieved**

During the period under review, DG ITEC achieved the following results in its various areas of activity:

### **Management of strategic ITC projects: (AWP 2012-2014)**

During the period under review, DG ITEC was directly responsible for implementing 10 strategic actions. Some of them fully achieved their initial objectives:

- Knowledge management;
- AWP coordination and project sponsoring support;
- Intranet as a platform for communication.

Others were only partially implemented:

- eParliament: the complexity of the implementation of Phase 1 (AM documents) deployed in October 2014 caused significant delays in the overall programme and in the development of the META-CRE application;

- Paperless: the e-Committee software was successfully deployed in the first parliamentary committees, although it took longer than originally planned to implement it so that Members can use it properly; it is currently being extended to the parliamentary delegations by means of an application called e-Delegation;

- Central data repository: the software package (Talend) needed to meet the requirements of a central data repository has been selected. The numerous tests needed to establish the product's stability and compatibility with Parliament's environment took longer than envisaged. The software package is currently being produced;

- Service management: the internal processes in DG ITEC which directly affect DIT clients (incident, change, deployment and capacity management) have been modelled. The first support lines still need to be integrated into the same package for incident management, which is made complex by the diversity of data recorded and the harmonised reports to be produced;

- Restructuring the IT applications portfolio of Edition: the new chain for processing written questions has been put in place, together with the software package for cross-media printing. The unanticipated complexity of analyses relating to the Official Journal application and the poor quality of technical components delivered by the external service provider, for improving synergies between the production applications, caused a delay in both areas;

- Externalising consultancy activities: While the figure set for the number of externals working in-house was reached in accordance with the commitments made by DG ITEC to the Budgets Committee, some activities, such as setting up an instant communication system or providing access to certain internal infrastructure, were not carried out as a result of other actions requiring more effort than estimated;



- From laptops to tablets: the tablet models were chosen (Android, IOS and Windows), including their centralised management platform, and successfully distributed to a small target population. The service catalogue for the available tools still needs to be drawn up and the machines need to be distributed to all Members. There was a significant delay owing to the difficulty in choosing the Windows and Android models.

### **Support and development**

User support activities were strongly affected by activities relating to the end of the seventh parliamentary term and preparations for the eighth term: migration of obsolescent systems to Windows 7 on some 20 000 PCs, setting up new offices for MEPs and APAs and supply of mobile equipment to Members and staff. In addition, a new methodological approach to internal operational management was implemented, as well as a new contractual framework for service orders (ITUSS13).

The figures show that the number of user support interventions remains high but stable, despite the changeover from one parliamentary term to the next.

<b>Indicator</b>	<b>2013</b>	<b>2014</b>	<b>Comments</b>
<b>Number of items created by ITEC SUPPORT</b>	128 474	131 518	2.3% yearly volume increase can be considered as continuity of the activity level
<b>Number of tickets for MEPs and APAs</b>	51 185	51 341	The 2014 elections led to a lower number of tickets being generated during the months of April, May and June, compensated by high peaks in July and September for the setup of the new Parliament
<b>Number of calls to the switchboard</b>	283 804	227 994	-25% yearly decrease (-8% per FTE), confirming trend and mainly due to increased use of IP phones, email and social media

From the point of view of development, although various functions were reinternalised and the unit was internally reorganised, 25 of the 32 initial objectives were achieved. On the planning side, two new tools ('forward board' forecasting tool and software package) were installed to improve control of client DGs' IT projects.

In addition to activities carried out as part of Parliament's strategic actions referred to above, it is also important to highlight activities under the APA People (for recruitment of new and former Accredited Parliamentary Assistants by DG PERS), FMS (DG FINS) and Safe Mission (a tool for organising official missions by members of EP delegations) projects.

A major part of the evolution and maintenance activities was the deployment of the Knowledge Management Portal and Think Tank, two new tools which integrate and enhance the solutions developed by DG ITEC to support Members' activities and the modernisation of the ways of working in Parliament. In this context there was also a major contribution to the FMS project, more specifically to the blueprint, the project management and the contractual elements for implementing the new system, as well as SYSPER2, a new staff management tool in Parliament for which 80% of infrastructure-related activities and 60% of application-related activities have been completed.

### **Infrastructure and equipment**

In 2014, infrastructure management continued its very wide-ranging activities involving lab tests of innovative technologies providing operational support in policy areas. The activities carried out helped with the running of the elections (extension of Wi-Fi coverage), EYE14, the Open Days and the visit by Pope Francis.

From an operational point of view, it is worth highlighting the network and telephony infrastructure in the new GEO and SQM buildings, which was installed on a very tight deadline imposed by DG INLO.

As well as installing new energy and air conditioning systems in FD rooms, network upgrade activities begun in 2013 were completed, which will provide a solid basis for continuing to digitise all Parliament's activities and introducing innovative applications, such as unified communications and cable television over IP.

In addition, mobility support continued through the preparation of phase 3 of the Wi-Fi network extension, which will see full coverage of all buildings at the three main sites in 2015.

The firewall infrastructure was updated by replacing some of the equipment which had become obsolete, updating the software and migrating users to the new ToIP system, which has almost been completed. With an additional 2 700 lines migrated in 2014, the total number of lines migrated to ToIP by the end of the year was around 17 000.

Use of the videoconferencing facilities on the new telephones became widespread. The decision was taken to set up a videoconferencing studio in Strasbourg and an order was placed for its construction. An order was placed for renovation of the ELVIS terminals for the Chambers in Brussels and Strasbourg after several prototypes had been tested. The upgrading of the VOD-CRE infrastructure was ordered, pending implementation of the VATA project.

Administrative activities focused on a large number of contracts (CABLAGE-EP-3 Lots 1 (Brussels) and 3 (Strasbourg), ITS14 Lots 1 and 7, and INAS II (internet access)).

The following standardisation activities were carried out:

- Finalisation of the standard configuration for Windows 7 and associated environments (Mobile Office, Remote Desktop and Multi-boot for laptops);
- Implementation of the VDI solution for external development environments in accordance with the Court of Auditors' recommendations;

- Support for DG TRAD for translation systems and quality control of data in the EP Directory at the start of the new parliamentary term;
- Implementation of the governance, methodology and technical aspects for the opening of collaborative spaces;
- Migration of the Jahia and Confluence sites;
- Support and maintenance for development environments based on Java and open source tools;
- Closure of phase I of the mobility project (MOVEP) to provide tablets to MEPs and Parliament's administrative staff; tools deployed, for security reasons, on infrastructure specifically set up and supported in line with the Bureau decision of December 2013;
- Management of crisis situations connected with ITC security: shellshock, Heartbleed, REGIN and other incidents;
- Preparation and implementation of several actions connected with LIBE and CONT reports and the independent security audit.

Activities concerning logistics and equipment focused on the final phase of the migration to UCmail and ToIP, as well as the work done in preparation for the new Parliament (setting up offices for MEPs and political groups in Brussels and Strasbourg) and the move by DGs IPOL, EXPO and EPRS to the SQM and PRE buildings in Luxembourg. In total, some 5 000 people and 20 000 items of IT equipment were affected by this operation connected with the end of the parliamentary term.

ToIP user migration is complete and the replacement of the fax machines by an online RightFax service has been launched: it will be linked to the replacement of the old faxes by network-connected MFDs, which have just been ordered. The videoconferencing system has been reinforced, offering up to 190 equipped meeting rooms, which can be booked via Outlook.

External audio and video communication web services (WACS) have been successfully tested and launched. UCmail migration linked to W7 migration was completed during the first half of 2014.

In 2014, seven obsolescent voting systems in committee rooms were replaced without any effect on the business.

<b>BRU</b>	<b>ASP 1A002</b>	
	<b>ASP 3C050</b>	
	<b>ASP 1G-3</b>	
	<b>ASP 3G-3</b>	
<b>STR</b>	<b>WIC 100</b>	
	<b>WIC 200</b>	
	<b>SDM 1</b>	

The voting team closely supported the setup of the new plenary, the election and the hearing process for the Commission and for Parliament VIPs (President/Vice-Presidents/Quaestors).

Finally, IT equipment and telecom services were provided in the context of pre-election campaign events such as:

- EYE 2014 in Strasbourg, with 5 000 young people (3 000 downloads of the EYE2014 web application, simultaneous access to the wifi network for 2 450 people, 1 000 in the hemicycle);
- Elections night in Brussels: 106 PCs, 48 laptops and 18 printers installed; 210 telecom lines (ISDN: 112, analogue: 70, digital: 28, external: 21); additional network sockets: 75; supplementary TVs: 42; supplementary wifi antennas: 20; 60 SDSL for laptops (6Mb/s guarantee); 50 ADSL (no guarantee) and 100 LAN access points (intranet) for DG COMM.

As regards operations, all the objectives for 2014 have been achieved and even exceeded. The new ITOMS13 call for tenders was completed on time to start the transition between providers during the intended period (summer of 2014). The new call for tenders will translate into major savings on basic ICT operations. The migration towards UCMail was completed during the first quarter of 2014 and the old email infrastructure was taken out of service.

Support to the 2014 European elections was provided by deploying ad-hoc infrastructure (dedicated reverse proxy), by thoroughly testing the systems involved in preparation of the event and by actively participating in the operations during the event.

The activities covered the planned projects: deployment of the NAS extension, support for migration to the new version of Oracle, acquisition and deployment of a new VDI infrastructure and support for the deployment of the ToIP. But they also included additional activities not initially planned. We would like to highlight two of these in particular: 1) our involvement in the interinstitutional Cloud Virtual Task Force, which enabled us to prepare the call for tenders for acquiring cloud services; and 2) the performance of a market analysis in the field of SAN storage, which enabled us to acquire the equipment required to replace obsolete components and to extend the global storage capacity of Parliament. The obsolescence activities for this year have been focused on the storage area (as mentioned for both NAS and SAN) and on the replacement of the old terminal server infrastructure by the new VDI (in the framework of externalisation and enabling mobility).

Additionally, we have begun our collaboration with the internal auditor in order to carry out an internal audit mostly focused on disaster recovery and business continuity issues. The internal audit is well advanced, and several rounds of interviews, presentations and exchanges of information have taken place with the internal auditor.

### **Publications and intranet**

In 2014, document production activity expanded in the area of non-Official Journal proofreading and layout: publication of two editions of Parliament's Fact Sheets, brochures, and Parliament's agenda (over 50 000 pages). In addition, the following activities have been completed:

- Publication of 78 Official Journals with Written Questions and answers;
- Internalisation of the production of the Official Journal with Minutes of Sitings – first OJ published on EUR-Lex on 23 December;
- Indexing of approximately 20 000 documents (support to knowledge management);
- Structuring in XML of more than 900 000 pages (activity supporting AT4AM, EuroParl, OJ production);
- Publication and management of the call for tenders for externalised structuring of documents in XML;
- Development of the first iteration of the APP-DIFF application (used for dissemination activities);
- Work on integration of the MIS tool for management of information regarding printing activities;
- Maintenance of applications used in documentary chains (QE2WEB, IPMS, CARVIS);
- Representation of Parliament in several interinstitutional groups: Management Board of the Publications Office, Future of the Publications Office, Eurovoc, Who is Who, Summaries of EU legislation, Metadata, Formats, Open Data Portal, Studies.

The Intranet Services provided considerable support to the Welcome Task Force 2014-2019 and to DG IPOL and DG EXPO for their Welcome Packs for new Members. It participated in several other projects relating to the start of the new legislature (e.g. APA 2014). Support was provided in various forms, from global design of concepts and consultancy to the setting up of webpages and the design of individual printed products. The unit made considerable progress in the production of videos and tutorials both in terms of quantity and quality.

For the new legislature, the Paperless Programme was brought to an end, with a new version of eCommittee and a general launch of eMeeting for all committees. Their evolution will continue in 2015. The Paperless Repository project moved to a phase of live testing, with the aim of going to production in all committees in spring 2015. All this also contributes to DG ITEC's policy on EMAS.

A decision on the new Content Management System (CMS) for the EP Intranet and other intranets was taken by DG ITEC's management in the second half of 2014. Due to the delays relating to its installation in Parliament's infrastructure, the migration process could not be concluded in 2014. However, the Members' Homepage was finalised as the first step towards new information architecture. Preparations for the new intranet programme in PPP were carried out, with the emphasis on modernisation, better support for service provision and stronger links to other working tools managing knowledge and information.

Crossmedia Printing activities involved configuring the new information management system in the printshop and the purchase of five OCE VP135 printers to replace nine OCE 2110 printers and the purchase of one Ricoh 901s to replace a Ricoh 901. Other important activities were:

- rationalisation of the machine stock in Strasbourg at the end of the parliamentary term;
- the production of a large number of fact sheets (8 000) during the year;
- substantial and complicated work on the MEPs' Welcome Pack;
- the launch of the WebToPrint service for MEPs in June 2014.

### **Resources (HR, finances and contracts), client relations and communication**

The unit finalised the recruitment of three new members of staff (two AST and one AD). All the new staff were integrated into the unit and received training in the specific features of DG ITEC. However, drawing on their previous experience, these new staff members immediately demonstrated their added value in the day-to-day and organisational work of the unit (handbook on the invoice circuit, updating the portfolios of responsibilities in the unit and financial actors, resolving problems with contracts, commitments, regularisation, invoice monitoring, etc.).

The administrator also provided training for the changes needed to set up two electronic workflows: use of Webcontracts for end-to-end contract drafting and electronic signature of payment orders. These two chains involve the unit's financial initiators and the Finord application.

Between payments against appropriations carried over and payments against current appropriations, nearly EUR 105 million was the subject of authorisations, financial inventory, checks, etc. This is a considerable amount, probably one of the largest in Parliament, excluding salaries and rent. Over the reference period, the proportion of invoices paid on time improved notably, with the performance approaching that of the previous year, when payments against appropriations carried over were still mostly 45 days, not 30 days.

The start of the 2014 financial year with the new nomenclature was closely monitored. There were a number of errors in the coding of budget lines. Very many (too many) transfers of appropriations were carried out, some of which caused an excessive amount of reconciliation work with the Clarity application. It turns out that the units unnecessarily freeze their appropriations because of Clarity and a better working method is needed to reduce the number of transfers.

Additional activities were requested. For instance, the Court of Auditors asked for a very large sample to be made available, in order to check the fixed assets declared by the Accounting Officer in the preliminary balance sheet. The Court had no criticism to make of the analysis.

The FMS project was reactivated in August and the FIN unit played a decisive role in analysing the type of cost accounting, taking an active part in the Blueprint V1 workshops (budget and fixed asset management). The unit also made the budgetary adjustments required as a result of the separation of the former DIT into two new directorates.

In the area of the management of procurement procedures and contracts, recruitment by the Procurement and Contract Management Unit stabilised in 2014. The two services created on 1 January were gradually set up and the activity portfolios were distributed between the services and the resources remained under the control of the head of unit.

The contract management service launched the new production workflow for specific contracts with some of the client units. For the first time in its history the Procurement and Contract Management Unit dealt with over 700 referral note files in a year.

The unit provided increased legal support to other entities in the directorate-general and enhanced its collaboration with the Legal Service. Cross-departmental studies were carried out for the directorate-general.

The contract management service was kept very busy with DG ITEC's biggest procurement procedure, which was for the renewal of the framework contracts for IT services (development services and studies and cabling, testing and security expertise).

To improve the service provided to client entities, Welcome Packs were distributed at the start of each of the directorate-general's major framework contracts.

In the area of human resources, the main event in 2014 was the separation of the Directorate for Information Technologies into two new, more specialised directorates: a Directorate for Development and Support and a Directorate for Infrastructure and Equipment.

The number of posts provided for in the establishment plan at the start of 2014 (500) was 30 more (22 AD and 8 AST) than at the start of 2013 (477), this increase reflecting the implementation of the internalisation policy. Taking into account also the conversion of AST posts to AD posts, the proportion of AD posts went from 22% to 25% of the posts in DG ITEC's establishment plan.

However, in terms of the staff numbers actually available there was a significant improvement from year-end to year-end: the total number of officials increased from 417 (396 officials + 21 temporaries) to 439 (415 + 24), which is an increase of 5.3% (compared to an increase of 1.5% from 2012 to 2013).

There was also a very slight improvement in the percentage of posts filled in the establishment plan, from 87% (417 out of 477) at the end of 2013 to 88% (439 out of 500) at the end of 2014. The percentage occupation of posts is 94% for the AST function group (349 out of 373) but only 71% for ADs (90 out of 127). This is largely due to the difficulties in recruiting to certain new posts because of their specific nature and the lack of adequate reserve lists.

The number of contract staff increased in 2014 (41 FTE at the end of 2014, compared with 31 at the end of 2013), the difference coming mainly from internalising Strasbourg session auxiliaries as part-time contract staff working 20% or 25%, i.e. approximately eight FTE.

Overall, the number of staff available (officials and temporary and contract staff) increased by 7% from 448 at the end of 2013 to 480 at the end of 2014.

DG staff members are also assisted by hundreds of external providers whose numbers vary in accordance with the DG's current and projected activities. The number of in-house providers from outside the DG fell by around 7% in 2014.

### **Client relations and communication**

Account management is a very well established activity. Regular meetings are held with all partners of DG ITEC, other DGs and Political Groups, as well as with the Ombudsman and the EDPS, to whom Parliament provides IT services. They include bilateral meetings as well as monthly meetings with all the local system administrators. CRM also participates in regular coordination meetings for Political Groups. Project sponsor support has been provided to various DGs, including DG INTE for a pre-selection tool and a virtual coaching tool, DG PRES for the consolidation of a statement of work to proceed with the development of a Plenary Precedent Management System, and for Political Groups to request a collaborative working environment. In addition, information meetings have taken place between CRM team members and DG ITEC's project methodologies service to improve the services delivered to the clients and foster further cooperation.

The implementation of the results of the image perceptions study is an ongoing activity which requires closer cooperation between all entities in DG ITEC. It includes the completion and expansion of the catalogue of ITEC services. For service level management, CRM team members take the role of a facilitator by setting up and monitoring the service level agreement between customers and DG ITEC, as was the case in the context of ITER. Regarding the software selection procedure, CRM has internalised the activity and has participated in the review of the whole procedure. Implementation of the workload tracking has undergone several modifications and will be further reviewed during 2015.

The Communication Service worked on several highly visible projects throughout a busy election year. The annual objectives were met, namely assisting colleagues in communicating with clients on behalf of ITEC. The support to all units of DG ITEC included drafting communications to Members and Staff, improving existing communications, translating into the three working languages, formatting into the right templates and dealing with user follow-up in the appropriate DG ITEC Services. Another important role was the support for drafting manuals and other documents which are requested by colleagues. The Communication Service also managed DG ITEC's social media presence, creating newsletters, managing DG ITEC's intranet (ITECnet) and assisting in other special events. Being an election year, there were a lot of special events preparing for the elections and the arrival of new Members, culminating in the MEP Welcome event in June. The ITEC Forum was held in November and was a resounding success owing to the best efforts of DG ITEC as a whole. Of the perennial events, the Open Days in Brussels and Strasbourg required the most effort right across the service, involving substantial planning and preparation.



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

In 2014, DG ITEC maintained its efforts to strengthen the internal control framework begun in 2012 with the setting-up of the Resources Directorate and continued in 2013 through an initial restructuring of the Directorate for Information Technologies (DIT). These measures have produced tangible results, and have consolidated both the structure of DG ITEC itself and its ability to deliver solutions (innovations) and services (support) to Parliament and users.

The process continued throughout 2014 in the form of a more radical restructuring of the DIT, which entailed its being split into two more specialised directorates, Development and Support and Infrastructure and Equipment.

This measure was approved by the Bureau in April 2014 and is designed to help DIT address Parliament's growing need for IT solutions and carry out the many varied and complex projects it is asked to implement and to reduce what was seen as the overly severe risk to the proper functioning of DG ITEC which the previous structure posed - the need to oversee the implementation of a substantial annual budget and many supply and service contracts made sound financial management unnecessarily complex and difficult.

Now that DIT's activities have been split between two new operational structures, DG ITEC has four balanced, specialist directorates, each with a clear identity. The smaller size of the two new directorates, in terms of number of units, number of staff and budget, will make them more flexible and responsive and easier to supervise; above all, it will make it easier for them to develop their activities in their respective areas of responsibility.

The restructuring has served to spread the operational risk between the two new entities in a reasonably balanced way and, as its 2014 performance shows, has enhanced DG ITEC's management capacity, which in turn has had a positive impact on its work and activities as a whole.

In addition to these measures, in 2014 the authorising officer by delegation noted significant improvements in the internal control of the DG's activities, in particular in the area of contracts and procurement (service and supply contracts). These improvements have been confirmed by the Internal Audit Service, which, in its 2014 report on horizontal measures, closed four procedures which had been running since 2013 in the two areas referred to above, citing practices introduced by DG ITEC which have eliminated the associated residual risks. What is more, the measures taken by DG ITEC in 2014 have reduced the residual risks associated with programming activities and the monitoring of strategic activities and in the area of benchmarking with other similar organisations. Since 2013, these efforts have led to a reduction in the number of horizontal audits under way from eleven to five, two of which also concern Parliament's Accounting Service (see chapter 1.2 of the report).

The current environment in DG ITEC has been consolidated even further by the measures taken since 2012 to: (a) reduce the number of in-house consultants; (b) increase the number of highly qualified officials working in the sensitive areas covered by the DG; and (c) outsource the provision of a greater range of services, in particular in the area of the development and maintenance of applications (ECA Project) through the provision of virtual environments (VDI).

The improvements made by the end of 2014 have thus further consolidated an already stable environment, with the result that DG ITEC is now fully equipped to meet the expectations of its clients and the new challenges generated by Parliament's increasingly complex IT requirements.

The authorising officer by delegation considers that the level of maturity achieved by DG ITEC and the high degree of control of its activities have created an ideal environment in which it can continue and step up its efforts to improve its performance by means the following measures which were initiated in 2014 and should come to fruition in 2015:

- an independent audit of IT security (in accordance with the recommendations issued by the Committee on Budgetary Control);
- an internal audit of ICT infrastructure and mobile equipment;
- improvements to Parliament's communication systems, involving the increased use of freeware/openware in the areas of development and infrastructure (in accordance with the recommendations issued by the Committee on Civil Liberties, Justice and Home Affairs).

In addition, DG ITEC is continuing its efforts to implement measures and recommendations in the area of risk management (in close cooperation with the Risk Management Service) and twice a year updates its risk map and register of operational risks. These efforts will be stepped up even further in 2015 through the establishment of a register of risks linked to DG ITEC's strategic objectives and Parliament's Strategic Execution Framework (SEF).

Lastly, in 2014 DG ITEC completed the revision and updating of all the DPO (data protection) notifications relating to its activities and services, in accordance with Regulation 45/2001.

#### 4. CONCLUSIONS

The authorising officer by delegation considers that DG ITEC is still making progress, as evidenced by developments in 2014.

The planning and implementation of the annual IT plan is now a tightly controlled process which has achieved a high level of maturity both in DG ITEC itself and among its clients. The reports on the monitoring and implementation of the 2013 and 2014 IT programmes and the 2015 IT plan submitted to the ICT Steering Committee demonstrate this (see attached report). Today, this process is fully integrated into the SEF and the new Parliamentary Project Portfolio (PPP) outlined by the Secretary-General at the Bureau Away Days in October.

It has been consolidated by the introduction of decentralised project management (for projects launched by DGs TRAD, INTE, PERS and COMM and by ongoing improvements in the support provided by the 'customer relations' departments and in internal-external communication, which generate both customer loyalty and synergies. Efforts in the area of communication were stepped up through the organisation at Parliament in November 2014 of a conference on ICTs which focused on the following topic: 'How ICTs can improve interaction between Members of the European Parliament and citizens'.

The conference, which was followed by thematic workshops on IT security, mobility and knowledge management, formed part of a three-day forum in the course of which DG ITEC presented to Members, APAs and staff its services and the digitisation and mobility-related tools and 'technologies' it has developed (see attached report).

DG ITEC's internal structure has also been further consolidated following the Bureau decision of 14 April 2014 to split DIT into two new directorates. This new structure is better able to provide the increased effectiveness and flexibility needed to meet the challenges of the eighth parliamentary term and has considerably enhanced DG ITEC's ability to manage its resources and activities, whilst greatly reducing the associated risks.

Although the situation with regard to sensitive posts, infrastructure management and IT security remains difficult, the resolution on Parliament's 2015 estimates adopted by the Committee on Budgets on 17 April 2014 provided fresh impetus which will help to mitigate the associated organisational, functional and operational risks.

Measures were also taken to support the institutional campaign for the European elections and the related events (EYE 2014, JPO, election night coverage, reception arrangements for MEPs, etc.).

Mention should also be made of the activities and investments linked to the logistical preparations for the eighth parliamentary term: removals to the SQM, fitting-out of additional offices for MEPs and provision of new IT equipment to individual MEPs, including tablets (implementation of the revised rules adopted by the Bureau in June 2014 - PE 533.147/BUR and annexes); and of the development of 'corporate' applications, such as the MEP portal, FMS and Sysper 2.

Due note should also be taken of the operations and activities linked to the establishment of environments for access to and use of joint workspaces for MEPs, their accredited assistants and certain departments in Parliament's Administration (SharePoint). These operations run alongside and complement the projects to boost work-related mobility -

provision of tablets, etc. (MOVEP/Mobility1) - and the technical changes to the intranet platform referred to above.

Lastly, the overall assessment must be seen in the context of the thoroughgoing overhaul of Parliament's Administration (establishment of new entities), which has generated a significant increase in the volume of activities to be carried out on the basis of a budget which has not increased.

Further measures of note include:

- preparation of the strategic ICT guidelines for the period 2014-2019, which were adopted by the Bureau Working Party on ICT at its constituent meeting in November 2014;
- introduction of the SEF and preparation of a specific SEF for DG ITEC (submitted in December 2014);
- implementation of recommendations and resolutions adopted by LIBE (enhancing the security of the EP's communication systems and making increased use of freeware/openware in the areas of development and infrastructure) and CONT (2012 discharge). In addition to the replies forwarded to DG FINS, DG ITEC finalised and forwarded to the Secretary-General the interim report setting out the proposed measures and the road map, as provided for in paragraph 101 of the resolution;
- implementation of projects initiated through the presidency of the Interinstitutional Informatics Committee (IIC) (international private cloud, harmonisation of document formats on the basis of XML, closer cooperation in the area of cybersecurity and full involvement in CERT-EU). Since the follow-up report was submitted at the IIC meeting of 5 September 2014, the invitation to tender for the cloud has been published in the OJ and the work on document formats has continued on schedule. In that connection, the administrations of the main EU institutions have decided to use OOXDML as the format for interinstitutional exchanges of documents as from February 2015;
- Parliament's chairmanship of the Publications Office Management Committee and, alongside the IIC's work on document formats, promotion of measures to develop the Open Data Portal. A strategy document setting out the EP's contribution to this project and the various scenarios was submitted to the Secretary-General in September 2014;
- further progress has been made with the internalisation process; it will not be completed, however, until the notices for the specific competitions have been published in 2015 and the relevant posts have been filled by taking successful candidates from the list or recruiting temporary staff.
- The aim of reducing the number of in-house consultants has been achieved and the arrangements for the outsourcing of consultancy tasks, in particular in the area of the development and maintenance of applications (ECA project), have been finalised. A detailed report was sent to the Secretary-General in January;
- despite a very complex legal and procedural context, a professional approach guaranteed continuity of operations during the transition phase between the ITS08 and ITS14 framework contracts and sound and effective implementation of the budget (commitments and payments against current appropriations and payments against appropriations carried over);
- the task of bringing the 2015 budget and DG ITEC's operations into line with the new budget nomenclature introduced in January 2014 was successfully completed.

## 5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION

I, the undersigned,

Director-General of

hereby declare in my capacity as authorising officer by delegation that I have a 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 checks and remarks by the Internal Audit Service, as well as information drawn from the reports of the Court of Auditors on financial years preceding that for which this declaration is made.

I also confirm that I am not aware of anything not reported here that could be prejudicial to the interests of the institution.

However, the following qualifications/remarks should be noted: *[if applicable]*.

*[By way of qualifications, the authorising officer by delegation could, for example, draw attention to specific risks which arose in connection with the implementation of appropriations or to failings that were detected. In such cases, details must be provided of the remedial action taken or to be taken by the authorising officer by delegation.]*

Done at

on

Signature

## **6. ANNEXES**

### **6.1. Relevés d'exécution budgétaire 2014 2014 budget implementation statement**

## 2014 ITEC crédits courants

Poste	Intitulé	Credits Initiaux	Virements Budg. Suppl.	Credits Actuels	Engagements contractes	% Util.	Paiements effectues	Soldes des Engag	Credits disponibles
2100	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE FONCTIONNEMENT	25.862.503,00	-4.332.203,00	21.530.300,00	21.066.292,56	97,84%	16.992.456,82	4.073.835,74	464.007,44
2101	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVE A L'INFRASTRUCTURE	27.478.949,00	-5.389.512,00	22.089.437,00	21.890.682,48	99,10%	14.557.481,07	7.333.201,41	198.754,52
2102	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVE AU SUPPORT GENERAL AUX UTILISATEURS	13.315.983,00	-1.536.785,00	11.779.198,00	11.763.534,15	99,87%	6.565.929,47	5.197.604,68	15.663,85
2103	INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC	11.650.000,00	-179.690,00	11.470.310,00	11.380.838,66	99,22%	7.763.809,03	3.617.029,63	89.471,34
2104	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES	15.743.215,00	3.841.200,00	19.584.415,00	19.352.736,86	98,82%	8.545.724,32	10.807.012,54	231.678,14
2105	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS	11.977.727,00	-1.036.424,00	10.941.303,00	10.449.308,14	95,50%	4.194.950,76	6.254.357,38	491.994,86
<b>TOTAL Dossier DIT</b>		<b>106.028.377,00</b>	<b>-8.633.414,00</b>	<b>97.394.963,00</b>	<b>95.903.392,85</b>	<b>98,47%</b>	<b>58.620.351,47</b>	<b>37.283.041,38</b>	<b>1.491.570,15</b>
2140	ACHAT, RENOUELEMENT, LOCATION, ENTRETIEN ET REPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - EDITION ET DIFFUSION SOUS FORME TRADITIONNELLE OU ELECTRONIQUE	1.009.500,00	50.000,00	1.059.500,00	1.059.000,00	99,95%	615.565,18	443.434,82	500,00
2300	PAPETERIE, FOURNITURES DE BUREAU ET CONSOMMABLES DIVERS: PAPIER, SUPPORTS ET CONSOMMABLES DIVERS POUR LA DIRECTION DE L'EDITION	225.000,00	0,00	225.000,00	223.000,05	99,11%	164.047,46	58.952,59	1.999,95
2360	DISTRIBUTION A LUXEMBOURG	95.000,00	0,00	95.000,00	88.015,61	92,65%	52.259,78	35.755,83	6.984,39
3240	JOURNAL OFFICIEL	4.586.000,00	-300.000,00	4.286.000,00	4.202.107,46	98,04%	4.152.107,46	50.000,00	83.892,54
3241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES	3.588.318,00	0,00	3.588.318,00	3.496.946,08	97,45%	1.820.620,76	1.676.325,32	91.371,92
<b>TOTAL Dossier 07A</b>		<b>9.503.818,00</b>	<b>-250.000,00</b>	<b>9.253.818,00</b>	<b>9.069.069,20</b>	<b>98,00%</b>	<b>6.804.600,64</b>	<b>2.264.468,56</b>	<b>184.748,80</b>
<b>TOTAL ITEC</b>		<b>115.532.195,00</b>	<b>-8.883.414,00</b>	<b>106.648.781,00</b>	<b>104.972.462,05</b>	<b>98,43%</b>	<b>65.424.952,11</b>	<b>39.547.509,94</b>	<b>1.676.318,95</b>

Poste	Intitulé	CREDITS REPORTES	CREDITS ACTUELS	ENGAGEMENTS CONTRACTES	PAIEMENTS EFFECTUES	% UTIL.	RESTE A PAYER	RELIQUAT DE CONVERSION
2102	PRESTATIONS EXTERNES POUR LES TECHNOLOGIES DE L'INFORMATION ET DE L'INNOVATION	13.262.208,85	13.262.208,85	13.262.208,85	12.973.603,61	97,82%	288.605,24	0,00
2100	EQUIPEMENTS ET LOGICIELS POUR LES TECHNOLOGIES DE L'INFORMATION ET DE L'INNOVATION	31.529.838,42	31.529.838,42	31.529.838,42	30.575.979,02	96,97%	953.859,40	0,00
2350	TELECOMMUNICATIONS	1.299.844,98	1.299.844,98	1.299.844,98	975.403,27	75,04%	324.441,71	0,00
<b>TOTAL Dossier DIT</b>		<b>46.091.892,25</b>	<b>46.091.892,25</b>	<b>46.091.892,25</b>	<b>44.524.985,90</b>	<b>96,60%</b>	<b>1.566.906,35</b>	<b>0,00</b>
2140	ACHAT, RENOUELEMENT, LOCATION, ENTRETIEN ET REPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - EDITION ET DIFFUSION SOUS FORME TRADITIONNELLE OU ELECTRONIQUE	463.614,29	463.614,29	463.614,29	439.989,27	94,90%	23.625,02	0,00
2300	PAPETERIE, FOURNITURES DE BUREAU ET CONSOMMABLES DIVERS: PAPIER, SUPPORTS ET CONSOMMABLES DIVERS POUR LA DIRECTION DE L'EDITION	62.764,91	62.764,91	62.764,91	62.722,38	99,93%	42,53	0,00
2360	DISTRIBUTION A LUXEMBOURG	31.486,90	31.486,90	31.486,90	15.844,33	50,32%	15.642,57	0,00
3240	JOURNAL OFFICIEL	147.809,27	147.809,27	147.809,27	147.809,27	100,00%	0,00	0,00
3241	PUBLICATIONS NUMERIQUES ET TRADITIONNELLES	1.922.929,06	1.922.929,06	1.922.929,06	1.902.900,48	98,96%	20.028,58	0,00
<b>TOTAL Dossier 07A</b>		<b>2.628.604,43</b>	<b>2.628.604,43</b>	<b>2.628.604,43</b>	<b>2.569.265,73</b>	<b>97,74%</b>	<b>59.338,70</b>	<b>0,00</b>
							0,00	0,00
<b>TOTAL ITEC</b>		<b>48.720.496,68</b>	<b>48.720.496,68</b>	<b>48.720.496,68</b>	<b>47.094.251,63</b>	<b>96,66%</b>	<b>1.626.245,05</b>	<b>0,00</b>



2014 ITEC crédits reportés non-automatiques

Poste	Intitulé	CREDITS REPORTES	CREDITS ACTUELS	ENGAGEMENTS CONTRACTES	PAIEMENTS EFFECTUES	% UTIL.	RESTE A PAYER	RELIQUAT DE CONVERSION
<b>TOTAL Dossier DIT</b>		<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>		<b>0,00</b>	<b>0,00</b>
<b>TOTAL Dossier 07A</b>		<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>		<b>0,00</b>	<b>0,00</b>
<b>TOTAL ITEC</b>		<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>		<b>0,00</b>	<b>0,00</b>

## 2014 ITEC recettes affectées

Poste	Intitulé	CREDITS AN. PRECED.	CREDITS AN. CUMULES	CREDITS ACTUELS	ENGAGEMENTS CONTRACTES	% UTIL.	PAIEMENTS EFFECTUES.	SOLDES DES ENGAG. E.C.	CREDITS DISPONIBLES
2100	CREDITS ISS'US DE RECETTES AFFECTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE FONCTIONNEMENT	0,00	176.226,79	176.226,79	0,00	0,00%	0,00	0,00	176.226,79
2101	CREDITS ISS'US DE RECETTES AFFECTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVE A L'INFRASTRUCTURE	0,00	291.464,46	291.464,46	89.093,06	30,57%	49.477,05	39.616,01	202.371,40
2103	CREDITS ISS'US DE RECETTES AFFECTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC	0,00	31.668,00	31.668,00	0,00	0,00%	0,00	0,00	31.668,00
2104	CREDITS ISS'US DE RECETTES AFFECTEES INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES	0,00	35.276,24	35.276,24	2.500,00	7,09%	0,00	2.500,00	32.776,24
2105	CREDITS ISS'US DE RECETTES AFFECTEES INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS	0,00	2.043,04	2.043,04	0,00	0,00%	0,00	0,00	2.043,04
<b>TOTAL Dossier DIT</b>		<b>0,00</b>	<b>536.678,53</b>	<b>536.678,53</b>	<b>91.593,06</b>	<b>17,07%</b>	<b>49.477,05</b>	<b>42.116,01</b>	<b>445.085,47</b>
2140	CREDITS ISS'US DE RECETTES AFFECTEES ACHAT, RENOUVELLEMENT, LOCATION, ENTRETIEN ET REPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - EDITION ET DIFFUSION SOUS FORME TRADITIONNELLE OU ELECTRONIQUE	0,00	133.579,50	133.579,50	125.834,02	94,20%	0,00	125.834,02	7.745,48
3240	CREDITS ISS'US DE RECETTES AFFECTEES JOURNAL OFFICIEL	0,00	5.848,47	5.848,47	0,00	0,00%	0,00	0,00	5.848,47
<b>TOTAL Dossier 07A</b>		<b>0,00</b>	<b>139.427,97</b>	<b>139.427,97</b>	<b>125.834,02</b>	<b>90,25%</b>	<b>0,00</b>	<b>125.834,02</b>	<b>13.593,95</b>
<b>TOTAL ITEC</b>		<b>0,00</b>	<b>676.106,50</b>	<b>676.106,50</b>	<b>217.427,08</b>	<b>32,16%</b>	<b>49.477,05</b>	<b>167.950,03</b>	<b>458.679,42</b>

Poste	Intitulé	CREDITS INITAUX	CREDITS ACTUELS	ENGAGEMENTS CONTRACTES	PAIEMENTS EFFECTUES.	% UTIL.	SOLDES DES ENGAG. E.C.	CREDITS DISPONIBLES
2100	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE FONCTIONNEMENT	775.373,10	115.366,09	0,00	0,00	#DIV/0!	0,00	115.366,09
2101	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVE A L'INFRASTRUCTURE	0,00	261.756,49	261.660,00	0,00	0,00%	261.660,00	96,49
2102	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES RELATIVE AU SUPPORT GENERAL AUX UTILISATEURS	222.608,63	0,00	0,00	0,00	#DIV/0!	0,00	0,00
2103	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES INFORMATIQUE ET TELECOMMUNICATIONS - ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC	0,00	56.347,20	9.300,00	0,00	0,00%	9.300,00	47.047,20
2104	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN INFRASTRUCTURES	0,00	619.878,04	619.530,36	58.525,42	9,45%	561.004,94	347,68
2350	TELECOMMUNICATIONS	55.366,09	0,00					
<b>TOTAL Dossier DIT</b>		<b>1.053.347,82</b>	<b>1.053.347,82</b>	<b>890.490,36</b>	<b>58.525,42</b>	<b>6,57%</b>	<b>831.964,94</b>	<b>162.857,46</b>
2140	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES ACHAT, RENOUELEMENT, LOCATION, ENTRETIEN ET REPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - EDITION ET DIFFUSION SOUS FORME TRADITIONNELLE OU ELECTRONIQUE	52.856,47	52.856,47	52.856,47	27.281,34	51,61%	25.575,13	0,00
2300	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES PAPETERIE, FOURNITURES DE BUREAU ET CONSOMMABLES DIVERS: PAPIER, SUPPORTS ET CONSOMMABLES DIVERS POUR LA DIRECTION DE L'EDITION	3.866,86	3.866,86	3.684,80	3.684,80	100,00%	0,00	182,06
3240	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES JOURNAL OFFICIEL	13.316,24	13.316,24	13.316,24	13.316,24	100,00%	0,00	0,00
3241	CREDITS ISS'US DE RECETTES AFFECTEES REPORTEES PUBLICATIONS NUMERIQUES ET TRADITIONNELLES	39.162,50	39.162,50	37.831,09	10.943,59	28,93%	26.887,50	1.331,41
<b>TOTAL Dossier 07A</b>		<b>109.202,07</b>	<b>109.202,07</b>	<b>107.688,60</b>	<b>55.225,97</b>	<b>51,28%</b>	<b>52.462,63</b>	<b>1.513,47</b>
<b>TOTAL ITEC</b>		<b>1.162.549,89</b>	<b>1.162.549,89</b>	<b>998.178,96</b>	<b>113.751,39</b>	<b>11,40%</b>	<b>884.427,57</b>	<b>164.370,93</b>

## 2014 ITEC RECETTES GENERALES

Poste	Intitulé	CREDITS INITIAUX	VIREMENT + BUDG. SUPPL.	CREDITS ACTUELS	ENGAGEMENTS CONTRACTES	PAIEMENTS EFFECTUES.	SOLDES DES ENGAG. E.C.	CREDITS DISPONI BLE
5002	RECETTES PROVENANT DU PRODUIT DE FOURNITURES EFFECTUEES EN FAVEUR D'AUTRES INSTITUTIONS OU ORGANISMES - RECETTES AFFECTEES -	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5500	RECETTES PROVENANT DU PRODUIT DE PRESTATIONS DE SERVICES ET DE TRAVAUX EFFECTUEES EN FAVEUR D'AUTRES INSTITUTIONS OU ORGANISMES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5700	RECETTES PROVENANT DE LA RESTITUTION DES SOMMES QUI ONT ETE INDUMENT PAYEES - RECETTES AFFECTEES -	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
<b>TOTAL Dossier DIT</b>		<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>-3,00</b>	<b>0,00</b>	<b>-3,00</b>	<b>3,00</b>
5001	PRODUIT DE LA VENTE DES AUTRES BIENS MEUBLES RECETTES AFFECTEES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5002	RECETTES PROVENANT DU PRODUIT DE FOURNITURES EFFECTUEES EN FAVEUR D'AUTRES INSTITUTIONS OU ORGANISMES - RECETTES AFFECTEES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5020	PRODUIT DE LA VENTE DE PUBLICATIONS, IMPRIMES ET FILMS - RECETTES AFFECTEES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5500	RECETTES PROVENANT DU PRODUIT DE PRESTATIONS DE SERVICES ET DE TRAVAUX EFFECTUES EN FAVEUR D'AUTRES INSTITUTIONS OU ORGANISMES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5510	RECETTES PROVENANT DES TIERS POUR DES PRESTATIONS DE SERVICES OU DES TRAVAUX EFFECTUES SUR LEUR DEMANDE - RECETTES AFFECTEES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
5700	RECETTES PROVENANT DE LA RESTITUTION DES SOMMES QUI ONT ETE INDUMENT PAYEES - RECETTES AFFECTEES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
6600	AUTRES CONTRIBUTIONS & RESTITUTIONS AFFECTEES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
9000	RECETTES DIVERSES	0,00	0,00	0,00	-1,00	0,00	-1,00	1,00
<b>TOTAL Dossier 07A</b>		<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>-8,00</b>	<b>0,00</b>	<b>-8,00</b>	<b>8,00</b>
<b>TOTAL ITEC</b>		<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>-11,00</b>	<b>0,00</b>	<b>-11,00</b>	<b>11,00</b>

## 6.2. Rapport sur le respect des délais de paiement

### Report on compliance with payment time limits

Factures payées en 2014		Intérêts de retard à payer d'office (>200€)	Intérêts de retard à payer à la demande (<=200€)	Pas d'intérêts de retard à payer	Total
Endéans le délai	Nombre de factures			3.216	3.216
	Montant total des factures (EUR)			108.880.328,42	108.880.328,42
Hors délai	Nombre de factures	3	256	0	259
	Montant total des factures (EUR)	309.747,73	4.553.117,85	0	4.862.865,58
	Montant des intérêts de retard (EUR)	680,66	4.944,04	0	5.624,70
Nombre total de factures		3	256	3.216	3.475
Montant total des factures (EUR)		309.747,73	4.553.117,85	108.880.328,42	113.743.194,00

Le montant total des intérêts de retard calculé pour l'année 2014 est de 5.624,70€ (3.954,20€ en 2013 et 6.484,74 € en 2012) et concerne 259 factures (200 en 2013 et 185 en 2012). Ceci est à mettre en rapport avec le nombre total de factures traitées qui est de 3 475 (3407 en 2013 et 3572 en 2012) et le montant des paiements 113.743.194,00€ (129.439.142,86€ en 2013 et 109.908.395,91€ en 2012).

Les intérêts de retard calculés en théorie ne représentent qu'une infime partie des paiements (0,005%). À titre de comparaison ce ratio était de 0,003% en 2013 et de 0,006% en 2012.

Les intérêts de retards effectivement payés aux fournisseurs se montent à 680,66 € soit 0,001 % du total des paiements (0 € en 2013 et 2.765,74€ en 2012). Ceci est donc infime et concerne uniquement les intérêts payables d'office et 3 factures sur les 3475 traitées dans l'année.

Ces 3 factures présentent la même caractéristique d'avoir été enregistrées au courrier officiel respectivement les 19, 23 et 31 décembre 2013, c'est-à-dire à des dates pendant lesquelles aucun paiement ne peut plus être traité ni en comptabilité (application indisponible) ni par les ordonnateurs ou initiateurs (fermeture des bureaux).

À ce jour, la DG ITEC n'a reçu aucune demande spécifique de la part des fournisseurs pour les factures pouvant potentiellement générer des intérêts de retard inférieurs ou égaux à 200 euros, et n'a dès lors rien payé. Mais à la lumière des exercices précédents, on peut légitimement conclure que ce ne sera pas le cas. De toute manière, et au cas où ils seraient totalement versés aux fournisseurs, leur montant serait largement compensé par l'application de pénalités sur l'exécution de contrats ayant généré des recettes affectées.

En conclusion, 2014 est une année qui confirme une bonne discipline budgétaire quant au respect des délais de paiements. Une attention particulière est prêtée aux factures pouvant générer des intérêts de retard automatiques. Depuis le mois de juillet 2014, un suivi journalier est effectué et porte ses fruits. La DG ITEC n'était pas en mesure d'éviter les paiements tardifs sur les 3 factures incriminées dont la date d'enregistrement et le délai de transmission à ses services induisaient un retard.

La situation s'annonce en théorie meilleure en 2015 grâce au passage à la signature électronique des ordres de paiements et à l'amélioration de la pratique des dates d'enregistrement des factures qui parviennent à la comptabilité du Parlement européen pendant la période de fermeture des bureaux et de fermeture des applications financières entre deux exercices budgétaires.

**6.3. Liste des exceptions - dérogations à la réglementation (IO) / List of exceptions – derogations from the rules  
Liste des renonciations/annulations de créance (RAP 91, 92) / List of waivers/cancellations of receivables (Articles 91 and 92 RAP)**

**Dérogations aux procédures**

Les décisions dérogeant aux procédures établies et aux réglementations applicables							
Réf. document	Ordonnateur compétent	Objet	Montant	Avis vérificateurs		Décision	
				conforme avec observation / non conforme	Justification	Ordonnateur compétent	Justification
	RUIZ DE LA TORRE R.	CS12 - mainten. / CC ITC SOL LO1 - 1 PE-ITEC-DIT-OPERATIONS		Conforme	La demande de l'offre est faite sur base d'une entente directe (art. 137.2 RAP), donc dérogation de l'art. 122 RAP	Validé par l'ordonnateur compétent	L'article 122 RAP a été respecté
ED 60199	PARIDANS P.	Assistance aux projets de migration, d'élaboration d'architecture, implémentation d'évolution de plateformes du PE	28.274,40	Conforme	Régularisation des dépenses pour l'assistance au déploiement d'infrastructures	Validé par l'ordonnateur compétent	Pour régulariser les dépenses, dont il ne reste pas de crédits sur l'ED validé en respectant la préalabilité, note D(2014) 10102 du 17 février 2014, signéE par M. G. Schilt
OD 456 / 844	SCHILT G.	Onsite installation services	672,00	Conforme	Régularisation des dépenses pour facture d'onsite installation services	Validé par l'ordonnateur compétent	Pour régulariser les dépenses, dont il ne reste pas de crédits sur l'ED validé en respectant la préalabilité
ED 60489	SCHILT. G	Achat des licences	1.602,458,64	Conforme	L'engagement budgétaire n'est pas préalable à l'engagement juridique, l'art. 86 du RF n'est donc pas respecté	Validé par l'ordonnateur compétent	Réception tardive du Parlement européen du contrat cadre interinstitutionnel DI/7020-00
OD 536 / 1172 - 1173 - 1174 - 1175 - 1176	CHISMOL IBANEZ R.	Déplacement d'experts	1.225,80 757,80 847,80 825,80 825,80	Conforme	Régularisation des dépenses pour les déplacements d'experts	Validé par l'ordonnateur compétent	Pour régulariser les dépenses, dont il ne reste pas de crédits sur l'ED validé en respectant la préalabilité

### Les décisions dérogeant aux procédures établies et aux réglementations applicables

OD 536 / 1240 - 1241	RUIZ DE LA TORRE R.	Maintenance e-mail	95.232,99 104.250,60	Conforme	Manque de commande ou contrat spécifique liés au CC Maintenance Email HP	Validé par l'ordonnateur compétent	Pour régulariser les dépenses sans commande ou contrat spécifique, sans établir de note au dossier
ED 60641	EILERTSEN S.	FMS Blueprint studies	52.930,00	Conforme	Le CSOW est très concis sans détails	Validé par le Directeur (l'ordonnateur compétent)	Le Directeur (l'ordonnateur compétent) accepte le CSOW tel quel
ED 50100	BARTOLINI A.	Quote-part du PE pour l'Annuaire interinstitutionnel de l'UE	2.558,24	Conforme	L'engagement budgétaire n'est pas préalable à l'engagement juridique, l'art. 86 du RF n'est donc pas respecté	Validé par l'ordonnateur compétent	Dépassement du montant initialement communiqué par l'Office des Publications au Parlement européen, note au dossier du 30/09/2014 de l'ordonnateur compétent
OD 536 / 1410 - 1411	RUIZ DE LA TORRE R.	Maintenance e-mail	95.232,99 104.250,60	Conforme	Manque de commande ou contrat spécifique liés au CC Maintenance Email HP	Validé par l'ordonnateur compétent	Pour régulariser les dépenses sans commande ou contrat spécifique, sans établir de note au dossier
ED 50101	BARTOLINI A.	Travaux pour le Journal Officiel 2013	13.923,70	Conforme	L'engagement budgétaire n'est pas préalable à l'engagement juridique, l'art. 86 du RF n'est donc pas respecté	Validé par l'ordonnateur compétent	Dépassement du montant initialement communiqué par l'Office des Publications au Parlement européen, note au dossier du 15/10/2014 de l'ordonnateur compétent



### Les décisions dérogeant aux procédures établies et aux réglementations applicables

OD 651 / 898 -899	POTOMS G	Travel expenses	688,00 336,00	Conforme	Régularisation des dépenses pour les déplacements des externes	Validé par l'ordonnateur compétent	Pour régulariser les dépenses, dont il ne reste pas de crédits sur l'ED validé en respectant la préalabilité
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#### Contrats-Cadre ITS08 - ITS14

La continuité de opérations pendant la phase de transition des contrats-cadres ITS08 et ITS14 et garantissant une bonne et efficace exécution budgétaire (engagements et paiements des crédits courants et paiements sur crédits reportés) a été assuré avec professionnalisme cela malgré un contexte juridique et procédural très complexe. Toutefois, des événements hors du contrôle du pouvoir adjudicateur impactant particulièrement un des lots de la procédure de marché ITS14 a obligé l'Ordonnateur Délégué à procéder par voie d'exception à la prolongation par avenant de contrats spécifiques établis sur base de l'ancien contrat-cadre échu, ceci dans le but d'assurer la continuité des services IT rendus à l'Institution par la DG ITEC jusqu'à ce que les mesures immédiatement prises mettent à disposition un nouveau cadre contractuel. Afin de pallier les conséquences de la suspension d'un lot de la procédure de marché ITS14 pour une durée indéterminée, l'Ordonnateur Délégué, outre les avenants techniques permettant de prolonger un sous-ensemble des contrats spécifiques encore en vigueur et cruciaux pour la bonne marche de l'Institution, a pris les mesures suivantes: consultation régulière du Service Juridique en toute transparence concernant les actions à prendre, saisine du Forum des Marchés Publics en vue de procéder en toute transparence et en ligne avec la règlementation au lancement de procédures négociées exceptionnelles Art 134.1 pour assurer la continuité des services impactés par la suspension d'un lot de l'ITS14, établissement du PPD concernant ces procédures négociées exceptionnelles dès l'avis du FMP rendu, établissement des documents contractuels relatifs aux procédures négociées dans les délais les plus courts possible en vue de leur lancement encore en janvier 2015.

#### Renonciation/annulations de créance

### Les procédures de renonciations/annulations de créance

Réf. document	Ordonnateur compétent	Objet	Montant	Justification de l'ordonnateur quant à la renonciation/annulation
Ordre de recouvrement 392 - 399	VILELLA G.	Facturation cartes de voeux 2014, annulation député	40,00	Le montant n'est plus récupérable (le député est parti)

**6.4. Obligations contractuelles de longue durée**  
**Long-term contractual obligations**

Contract managing DG	Contractant	Objet	Durée initiale(*)		Valeur totale marché	Budget Year	Dépense contractuelle pour	Type de renouvellement(**)	Description des mesures de contrôle	Contract/Order Reference with hyperlink	Contr Type Short Code	Contract Tender Clsf Code
			Contrat	Marché								
	ACS Consortium	Informatics services	2	5	€12.600.000,00	2014	€89.513,87	AUTO		<a href="#">ITS08-L05-1</a>	FRM	S
	APAQ CONSORTIUM	Standards, methodology, support, quality control and audit	2	5	€10.800.000,00	2014	€2.739.052,13	AUTO		<a href="#">ITS08-L10-1</a>	FRM	S
	APAQ CONSORTIUM	Research and development in IT engineering	2	5	€16.300.000,00	2014	€1.449.876,24	AUTO		<a href="#">ITS08-L11-1</a>	FRM	S
	ATOS - SOA	Services related to implementation, IT development, continuity and support of the rFIS (re-engineering of the Financial Information System) in the European Parliament	2	5	€9.900.000,00	2014	€52.930,00	AUTO		<a href="#">PE/ITEC-DIT-rFIS12 - LOT 1 - Rank 1</a>	FRM	S
	ATSO CONSORTIUM	User Support in Information Technologies	5	6	€93.705.136,96	2014	€922.272,74	AUTO		<a href="#">ITUSS13-Rank2</a>	FRM	S
	ATRIUM CONSORTIUM	Information Systems Continuity	2	5	€28.500.000,00	2014	€595.526,10	AUTO		<a href="#">ITS08-L08-2</a>	FRM	S
	BECHTLE	MEQ III - Sale to the EU Institutions of complex hardware and informatics services	8	8	€3.152.315,00	2014	€1.207.519,41	MANUAL		<a href="#">DI/07190</a>	FRM	F
	BECHTLE	Sale, rental or leasing of complex or other than complex hardware and the provision of maintenance and documentation. Provision of informatics services being related to the provision of products	7 years	108 M	€40.490.320,00	2014	€6.813,94	AUTO		<a href="#">DI/07210</a>	FRM	F
	BT	Telecommunication services	7 years	84 M	€10.660.355,91	2014	€181.672,42	MANUAL		<a href="#">DI/07100</a>	FRM	S
	BT Limited Belgian Branch	Provision of Internet access services and associated services (INAS)	8 years	96 M	€14.685.000,00	2014	€417.822,49	AUTO		<a href="#">DI/05930</a>	FRM	S
	BT Limited Belgian Branch	Network equipment and associated services	4	5	€84.000.000,00	2014	€1.160.115,71	AUTO		<a href="#">PE-ITEC-DIT-ITIM-TELSIS/Lot 1</a>	FRM	S

BT Limited Belgian Branch	Applications equipment and associated services	4	5	€36.000.000,00	2014	€1.702.097,83	AUTO		<a href="#">PE-ITEC-DIT-ITIM-TELSIS/Lot 2</a>	FRM	S
CGI Luxembourg	Information Systems Continuity	2	5	€28.500.000,00	2014	€7.924.373,96	AUTO		<a href="#">ITS08-L08-1</a>	FRM	S
COMPAREX NEDERLAND	User rights granted of non-exclusive and non-transferable licences of a large range of computer software products, provision of maintenance, support and informatics services excluding training and documentation thereto	6	6	€11.132.274,99	2014	€4.380.200,48	MANUAL		<a href="#">DI/06820</a>	FRM	F
COMPAREX NEDERLAND	Software for Innovation Diversity and Evolution (SIDE)	6 years	48 M	€34.101.206,60	2014	€604.749,96	AUTO		<a href="#">DI/07360</a>	FRM	S
CONSORTIUM D/A	Enterprise architecture, methodology, quality assurance and audit	2	5	€11.595.100,00	2014	€734.060,00	AUTO		<a href="#">PE/ITEC-ITS14 - Lot 6 - Rank 1</a>	FRM	S
CRONOCOMM	Development and maintenance of dissemination information systems	2	5	€64.651.051,00	2014	€2.164.622,00	AUTO		<a href="#">PE/ITEC-ITS14 - Lot 2 - Rank 1</a>	FRM	S
CRONOS INTERNATIONAL	Internet and Intranet dissemination of information	2	5	€43.300.000,00	2014	€11.326.705,50	AUTO		<a href="#">ITS08-L04-1</a>	FRM	S
DAMOVO BELGIUM	Maintenance Telephony Equipment	10	12	N/A	2014	€228.556,24	AUTO		<a href="#">PABX/02</a>	FRM	F
DISTECABLE SL	Cabling works for the telecommunications networks EP Brussels)	1	4	€8.500.000,00	2014	€524.253,25	AUTO		<a href="#">PE-ITEC-DIT-ITIM-CABLAGE-EP-3-L1-R1</a>	FRM	S
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 functioning of the System	10	10	€18.550.240,00	2014	€714.186,99	AUTO		<a href="#">DI/06720</a>	FRM	F
EPIOS IT SERVICES THV	ICT infrastructure management and operation services and other associated services	5	6	€95.000.000,00	2014	€13.791.456,71	AUTO		<a href="#">ITOMS13-Rank1</a>	FRM	S
EUREL INTERNATIONAL(EUREL GROUP)	Fourniture d'équipement de vote électronique et de services relatifs à l'installation, à la mise à niveau, à la maintenance et au suivi de l'évolution du système de vote électronique au sein du PE	10	10	€12.000.000,00	2014	€296.527,60	NONE		<a href="#">PE/ICTUS-2011/VECOM2</a>	FRM	F
Europarcom - Lot 1 (International)	Carrier Services (Local connectivity)	8	8	€21.000.000,00	2014	€1.016.656,41	AUTO		<a href="#">EPINET Carrier Services - Lot 1</a>	FRM	S

Europarcom - Lot 2 (Brussels)	Carrier Services (Local connectivity)	8	8	€30.000.000,00	2014	€609.993,85	AUTO		<a href="#">EPINET Carrier Services - Lot 2</a>	FRM	S
Europarcom - Lot 3 (Luxembourg)	Carrier Services (Local connectivity)	8	8	€3.900.000,00	2014	€221.815,94	AUTO		<a href="#">EPINET Carrier Services - Lot 3</a>	FRM	S
EUROPEAN DYNAMICS	Development expertise in documentary applications and content management systems	5 years	48 M	€34.100.000,00	2014	€2.924.248,08	AUTO		<a href="#">ITS08-L07-1</a>	FRM	S
FUJITSU TECHNOLOGY SOLUTIONS	Storage, backups and archiving and integration solutions	6 years	72 M	€94.600.000,00	2014	€4.639.067,63	AUTO		<a href="#">PE-ITEC-DIT-ITO ITC SOL LOT 1 Rank 1</a>	FRM	F
GEF-IT THV	User Support in Information Technologies	6	6	€93.705.136,96	2014	€175.197,60	AUTO		<a href="#">ITUSS13-Rank3</a>	FRM	S
GETSYS LUXEMBOURG ASS.MOM.	Supply of printing, copying and scanning devices and associated software and services	11 years		€18.485.571,00	2014	€1.280.756,03	AUTO		<a href="#">DI/06940</a>	FRM	F
HEWLETT-PACKARD BELGIUM	Mainframe Data Servers	2	6	€59.697.720,00	2014	€90.331,92	AUTO		<a href="#">DI/07120</a>	FRM	F
HEWLETT-PACKARD BELGIUM	Maintenance EMAIL HP	10	10	N/A	2014	€853.740,11	AUTO		<a href="#">Maintenance EMAIL HP</a>	FRM	S
I3 CONSORTIUM	Development expertise in DBMS, application services and related tools	5 years	48 M	€43.700.000,00	2014	€7.222.281,47	AUTO		<a href="#">ITS08-L06-1</a>	FRM	S
INTERACT	User Support in Information Technologies	5 years	72 M	€93.705.136,96	2014	€7.973.954,22	AUTO		<a href="#">ITUSS13-Rank1</a>	FRM	S
INTRASOFT INTERNATIONAL	Off-site development projects	5 years	48 M	€12.600.000,00	2014	€162.345,24	AUTO		<a href="#">ITS08-L05-2</a>	FRM	S
ORACLE BELGIUM	Informatics services	Ind.	Ind.	N/A	2014	€1.338.752,03	AUTO		<a href="#">SYSINF - Lot1 et 2</a>	FRM	S
ORACLE BELGIUM	Engineering and systems administration	5 years		€15.900.000,00	2014	€367.200,00	AUTO		<a href="#">ITS08-L16-2</a>	FRM	S
ORANGE CONSULTING	Cabling and IT Machine Rooms	5 years	48 M	€4.900.000,00	2014	€1.022.385,00	AUTO		<a href="#">ITS08-L02-1</a>	FRM	S
ORANGE CONSULTING	Studies, advice and expertise linked to the telecommunications field and security	5 years	48 M	€6.400.000,00	2014	€553.885,50	AUTO		<a href="#">ITS08-L12-1</a>	FRM	S

ORANGE CONSULTING	Telecommunications design and architecture, expertise and assistance in business telecommunications networks and security	5 years	48 M	€23.000.000,00	2014	€4.757.648,01	AUTO		<a href="#">ITS08-L13-1</a>	FRM	S
PWC EU SERVICES EESV	Services related to implementation, IT development, continuity and support of the rFIS12 (re-engineering of the Financial Information System) in the European Parliament	5 years	60 M	€9.900.000,00	2014	€925.800,00	AUTO		<a href="#">PE/ITEC-DIT-rFIS12 - LOT 1 - Rank 2</a>	FRM	S
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	6 years	72 M	€30.000.000,00	2014	€3.694.124,26	AUTO		<a href="#">PE-ITEC-A-ITIM-EXPLOIT-TEL-2</a>	FRM	S
SODAH ASS. MOM.	ICT Operation and Management Services	6	6	€95.000.000,00	2014	€144.000,00	AUTO		<a href="#">ITOMS13 - Rank 2</a>	FRM	S
Software AG Belgium SA/NV	Acquisition de Licence et de Services (Maintenance Services)	Ind.	Ind.	N/A	2014	€184.735,70	AUTO		<a href="#">Software AG-L2003137</a>	FRM	S
SOGATOS	Product evaluation, testing, customization and systems integration	2	5	€14.698.363,00	2014	€93.800,00	AUTO		<a href="#">PE/ITEC-ITS14 - Lot 5 - Rank 1</a>	FRM	S
SOGETI Luxembourg	Test of developments	2	5	€9.472.000,00	2014	€364.080,00	AUTO		<a href="#">PE/ITEC-ITS14 - Lot 4 - Rank 1</a>	FRM	S
SYNTAXIA - AS	Development expertise in documentary applications and content management systems	2	5	€34.100.000,00	2014	€398.281,87	AUTO		<a href="#">ITS08-L07-2</a>	FRM	S
SYNTAXIA - IS	External service provision for IT services	2	5	€10.160.000,00	2014	€5.109.924,92	AUTO		<a href="#">ITS08-L01-1N</a>	FRM	S
SYNTAXIA - IS	Product evaluation, testing and system integration.	2	5	€2.175.000,00	2014	€2.202.319,52	AUTO		<a href="#">ITS08-L09-1N</a>	FRM	S
SYNTAXIA - IS	Database administration	2	5	€5.000.000,00	2014	€526.434,51	AUTO		<a href="#">ITS08-L15-1</a>	FRM	S
SYNTAXIA - IS	Engineering and systems administration	2	5	€15.900.000,00	2014	€666.091,38	AUTO		<a href="#">ITS08-L16-1</a>	FRM	S
SYNTAXIA - WEB	Internet and intranet dissemination of information	2	5	€43.300.000,00	2014	€419.955,00	AUTO		<a href="#">ITS08-L04-2</a>	FRM	S

SYSTEMAT LUXEMBOURG PSF	Mobile Equipment (MEO). Sale, rental or leasing to the EU Institutions of non-complex hardware as set out in the Annex, and the provision of maintenance and Documentation	10	10	€9.999.999,00	2014	€457,75	MANUAL		<a href="#">DI/06610</a>	FRM	S
SYSTEMAT LUXEMBOURG PSF	Sale, rental or leasing of complex or other hardware; provision of Informatics services being related to the provisions of Products.	4	9	€6.018.174,03	2014	€669.547,86	MANUAL		<a href="#">DI/06650</a>	FRM	F
SYSTEMAT LUXEMBOURG PSF	Desktop personal computers - Desktop III	2	13	€11.848.659,04	2014	€453.342,60	AUTO		<a href="#">DI/07350</a>	FRM	F
ITEC									55		

Les obligations contractuelles de longue durée concernent:

- tout contrat direct ou cadre avec une durée initiale prévue de plus de 4 années et avec une dépense annuelle réelle supérieure à 100.000 euros pour les contrats de services et fournitures, et supérieure à 1.000.000 euros pour les contrats de travaux;
  - tout contrat direct ou cadre avec une durée inférieure à 4 ans mais lié à un marché d'une durée prévue de plus de 4 ans lorsque la dépense annuelle du contrat dépasse les seuils indiqués ci-dessus;
  - tous les contrats d'achat d'immeubles: ces contrats seront exclusivement mentionnés l'année de leur signature, c'est à dire, lorsque l'acquisition a lieu;
  - tous les contrats emphytéotiques;
  - tous les contrats de bail avec une dépense annuelle réelle supérieure à 100.000 euros, indépendamment de leur durée;
  - tout contrat direct ou cadre de durée indéterminée avec une dépense annuelle réelle supérieure aux seuils fixés ci-dessus.
- Si un contrat inclus une fois dans le reporting d'une année, ne dépasse pas les seuils fixés pendant une ou plusieurs années après son inclusion, il devra quand même être renseigné.

Voir la note sur les contrats de longue durée telle qu'adoptée par le FMP. El est disponible sur:

[http://www.epintranet.ep.parl.union.eu/intranet/ep/lang/fr/content/administrative\\_life/finance/contracts\\_subsidies/practical\\_guides](http://www.epintranet.ep.parl.union.eu/intranet/ep/lang/fr/content/administrative_life/finance/contracts_subsidies/practical_guides)

**6.5. Procédures négociées exceptionnelles - articles 53, 134 et 135 RAP**  
**Exceptional negotiated procedures - Articles 53, 134 and 135 RAP**



**PRODUCTION**

DG	Service	Relevant AO	Contract Reference	Objet du marché	Type	Catégorie	Durée	Economic Operators	Montant	Devis e	Procédures négociées exceptionnelles	Justification légale	Commentaire	Award Date	Lots
ITEC	Direction générale de l'innovation et du support technologique	Giancarlo VILELLA	DI/07300 - DIGIT/R2/PN /2013/068 FOAE	Provision to the European Commission of Informatics and / or Telecommunication services further to a negotiated procedure (DIGIT/R2/PN/2013/068 "FOAE" Microsoft services) concerning the acquisition of Microsoft high level services and consultancy	Services	07 Services informatiques et services connexes	48 Mois	MICROSOFT BELGIUM NV	1.359.708,00	EUR	PN article 134	PN article 134.1 b)	Gama procedure No DIGIT/R2/PN/2013 /068 FOAE (Services)	15/04/14	1

**6.6. Résultat des évaluations ex-post**  
**Results of ex-post controls**

N.A.

**6.7. Fonctions sensibles**  
**Sensitive posts**

N.A.

**6.8. Evaluation de la mise en oeuvre des normes minimales de contrôle interne**  
**Assessment of the implementation of minimum internal control standards**

**Tableau synoptique d'évaluation**

*(base : normes de 2002)*

N° norme 2002	N° norme 2014	achevée	presque	en partie	démarrée	à démarrer / NA
<b>Section 1: Environnement de contrôle</b>						
1. Déontologie et intégrité	2	X				
2. Mission, rôle et tâches	1	X				
3. Compétences du personnel	3	X				
4. Rendement du personnel	3, 4	X				
5. Fonctions sensibles	7	X				
6. Délégation	7	X				
<b>Section 2: Performance et gestion des risques</b>						
7. Fixation d'objectifs	5	X				
8. Programmation pluriannuelle	n/a		X			
9. Programme de travail annuel	5	X				
10. Contrôle de la performance sur la base d'objectifs et d'indicateurs	5		X			
11. Analyse et gestion du risque	6		X			
<b>Section 3: Information et communication</b>						
12. Information ad hoc en matière de gestion	12, 13	X				
13. Enregistrement du courrier et systèmes d'archivage	11, 12	X				
14. Signalement d'irrégularités	12	X				
<b>Section 4: Activités de contrôle</b>						
15. Documentation relative aux procédures	8, 13	X				
16. Séparation des tâches	8	X				
17. Surveillance	9	X				
18. Relevé des exceptions	8	X				
19. Continuité des opérations	10	X				
<b>Section 5: Audit et évaluation</b>						
20. Identification et correction des insuffisances du contrôle interne	15		X			
21. Rapports d'audit	16	X				
22. Examen annuel du contrôle interne	15	X				

À titre d'information ci – après un tableau de conversion des normes 2014 par rapport aux normes 2002.

N° norme 2014	N° norme 2002	achevée	presque	en partie	démarrée	à démarrer / NA
<b>Section 1: Mission et valeurs</b>						
1. Mission	2	X				
2. Valeurs éthiques et organisationnelles	1	X				
<b>Section 2: Ressources humaines</b>						
3. Affectation du personnel et mobilité	3	X affectation du personnel				X pour mobilité
4. Évaluation et développement du personnel	3, 4	X				
<b>Section 3: Processus de planification et gestion des risques</b>						
5. Objectifs et indicateurs de performance	7, 9, 10	X pour objectifs			X Les nouveau d'indicateurs de performance dans le cadre du SEF et PPP.	
6. Processus de gestion des risques	11		X			
<b>Section 4: Opérations et activités de contrôle</b>						
7. Structure opérationnelle	5, 6	X				
8. Processus et procédures	15, 18	X				
9. Supervision par le management	17		X			
10. Continuité des opérations	19		X			
11. Gestion des documents	13	X				
<b>Section 5: Information et reporting financier</b>						
12. Information et communication	13, 14	X				
13. Information comptable et financière	12	X				
<b>Section 6: Évaluation et audit</b>						
14. Évaluation des activités	n/a		X			
15. Évaluation des systèmes de du contrôle interne	20, 22	X				
16. Rapports d'audit	21	X				

## Commentaires sur le résultat de l'exercice annuel de l'autoévaluation des NMCI

### 1. Normes évaluées **achevées - bonnes pratiques**

N° norme	Libellé norme	Commentaires sur la réalisation
1	Déontologie et intégrité	Information du personnel notamment via le site intranet (site financier, code de conduite) et les communications du Directeur Général.
2	Missions, rôles et tâches	Diffusion des lettres de mission au niveau DG, Direction, Unité. Site intranet. Photographie de services. Description de postes dans les affichages et la 1ère partie des rapports de notation. Néanmoins suite à réorganisation interne à la DIT et création en 2014 de deux nouvelles Directions (DES et ESIO) certains aspects de la missions et taches reste à compléter.
3	Compétences du personnel	Définition des connaissances et aptitudes nécessaires pour chaque poste dans la fiche métier. Entretiens de recrutement mené sur base de la fiche d'évaluation standard de la DG PERS. Examen des besoins de formation dans le cadre du RN (rapports de notation). Réponse rapide aux besoins de formation, y compris des nouveaux arrivés (responsabilité particulière dans l'Unité RH). Établissement d'un plan de formation annuel pour la DG. Politique de mobilité dans les parties de la DG où elle est possible.
4	Rendement du personnel	Procédure annuelle d'établissement des Rapports de notation.
5	Fonctions sensibles	Procédure formalisée.
6	Délégation	Établissement de délégations de signatures selon les modèles standard et gestion centralisée des délégations financière par Unité FIN de la DG ITEC
7	Fixation d'objectifs	Fait: établissement annuel d'objectifs au niveau DG, Direction, Unité et individuel, avec un certain nombre d'objectifs chiffrés et vérifiables et des indications de calendrier.
9	Programme de travail annuel	Fait: AWP, Programmation IT, organes de gouvernance, suivi financier (partie engagements), indicateurs d'avancement, suivi RH, suivi financier (partie paiements).

12	Information <i>ad hoc</i> en matière de gestion.	Examen mensuel de la situation de l'exécution budgétaire, et de tableaux de bord. De plus, point d'information lors des réunions mensuelles de management sur l'évolution de l'exécution budgétaire.
13	Enregistrement du courrier et systèmes d'archivages	Utilisation de GEDA (e.a. systématique pour les notes de saisines d'engagements budgétaires), archivage central financier et contractuel.
14	Signalement d'irrégularités	Fait: examen de la mise en œuvre de la norme dans le cadre de l'établissement de la Direction des Ressources (DIRES) et de l'Unité Marchés et Contrats (PAC). Ex en 2014, ITS 14.
15	Documentation relative aux procédures	Site intranet du PE volet " <i>finance</i> " réglementation, décisions, procédures. À compléter sur intranet DG ITEC: check-lists, templates notes de guidance pour services opérationnels et ordonnateurs.
16	Séparation des tâches	Mise en œuvre par la structure financière de la DG et l'application des Règles Internes.
17	Surveillance	Fait: Vérification Ex-Ante. Les mesures pourraient être renforcées par un Contrôle Ex-Post (contrôle a posteriori par échantillonnage).
18	Relevé des exceptions	Saisie dans FINORD des observations de la Vérification Ex-Ante, et relevé des exceptions -- voir Annexe 6.3.
19	Continuité des opérations	Ensemble de dispositions prises en matière de suppléance et de remplacement des acteurs financiers.
21	Rapports d'audit	Prise en compte et suivi des recommandations de l'Audit Interne et de la Cour des Comptes et mise en œuvre des mesures correctives nécessaire dans les domaines audités.
22	Examen annuel du contrôle interne	Effectué dans le cadre du Rapport Annuel d'Activité et également suivi périodiquement dans les rapports intermédiaires.

#### Bonnes pratiques:

- Norme 12: en matière budgétaire, distinction entre dépenses courantes (*business-as-usual*) et d'investissement (acquisitions, projets), et nomenclature des dépenses selon les domaines de TIC d'après un canevas standard reconnu (en TIC).
- Norme 18: établissement d'un rapport annuel de la Vérification Ex-Ante, permettant d'identifier d'éventuels problèmes systémiques.
- Norme 21: dialogue périodique (deux fois par an) et régulier avec l'IAS, au niveau du Directeur Général, pour le suivi des recommandations de l'IAS et mise en œuvre des mesures correctives nécessaire dans les domaines audités.

## 2. Normes évaluées **presque achevées - éléments à compléter**

N° norme	Libellé norme	<u>Eléments à compléter</u>
8	Programmation pluriannuelle	Fait: AWP et PPP, programmation de projets pluriannuel et "business as usual". L'IT Programme en 2014 le plan annuel informatique est élaboré sur base du cadre pluriannuel. Néanmoins, certaines difficultés persistent dans le cadre de la programmation liée à des projets "corporate" (Ex: FMS).
10	Contrôle de la performance sur base d'objectifs et d'indicateurs	Fait: rapports périodiques (RPA) et annuels (RAA). À améliorer / compléter: indicateurs de performance (KPI).
11	Analyse et gestion du risque	Fait: La Risk map et les risk register prioritaires de la DG ITEC ont été mise à jour et les risques transversaux identifiées. L'analyse des applications critiques a été lancée en partenariat avec les BA des DGs et une annexe spécifique est en place dans le cadre du développement de projet IT (business case et méthodologie IT). À compléter: les aspects liés à la sécurité informatique (gouvernance) et préparation d'une risk map pour les objectifs stratégiques de la DG ITEC.
20	Identification et correction des insuffisances du contrôle interne	Fait: rapport annuel de la vérification Ex-Ante, rapports du Contrôle Ex-Post. À améliorer: procédure pour identifier les éventuelles insuffisances du contrôle interne.

## 3. Normes évaluées **partielles** ou **démarrées - points faibles et pratiques**

N° norme	Libellé norme	<u>Points faibles et pratiques mises en place pour y faire face</u>

## 4. Normes évaluées **à démarrer** ou **non applicables**.

N° norme	Libellé norme	<u>Points faibles et pratiques mises en place pour y faire face</u>
N/A		



# EP IT Project Portfolio

17 November 2014

2014 Status



## Status of projects as of 12 November 2014

Status of Projects	Proj Progress						
Client DG	Ongoing	Pending	Delayed	Upcoming	Closed	Grand Total	
SG					1	1	2
DG PRES	5		1		4	2	12
DG IPOL	7				2	2	11
DG EXPO	2				2	3	7
DG EPRS	1		1			2	4
DG COMM	9	1	1		2	6	19
DG PERS	4				1	5	10
DG INLO	2		2		2	2	8
DG TRAD					1	1	2
DG INTE	7	1	1		2	2	13
DG FINS	5	1				1	7
DG SAFE	1						1
JURI						2	2
GIDOC	1						1
MEMBERS	2						2
<b>Grand Total</b>	<b>46</b>	<b>3</b>	<b>6</b>	<b>17</b>	<b>29</b>	<b>101</b>	
<b>%</b>	<b>45,5%</b>	<b>3,0%</b>	<b>5,9%</b>	<b>16,8%</b>	<b>28,7%</b>	<b>100,0%</b>	



## Risk evaluation

# High risks coloration

Description	Colour
Action completed or action ongoing and on track	
Action partly completed, some parts of the action have not yet been completed but will be completed in the foreseen timeframe or action is suffering from a delay	
Action is far from being completed/has not started or there is a serious problem with the implementation of the action	

	Number of "ongoing" actions	Total
Green	33	71,7%
Yellow	10	21,7%
Red	0	0,0%
Not defined	3	6,6%
Total	46	100%



DG ITEC-DIT-CONCEPT-PLANNING				EP Proj Ongoing					
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2014				2015
					Q1	Q2	Q3	Q4	Q1
23	DG PRES	7 - MEP application upgrade - Implementation	Thu 04/07/13	Fri 31/10/14	PRJ-00001178				
26	DG PRES	MADIS (MEP replacement) Early Life Support	Mon 17/03/14	Wed 31/12/14	PRJ-00001259				
27	DG PRES	Rule 166 and 195(3) – Roll call Votes - (BPM)	Wed 16/04/14	Tue 31/03/15	PRJ-00001323				
29	DG PRES	2 - ACTES@SIMPLE(VOTES/META/CRE/F/META/CRE	Wed 14/09/11	Wed 31/12/14	PRJ-00000961				
33	DG PRES	Reengineering of CorCom application	Tue 01/04/14	Fri 21/08/15	PRJ-00001330				
35	DG IPOL	Lisbon Treaty (ITER and related applications)	Thu 01/09/11	Wed 01/07/15	PRJ-00000396				
36	DG IPOL	1 - Enhance visibility and accessibility of Committee web-pages	Tue 01/10/13	Sat 15/11/14	PRJ-00000957				
37	DG IPOL	3 - Web Portal for Petitions - Project Execution	Tue 01/01/13	Thu 15/01/15	0001095				
38	DG IPOL	AT4LEX - Authoring tool for legislative documents	Tue 01/01/13	Thu 31/08/17	PRJ-00001111				
41	DG IPOL	Document management for upload in AT4AM	Mon 03/03/14	Wed 31/12/14	PRJ-00001203				
44	DG IPOL	IPOL/EXPO research services – Implementation	Thu 11/09/14	Thu 31/12/15	PRJ-00001136				
45	DG IPOL	Committee Newsletters - Tool for editing and publishing	Mon 01/04/13	Wed 31/12/14	PRJ-00001136				
46	DG EXPO	CPLAN - Planning Tool for Committee Activities	Fri 01/07/11	Thu 31/12/15	PRJ-00000937				
51	DG EXPO	Windows 7 build for the ACP and external meetings	Sat 01/03/14	Thu 30/10/14	PRJ-00001282				
53	DG COMM	3 - Contribution and publication tools for Europarl	Wed 28/03/12	Wed 31/12/14	PRJ-00000854				
56	DG COMM	7 - Citizens/Civil society/media contact database - Implementation	Wed 23/10/13	Sat 15/11/14	PRJ-00001188				
60	DG COMM	CoMove- Coordinated move in case of change in ringbook or internal demand	Mon 01/09/14	Tue 31/03/15	PRJ-00001204				
61	DG COMM	MEPs Interactive Touchscreens for EPIOs	Thu 01/05/14	Wed 31/12/14	PRJ-00001226				
62	DG COMM	Further development of Memoire	Mon 23/06/14	Sun 26/04/15	PRJ-00001227				
63	DG COMM	WISEP FIVISIT GEVISIT audit reporting	Wed 15/10/14	Wed 31/12/14	PRJ-00001230				






  

No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			



DG ITEC-DIT-CONCEPT-PLANNING			EP Proj Ongoing						
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2014				2015
					Q1	Q2	Q3	Q4	Q1
64	DG COMM	WISEP MEP module	Mon 23/06/14	Sun 26/04/15					PRJ-00001231
66	DG COMM	Storage of collection-related images for the House of European History	Fri 01/08/14	Wed 31/12/14					PRJ-00001233
70	DG COMM	CABLING JAN-ASP	Wed 01/01/14	Wed 31/12/14					PRJ-00001237
72	DG PERS	Abandon of Arpege 3 - Implementation	Fri 01/11/13	Sat 31/12/16					PRJ-00001193
74	DG PERS	Modernisation of Intranet website of the DG Personal	Mon 02/12/13	Wed 31/12/14					PRJ-00001241
76	DG PERS	Electronic declaration of Missions expenses	Wed 01/05/13	Wed 31/12/14					PRJ-00001175
81	DG PERS	Streamline to SYSPER 2: People, Organizational Chart, Careers, Time	Tue 15/10/13	Sun 31/12/17					PRJ-00001238
82	DG INLO	Outil intégré de gestion du mobilier et des stocks (BPM)	Tue 01/10/13	Fri 28/11/14					PRJ-00001151
83	DG INLO	Gestion des Appels à Manifestation d'Interet - AMI	Thu 15/08/13	Wed 31/12/14					PRJ-00001155
92	DG INTE	4 - PERICLES archiving	Fri 01/07/11	Fri 26/12/14					PRJ-00000876
93	DG INTE	3 - PERICLES-GRIF link - next steps	Sun 01/01/12	Sun 30/11/14					PRJ-00001085
95	DG INTE	New web interface to request meetings in a structured way.	Sun 31/03/13	Tue 14/04/15					PRJ-00001131
96	DG INTE	Review of current processes in view of a Pericles application upgrade (BPM)	Thu 01/05/14	Mon 02/02/15					PRJ-00001154
97	DG INTE	PERICLES - Web Calendar - Implementation	Thu 31/01/13	Thu 31/12/15					PRJ-00001167
98	DG INTE	ACI Payment Management, Reporting & Planning Tool (GEFIN)	Tue 10/12/13	Thu 11/12/14					PRJ-00001209
99	DG INTE	Billing of 'Consulting' and Services to Other Institutions	Mon 01/09/14	Thu 30/04/15					PRJ-00001213
106	DG FINS	FMS - Financial management system	Sun 01/06/14	Thu 31/12/15					PRJ-00001229
107	DG FINS	FMS - Financial management system - interfaces	Wed 19/02/14	Fri 19/02/16					PRJ-00001229
108	DG FINS	FMS - Blue Print	Thu 01/09/11	Fri 19/12/14					PRJ-00000963
109	DG FINS	FMS Project	Tue 30/12/14	Thu 31/12/15					






  

No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			



DG ITEC-DIT-CONCEPT-PLANNING			EP Proj Ongoing						
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2014				2015
					Q1	Q2	Q3	Q4	Q1
110	DG FINS	1 - New Statute - Members Portal	Fri 01/01/10	Thu 31/12/15					PRJ-00000873
172	DG EPRS	6 - Glass Room (Access to documents) - Remplacement de l'application	Thu 01/03/12	Thu 18/12/14	PRJ-00000978				
176	DG SAFE	Early Warning Messages System	Fri 01/03/13	Wed 31/12/14	RJ-00001139				
177	GIDOC	COMAP	Sat 01/01/11	Wed 31/12/14	PRJ-00000781				
180	MEMBERS	New videoconferencing infrastructures for MEPs	Sun 01/01/12	Wed 31/12/14	PRJ-00001005				
181	MEMBERS	External video infra. Webex & new functions	Sun 01/01/12	Wed 31/12/14	PRJ-00001006				






  

No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			



DG ITEC-DIT-CONCEPT-PLANNING				EP Proj Upcoming				
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2015			
					Q4		Q1	
22	SG	1 - New PREQUEST – Implementation	Sat 15/11/14	Mon 01/02/16				PRJ-00001327
24	DG PRES	EP-Greffe : Allow reception of documents from Institutions other than	Mon 08/12/14	Tue 10/03/15				PRJ-00001196
25	DG PRES	IT treatment of the table of national Parliaments' submissions	Wed 01/10/14	Tue 30/12/14				PRJ-00001197
30	DG PRES	8 - Transmission des textes adoptés	Thu 01/01/15	Thu 31/12/15				PRJ-00001195
32	DG PRES	OEIL RoP and modernizing OEILATL	Wed 10/09/14	Tue 12/05/15				PRJ-00001342
42	DG IPOL	Committees' Work in Progress extraction	Sat 01/11/14	Wed 31/12/14				PRJ-00001215
43	DG IPOL	Web Portal Early Life Support	Mon 01/12/14	Sun 15/02/15				PRJ-00001258
49	DG EXPO	AM4AP - logiciel pour traiter les amendements des assemblees	Wed 01/10/14	Wed 31/12/14				PRJ-00001198
52	DG EXPO	Mission Crisis Management	Thu 01/01/15	Thu 31/12/15				PRJ-00001347
55	DG COMM	Tablet APP for journalists	Wed 15/10/14	Wed 31/12/14				PRJ-00001199
58	DG COMM	EP Patronage	Mon 01/09/14	Wed 31/12/14				PRJ-00001242
79	DG PERS	EP Organigram - Implementation	Thu 01/01/15	Tue 31/03/15				PRJ-00001346
88	DG INLO	Digital display infrastructure for publishing events (ushers) - BPM	Sat 01/11/14	Sat 28/02/15				PRJ-00001364
89	DG INLO	Manage requests for catering when events occur	Wed 01/04/15	Fri 30/10/15				PRJ-00001357
90	DG TRAD	BPM : Integrated environment for Translators-service interface for	Fri 03/10/14	Thu 31/12/15				PRJ-00001357
100	DG INTE	Interpreter Availabilities Counting Tool	Mon 01/12/14	Tue 31/03/15				PRJ-00001214
101	DG INTE	Interpreter Advanced Matching Profile	Mon 01/12/14	Tue 31/03/15				PRJ-00001216






  

No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			



DG ITEC-DIT-CONCEPT-PLANNING		EP Proj Delayed-Pending					
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2015		
					Q3	Q4	Q1
31	DG PRES	1 - Members activities (déclarations écrites) - Implementation	Mon 05/01/15	Thu 30/04/15			PRJ-00001322
59	DG COMM	EPMM - European Parliament Media Monitoring Platform	Mon 01/07/13	Wed 31/12/14	PRJ-00001243		
71	DG COMM	Social Media Content Manager	Fri 31/05/13	Fri 31/05/13			
84	DG INLO	BPM update "Catering"	Mon 03/11/14	Thu 30/04/15			PRJ-00001158
85	DG INLO	Building plans and Document management tool (POC)	Thu 01/01/15	Thu 31/12/15			PRJ-00001280
102	DG INTE	Meeting Information & Notes Application	Mon 02/12/13	Wed 31/12/14	PRJ-0000117		
104	DG INTE	Audio Recordings Online (Implementation)	Thu 17/04/14	Sat 31/05/14			
105	DG FINS	FMS Testing 2013-2016	Mon 01/07/13	Sat 31/12/16	PRJ-00001181		
174	DG EPRS	AsKEP Project	Mon 17/02/14	Tue 30/09/14			






  

No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			



DG ITEC-DIT-CONCEPT-PLANNING				EP Proj Ongoing					
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2014				2015
					Q1	Q2	Q3	Q4	Q1
23	DG PRES	7 - MEP application upgrade - Implementation	Thu 04/07/13	Fri 31/10/14	PRJ-00001178				
26	DG PRES	MADIS (MEP replacement) Early Life Support	Mon 17/03/14	Wed 31/12/14	PRJ-00001259				
27	DG PRES	Rule 166 and 195(3) – Roll call Votes - (BPM)	Wed 16/04/14	Tue 31/03/15	PRJ-00001323				
29	DG PRES	2 - ACTES@SIMPLE(VOTES/META/CRE/F/META/CRE	Wed 14/09/11	Wed 31/12/14	PRJ-00000961				
33	DG PRES	Reengineering of CorCom application	Tue 01/04/14	Fri 21/08/15	PRJ-00001330				
35	DG IPOL	Lisbon Treaty (ITER and related applications)	Thu 01/09/11	Wed 01/07/15	PRJ-00000396				
36	DG IPOL	1 - Enhance visibility and accessibility of Committee web-pages	Tue 01/10/13	Sat 15/11/14	PRJ-00000957				
37	DG IPOL	3 - Web Portal for Petitions - Project Execution	Tue 01/01/13	Thu 15/01/15	0001095				
38	DG IPOL	AT4LEX - Authoring tool for legislative documents	Tue 01/01/13	Thu 31/08/17	PRJ-00001111				
41	DG IPOL	Document management for upload in AT4AM	Mon 03/03/14	Wed 31/12/14	PRJ-00001203				
44	DG IPOL	IPOL/EXPO research services – Implementation	Thu 11/09/14	Thu 31/12/15	PRJ-00001136				
45	DG IPOL	Committee Newsletters - Tool for editing and publishing	Mon 01/04/13	Wed 31/12/14	PRJ-00001136				
46	DG EXPO	CPLAN - Planning Tool for Committee Activities	Fri 01/07/11	Thu 31/12/15	PRJ-00000937				
51	DG EXPO	Windows 7 build for the ACP and external meetings	Sat 01/03/14	Thu 30/10/14	PRJ-00001282				
53	DG COMM	3 - Contribution and publication tools for Europarl	Wed 28/03/12	Wed 31/12/14	PRJ-00000854				
56	DG COMM	7 - Citizens'/Civil society/media contact database - Implementation	Wed 23/10/13	Sat 15/11/14	PRJ-00001188				
60	DG COMM	CoMove- Coordinated move in case of change in ringbook or internal demand	Mon 01/09/14	Tue 31/03/15	PRJ-00001204				
61	DG COMM	MEPs Interactive Touchscreens for EPIOs	Thu 01/05/14	Wed 31/12/14	PRJ-00001226				
62	DG COMM	Further development of Memoire	Mon 23/06/14	Sun 26/04/15	PRJ-00001227				
63	DG COMM	WISEP FIVISIT GEVISIT audit reporting	Wed 15/10/14	Wed 31/12/14	PRJ-00001230				






No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			





DG ITEC-DIT-CONCEPT-PLANNING			EP Proj Delayed-Pending				
ID	EP DG	Name	Current Planned Start	Current Planned Finish	2015		
					Q3	Q4	Q1
31	DG PRES	1 - Members activities (déclarations écrites) - Implementation	Mon 05/01/15	Thu 30/04/15			PRJ-00001322
59	DG COMM	EPMM - European Parliament Media Monitoring Platform	Mon 01/07/13	Wed 31/12/14	PRJ-00001243		
71	DG COMM	Social Media Content Manager	Fri 31/05/13	Fri 31/05/13			
84	DG INLO	BPM update "Catering"	Mon 03/11/14	Thu 30/04/15			PRJ-00001158
85	DG INLO	Building plans and Document management tool (POC)	Thu 01/01/15	Thu 31/12/15			PRJ-00001280
102	DG INTE	Meeting Information & Notes Application	Mon 02/12/13	Wed 31/12/14	17		
104	DG INTE	Audio Recordings Online (Implementation)	Thu 17/04/14	Sat 31/05/14			
105	DG FINS	FMS Testing 2013-2016	Mon 01/07/13	Sat 31/12/16			PRJ-00001181
174	DG EPRS	AsKEP Project	Mon 17/02/14	Tue 30/09/14			

No Risk Defined		High Risk		Low Risk	
Baseline		Medium Risk			





Thank you

## DG ITEC Forum 2014

The DG ITEC Forum 2014 was held on 18, 19 and 20 November in the European Parliament.

The forum was a three day event comprising of a conference, special workshops and an exhibition of some of the most innovative services DG ITEC offers to MEPs and staff in relation to Mobility.

At the exhibition space of the Forum, some of DG ITEC's latest technologies were presented in an individual and interactive way to Members and staff.

Participants had the opportunity to take a guided tour through the stands showcasing our most innovative services, such as EP Intranet, eCommittee/eMeeting, AT4AM and the EDIT catalogue.

Members and their assistants could also find out all about the tablets that are available for MEPs via the Mobility Programme as well as preview and test the Knowledge Management Portal and the MEPs' Portal.

During the three days, colleagues from the communication service answered many questions from MEPs and EP staff in relation to DG ITEC services.



On Wednesday 19 November, a conference on information technology and innovation was hosted by Vice-President Adina Ioana Vălean. In her opening speech Ms Vălean welcomed everybody to the conference and underlined the EP's commitment to empower MEPs through technology and to making a paperless parliament a reality.

"I'm very interested in ICT technologies interacting with citizens & bringing MEPs closer to them" Ms Vălean added.

Mr Geert Jan Hamilton, the Secretary-General of the Dutch Senate also gave a presentation. In it, he outlined how the Dutch Senate had completely replaced paper meeting documents with a tablet application and digitised the legislative process.

"The success of this exercise completely exceeded our expectations", underlined Mr Hamilton.

Since 2011, The Netherlands has been actively striving towards a 'paper poor parliament'. These plans had been on the books for a decade, but the emerging tablet market made the implementation suddenly feasible.

"Every week, senators received a metre tall stack of paper" Mr Hamilton described the situation before the introduction of tablets in the senate. The Dutch Senate is now using a custom app that bundles all documents including the plenary agenda, with integrated security. The app also includes mobile printing and a fast way to contact the clerk of a specific committee.

"Acceptance of the tablets on behalf of the Dutch Senators was higher than expected", Mr Hamilton said pointing out that the Dutch Senate is now an e-Parliament and savings on printing and paper distribution are approximately 270.000 euro this year.



A panel discussion followed, with Vice-President Rainer Wieland and MEP David Borrelli exploring different perspectives on how information can be shared and used to empower the democratic process.

Vice-President Reiner Wieland said that he hoped to get 50% of the MEPs on board, in contrast to the Dutch Senate's 'cold turkey' approach, which he considered a rather daring decision. In his closing remarks Mr Wieland underlined that the ever-increasing speed of ICT developments pose challenges for society and expressed his support for an environment friendly EP.

Mr Borrelli, MEP and member of the Italian Five-Star Movement, presented the way the movement grew out of the blog of Mr Beppe Grillo. He underlined that internet was an important catalyst from the start. "Thanks to the internet, direct democracy is now possible" Mr Borelli concluded.

MEP Claude Moraes raised the issue of mass surveillance, praising the co-operation and openness his committee had been given by DG ITEC in its investigations. Mr Moraes, rapporteur of the LIBE enquiry on electronic mass surveillance, summarised the conclusions of the report related to the security of the European Parliament.

"I would like to see the establishment of a 'European Digital Bill of Rights' as a more proactive approach", Mr Moraes concluded.

Giancarlo Vilella, Director General of DG ITEC, wrapped up the debate by restating the DG's commitment to maintaining security, delivering new services and boosting the Parliament's 'e-capabilities'. "Mobility is our key focus, but we also focus on efficiency, transparency, security and data protection", he added.

In her closing comments, Vice-President Adina-Ioana Vălean said that IT had a key role to play in boosting democracy and the efficiency of the EP.

## Workshops

On the same day of the conference, Wednesday 19 November, two workshops were held. The first one on "Mobility in the European Parliament" was hosted by Steen Eilertsen, Director for Development and Support at DG ITEC, along with Virpi Köykkä, head of DG ITEC's Intranet Services Unit and Stephen Quest, Director-General of DIGIT at the European Commission.

During the workshop, Mr Eilertsen presented the European Parliament's mobile infrastructure underlining that a number of apps available today support IOS, Android and Windows. "The parliament's Wi-Fi network has 3,500 access points, and serves up to 7 million connections per week", he said. "While infrastructure is important, you also need applications to provide value to mobility" he concluded.

Ms Köykkä gave an overview of the eMeeting and eCommittee applications, part of the paperless programme. Both applications were, from the onset, designed for tablet use, she explained, although one can also use them on desktop. Ms Köykkä emphasised the challenges in getting a large and diverse population of MEPs to take up these new working tools. Adoption is a lot simpler when a committee chair gets behind the idea and stops the distribution of paper documents, she underlined.

Mr Quest mentioned that the European Commission opted for a blended approach, a mix between corporate devices and BYOD (Bring Your Own Device). Mr Quest briefly

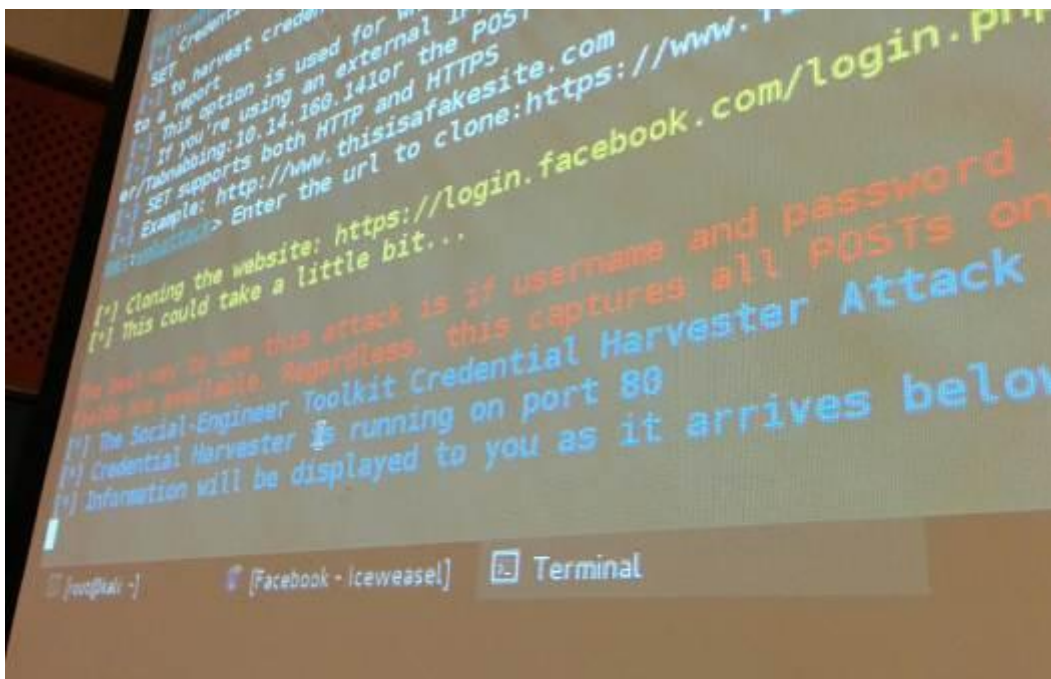
explained the Mobile Device Management (MDM), which provides a secured container on the device for corporate data and apps.

The EC chooses to subsidise work-related apps on BYOD devices, he said. The EC has a corporate app store, but is also crowd sourcing ideas from staff about useful apps. He acknowledged that "Wi-Fi is EC's Achilles heel" and praised EP for having done a lot on this domain.

The second workshop on ICT Security was hosted by Pascal Paridans, acting Director of Infrastructure and Equipment at DG ITEC, with Freddy Dezeure, Head of EU-CERT. This action-filled workshop focused on attacks and risks.

Mr Dezeure explained the mission of CERT-EU and presented the high-end of the threat landscape, including targeted persistent threats and state actors. He mentioned the subcontractor as a vector for infection. Mr Dezeure ran through a long list of very recent sophisticated attacks. He described how CERT-EU tried to mitigate these risks.

"With 3 priorities: Prevention, Detection and Incident response coordination" he said and added that they work with a number of partners, both inside the European Institutions and with the national CERTs in the Member States, the private sector and the best ICT security companies in the world.



Next, European Parliament's security experts presented a live demo of a phishing attack. On one screen, participants could see the unsuspecting user connecting to a fake Facebook site, and logging in. While on another screen, they could see the attacker intercepting his credentials.

Next up was a live demo of a man-in-the-middle attack. The last demo presented how to get confidential data from a USB key. The morals of these stories:

- a) don't store sensitive data on portable media without encryption and
- b) be very wary of public Wi-Fi networks.

During the Q&A session the question "if cloud storage is safe?" was raised. "It depends on the data, cloud storage has risks; the EP does not allow cloud storage for sensitive data" Mr Paridans said. "Our role is to provide the highest level of security so that the EP can do its work, while keeping users safe".

On the last day of the event, Thursday 20 November, a demo of the new Knowledge Management (KM) portal took place at the DG ITEC Forum expo hall. Apart from DG ITEC's staff, there was a testimonial from DG INTE colleagues about their KM Portal experience.

The Knowledge Management Portal sprung from a request in the plenary to facilitate access to information. It provides a personal 'dashboard' where you can organise the data that is most relevant to you. This is not only limited to in-house data, but also external sources, such as RSS feeds, can be integrated. The dashboard can be divided up in different 'tabs' and these tabs can be shared with others. The information from different sources on your dashboard is auto-updated.



"We had an excellent cooperation with DG ITEC, they were always there to help us, always listening" said INTE colleagues. The search engine received a lot of praise, and the context awareness of it seemed to have profoundly impressed our colleagues.

"As an interpreter, the Knowledge Management Portal is certainly a time-saving tool for me" said one of the interpreters. Marc Rossi invited everybody to try the KM Portal and to provide their feedback. "We need your feedback to continuously improve our product" said Mr Rossi, before wrapping up the demo above the applause.

During the DG ITEC Forum 2014, three Vice-Presidents, more than fifty MEPs and EP staff visited the exhibition hall and participated in the Conference and the workshops. Thank you all.