ISA Work Programme

SECTION I

European Commission
Directorate-General for Informatics

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Introduction

1. THE CONTEXT

1.1. The need for the ISA programme

In today's Europe citizens are free to work in and re-locate to any country within the Union and enterprises are similarly free to trade and carry out business. They frequently have to interact with Member States' administrations, which is increasingly being done electronically. To facilitate the electronic interaction with citizens and enterprises, Member States have gradually transformed their administrations, improving their business processes and the way they interact with citizens and enterprises, thereby reducing much of the administrative burden and costs while increasing the efficiency and effectiveness of public services.

However, there is a high risk that this transformation will give rise to electronic barriers ('e-barriers') due both to the national dimension and to a lack of interoperability at European level, making it impossible for citizens and enterprises to interact electronically with a national administration other than their own with the same ease as locals. This could impede the functioning of the internal market and the associated freedom of movement with negative effects on the openness and competitiveness of markets and mobility across borders as well as having an impact on the delivery of some services of general interest to citizens and enterprises, whether economic or non-economic.

At the same time the challenges facing Europe today increasingly require common policy responses and consequently Member States must join forces to put them into effect. The implementation of a broad range of legislative acts is, in fact, the shared responsibility of the Member States and the European Commission and requires interaction across borders and sectors by means of Information and Communication Technologies (ICT), which is today an integral part of most legislative acts and a key instrument of interaction between administrations.

Member States and the Commission need to step up their efforts to achieve interoperability between national and Community ICT solutions, promote commonly agreed solutions and avoid path dependency with a view to ensuring efficient and effective interaction between European public administrations in support of the delivery of electronic public services and the implementation of Community policies and activities.

1.2. The political context

The ISA programme has to be seen in the overall context of a number of other EU initiatives:

a) The EU2020 strategy proposed by the European Commission seeks to turn the European Union into a smart, sustainable and inclusive economy delivering high levels of employment, productivity and social cohesion. In this strategy, seven flagship initiatives are being announced, one of them 'A digital agenda for Europe'. The main goals of this initiative will be to speed up the roll-out of

high-speed internet and reap the benefits of a digital single market for households and firms.[1]

b) The European eGoverment Action Plan 2011-2015 that is being finalised by the European Commission in response to the Ministerial Declaration on eGovernment, approved by the ministers responsible for eGoverment policy on the occasion of the Ministerial eGoverment conference held in Malmö in November 2009.[2]

The proposed work programme takes these initiatives into account.

2. THE ISA PROGRAMME

The Decision on 'Interoperability Solutions for European Public Administrations' was adopted by the European Parliament and the Council on 16 September 2009[3]. The objective of the programme is to support cooperation between European public administrations by facilitating efficient and effective electronic cross-border and cross-sectoral interaction between such administrations, including bodies performing public functions on their behalf, enabling the delivery of electronic public services supporting the implementation of Community policies and activities.

The ISA programme will support and promote:

a) Creation and improvement of common frameworks in support of interoperability across borders and sectors;

b) Assessment of ICT implications of proposed or adopted Community legislation as well as planning for the introduction of ICT systems in support of the implementation of such legislation;

c) Operation and improvement of existing common services as well as the establishment, industrialisation, operation and improvement of new common services;

d) Improvement of existing reusable generic tools as well as the establishment, provision and improvement of new reusable generic tools.

The ISA programme is implemented by means of actions, i.e. studies and projects as well as accompanying measures supporting the implementation. In this connection, due consideration will be given to the European Interoperability Framework and the European Interoperability Strategy.

For implementation purposes, the Commission is to establish a rolling work programme covering the full duration of the ISA programme. This document comprises the rolling work programme referred to in the ISA Decision.

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1 http://ec.europa.eu/eu2020/.

2 http://www.epractice.eu/files/Malmo%20Ministerial%20Declaration%202009.pdf.

3 Decision No 922/2009/EC, OJ L 260; 3.10.2009, p 20.

3. THE EUROPEAN INTEROPERABILITY STRATEGY

In close cooperation with Member States' representatives at the level of Chief Information Officer (CIO) and through workshops with national experts and a variety of Commission services, the Commission in 2009 drew up the European Interoperability Strategy (EIS) as an IDABC[4] action. The EIS aims to provide direction and to prioritise actions designed to improve interaction, exchange and cooperation among European public administrations across borders and sectors[5].

According to the EIS, interoperability activities should fall within three clusters:

a) Trusted information exchange;

b) Interoperability architecture;

c) Assessment of the ICT implications of new EU legislation.

These activities should be supported by accompanying measures in the areas of interoperability awareness-raising and best practice sharing.

4. STRUCTURE OF THE ISA WORK PROGRAMME

The ISA work programme is structured in accordance with the activity clusters and accompanying measures defined in the EIS. Part 1 of the Annex provides the detailed information on the individual actions required by Article 9 of the ISA Decision. Part 2 of the Annex gives an overview of the spending of the ISA budget.

The design of the actions is based on proposals made by Commission services and/or Member States. Actions relevant to particular policy areas are designed in close coordination with the Commission service(s) responsible for the policy area.

Actions launched under the ISA programme are continuously coordinated and aligned with the work ongoing under the ICT Policy Support Programme (ICT PSP) of the Competitiveness and Innovation Framework Programme (CIP)[6] and/or with the Commission's internal ICT strategy[7] as well as with actions undertaken in the context of the i2010 eGovernment Action Plan[8] and its successor the European eGovernment Action Plan 2011-2015.

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4 Programme on interoperable delivery of pan-European eGovernment services to administrations, businesses and citizens, OJ L 144, 30.4.2004, p. 62 (Decision located in OJ L 181, 18.5.2004, p. 25).

5 For further information on the EIS, see http://ec.europa.eu/idabc/en/document/7772/5644

6 http://ec.europa.eu/information_society/activities/ict_psp/about/index_en.htm

7 http://ec.europa.eu/dgs/informatics/ecomm/index_en.htm

8 http://ec.europa.eu/idabc/servlets/Doc?id=25286

Cluster on Trusted Information Exchange

For the cluster on Trusted Information Exchange, the EIS approach is:

a) to focus on politically relevant, concrete sectoral projects at EU and Member State levels;

b) to continue supporting at EU level the efforts made to achieve interoperability of key enablers such as electronic identity and electronic signature, in close collaboration with the CIP IST-PSP programme;

c) to continue work on semantic interoperability via the SEMIC[9] approach and collaborative platform;

d) to work towards the opening up of base registers, taking into account best practice, risks and opportunities, as well as the various needs and expectations of the main stakeholders.

1. SUPPORT TO SECTORAL PROJECTS

Direct support for sectoral projects is possible under the ISA programme, provided that this leads to results that will be reused outside the original sectoral context. The following projects are to be launched:

– (Action 1.7[10]) Tools to support electronic procurement. The ePrior electronic procurement platform started under the IDABC programme will be further developed, with a view to enabling the European Commission to use the PEPPOL[11] infrastructure, making the ePrior modules available to public administrations in Europe, and further supporting standardisation activities in the area of electronic procurement.

– (Action 1.8) Support for the trusted exchange of documents in areas such as the involvement of national parliaments in the legislative work at EU level (consequence of the Lisbon treaty) or the application of EU legislation in the area of competition. The reuse of modules from the ePrior project is envisaged.

– (Action 1.9) Tools to support the verification of electronic signatures. The work will be done in the context of follow-up to the implementation of the services directive. It will also directly contribute to the use of electronic signatures in the internal market and to interoperability of electronic signatures within the context of the electronic signatures directive.

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9 http://www.semic.eu/

10 The action number refers to the corresponding action number in the Annex

11 http://www.peppol.eu/

– (Action 1.10) Services to support the functioning of the internal market. The Internal Market Information (IMI) System[12], started under the IDABC programme, will be further developed so that more internal market sectors can use the system.

– (Action 1.11) Feasibility study for the development of generic notification services, to be used in several sectors where EU legislation prescribes such notifications.

2. KEY ENABLERS FOR INTEROPERABILITY

Key interoperability enablers such as electronic signature, electronic identification and electronic procurement are presently being piloted under the CIP-ISP-PSP programme. To complement the work done under this programme, the following actions are to be launched:

– (Action 1.4) Tools enabling access to Commission applications using the identity solutions piloted during the STORK[13] pilot.

– (Actions 1.5 and 1.6) Studies on the sustainability of the results of the STORK and PEPPOL projects and the possible role of the Commission in this context.

Actions 1.7 (development of the e-Prior electronic procurement platform), 1.9 (tools for the creation/verification of electronic signatures) and 2.11 (electronic procurement integration) are also relevant in this context.

3. SEMANTIC INTEROPERABILITY

(Action 1.1) SEMIC is the result of a successful IDABC action, providing methods and tools to improve semantic interoperability – including a platform to collaboratively develop and share semantic assets. This action is ongoing. The future evolution of the SEMIC platform is covered by action 4.2.1 (ISA Collaboration Platform).

4. OPENING UP OF BASE REGISTERS

(Action 1.2) A study identifying base registers in the Member States, best practice examples for opening up such registers, risks and opportunities. Besides analysing the present situation, the study will investigate whether a common framework or guideline related to the opening up of base registers could be produced in the future.

(Action 1.3) A feasibility study on the establishment of a federated catalogue of services offered by public administrations in the EU.

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[12] http://ec.europa.eu/internal_market/smn/smn53/docs/imi_en.pdf

[13] https://www.eid-stork.eu/

Cluster on Interoperability Architecture

For the cluster on Interoperability Architecture, the EIS approach is:

a) to develop a joint vision on interoperability architecture by defining in the first place its scope as well as the needs for common infrastructure services and common interface standards;

b) to provide guidance on architecture domains where Member States share a common interest;

c) to organise the systematic reuse of architectural building blocks by the Commission services when developing Member State-oriented services. In this area, existing infrastructure service components as well as generic applications could be reused and rationalised. Additionally, a catalogue of architectural building blocks available for reuse by the Member States and the Commission services could be compiled with EU and Member State contributions.

1. DEVELOPMENT OF A JOINT VISION

(Action 2.1) A study exploring the need for European interoperability architecture facilitating the establishment of cross-border and cross-sector European public services. The study will look at best practice examples and investigate the scope of such architecture and the need to support the architecture via common infrastructure services and common interface standards. The goal of the study is to work toward a joint vision on the issue and to define the objectives and scope of further actions in this area.

2. ARCHITECTURAL GUIDELINES

(Action 2.2) Based on work done under the IDABC programme, establish a framework setting out the relationship between interoperability and standards/specifications and providing guidance on a common assessment method for standards and specifications.

3. REUSABLE SERVICE COMPONENTS AND GENERIC APPLICATIONS

A number of generic tools and/or common services have already been established under the IDABC programme. These tools and/or services are used by the European Institutions and their partners for purposes of implementing EU legislation. The maintenance, evolution and, when relevant, operation of these services are continued under the ISA programme:

– (Action 2.3) Awaiting the effective interoperability of electronic identity and electronic signature schemes, provision of a public key infrastructure (PKI). User and server certificates to be used for authentication and electronic signatures are provided.

– (Action 2.4) Provision of a private network (sTESTA) interconnecting national administrative networks and the internal networks of the European Institutions.

– (Action 2.5) Provision of a tool (CIRCABC) to support the activities of the many committees and expert groups assisting the Commission. An open source version

of the underlying tool is made available to other organisations having the same need.

– (Action 2.6) Provision of a system supporting the creation of surveys and the collection of information to support policy initiatives of the European Commission. An open source version of the underlying tools is made available to other organisations having the same need.

A number of new projects that may lead to additional common tools or services are being launched:

– (Action 2.7) Establishment of a common framework allowing the syndication of information made available to businesses and citizens via national portals. This syndicated information will then constitute direct input into the 'Your Europe'[14] portal.

– (Action 2.8) Inception of a common data-driven Machine Translation service to be offered by the European Commission to facilitate the efficient and effective electronic cross-border interaction between European public administrations.

– (Action 2.9) Feasibility study on the provision of document repository services in support of EU policy implementation. Such services should expand the services currently provided via CIRCABC.

– (Action 2.10) Feasibility study on the provision of multi-sectoral crisis and business continuity services.

– (Action 2.11) Inception, execution and operation of information services supporting EU-wide cross-border accessibility to and interoperability of eProcurement operations.

[14] http://ec.europa.eu/youreurope/

Cluster on ICT Implications Assessment

For the cluster on ICT Implications Assessment, the EIS approach is:

a) to develop guidelines and methodologies at EU (and Member State) level;

b) to test the usefulness of these guidelines via their application to concrete cases involving policymakers as well as legislative and ICT experts;

c) to ensure continuous improvement of the guidelines and methodologies with the lessons learnt from experience;

d) to generalise the practice of assessing ICT implications, moving towards a more systematic approach whenever changes occur in legislation.

1. ASSESSMENT OF ICT IMPLICATIONS OF EU LEGISLATION

(Action 3.1) The piloting, on a few real-life cases, of the 'method for the assessment of ICT implications of EU legislation' developed under the IDABC programme and, afterwards, the provision of a refined method, assessment support and training to Commission services with a view to integrating the assessment of ICT implications into the legislative process.

Interoperability Awareness

To raise Interoperability Awareness, the EIS approach is:

a) to develop an overall communication approach;

b) to organise communication campaigns, in the first instance targeting decision-makers then gradually incorporating the more operational and technical levels;

c) to develop an interoperability maturity level self-assessment tool/model for public administrations.

1. COMMUNICATION ACTIVITES

(Action 4.1.1) Development of a communication strategy for the ISA programme and definition and implementation of communication campaigns supporting a number of ISA programme actions.

2. AN INTEROPERABILITY MATURITY LEVEL SELF-ASSESSMENT MODEL FOR PUBLIC ADMINISTRATIONS

Because of resource constraints, actions in this area have been postponed.

Best Practice Sharing

To organise Best Practice Sharing, the EIS approach is:

a) to work towards the convergence of existing EU collaborative platforms and to ensure the sustainability of the platforms used;

b) to maintain, where relevant, the existing communities at EU level around the sharing of best practices and the reuse of common solutions;

c) to support the creation of potential new communities resulting from other interoperability activities.

1. BEST PRACTICE SHARING

Two actions are to be launched:

- (Action 4.2.1) Provision of a common collaborative platform supporting the ISA and other relevant communities. This common collaborative platform will replace the platforms operated under the IDABC programme to support the OSOR[15] and SEMIC communities (and at a later stage possibly also the ePractice[16] community).

- (Action 4.2.2) Providing support for communities relevant to the ISA programme, including the OSOR, SEMIC, eProcurement and eSignature/eID communities initiated under IDABC. This action also entails continuation of the eGovernment Observatory, the Open Source Observatory, the eGovernment fact-sheets and the National Interoperability Framework Observatory (NIFO).

[15] http://www.osor.eu/

[16] http://www.epractice.eu/

Programme Management

Besides the actions launched within the EIS activity clusters or as accompanying measures, the following actions are designed to ensure proper management of the ISA programme:

1. MONITORING AND EVALUATION

(Action 5.1.) Support for measurement and evaluation of the ISA programme, including definition of the relevant processes, implementation of an adequate set of tools and execution of and reporting on a measurement programme.

The monitoring and evaluation action will gather, analyse and distribute to all stakeholders relevant metrics for each period (quarter, semester, and year). The metrics will be grouped in three categories: process-related metrics (e.g. cost, risk, time), ISA generic metrics (that will be the same for each type of action as defined in Article 3 of the ISA Decision, including policy impact metrics), and action-specific metrics reflecting the specificity of each action. These metrics will allow constant monitoring of each action as well as of the whole work programme

2. EUROPEAN INTEROPERABILITY STRATEGY – GOVERNANCE

(Action 5.2) Support for the governance of the European Interoperability Strategy.

Budget

For each action, budget details are included in Part 1 of the Annex. Part 2 of the Annex gives a tabular overview.

For the purpose of optimising the use of the ISA credits, credits allocated to a work programme entry for a given year may be advanced to the preceding year in full or in parts, if the overall credit consumption of the ISA programme in the preceding year so permits. This advancement is without prejudice to the provisions of Article 10(4) of the ISA Decision (flexibility clause).

As the work programme, in accordance with Article 9(2) of the ISA Decision, has to be revised at least once per year, all budget requests for future years are estimates based on the present knowledge about the scope and timing of the actions. Such budget estimates may need to be revised if new information becomes available or if priorities change. As a consequence, actions may need to be revised e.g. in scope and timing or even to be discontinued.

ISA Work Programme

Annex, Part 1

Detailed description of actions

European Commission
Directorate-General for Informatics

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0. INTRODUCTION

This part of the Annex contains, for each of the actions mentioned in the ISA work programme, a more detailed description, giving all elements requested in Article 9, paragraph 4 of the ISA decision (Decision N°922/2009/EC).

1. TRUSTED INFORMATION EXCHANGE

1.1. Methodologies for the development of semantic assets

1.1.1. CONTEXT

Type of Action	Project
Type of Activity	Common Frameworks
Service in charge	DG DIGIT
Associated Services	

1.1.2. OBJECTIVES

The objective of this action is to provide practical methodologies to European public administrations and support their collaboration to achieve trusted information exchange. The methodologies will assist public administrations in the development of assets, their sharing and re-use.

This action also aims to co-ordinate the work done by the European public administrations on semantic interoperability through support for collaboration activities and to increase the awareness of its importance.

1.1.3. SCOPE

This action covers all activities within the ISA programme in relation to semantic interoperability, which has been highlighted as one of the priority areas in the European Interoperability Strategy (EIS). These semantic interoperability activities cover both cross border and cross sector domains.

Provided by the current SEMIC.eu which makes available the necessary support infrastructure for the sharing and re-use of semantic assets and bringing administrations together to collaborate and develop semantic assets together. The action goes beyond the provision of the current online services. However the technical development of the platform and the generic animation activities are not considered within the action, as these will be covered via other activities (namely the "ISA Integrated Collaboration Platform" and the "Community building and effective use of the collaborative platforms" actions) in the work programme.

1.1.4. PROBLEM / OPPORTUNITY STATEMENT

The environment in which data exchange takes place is very complex and influenced by the numerous factors including divergent interpretations of the data, the multilingual environment and also the specifics within the Member States caused by legislation and regulation. Ensuring proper collaboration between the EU public administrations, so as to develop common methodologies and semantic assets together, may prove to be key to address the challenges of semantic interoperability.

Through this action, the ISA programme sets to achieve a better collaboration between European public administrations towards the agreement on the meaning of the information to be exchanged.

1.1.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations	This action will develop an environment for the exchange of information between MS public administrations to fulfil legal requirements or other political commitments with the aim to improve public services. This action will also provide common methodologies guiding public administrations to develop semantic assets whilst addressing the barriers for asset re-use.
IT Services Industry	This action will bring closer various communities, bodies and organisations working on semantic interoperability with the main objective to support public administrations in co-ordination activities, promotion of the reuse of semantic assets and methodologies.
European Commission Services	This action will support the development of a common approach towards semantic interoperability and thus addresses similar challenges faced by different DGs and Commission services.

1.1.6. ORGANISATIONAL AND TECHNICAL APPROACH

This action will be composed of two parallel phases. The first one, whish will be the operational phase, will continue to build on the current SEMIC.eu services and thus will provide information both about semantic interoperability and the state of play of Member States in the field and provide guidance to public administration both on development of common methodologies and development of semantic assets. The clearing process will remain an integral part of the quality assurance process and will continue to provide support for the harmonisation process of similar assets.

The second phase will focus more on the development of methodologies themselves. This will start with a revision of the SEMIC.eu roadmap so as to highlight the new actions to be undertaken and focus areas together with the revision of the operational documents of the SEMIC.eu platform.

Practical support and coaching to public administrations will remain to be a key focus on assisting public administrations to collaborate to develop cross-border and cross sector semantic assets.

The activities under this action will be performed with very close collaboration with the Member States and therefore they will be handled under the Trusted Information Working Group. This will be the main group for this action, however other activities that may support the achievement of the above mentioned objectives fall under other working groups namely the Exchange of best practice. There will also be a strong link between this action and the projects under the Trusted Information Exchange area.

1.1.7. COSTS AND MILESTONES

1.1.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operation	Maintenance of the online services via the SEMIC.eu platform including the clearing process, coaching and support activities, collaboration activities as well as all relevant news.	800	ISA	Q3/2010	Q3/2011
Inception	Project Charter, Revision of the SEMIC.eu Roadmap document, to reflect the period 2010 - 2015, highlighting concrete activities for the achievement of this action.	150	ISA	Q3/2010	Q4/2010
Execution	Revision of the Licensing Framework, Quality Framework, Clearing Process Definition to reflect the changes in the SEMIC.eu roadmap and the scope and objectives of this action.	250	ISA	Q4/2010	Q2/2011

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational	Development and Publishing of methodologies, Collaboration activities for cross border asset development, support and promote collaborative asset development, and showcasing real semantic interoperability examples. Maintenance of the online services via the SEMIC.eu platform including the clearing process, coaching and support activities, collaboration activities as well as all relevant news.	6800	ISA	Q3/2011	Q4/2015
	Total	8000			

1.1.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	550
2011	1.450
2012	1.500
2013	1.500
2014	1.500
2015	1.500

1.2. Access to base registers

1.2.1. CONTEXT

Type of Action	Study
Type of Activity	Common Frameworks
Service in charge	DG Digit
Associated Services	

1.2.2. OBJECTIVES

As stated in ISA legal basis in:

- Article 3: "Activities

  The ISA programme shall support and promote:

  (a) the establishment and improvement of common frameworks in support of cross-border and cross-sectoral interoperability; …"

- Article 7:

  "Solutions

  1. Common frameworks shall be established and maintained by means of studies…."

The objective of this action is to enable the opening up of base registers by defining a common framework to make it happen.

The proposed action is to carry out a study as a first investigation at national level in order to:

- assess the state of play in the Member States and their readiness to have a common action at EU level in this area;
- help defining the needs and expectations of opening up base registers;
- identify associated risks and opportunities of opening up Member States registers across borders.

1.2.3. SCOPE

As the information needed for operating European Public Services is owned and managed at the Member State level (or within a Member State) within registers, the action should investigate whether and how the opening up of (base) registers - with the appropriate security and privacy measures- can help and foster European Public Service establishment .

The action has been identified within the Trusted Information Exchange cluster within the EIS.

1.2.4. PROBLEM/OPPORTUNITY STATEMENT

One of the most important components of European Public Services are the base registers that are reliable sources of basic information on items such as persons, companies, vehicles, licences, buildings, locations and roads. Such registers are under the legal control of and maintained by a given public administration.

One of the obstacles to the adoption of the conceptual model for European Public Services implementation might be the existence of legacy systems. Such legacy systems, and their underlying data repositories, have specific characteristics limiting the possibilities for reuse (e.g. lack of published interfaces) and they might require extensive re-engineering efforts in order to make the information available for European Public Services. Such and approach may require interfaces to these registers to be published and harmonised, at both the semantic and technical level.

It is assumed that cross-border co-operation and interoperability between registers has the potential to reduce administrative burden for businesses and citizens and can support the creation of 'life event services' related to study, work, leisure and retirement in Europe.

The action will study the need and requirements for a framework enabling access to authentic data sources.

1.2.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' public administrations	More efficient and effective access to information across borders when establishing European Public Services
European Commission Services	Quicker and easier European Public Service establishment
Citizens and enterprises	Reduction of administrative burden

1.2.6. ORGANISATIONAL AND TECHNICAL APPROACH

As the notion of subsidiary is important in this focus area, the role of the Commission is to coordinate efforts and to steer a possible common approach.

The study will first investigate what is already done in this area at the various levels of Government and in various sectors. Building on successful practices, the action may propose a common approach of opening up base registers at EU scale, evaluating the need for the definition of common interfaces to access base registers. The study shall also investigate security and privacy aspects of opening up the base registers.

The activities under this action will be performed with very close collaboration with the Member States and therefore they will be handled under the Trusted Information Exchange Working Group.

1.2.7. COSTS AND MILESTONES

1.2.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Study	framework on access to authentic data sources	300	ISA	Q3/2010	Q2/2011
	Total	300			

1.2.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	300
2011	
2012	
2013	
2014	
2015	

1.3. Catalogue of services

1.3.1. CONTEXT

Type of Action	Project
Type of Activity	Common Services
Service in charge	DG DIGIT
Associated Services	

1.3.2. OBJECTIVES

Establish an EU catalogue of services at EU and Member States levels by identifying, cataloguing and making available e-government services of the Member States for cross-border usage.

The catalogue of services activity will implement a service for public administrations to provide information on which public services are available, how to use them, what their current status is and where they are located physically.

This action and the above objectives are addressing the ISA programme, Decision No 922/2009/EC of the European Parliament and of the Council [2], in general and in specific article 3 (c) ".. the establishment, industrialisation, operation and improvement of new common services, .." and article 4 (b) "openness", (c) "reusability" and (e) "security".

1.3.3. SCOPE

Proposal 11/a/iv of the Commission draft, "European Interoperability Strategy", EIS, proposes that, in support of trusted information exchange, a catalogue of services is established.

This action provides the establishment of a common service, catalogue of services, fulfilling the above mentioned EIS proposal.

1.3.4. PROBLEM/OPPORTUNITY STATEMENT

Currently, Member states build and maintain their catalogue of services on a member state level, however, there is no European level workflow in place to ensure that - where relevant - these services are accessible by the public authorities of other member states. Information is also lacking in terms of service attributes, usage guidelines, multi-lingual support, cross-border authorization.

As a result, member states currently neither have the up-to-date information with regards to available public services on a member state level, nor the means to efficiently and easily access these services, a necessity when providing cross-border services.

This action will, by establishing a catalogue of services, improve the above described situation in the Member States and thus facilitate a more efficient cross-border usage of such e-government services..

1.3.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations	For relevant European national authorities or agencies: the ability to efficiently re-use information available in other member states. Easier provision of cross-border public services

1.3.6. ORGANISATIONAL AND TECHNICAL APPROACH

The action will implement the service in a progressive fashion:

1. Identification of available services: a(n investigation) study will identify the currently available public services in the member states, taking into account the work of SPOCS WP4 on "Interoperable eService Directories". It will also prioritize the initial type of services (Administration to Administration, Administration to Citizen/Business) to catalogue and the initial set of sectors to be covered. In parallel the action will initiate an awareness raising campaign in the member states which will support collection of possible services.
2. Implementing the catalogue of services: the approach will be to implement a centralised structure which can be updated and fed by member states in a decentralised manner using an agreed set of open specifications for data provision. It will set up a directory and search engine to list and find public administration services. It will allow public administrations to add their services to the search engine. It will allow administrations to keep their own taxonomy, classification and description tags.
3. The implemented catalogue will be initially available in English. Both the service descriptions and the classification, description tags will be translated into English for use on the site, reusing available semantic assets when possible. The search engine will be implemented to allow easy re-usability in other services and websites (web-service based, embedded search components)
4. Maintenance of service: the task will ensure that the information provided by the central catalogue is accurate and up-to-date. It will also promote use cases targeted at the public.

1.3.7. COSTS AND MILESTONES

1.3.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	feasibility study	200	ISA	Q3/2010	Q4/2010
	Total	200			

1.3.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	200
2011	
2012	
2013	
2014	
2015	

1.4. ECAS-STORK Integration

1.4.1. CONTEXT

Type of Action	Project
Type of Activity	Reusable generic tools
Service in charge	DG DIGIT
Associated Services	DG INFSO, DG MARKT, DG JLS, DG ENV

1.4.2. OBJECTIVES

The objective of this action is to enable access to European Union information systems using the user's national e-ID solution with a minimum impact on the information systems themselves.

This would improve user-friendliness, by reducing the number of credentials a user has to rely on, and security, since the national e-ID solution normally relies on artefacts that are stronger than a login name and password.

It requires:

1. Deploying production quality code that integrates with the ECAS production instance so that the information systems that rely on ECAS for performing the authentication can benefit from the ECAS-STORK integration.
2. Implementing a solution that fulfils the needs of the information systems, which requires a full coverage of their target population including support for users who are not eligible to use STORK (i.e. a partial coverage is not better than no coverage at all). Moreover, the sustainability of STORK beyond Q2 2011 is still uncertain. Any solution used by

production information systems must therefore include a fallback mechanism that can be used in case STORK comes to an end.

3. Capitalising on the implementation performed at the European Commission to expand it to other European Union institutions and bodies.

1.4.3. SCOPE

1. Participation to the STORK pilot

The proof of concept demonstrating the integration of ECAS with STORK was funded by IDABC. Moving to production quality services requires additional development efforts on one hand and maintenance and operation efforts on the other hand, including the integration of bug fixes, service packs and newer versions of the STORK deliverables.

2. Consolidation

Most information system owners have an interest in using STORK because of the improved security. Applications, such as IMI from DG MARKT, already contain proprietary components implementing authentication mechanisms that are stronger than a login name and a password. For these applications, the effort of migrating to STORK is only beneficial if their entire user population is covered and if they can completely drop their proprietary components. STORK, especially in its infancy, only covers a limited subset of the user population of most European Commission information systems. Developing alternate mechanisms to support the users who are not eligible to use STORK is therefore essential. Moreover, these mechanisms can be used as a fallback approach in case STORK terminates, hence protecting production information systems from such a risk.

3. Expansion

Reusing the experience built at the European Commission in other European Union institutions and bodies could be achieved in multiple ways ranging from technology reuse (i.e. expanding the code of the European Commission PEPS, the Pan European Proxy Service which acts as a kind of STORK gateway, so that it can be reused) to service integration (i.e. sharing services) and interoperability (i.e. allowing partner organisations to connect to the European Commission PEPS or to federate with STORK through ECAS). These options need to be explored and assessed.

1.4.4. PROBLEM/OPPORTUNITY STATEMENT

DIGIT received IDABC funding for the realisation of a pilot interconnection between ECAS (European Commission Authentication Service) and STORK (Secure idenTity acrOss boRders linKed). The purpose was to demonstrate that ECAS is able to consume identities provided by STORK. There is an opportunity to capitalise on the development performed within that scope in order to offer production quality services that have direct value for the citizens. This requires building an offering that answers all the needs of the applications interested in such integration.

ECAS will be used for the European e-Justice Portal, in 22 languages, and there are strong links to e-ID/STORK where e-ID and STORK solutions and components will be implemented for the Portal once they are available. Testing of STORK solutions in ECAS in 2010 is of great interest to e-Justice in that respect. DG MARKT, within the scope of the IMI project, and DG ENV, within the scope of the CITL (Kyoto) project, have emphasised their strong interest in the ECAS/STORK integration.

In addition, other European Union institutions and bodies could benefit from the effort carried out by the European Commission.

1.4.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Institutions and Agencies European Commission Services	- The European Commission demonstrates that it promotes the usage of European initiatives such as STORK. - All ECAS-enabled information systems (i.e. more than 250 applications) benefit from the integration with STORK with a minimal impact (ideally no impact at all). - Confidence in the user identity is increased. - Development is simplified thanks to the use of a common mechanism for all information systems. - Authenticating using an electronic identity card is "cooler" than doing so with a login name and password. It improves the image and gives a touch of modernity.
Member States' Public Administrations	- Consistency is increased since the same credentials are used to access both national information systems and European Commission information systems. The level of security is automatically aligned with the one provided by the member state itself. This is particularly important for an information system such as IMI where critical information is exchanged. The users who have a national authentication mean have indicated that they want to use one that is at least as secure in order to connect to IMI.

1.4.6. ORGANISATIONAL AND TECHNICAL APPROACH

The whole effort will be carried out by DIGIT.A.3.

The work is split into 3 packages:

1. Participation to the STORK pilot

   - § Project: proof of concept
   - § Project: from pilot to production

2. Consolidation

   - § Project: bundled offering

3. Expansion

   - § Study: other institutions and bodies

1.4.7. COSTS AND MILESTONES

1.4.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Execution	Proof of concept (Execution report)	420	IDABC	Q3/2009	Q2/2010
Inception	Participation to the STORK pilot (project charter)	60	ISA	Q3/2010	Q4/2010
Execution	Participation to the STORK pilot (execution report)	250	ISA	Q1/2011	Q2/2011
Operational	Participation to the STORK pilot	220	ISA	Q3/2010	Q3/2011
Inception	Consolidation (project charter)	60	ISA	Q4/2010	Q1/2011
Execution	Consolidation (execution report)	450	ISA	Q2/2011	Q3/2011
Inception	Expansion	120	ISA	Q3/2010	Q3/2011
	Total	1.580			

1.4.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	460
2011	700
2012	
2013	
2014	
2015	

1.5. STORK Sustainability

1.5.1. CONTEXT

Type of Action	Study
Type of Activity	
Service in charge	DG INFSO
Associated Services	DIGIT

1.5.2. OBJECTIVES

This study will provide recommendations and steps necessary for further and wider eIDM implementation, that will support co-operation between European public administrations, by facilitating the efficient and effective electronic cross border and cross sectorial interaction between such administrations. It will also assist those bodies or agencies performing public

functions on behalf of the public administrations, thus enabling the delivery of electronic public services supporting the implementation of Community policies and activities.

The study will take as input work on business and sustainability done by the STORK project team and enhance and complete this work with a particular emphasis on legal and organisational issues for all Member States. The STORK project will deliver a Conceptual Sustainability Plan (D7.8.1) by July 2010 and a detailed Sustainability Action Plan by the end of the project period (July 2011).

The study will build on the first and feed into the latter. In addition, thestudy will focus on aspects not addressed, but equally important for sustainability of STORK, which are legal and organisational barriers of implementing STORK widely. It should be supported with analysis of significant business cases/applications..

1.5.3. SCOPE

This study will significantly contribute to facilitating the European interoperability strategy, for trusted and secure information exchanges and transactions for cross border and cross sectorial public services. In this respect, the study will build on the results and lessons learned from the STORK project.

STORK is large scale pilot under the CIP ICT Policy Support Programme. The aim of the project is to develop and pilot test a solution for European eID interoperability allowing citizens to use the eID of their home country to log in to applications of other countries.

The project encompasses twenty Europeans nations as project partners. It has a three year duration scheduled to end in June 2011 after a full year pilot run period. More info at http://www.eid-stork.eu/.

The functional and technical specification for a mutually agreed solution was agreed among the project partners by the end of 2009. A first reference implementation is in its test phase and will be used as platform for extensive pilot testing form June 2010.

The scope of this study is to supplement the work done by STORK with an analysis of legal and organisational issues that may represent barriers to the sustainability of the STORK platform

1.5.4. PROBLEM/OPPORTUNITY STATEMENT

The study will represent a valuable opportunity to strengthen the STORK team's own competence and resources with a targeted effort addressing issues identified mid term in the project

Examples of problems to be addressed will be the organisational and legal issues related to the wider implementation of STORK.

1.5.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Commission Services	The work on ECAS/STORK will benefit from the results
ISA	Results will be used to determine further steps needed on eID

Beneficiaries	Anticipated benefits
Member States' Public Administrations	Results will benefit the Member States in their further and wider implementation of eIDM for cross border and cross sectorial public services

1.5.6. ORGANISATIONAL AND TECHNICAL APPROACH

This study will work closely with other relevant studies, for example that proposed ISA action for ECAS/STORK initiated by DIGIT A3, the proposed ISA action for PEPPOL sustainability, and ICT-PSP large scale pilots (STORK, PEPOL, ePSOS, SPOCS), to ensure that duplication will be avoided, while maximising complementarity. INFSO H2, responsible for three of these pilots will be responsible for managing the study, and therefore will ensure appropriate co-ordination.

A project management board (PMB) will be established to regularly monitor this. It is also foreseen that the PMB will include Member States representatives.

1.5.7. COSTS AND MILESTONES

1.5.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project Charter	100			
	Total	100			

1.5.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	100
2011	
2012	
2013	
2014	
2015	

1.5.8. Annex: references

The study should be done in discussion with STORK consortium and building on results from it, to avoid potential duplication and also to maximise on targeted area of work which are not addressed by STORK. http://www.eid-stork.eu

1.6. PEPPOL Sustainability

1.6.1. CONTEXT

Type of Action	Study
Type of Activity	Common services
Service in charge	DIGIT
Associated Services	DG MARKT - DG INFSO - DG ENTR

1.6.2. OBJECTIVES

The objective of this study is to assess the feasibility of taking over the PEPPOL infrastructure after the ending of the pilot project, in the context of supporting a potential larger PEPPOL sustainability programme in cooperation with a number of other DGs (DG MARKT, DG INFSO and DG ENTR).

In broad terms the PEPPOL sustainability will require a governance model, IT services and an operational infrastructure. Governance is something which will require the participation of multiple actors (European Commission, Private sector, the PEPPOL Consortium and National Public Administrations). The process to build a sustainable governance model has already started and is not an objective of this proposal. Regarding the other two elements it is unclear which entity will be responsible for their sustainability once the pilot is over. A scenario would be that DIGIT takes over the central components of the PEPPOL infrastructure and the related IT services for a certain period of time. The objective of this proposal is to assess the feasibility of this scenario and to provide recommendations and a roadmap for its implementation.

The implementation of an operational infrastructure with the related managed services is a lengthy and complex process that covers all aspects of service management, to the daily operation and user support. For DIGIT to be ready in time, this work must start as soon as possible.

1.6.3. SCOPE

The PEPPOL pilot project started in May 2008 ending on 30 October 2011. At the moment this document is written there are no concrete plans for sustaining the PEPPOL infrastructure.

The scope of this study is to complement the PEPPOL sustainability plan by a feasibility study of a scenario where DIGIT plays a role in sustaining the central components of the PEPPOL infrastructure and the services required for its daily operation. This study will assess the feasibility of:

- The operation of the central components of PEPPOL by DIGIT. This involves identifying these components and understanding the requirements for them to be operational in a scenario where the PEPPOL community will be growing (e.g. scalability, availability, reliability of these components).

- DIGIT providing the services related to the daily operation, user support and the on boarding of users. This will also involve the identification of these services, their requirements and their extent in the context of a federated architecture where the boundaries between central and local responsibilities will not always be clear. Additionally, the specifications of PEPPOL will be evolving and the linkages between this domain and the service model (e.g. change management) will also require analysis to ensure the smooth evolution of the overall PEPPOL ecosystem.

1.6.4. PROBLEM/OPPORTUNITY STATEMENT

The sustainability of PEPPOL involves three basic components: a governance model, IT services and an operational infrastructure. If only the first is defined, the PEPPPOL infrastructure cannot be sustained. In the scenario where DIGIT takes over the other two elements, this will not happen overnight. Therefore, the opportunity is to ensure that DIGIT is ready if called to play a role in the PEPPOL sustainability. Furthermore, this will help the PEPPOL stakeholders in having a correct insight in the potential scenarios of what needs to happen when the PEPPOL pilot project comes to an end in 2011.

1.6.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Stakeholders of the PEPPOL project	Clear view on the feasibility and the impacts of the European Commission taking over the PEPPOL infrastructure. This will allow the Commission and the Member States to be well informed and to take the correct decision about PEPPOL's afterlife.

1.6.6. ORGANISATIONAL AND TECHNICAL APPROACH

This study will be performed in strong and formal collaboration between DIGIT and the PEPPOL stakeholders including coordination with other DGs of the European Commission such as DG INFSO, DG ENTERPRISE and DG MARKT.

The results of the governance model exercise will be taken onboard as an input to this study as well as the work on the sustainability of the PEPPOL specifications.

Service management methodologies such as ITIL will be used in the production of this study.

1.6.7. COSTS AND MILESTONES

1.6.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Feasibility Study	200	ISA	Q2/2010	Q1/2011
	Total	200			

1.6.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	200
2011	
2012	
2013	
2014	

Budget Year	ISA Funding (in KEUR)
2015	

1.7. e-PRIOR

1.7.1. CONTEXT

Type of Action	Project
Type of Activity	Common services
Service in charge	DG DIGIT
Associated Services	DG MARKT.C4 - DG ENTR.D4

1.7.2. OBJECTIVES

The PEPPOL project, a Large-Scale Pilot of e-Procurement supported by the CIP programme, is developing a pan-European network for Public Administrations to use, mainly, in cross-border e-Procurement. Alongside this initiative, the e-PRIOR project, supported by the IDABC programme, has developed an electronic services platform which helps Public Administrations connecting their back-office systems to the PEPPOL infrastructure. When used jointly, these systems become key enablers of end-to-end trusted information exchange and semantic interoperability. Despite the many opportunities emerging from the combined use of these technologies, it is known that their adoption by Public Administrations usually does not happen quickly. Nonetheless, the growth of cross-border e-Procurement depends on the number of Public Administrations connected to PEPPOL. If this process takes too long, the current momentum could be lost.

This project will harness the use of the e-PRIOR system to accelerate the connection to PEPPOL by European Public Administrations. This action will build further on the e-PRIOR project to fulfil the following objectives:

1. Contribute to the success of the PEPPOL pilot and generalise cross-border trusted information exchange by promoting the use of the open source version of e-PRIOR throughout European Public Administrations.
2. Help the transition of PEPPOL into production by promoting the industrialisation of e-PRIOR's infrastructure service components and consequently the reuse of these building blocks in other sectors.

By fulfilling these objectives, the project will not only stimulate trusted information exchange and semantic interoperability, but also a cohesive interoperability architecture founded on re-use of work and reduction of redundancy, in line with the priorities of IDABC's European Interoperability Strategy.

1.7.3. SCOPE

Following the defined objectives, the scope of this project is divided in activities supporting the PEPPOL pilot and activities which support the transition of PEPPOL into production.

Activities linked to the first objective:

1. Set an example and contribute to the creation of critical mass

As stated above, PEPPOL will benefit if many European Public Administrations participate in its piloting. Thanks to e-PRIOR and its successful deployment in production at DIGIT, the European Commission is already today equipped with one of the most mature electronic services platform in the e-Procurement domain. Since the core elements are already in place, the participation in the pilot can be achieved within a relatively short time provided the availability of resources. Participation as from day one will show additional commitment and involvement at European level. This initiative will also help to pave the way for Public Administrations willing to join PEPPOL. The creation of critical mass will accelerate wide adoption of PEPPOL and thus promote cross-border e-Procurement in Europe.

2. Support Member States in the implementation of e-PRIOR throughout the PEPPOL pilot

During the PEPPOL pilot, a helpdesk will be set up to support Public Administrations in the deployment of e-PRIOR's open sourced version. In the last three months, the first release of e-PRIOR's open sourced version on the OSOR website has triggered more than 100 downloads. According to the feedback received, additional support would help Public Administrations to test and learn more about this platform. Thus accelerating its use in operations and possibly in other sectors.

3. Support the sustainability and evolution of the core interoperability enablers of PEPPOL

Already today, e-PRIOR implements several profiles specified by the CEN/ISSS WS/BII covering e-Catalogue, e-Ordering and e-Invoicing. This project will participate in the follow-up of this initiative, the second CEN/ISSS WS/BII, to ensure the sustainability and proper evolution of these profiles. Additionally, e-PRIOR will be enhanced to cover the full post-awarding procurement process, from Sourcing to Payment, which will widen the contribution of this project to this standardisation initiative. All implemented profiles will afterwards be made available over the PEPPOL network.

4. Facilitate adoption by adding a GUI

Currently, e-PRIOR offers a web services interface which can be accessed by any machine. However, by enhancing e-PRIOR with a Graphical User Interface, Public Administrations could enable Small and Medium Enterprises to interact with e-PRIOR using the ubiquitous web-browser. This, together with the out-of-the-box connection to the PEPPOL network, will make e-PRIOR very attractive to the MS administrations and thus accelerate the adoption of cross-border e-Procurement in Europe.

5. Proactive assistance to Public Administrations

Alongside the above activities, the project team will engage in proactive assistance to Public Administrations. Public Administrations may not know how to benefit from the products of this project. This will also mean that they will not contact the project team. To mitigate this risk, and in coordination with ISA's communication initiative, the project team will proactively disseminate information on e-PRIOR in collaborative platforms such as ePractice.eu or SEMIC.eu, participate in selected expert groups, conferences, contributions to news articles and production of various communication artefacts. Additionally, this project will also encourage e-Procurement within the European Institutions to promote the involvement and direct engagement of these stakeholders.

Activities linked to the second objective:

1. Support of the UN/CEFACT XML standard i.e. CII v2

Today, e-PRIOR supports the UBL2.0 XML specification as specified in the CEN/ISSS WS/BII profiles. In the near future, PEPPOL is expected to also support the UN/CEFACT XML standard. The feasibility of adding services to e-PRIOR supporting this standard will be investigated and if possible included. In any case, UBL will continue to be supported given the community of Users.

2. Support of Advanced Electronic Signatures

Today, e-PRIOR is working in an EDI concept for the VAT compliance of the e-Invoicing module. The decision for using EDI was driven by the business requirements of the original User community. EDI will continue to be supported, but for certain modules or in certain cases, Advanced Electronic Signatures will also become option. This implies that signing and verification mechanisms will be supported by e-PRIOR. This will enable experimenting, for example, the use of e-catalogues in the pre-awarding phase, where no contractual relationship exists, and covering a wider range of legislations, hence paving the way to a cross-sector use.

1.7.4. PROBLEM/OPPORTUNITY STATEMENT

This action will exploit the opportunities presented by the joint use of the PEPPOL network and the e-PRIOR system. Historically, Member States have implemented non-interoperable solutions for e-Procurement. Today, this greatly hinders the growth of cross-border e-Procurement. The generalisation of trusted information exchange will contribute to the take up of interoperable e-Procurement and the reuse of these building blocks in other sectors.

Advanced contacts with Public Administrations of several Member States and a survey amongst the beneficiaries of PEPPOL showed that the availability of open-source e-Procurement tools is perceived as very valuable for Member States. It also revealed that Public Administrations not having already implemented e-Procurement tools are interested in open-source solutions, such as the e-PRIOR system, under the condition that they are well-documented and support is guaranteed.

1.7.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations - implementers of Public Services	§ Free-to-use open source tool, e-PRIOR, for implementing electronic public services such as post-awarding e-Procurement, for which a maintenance and further development is guaranteed. This system includes out-of-the-box functionality – the PEPPOL Connector – to connect to the PEPPOL infrastructure; § Free-to-use open standards for data and processes (CEN/ISSS WS/BII) that have been tested in a real-life environment ; § Shared experience in and support for setting up post-awarding e-Procurement; § Large cost savings and efficiency improvements, with reduced investment; § Provide example of a real-life implementation of the European Interoperability Framework (EIF); § The dissemination of e-PRIOR to Member States in the context of e-Procurement is a first step in making this platform available for cross-sector re-use. Once the Member States' Administrations use e-PRIOR, they can use it for any electronic business document exchange. e-PRIOR could be used to facilitate e.g. the legislative process between the European Commission and the national parliaments, through integrating e-Greffe with e-PRIOR.
Stakeholders of the PEPPOL project	This action will alleviate the effort required by Public Administrations to connect to PEPPOL during and after its pilot thus accelerating the adoption of this enabler of interoperability.

1.7.6. ORGANISATIONAL AND TECHNICAL APPROACH

This project will be realized in three stages as depicted in the high-level project plan, provided in the last page, as explained hereunder.

The kick-off phase of the project will be the Inception phase whereby a project charter will be set up for defining in more detail the activities within the scope of this project, as explained in section 1.7.3.

Following the project charter phase, the project is then executed in 2 separate phases as follows:

§ Phase 1 will focus on those activities which will contribute to the success of the PEPPOL pilot and generalisation of cross-border trusted information exchange by promoting the use of e-PRIOR.

§ Phase 2 will focus on supporting the transition of PEPPOL into production.

These phases are aligned with the objectives in section 1.1.2.

It is proposed that each of the two phases defined above will be executed in two sub-phases, being an Execution sub-phase and an Operational sub-phase. The activities involved in the Execution

sub-phase will contribute towards the development of further functionality in order to support the goal of the phase whereas the activities for the Operational sub-phase will contribute towards providing the necessary support. Where possible, the existing e-PRIOR project team and the applied development tools and methodologies (based on RUP@EC for software development and ITIL for service management) will be used, in order to ensure the continuity of the e-PRIOR project.

Given that the PEPPOL programme of works is still unclear for the post-pilot period this proposal shall request funding for the activities of Phase 1 only as they are within the scope of the current programme of works of PEPPOL. A revision will later be made in order to reflect better the activities planned for Phase 2 once the PEPPOL post-pilot implementations are more clearly defined.

The results of each development phase will be formally documented by an execution report.

1.7.7. COSTS AND MILESTONES

1.7.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project charter	0	DIGIT internal resources	Q1/2010	Q2/2010
Phase 1: Support the PEPPOL pilot and promote the use of e-PRIOR					
Execution	Phase 1 - Execution report	2.950	ISA	Q2/2010	Q2/2011
Operational		1.000	ISA	Q2/2010	Q4/2011
Phase 2: Support the transition of PEPPOL into production					
Execution	Phase 2 - Execution report	tbd	ISA	Q3/2011	tbd
Operational		tbd	ISA	Q1/2012	tbd
	Total	3.950			

1.7.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	2.150
2011	1.800
2012	
2013	
2014	
2015	

1.8. Trusted Document Exchange Platform

1.8.1. CONTEXT

Type of Action	Project
Type of Activity	Common services Reusable generic tools
Service in charge	DG DIGIT
Associated Services	SG A.1, DG COMP R.3

1.8.2. OBJECTIVES

The goal of this project is to provide a Trusted Document Exchange Platform that re-uses the existing e-PRIOR infrastructure and to proof the cross-sector re-usability of e-PRIOR. The main objective is to automate and secure a number of document workflows between European Commission and national parliaments, permanent delegations, local governments, businesses, citizens, other EU institutions.

This would improve - in terms of reliability, security, efficiency and capacity - the communication between European Commission and administrations, businesses and citizens. The platform will guarantee equal treatment to all 3rd parties who need or want to exchange documents with the European Commission.

1.8.3. SCOPE

This action addresses the domain of Government-to-Government (G2G), Government-to-Business (G2B) and Business-to-Government (B2G) and is related to the following priority areas of the ISA programme:

- Interoperability Architecture – Building blocks
- Trust and Privacy

The scope of this project is a study on how to re-use e-PRIOR as a Trusted Document Exchange Platform in the context of legal and competition workflows, and the implementation of two pilots to demonstrate the cross-sector re-usability of e-PRIOR. The two main components are:

1. Customize and improve e-PRIOR in order to automate legal and competition related document workflows by exchanging XML metadata and any related attachments, such as legislative and non legislative acts in PDF, Word, etc in electronic format via a reliable and secure platform, with the respective counter parties. Envisaged recipients are permanent delegations, national parliaments, local governments, EU institutions, national competition authorities and large enterprises.
2. Configure Open e-PRIOR and make it available to the envisaged recipients as an open source client tool for exchanging legal and competition related documents and the related metadata. This includes an user interface to manage the exchange of legal and competition related information and documents and integration with back-office systems.

In order to support the deployment of this Trusted Document Exchange Platform in Member States, EU Institutions or other beneficiaries, a helpdesk will be put in place and detailed documentation will be provided. This will include end-to-end support related to the document exchange specifications, including the security aspects, support for the integration into their back-office systems, explaining the supported standards etc.

Possible extensions:

1. This Trusted Document Exchange Platform could be extended to other document workflows related to other sectors;
2. The analysis of open standards for structuring legal documents, to replace or complement the PDF or Word attachments by XML messages, has been identified as a potential project extension. CEN Metalex is a potential candidate for this standard, but others would also need to be investigated (see http://www.metalex.eu/).
3. Notification to/from any other parties such us citizens, NGOs, third countries, international organisations, etc.

The exchange of classified documents is out of the scope of this project.

1.8.4. PROBLEM/OPPORTUNITY STATEMENT

Currently the exchange of large documents (e.g. replies to requests for information, sector inquiries or any correspondence containing large documents) between the Commission and 3rd parties (national, regional and local administrations; businesses; citizens, other EU institutions) is done using normal emails, encrypted emails or by sending prints or CDs/DVDs by post.

In some cases the documents may contain sensitive information and therefore require a secure handling.

e-Greffe is a workflow application supporting the decision making process of the European Commission. e-Greffe enables electronic management of all documents adopted by the Commission. After adoption, it makes it possible to address electronic copies of these legislative/legal documents (e.g. directives, regulations, decisions …) to all EU Institutions (e.g. European Parliament, Consilium, BCE, OPOCE, …), as well as to the permanent delegations of the member states and to the national parliaments and local governments in the EU. These legal documents are PDF or Word documents, attached to an email and accompanied by an XML file containing metadata of the legal documents in a proprietary format. Some recipients have integrated this XML file with workflow tools on their side. This represent today more than 50,000 mails a year and this traffic is expected to grow, when copies of the Commission decisions will be addressed to the permanent delegations. These decisions will continue to be notified in parallel by post, until an e-signature is available.

The adoption of Lisbon Treaty introduces also a greater involvement of national parliaments in the legislative process. National parliaments have greater opportunities to be involved in the work of the EU, in particular thanks to a new mechanism to monitor that the Union only acts where results can be better attained at EU level (subsidiarity).

As a consequence, e-Greffe has implemented a mechanism to send draft legislations to national parliaments. In the short term, e-mail has been chosen, since it is the most widespread technology but the huge volumes of concerned documents and a more secured communication needs call for alternative techniques to be identified.

Currently DG COMP systems exchange information and documents with national competition authorities of each EU member state, with enterprises, citizens and other entities. The documents are exchanged in electronic format via e-mail or by POST. Due to the security constraints the documents must be encrypted or electronically signed in some cases

The problem of email as transport protocol is that the size of attachments can have limitations so that the documents must be sent via multiple email messages. This overloads the Commission email server. There are no guarantees that the recipient has received the email(s) and the documents and the emails are not digitally signed. In these conditions the business processes

cannot be integrated in a reliable and secure way and human intervention is required in almost all cases.

The exchange via encrypted email has also size constraints, overload of the Commission email server, does not fulfil equal treatment to all 3rd parties (since it can be used only by parties having PKI). Many outside entities wouldn't accept encrypted attachments as there is a need and a corporate policy to scan the e-mails against viruses.

In all these cases, interoperation with other IT services like document management or registry systems is not possible.

e-PRIOR is an e-Procurement system, compliant with the European Interoperability framework, which enables the exchange of electronic documents, reduces the use of paper documents, and increases the trust, security and interoperability of these processes in a cross-border environment. Currently, a number of post-award processes are supported, i.e. e-Invoicing, e-Ordering and e-Catalogues, based on standards and open specifications developed in a collaborative environment.

From a technological perspective, e-PRIOR is available in open-source ("Open e-PRIOR") and also in a version which respects the constraints of the Data Centre of the European Commission. The first version is deployable by Member States and the latter by the European Commission.

e-Greffe would benefit from this integration by reusing e-PRIOR's experience in the G2G and G2B integration, reusing best practices and existing components. This integration will also improve the quality of transmissions with member states delegations, national parliaments, local governments and EU institutions. It will contribute to the implementation of the Lisbon Treaty and improve the overall EU legal decision making process.

Additionally, this action will prove the re-usability of e-PRIOR in other sectors than e-Procurement.

1.8.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' public administrations and EU Institutions	Re-use of architectural aspects (the adoption of "Service Oriented Architecture" within which the various interactions between the e-Greffe system, the e-PRIOR system and the "back office" of the public administration might be designed as invocation of services) Cost savings and improve efficiency, reduce time-to-market and ensure interoperability as handling legal documents and follow up of legal procedures can be automated. Free-to-use open source tools for national parliaments and permanent representations to send and receive electronic legal documents and metadata These tools can be used for exchanging other electronic business documents with other stakeholders Experience, lessons learnt, specifications, tools and components published as open source reusable by any Member State or EU Institution

1.8.6. ORGANISATIONAL AND TECHNICAL APPROACH

A Project Steering Committee will be established to provide overall guidance and direction for the project with the participation of all concerned services. Working groups will be organised with different families of beneficiaries to gather their requirements.

The inception phase will cover the following:

Business requirements analysis and feasibility study - this phase will focus on establishing the business requirements for the legal decision making process and competition document management systems. The feasibility of the re-usability of e-PRIOR in this context will be assessed and the required additional developments will be analysed.

The execution phase will cover the following:

1. e-PRIOR system adaptations to support the legal and competition document workflows

2. Implementation of two pilot projects:

- automate the legal document exchange workflow to support the implementation of the Lisbon Treaty

- automate the competition related document exchange workflow

3. Completing Open e-PRIOR user interface

4. Providing support and documentation

The deployment services are defined as an operational phase and will include both the deployments of existing functionality towards other users as well as the deployment of the new components.

The project teams will use the RUP@EC methodology for software development and ITIL for service management.

The key point of the chosen approach consists in:

1. the adoption of an incremental development which progressively makes available the support of more complex interaction and exchange of additional business documents;

2. the re-use of best practices and existing implementation as well as the reference to existing standards that have been developed already.

1.8.7. COSTS AND MILESTONES

1.8.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project Charter	300	ISA	Q2/2010	Q4/2010
Execution	Phase 1 - Execution report	1.200	ISA	Q4/2010	Q3/2011
Operational	Phase 1	300	ISA	Q1/2011	Q4/2011
	Total	1.800			

1.8.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	1.500
2011	300
2012	
2013	
2014	
2015	

1.9. Supporting tools for TSL and e-signature creation/verification

1.9.1. CONTEXT

Type of Action	Project
Type of Activity	Reusable generic tools
Service in charge	DG MARKT
Associated Services	DG DIGIT 01; DG INFSO A.3

1.9.2. OBJECTIVES

The objective of the action is to allow Member States to render their public e-services more efficient and to pool resources by providing them with generic tools which would ensure interoperability for one of the key-enablers, i.e. e-signatures and allow for their automated creation and verification. Namely, the tools would allow Member States to

1. Establish their trusted lists, and check their conformity with Decision 2009/767/EC and to generate a conformant human readable form in PDF of their trusted lists. It is important to ensure a coherent and consistent implementation of Member States' trusted lists as these would be the basis for information on and trust in e-signatures originating from other Member States;
2. Create and verify advanced e-signatures on the basis of the trusted lists. The tool would also take into account the common advanced e-signature reference format for cross-border use with e-Documents which would require additional efforts from Member States if they were to do it individually. Making this tool available would facilitate in practice convergence towards the use of an interoperable formats of e-signatures by Member States' public administrations.

1.9.3. SCOPE

The proposed action would be of a horizontal nature in support of Single Market. It would cover the creation at EU level of common shared solutions for the establishment and maintenance of trusted lists (TLs) in accordance with Decision 2009/767 and for the creation and TSL based verification of advanced e-signatures in accordance with possible advanced e-signature reference formats currently under discussion with MS in the framework of the Services Directive.

The action would fall in the priority area of trusted information exchange in the EIS as it would support EU efforts on improving the interoperability of public key infrastructures, i.e. e-signatures.

The open and re-usable solution would allow a consistent and correct implementation of the trusted lists as well as facilitate the creation and verification of e-signatures used with documents and thereby enhance trust in and interoperability of the cross-border exchange of electronically signed documents.

1.9.4. PROBLEM/OPPORTUNITY STATEMENT

Under Decision 2009/767/EC Member States have to establish, maintain and publish in a secure manner trusted lists of certification service providers issuing qualified certificates to the public. This information has to be continuously updated in order to guarantee the reliability of the data used for the validation of e-signatures, in particular those coming from other Member States. As changes can be made to the Decision 2009/767/EC when necessary due to further technological developments, there is a need to ensure quick and consistent modifications in the national trusted lists and in the EC compiled list which in its turn would be facilitated via the use of a generic tool available for all parties relying on e-signatures.

Linked to the cross-border use of e-signatures, there is a need to allow and enhance the use by public authorities of e-signatures with documents and also allow for an automated processing of the information contained in the trusted lists. The signature creation and verification tool would take into account the discussions that are currently ongoing with Member States on the reference format(s) for advanced e-signatures used with eDocuments in cross-border cases. Developing and testing such tools by each Member State could be time and resources consuming (as they do not yet exist even if a couple of Member States are starting to develop these). Therefore it would be justified to provide Member States with a common generic creation and verification tool as well as testing facilities (at a central level) which could ensure an efficient automated use of the trusted

lists across EU, enhance cross-border use of electronically signed documents and create added value for public administrations relying on e-signatures.

1.9.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public administrations and public service IT developers	1. Enhance trust in and interoperability of e-signatures used at cross-border level for the completion of electronic public services trough the use of a common solution shared by public administrations and, 2. Facilitate the governance of their trusted lists. Saving resources and increasing efficiency of provided e-services and compliance with EU legislation.

1.9.6. ORGANISATIONAL AND TECHNICAL APPROACH

In order to allow Member States to establish and check the conformity of their trusted lists with the Decision 2009/767/EC and to generate the human readable form of the lists, some practical tools were made available by ETSI under a contract with the Commission. After the expiry of the contract (end December 2009), there is a need to update against the underlying standards and to make these tools available on a sustainable basis. This could be done by providing Member States the tools via OSOR or alternatively, by hosting these on a Commission website or elsewhere.

An e-signature creation and verification tool relying on the trusted lists and implementing the common reference format for advanced e-signatures should be developed at EU level and made available for Member States to be used nationally. Some initial assistance may be necessary to help Member States to integrate the tool into their e-Government systems but further maintenance of these tools would fall on Member States.

1.9.7. COSTS AND MILESTONES

1.9.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Execution	Delivery of generic tools in support of trusted lists management	100	ISA	Q3/2010	Q1/2011

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Execution	Delivery of the generic tool for e-signature creation and verification based on a possible common reference format for advanced electronic signatures ; testing of the tools	500	ISA	Q4/2010	Q3/2011
Operational	Delivery and initial assistance to Member States for the installation of the e-signature creation and verification tool	100	ISA	Q3/2011	Q4/2011
Operational	Maintenance of trusted list related tools	200	ISA	Q3/2010	Q4/2015
	Total	900			

1.9.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	640
2011	100
2012	40
2013	40
2014	40
2015	40

1.9.8. Annex: references

Decision 2009/767/EC setting out measures facilitating the use of procedures by electronic means through the 'points of single contact' under Directive 2006/123/EC of the European Parliament and of the Council on services in the internal market (Official Journal L299 of 14 November 2009 page 18 (http://eur-lex.europa.eu/JOHtml.do?uri=OJ:L:2009:299:SOM:EN:HTML).

Action Plan on e-signatures and e-identification to facilitate the provision of cross border public services in the Single Market (COM(2008) 798 final).

Directive 1999/93/EC on a Community framework for electronic signatures.

1.10. Internal Market Information (IMI) system

1.10.1. CONTEXT

Type of Action	Project
Type of Activity	Common service
Service in charge	DG MARKT
Associated Services	DG DIGIT (as system supplier), EMPL (awaiting a decision on use of IMI)

1.10.2. OBJECTIVES

The objectives of the proposed action are:

1. to improve the reusability potential of the IMI application in order to make it easier to apply its benefits across a wider spectrum of community policies;
2. to create new policy areas in the system
3. to deliver generic improvements to the operational IMI application for the current users, namely more than 5000 competent authorities in 30 EEA Member States who use the application for two policy areas.

IMI as a common service meets all the objectives of the ISA programme as it:-

§ facilitates the free and unimpeded movement, establishment and employment of citizens in the Member States by enabling competent authorities to take informed decisions quickly;

§ facilitates cross-border and cross-sectoral interaction between European public administrations via a secure internet application;

§ takes account of the needs of local and regional administrations (currently almost 5,000 authorities at local, regional and national level throughout the EEA are using IMI to exchange information)

§ is used by all 30 EEA Member States

§ currently supports 2 policy areas (Regulated professions and Services) with strong interest from a number of other sectors (Posting of Workers, Electronic Commerce, Intellectual Property Rights, Company Law, e-Procurement)

§ reduces administrative burdens and costs (IMI is designed to integrate smoothly in a typical office environment for a public administration since it requires only internet access and a browser to be used) and allows new forms of administrative cooperation

§ is a fully multi-lingual application (all official EU languages)

§ adheres to the principles of security, privacy and protection of personal data.

§ is demand-driven (currently 5000+ public authorities are using IMI).

1.10.3. SCOPE

IMI is an operational "common service" which has been designed and developed as a generic, customisable, administrative cooperation platform. It provides public authorities in the 27 Member States and 3 EFTA countries with a fast, reliable, secure, traceable and trusted communication channel for any cross-border information exchange which is based on community legislation. The underlying principle of IMI is that public authorities responsible for implementing and ensuring compliance with EU legislation in many different policy areas should not be presented with a proliferation of different information systems but rather a single interface to the IMI network; allowing effective communication with their counterparts which overcomes barriers due to different languages and administrative structures.

The European Commission offers IMI as a service to Member States, developing the application and hosting the computing infrastructure.

IMI currently supports two sectors (Directive on the Recognition of Professional Qualifications and the Services Directive) and on 28th March 2008, the Commission adopted a Recommendation on enhanced administrative cooperation which drew attention to the potential for using IMI to support the Posting of Workers Directive. DG MARKT is working closely with DG EMPL which is responsible for this initiative.

On 4th November 2009, the Commission adopted a Green Paper on the interconnection of business registers, which concluded that "IMI appears to provide a viable means to temporarily or even permanently facilitate the communication of business registers in different Member States".

Other sectors (Electronic Commerce, Company Law, Intellectual Property Rights, e-Procurement) have expressed a keen interest in using IMI to support the implementation of their legislation.)

DG MARKT, as the business owner of IMI, is investigating the possibility of introducing a specific legal instrument for IMI, to ensure that there will be no legal obstacles to the use of IMI in other areas of administrative cooperation where no specific IT tool is foreseen in existing legislation. This could be an important contribution to a new approach towards administrative cooperation.

This submission to the ISA programme is for funding in accordance with Article 3(c) for the operation and improvement of the Internal Market Information (IMI) system as an existing common service ("operational application of a generic nature which meets common user requirements across policy areas"). The funds would be used to cover both operational and development costs of the system.

This action addresses the "trusted information exchange" priority area from the European Interoperability Strategy (EIS).

1.10.4. PROBLEM/OPPORTUNITY STATEMENT

Need for further development

IMI is a flexible administrative cooperation platform, supporting European public administrations who need to exchange information in order to facilitate the free and unimpeded movement, establishment and employment of citizens throughout the Single Market.

Development of IMI started in 2006 and by the end of 2008 it was put in production for the first policy area, professional qualifications. A second policy area, the Services Directive, was added in 2009 and the use of IMI for administrative cooperation in that area is mandatory since 28

December 2009. The current user community currently comprises more than 5000 users at national, regional and local levels of government.

In order to make a real success story of IMI , it is essential that the further development of the system is driven by the needs of the current and the future users. The system has to be easy to use, without requiring too much training and it should enable the users to perform the widest possible range of their daily, weekly or monthly tasks in relation to EU law. As many authorities are responsible for more than one policy area, further expansion of IMI to these other policy areas would generate important synergies.

Determining further developments

A number of the developments to be envisaged are the recommendations of the original external study commissioned jointly by DG DIGIT and DG MARKT in 2006 prior to beginning development of IMI. The purpose of the study was to propose a robust system architecture capable of delivering the modularity, flexibility, extensibility and scalability required of IMI. However, due to time pressure and lack of resources , not all the recommendations have already been integrated in the current system. The remaining developments suggested by the study would make it easier to extend IMI to cover a wide spectrum of community policies.

Other improvements have been raised by the users of IMI over the past two years. They are generic requirements which are not specific to one or other policy area supported by IMI but are likely to deliver benefits to future users of IMI across a range of policy areas.

Furthermore, by the end of Q2 2010, we expect to have a clear picture of the other sectors interested in using IMI, and to be able to determine their requirements.

On the basis of an inventory of requirements from these three sources and with any external assistance that may be needed to deliver a project plan that has a sufficiently broad view and takes full account of the real user needs over a longer period, the steering committee will determine priorities and working methods with a view to establish a project charter by June 2010.

1.10.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Citizens and enterprises	IMI enables administrations to communicate faster and more effectively across borders. As a result many problems experienced by citizens and businesses due to delays and misunderstandings can be avoided. This will enable European citizens and enterprises to fully benefit from their rights in the single market.

Beneficiaries	Anticipated benefits
Member States' Public Administrations	Efficiency gains as a result of faster and more direct cooperation and from the effective provision of mutual assistance (as required under various community legislation). These benefits will apply to national administrations at central, regional and local level. Member States will be able to rely on a faster response from other MS when information is requested. An electronic system is extremely efficient from the point of view of Member States who only need to manage a single relationship with a network instead of 26 bilateral relationships. Encoding good Internal Market behaviour into software is a powerful tool to improve enforcement of the rules as well as ensuring transparency, speed, efficiency and consistency in the exchange of information. IMI makes certain types of administrative cooperation (which were previously impossible) feasible and will bring down the unit cost of cooperation.
European Commission Services	The EU in general will benefit from increased positive PR, generated by a more accessible, efficient and customer responsive internal market. Any DG managing legislation which requires an exchange of information between national administrations or competent authorities in different Member States will be able to use the horizontal facilities of IMI. Increased cooperation between Member States will allow them to play a more dynamic and pro-active role in ensuring that the Internal Market operates as it should and thus will reduce the supervision/enforcement burden on the Commission Better and more consistent implementation of community legislation. The IMI system will act as a platform for ensuring that Directives that rely heavily on cooperation/mutual assistance can be properly implemented. This has been proven to be the case for the first two policy areas supported by IMI (the revised Professional Qualifications and Services Directives). Further, the system will provide much of the information needed to assess the functioning of the existing rules in a specific sector and ensure that any proposals for additional harmonisation would be based on reliable and statistically valid evidence.

1.10.6. ORGANISATIONAL AND TECHNICAL APPROACH

Governance

The existing steering committee, chaired by DG MARKT, will continue to guide the project. The committee will be expanded to include representatives for other policy areas when they decide to use IMI.

The committee will:

- Decide on the project charter to be submitted in May 2010
- Establish a long term strategy for the IMI system
- Take decisions in line with the strategy

§ Set priorities for further developments and improvements to the system

§ Supervise timely delivery and quality of new developments delivered by the system developer

Inception Phase

Since IMI is an existing common service that was set up and developed to serve multiple policy areas, further developments needed will not require a feasibility study. Instead, the project charter will be defined on the basis of experience gained, additional development needs for new policy areas, further improvements requested by the current users and the original study outlining the general architecture of the system and any external assistance that may be needed. Once the various elements for further development and improvement have been determined, the business requirements for each of these elements will be elaborated. An estimate of time and costs for each of the elements will be determined by the system developer. On this basis the steering committee will define the development iterations based on the priorities it has determined and the anticipated costs and timing provided by the system developer.

Execution Phase

The execution phase of the project will be carried out in a number of iterations which will be defined in the project charter. This will ensure that development can be handled in manageable work packages and that there will be a regular schedule of deliverables for end-users. The precise timing and content of these iterations will be defined in the project charter, to be delivered in Q2 2010.

Operational phase

Operation of the common service has already started and therefore the operational phase runs in parallel with the execution phase for new developments. The costs for corrective and adaptive maintenance and for 2nd line support will be estimated on the basis of a rolling maintenance and technical support work programme to be submitted at the same time as the project charter.

1.10.7. COSTS AND MILESTONES

1.10.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project Charter	(0)	MARKT	Q1/2010	Q2/2010
Execution	Execution report / Maintenance & technical support	tbd	ISA	Q3/2010	Q2/2013
Operational	Maintenance & technical support work programme	tbd	ISA	Q2/2010	Q2/2014
	Total	tbd			

1.10.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	1000
2011	tbd
2012	tbd
2013	tbd
2014	
2015	

1.10.8. Annex: references

- IMI inception study
- Vision Document IMI Version 2

1.11. Interoperable and Generic Notification Services

1.11.1. CONTEXT

Type of Action	Project
Type of Activity	Common services. Reusable generic tools.
Service in charge	COMP
Associated Services	AGRI, MARE

1.11.2. OBJECTIVES

To support cooperation between the Commission and European public administrations by facilitating the efficient and effective electronic cross-sectoral interaction between such administrations.

To provide a common service to support the implementation of Community policies and activities - namely state aid notification legislations in the policy areas: Fishery (service in charge: MARE), Agriculture (service in charge: AGRI), Employment, Regional Aid, Research, Social Affairs, Enterprises and Markets, Financial Sector, Culture, Environment, Energy, Transport (service in charge: COMP).

To provide a solution to manage the ICT implications of legislation changes regarding state aid notifications, by providing a common service that can be adapted and used to implement changed legislation.

To contribute to fostering the delivery of IT solutions by European Public Services by:

- Sharing of experience and solutions.
- Maximise the re-use of existing components, building blocks and services modules, in particular those developed by the projects "ePrior - eProcurement platform" and "Trusted Document Exchange Platform". This re-use can be at several levels: re-use of methods and tools; re-use of infrastructural components; re-use of testing frameworks; etcetera.
- Make available for re-use components, building blocks and services modules developed within this project.

- The semantic assets developed within this project will be submitted to and maintained in SEMIC.EU (after clearance that the information they contain is not sensitive).

1.11.3. SCOPE

INTRODUCTION: SCOPE OF THE BUSINESS PROCESS

EU legislation from different policy areas and services (see Annex 2) stipulate the obligation of Member States to notify –i.e. to submit structured data– to the Commission about state aids and other state support measures to sectors, companies, services, industries, regions, etc. This kind of legislation is called hereafter "state aid notification legislation".

The business process of state aid notification is an established process that has the following characteristics:

It has legal binding character:

- Legislation stipulates the obligation of Member States to notify state aid measures to the Commission, and the obligation to use the means and formats defined by the Commission to do so.

- Legislation defines the context, the scope and nature of the notification (see Annex 2 - Notification Schemas).

It is a bidirectional data transmission process and it follows different workflows, e.g. (as of today):

- A Member State informs the Commission about a new state aid measure e.g. by submitting a reduced set of core data ("pre-notification").

- The Commission (the service in charge) reviews the pre-notification and decides to open a new "case" (or not, if it is not in the scope of community legislation).

- When a new case is established, then the Commission communicates to the Member State a deadline for submission of a full set of data.

- The Member State submits the full set of data on the state aid measure ("notification") by given deadline to the Commission, following a specific notification schema depending on the policy area of the state aid measure (see Annex 2 - Notification Schemas).

- The Commission reports status of notification (feedback) to the Member States.

- The Commission regularly submits (at this moment: yearly) to each Member State an aggregated set of the collected notifications per Member State for review by deadline.

- The Member States submit to the Commission by deadline the reviewed aggregated set of their notifications.

- The Commission publishes on the Europa website -within given deadlines by legal obligation- a non-sensitive summary of all state aid cases.

The state aid notification process is a complex and semantic-rich process:

- Notification schemas might contain conditions ("if condition X applies, then notify sub-schema A otherwise notify sub-schema B").

- Notification schemas are only meaningful within a specific semantic context (terminology, dictionaries, codes, language, etc).

- The notification process must support all EU official languages.

- Evaluation for completeness and correctness of notification within the context is carried out.

SCOPE OF THIS PROJECT

The scope of this project is to develop of a common service ("state aid notification service") to support, in a generic and interoperable way, the state aid notification processes described above, addressing the domain of interoperability between Member States and the European Commission, related to the following European Interoperability Strategy priority areas:

- Information availability and usage.

- Trust and data privacy.

- Semantic interoperability.

- Interoperability architecture.

In scope:

To develop a service to automate the state aid notification process, in a flexible, generic and interoperable way, to support European Union policies and objectives as described in the Scope of the Business Process, by ensuring the maximum re-use of existing components, building blocks and services modules, in particular those developed by the projects "ePrior - eProcurement platform" and "Trusted Document Exchange Platform".

The generic interoperable notification service will:

- Allow Member States to electronically submit data to the Commission (pre-notification, notification, review of aggregated notification data, etc.) not only via generic and multilingual GUIs, but also via interfaces that can interoperate (e.g. via web services) with their IT systems.

- Avoid hard-coded dependencies to back-end systems and instead interoperates with them e.g. via web services.

- Support the necessary flows of information from the Commission to the Member States as described in the Scope of the Business Process.

- Facilitate the definition and management of workflows, semantic context (dictionaries, terminology, translations) and the different notification schemas. The generic service will in this way be adaptable for the implementation of new or changed legislation.

The service must ensure trust and data privacy.

A summary description of technical features which are foreseen (in scope) in this project is given in 1.1.6. Organisational and Technical Approach.

Out of scope:

Development of front-end systems (systems from the Member States) and their web services.

1.11.4. PROBLEM/OPPORTUNITY STATEMENT

PROBLEM: Changes in EU state aid notification legislation normally change the structure, syntax and the semantic context of the data requested from the Member States, and consequently also affect the IT systems involved in collecting them. Furthermore, it happens too often that the period of time between the publication date of the notification legislation change and the date of entry into force is very tight. Current IT system to support EU state aid notification legislation is not flexible enough to cope with this dynamic. The forms at the front-end (user interface) need to be adapted manually, or new forms be created, whenever notification schemas are changed or newly defined.

OPPORTUNITY: By developing a generic system the Commission will be able to quickly react to new or changed state aid notification legislation. The system will not only be flexible enough to adapt the front-end interface at the Member States' disposal, but also be able to adapt its interfaces to interoperate with the corresponding front-ends and back-end systems by the time the legislation enters into force. By developing this service, the Commission will have an out-of-the-shelve solution that can be reused –upon configuration (e.g. of the semantic context and the notification schemas)– to implement new state aid notification schemas and implement the data exchange between Member States and the Commission as foreseen in new state aid notification legislations.

PROBLEM: Existing state aid notification system does not provide interfaces to interoperate with the Member States (only user interface provided for manual data entry).

OPPORTUNITY: By developing a system that interoperates via well defined and documented interfaces with front-end systems, the efficiency of the notification process will improve. Allowing Member States' systems to interoperate with the Commission's will as well improve the quality of the data collected from the Member States by getting rid of manual input of data.

PROBLEM: Existing state aid notification system is integrated with back-end systems of the Commission in a less flexible way.

OPPORTUNITY: By developing a system that interoperates via well defined interfaces with back-end systems will increase flexibility of integration with Commission back-end system, allowing other back-end systems than today interoperate and use the data collected, hence increasing the value of these data.

1.11.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations	Specific benefits for the Member States: Increase of efficiency in the notification process and improve the quality of data that Member States submit to the Commission by making possible that MS information systems interoperate with the notification service.; Benefits for European Public Administrations (Member States' national, local and regional administrations): Increase efficiency and reduce costs for IT development by sharing experience, by sharing and re-using components and service modules.
European Commission Services	Specific benefits for the Commission: Increase of efficiency by minimising the resources needed to adapt the notification service when state aid notification legislation changes. Reduce the ICT implication of new or changed state aid notification legislation by providing an out-of-the-shelve service ready to implement legislation on time when it enters into force. Improve the quality of the data collected by the Commission. Improve the added value and use of the data collected by interoperating with Commission's back-end systems.
Citizens	The benefits for the citizens are indirect: Since the aim of this project is to better support the implementation of EU policies and objectives, the European citizen is the final, eventual beneficiary. Citizens will also indirectly benefit from any gain in efficiency and data quality (on both sides: Commission and Member State) that will result from implementing a flexible, generic, open and interoperable service.

1.11.6. ORGANISATIONAL AND TECHNICAL APPROACH

ORGANISATIONAL

The project will be led and carried out by COMP in association with AGRI and MARE. An appropriate IT Governance model will be in place. Project management will be based on RUP@EC methodology.

The project development will be carried out intramuros at COMP premises.

The staffing of the operational IT project development roles (IT project leader, business analyst, quality assurance manager, analyst and software developers) will be funded with the ISA project budget, and staff contracting will follow established Commission procedures.

Equipment (soft and hardware) needed for IT development, as well as offices, office material and other overhead costs for intramuros team hosting will be covered by COMP.

Roles and committees which are necessary to ensure ownership and sound Governance will be provided by the associated services.

- Project Steering Committee (a Director from each associated service). Owns, control and steering of the project, high-level management e.g. change control and conflict resolution.

- Project User Committee (appointed users from the associated services). Formulate user requirements and provide feedback. User tests.

- Project Manager (Business) (a HoU from COMP business). Represents and assists the Steering Committee at operational level, manages business aspects of the project. Business related reporting.

- Project Manager (IT) (from COMP IT). Responsible for IT portfolio and resources management, teams coordination, mid-level management, monitoring and reporting.

- Security Manager (from COMP). Defines and audits data security and protection standards to be implemented in the project.

The complete list of such roles and committees as well as the appointed names will be included in the Project Charter (delivery of the Inception phase).

The Project Charter will also define the ways and means (organisation, methodology) to ensure the maximum re-use of existing components, building blocks and service modules, in particular those developed by the projects "ePrior - eProcurement platform" and "Trusted Document Exchange Platform" (COMP will participate as associated service to the latest). This re-use can be at several levels: re-use of methods and tools; re-use of infrastructural components; reuse of testing frameworks; etcetera.

Yearly workshops with the Member States will be organized from 2011 to 2015 to share experience with regard of interoperable solutions for state aid notification, to present the current stand and collect feedback (costs included in the project cost calculation).

TECHNICAL

The state aid notification service will be developed based on a Service Oriented Architecture (SOA) and will consist of the following layers/components:

Application layer: Set of services and components that control the application's behaviour according to the requirements in scope and in line with the project objectives.

Repository and management module for semantic assets (e.g. taxonomies for specific Commission domains: terminology, codes, translations) and syntactic assets (e.g. notification schemas), metadata, configuration parameters, workflows, etc. used by the generic services of the application.

Back-end adapter layer: Services and interfaces (incl. specifications) for the back-end to interoperate with the back-end systems' web services.

Front-end adapter layer: Services and interfaces (incl. specifications) for the front-end (generic multilingual GUIs, web service interfaces) to communicate and interoperate with front-end users and systems.

See: ANNEX 1. SOA visualisation of the Notification Service.

The state aid notification service will be deployed at DIGITs Data Center (DEV, TEST and PROD environment needed; costs included in the project cost calculation).

1.11.7. COSTS AND MILESTONES

1.11.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project Charter	410	ISA	Q2/2010	Q4/2010
Execution	Elaboration and construction of the IT system. Execution report	tbd	ISA	Q1/2011	Q2/2014
Operational	Deployment and operation. Evolutive and corrective maintenance	tbd	ISA	Q2/2014	Q4/2015
	Total	410			

1.11.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	410
2011	
2012	
2013	
2014	
2015	

1.11.8. Annex: references

ANNEX 1. List of State Aid notification schemas by policy area and service in charge

ANNEX 2. List of State Aid notification schemas (stand: January 2010)

General notification schemas for **all policy areas** (service in charge: COMP):

- General State Aid.
- General State Aid - Prenotification
- Simplified State Aid.
- Simplified State Aid – Prenotification.
- Block Exempted State-Aid.

Notification schemas for **Agriculture policy** (service in charge: AGRI):

- Block Exemption Regulation Agriculture.
- 0. Information sheet for agriculture.
- A. Aids for investments in agricultural holdings.

- § B. Aids for investments in connection with the processing and marketing of agricultural products.
- § C. Agri-environmental and animal welfare aid.
- § Cbis. Natura 2000 payments and payments linked to Directive 2000/60/EC.
- § D. Aid to compensate for handicaps in certain areas.
- § E. Aid for meeting standards.
- § F. Aid for the setting up of young farmers.
- § G. Aid for early retirement or for the cessation of farming activities.
- § H. Aid to producer groups.
- § I. Aid for land reparcelling.
- § J. Aid to encourage the production and marketing of quality agricultural products.
- § K. Aid for the provision of technical support in the agricultural sector.
- § L. Aid for the livestock sector.
- § M. Aid for the outermost regions and the Aegean Islands.
- § N. Aid to compensate for damage to agricultural production or the means of agricultural production.
- § O. Aid for combating animal and plant diseases.
- § P. Aid towards the payment of insurance premia.
- § Q. Aid for closing production, processing and marketing capacity.
- § R. Aid for advertising of agricultural products.
- § S. Aid linked to tax exemptions under directive 2003/96/EC.
- § T. Aids for the forest sector.

Notification schemas for **Fishery policy** (service in charge: MARE):

- § Aid for maritime transport.
- § Aid for combined transport.
- § Aid for the fisheries sector SIS under revision.
- § Aid for TSE tests; fallen stock and slaughterhouse waste.

Notification schemas for **policy areas:** Employment, Regional Aid, Research, Social Affairs, Enterprises and Markets, Financial Sector, Culture, Environment, Energy, Transport (service in charge: COMP):

- General Block Exemption Regulation.
- SME Aid.
- Training Aid.
- Employment Aid.
- Regional Aid.
- Aid coming under the multi-sectoral framework.
- Aid to compensate for handicaps in the less-favoured areas.
- Research and development aid; in case of a scheme, in case of individual aid.
- Aid for audiovisual production.
- Environmental protection aid.
- Risk capital aid.
- Aid for rescue and restructuring firms in difficulty.
- Aid in the transport sector.
- Individual aid for restructuring firms in difficulty in the aviation sector.
- Aid for transport infrastructure.

2. INTEROPERABILITY ARCHITECTURE

2.1. Elaboration of a common vision for an European Interoperability Architecture (EIA)

2.1.1. CONTEXT

Type of Action	Study
Type of Activity	Common frameworks
Service in charge	DG DIGIT
Associated Services	

2.1.2. OBJECTIVES

As stated in ISA legal basis in:

- Article 3: "Activities

The ISA programme shall support and promote:

(a) the establishment and improvement of common frameworks in support of cross-border and cross-sectoral interoperability; …"

"… (c) the operation and improvement of existing common services and the establishment, industrialisation, operation and improvement of new common services, including the interoperability of public key infrastructures (PKI)…"

- Article 7:

"Solutions

1. Common frameworks shall be established and maintained by means of studies…."

The objective of this action is:

- to elaborate with the Member States and the concerned Commission services a joint vision on interoperability architecture for European Public Services (its scope, the articulation of the main architectural building blocks and the need for interface standards between such architectural building blocks).

- to assess the need and the relevance of having common infrastructure services.

2.1.3. SCOPE

This action belongs to the Interoperability architecture cluster. The related activities range from creating the interoperability architecture itself as a common framework (the main building blocks and their interfaces) to supporting this architecture and then, if relevant, to set up and provide common infrastructure services.

2.1.4. PROBLEM/OPPORTUNITY STATEMENT

During the EIS study phase 1 Member States and Commission services agreed that there was:

* at conceptual level, a lack or insufficient :

- § architectural guidelines for cross-border interoperability building blocks.
- § concrete and reusable, use-case-based interoperability guidelines, rules and principles on standards, architecture, and specifications on how to develop information exchange between ICT systems.
- § concrete implementation guidelines.

* at operational level, a lack or insufficient:

- § common infrastructures (i.e. an Interoperability Platform or a European Enterprise Service Bus (EESI)) at EU level for providing generic and standardised services at EC level (i.e. PKI, eID, eAuthentication, eAuthorisation).

2.1.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations	Better efficiency in establishing European Public Services
European Commission Services	Better efficiency in establishing European Public Services

2.1.6. ORGANISATIONAL AND TECHNICAL APPROACH

This action will consist of launching a preparatory study in order to establish a common vision (identification of scope, common components, common infrastructure services, interface standards).

The study will encompass:

Phase 1

- § gathering existing interoperability architecture state of play and lessons learnt (mainly around Service Oriented Architecture),
- § reuse the outcomes of the European Interoperability Infrastructure Services study (EIIS);
- § assessing possible impact of such interoperability architecture at EU level,
- § designing an EU interoperability architecture (main components and common interfaces)

Phase 2

- § supporting reaching agreement on a set of common infrastructure services, as part of the overall interoperability architecture, that should be set up and provided at EU level.

The activities under this action will be performed with very close collaboration with the Member States and therefore they will be handled under the Interoperability Architecture Working Group.

2.1.7. COSTS AND MILESTONES

2.1.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Study	Interoperability Architecture	500		Q3/2010	Q3/2011
	Total	500			

2.1.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	500
2011	
2012	
2013	
2014	
2015	

2.2. CAMSS - Common Assessment Method Standards and Specifications

2.2.1. CONTEXT

Type of Action	Study
Type of Activity	Common frameworks
Service in charge	DG DIGIT
Associated Services	

2.2.2. OBJECTIVES

To establish and maintain a Framework which sets out the concepts that underline the preparation of Interoperability Statements.

The purpose of the Framework will be:

- To ensure that assessments of formal ICT specifications and interoperability profiles are performed to high and consistent standards and are seen to contribute significantly to

confidence in the interoperability of systems implementing these specifications and profiles;

- To enable the re-use, in whole or in part, of such assessments;
- To continuously improve the efficiency and effectiveness of the assessment process for ICT formal specifications and interoperability profiles.

This action and the above objectives are addressing the ISA programme, Decision No 922/2009/EC of the European Parliament and of the Council [2], in general and in specific article 3 (a) "establishment of common frameworks…" and article 4 (a) "technological neutrality and adaptability;" (b) "openness;" and (c) "reusability;"

2.2.3. SCOPE

The Interoperability Architecture activity cluster in the Commission draft, "European Interoperability Strategy", EIS, proposes, inter alia, providing guidance on interoperability architecture domains of shared Member State interest and the need for common interface standards.

Suggestions (a), (b) and (c) of the Commission White Paper on "Modernising ICT Standardisation in the EU - The Way Forward" [1] suggest that "to facilitate the use of the best available standards in support of European legislation and policies it is necessary to lay down requirements, in the form of a list of attributes, for

such standards and their associated standardisation processes"; the White Paper suggest also that, in the context of ICT strategies, architectures and interoperability frameworks, Public Administrations, when acquiring ICT Services, Applications and Products in support of an adequate level of interoperability, can made implementation of standardised interfaces a requirement in public procurement procedures, provided the principles of openness, fairness, objectivity and non-discrimination and the public procurement directives are applied.

This action provides a framework for the preparation of interoperability recommendations on standards and formal specification(s) and Interoperability Statements, fulfilling the above mentioned proposals and suggestions. When establishing European Public Services, Public Administrations should, as much as possible, base interoperability agreements on existing market supported standards/formalised specifications and, when selecting them a structured, transparent and objective approach should be followed..

2.2.4. PROBLEM/OPPORTUNITY STATEMENT

Within the context of the elaboration of their National Interoperability Frameworks, Member States need to define interoperability architecture domains and standardised interfaces. These same is true when various Member States want to link up their systems in order to establish European public services.

Decisions on (recommendations of) formal specifications often call for resource intensive and time consuming assessments. By sharing and re-using assessments done in other Member States, the burden of assessment could be partly eased and provide an opportunity of convergence in and collaboration among Member State in this area.

By establishing a common framework and/or by providing guidance on the assessment of ICT specifications within the context of the definition of IT architectures and/or within the context of

the establishment of European public services, transparency and openness of the assessment process can be ensured, leading to better decisions.

2.2.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations, Standardisation Bodies and IT Services Industry	A transparent agreed list of assessment attributes and a transparent agreed assessment process brings transparency to the selection of standards in the context of ICT strategies, architectures and interoperability frameworks. In part or full re-use and/or sharing of assessments, reduce resources and time needed, when establishing, maintaining and commenting on Interoperability Statements.

2.2.6. ORGANISATIONAL AND TECHNICAL APPROACH

In close collaboration with the Interoperability Architecture Working Group and the Commission Service in charge of ICT Standardisation, to transpose the work done under IDABC in a clear guideline, organise the consensus building around that guideline, and propose the organisation and governance of the assessment library via which the assessments done by individual Member States and/or within the context of specific projects can be re-used.

2.2.7. COSTS AND MILESTONES

2.2.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Phase 1	Production and decision on guideline, Propose organisation and governance structure	300		Q3/2010	Q1/2011
	Total	300			

2.2.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	300
2011	
2012	
2013	
2014	
2015	

2.2.8. Annex: references

[1] http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:52009DC0324:EN:NOT

[2] http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:260:0020:01:EN:HTML

2.3. PKI Services

2.3.1. CONTEXT

Type of Action	project
Type of Activity	common services
Service in charge	DG DIGIT
Associated Services	AGRI, BUDG, COMP, DIGIT, ECFIN, ECHO, EMPL, JLS, TAXUD, TRADE

2.3.2. OBJECTIVES

The objective is ensuring the operation of PKI services established under the IDA and IDABC programmes. These services can be used by Commission services and agencies for cross-border use in projects involving the trusted exchange of information between Member States and EU Institutions.

2.3.3. SCOPE

The scope of this project is to provide application-layer security to allow trusted exchange of information between Member State competent authorities and European institutions or agencies by using public key infrastructures (PKI) certificates from a single source.

2.3.4. PROBLEM/OPPORTUNITY STATEMENT

These and previous (IDA, IDABC) PKI Services have been conceived as a temporary solution, awaiting interoperable national PKI Services. The PKI Services are used for Closed User Groups (CUGs) to protect the information exchanged under various regulations.

2.3.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
relevant national competent authorities or agencies	Ability to use these services for the increased security of their data exchange.
EU Institutions and agencies services	Ability to use these services for the increased security of their data exchange.

2.3.6. ORGANISATIONAL AND TECHNICAL APPROACH

Under this action a (PKI) infrastructure will be put in place in the framework of ISA that can inter alia (1) run CUGs both connected to the internet and to sTESTA and (2) issue TLS/SSL server

certificates, in order to replace the infrastructure that was built under IDA and IDABC for this purpose. It is envisaged that a framework contract will be signed, allowing the services and agencies to order CUGs and certificates that use the common infrastructure, in order to allow their projects to exchange information in a trusted way.

The provision of certificates shall not be financed by the programme, but rather by the services or agencies themselves. The programme is proposed to cover the fixed-cost component, such as the initial infrastructure set-up and the connection to sTESTA.

2.3.7. COSTS AND MILESTONES

2.3.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational (infrastructure)		900	ISA	Q3/2010	Q2/2014
Operational (certificates)		1.500	services / agencies	Q3/2010	Q2/2014
	Total	2.400			

2.3.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	300
2011	150
2012	150
2013	150
2014	150
2015	

2.4. Data communication network service (sTESTA)

2.4.1. CONTEXT

Type of Action	Common Services
Type of Activity	the operation and improvement of existing common services and the establishment, industrialisation, operation and improvement of new common services
Service in charge	DIGIT.C.2
Associated Services	

2.4.2. OBJECTIVES

The sTESTA network service is the continuation of an existing action of the IDA and IDABC Programme. A number of sectoral networks are currently using the sTESTA services for their

sectoral applications (OLAF, DG TREN, DG ESTAT, DG JLS, DG SANCO, CDT, DG FISH, DG ENV and DG TRADE). The network is also used by the European Institutions and the European agencies. In addition the sTESTA framework is also extensively used by DG JLS for the implementation of the SIS II network and EUROPOL for the implementation of their own dedicated EUROPOL network. sTESTA is also used in the context of non-Community projects by Member State administrations or organisations acting on their behalf under certain conditions as described in the sTESTA Memorandum of understanding.

sTESTA is currently focussing on the following objectives:

1. Connectivity: The provision of a highly available, extendable, flexible and secured communication infrastructure between public administrations in Europe, so that current and future communication needs between these administrations can be covered.
2. The consolidation of existing data networks currently spread over different contracts and independently managed by other Institutions or European bodies.
3. Security: The provisioning of a secured, RESTREINT UE accredited communication infrastructure.
4. Support: Provision of a single support infrastructure that can act as a single entity for trouble shooting, support to sectors and administrations, alert management and reporting.
5. Management: The overall project management as well as service management and administrative management of the sTESTA networking services.
6. Assistance: The provision of assistance services dedicated to control and audit of the operational networking services.

2.4.3. SCOPE

The objective of sTESTA (secured Trans European Services for Telematics between Administrations) is to exchange electronic data between administrations in Europe in a secure, reliable and efficient way. It is foreseen that both unclassified and classified information can be exchanged. It is dedicated to inter-administrative requirements and is providing guaranteed performance levels and security.

Facilitate cooperation between public administrations, create interoperability at the EU level trough shared quality solutions and consolidating existing networks by providing a secure reliable and flexible building block are the main driving forces for the new sTESTA call for tenders. Depending on the user requirements that are currently examined in an ongoing study the current sTESTA services might be subject for revision.

2.4.4. PROBLEM/OPPORTUNITY STATEMENT

Currently a consultancy office is performing a study on sTESTA.. The goal of this study is to establish the sTESTA user needs and to look into confidentiality, integrity and availability requirements reconsidering the original sTESTA requirements in preparation of the sTESTA future evolutions

Depending on the outcome of the study, current objectives including the technical implementation of sTESTA might be subject for change.

2.4.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Specific sectors	Ability for sectors and agencies to use a secured trans European network service for the exchange of data with specific availability or security requirements over a shared quality solution. Prevents proliferation of uncontrolled networks
Member States' public administrations	Ability for MS administrations to use a secured trans European network service for the exchange of data with specific availability or security requirements, with EU Institutions, EU agencies and other MS administrations. The provided solution is managed and the access points are under control of the MS administrations.
EU Institutes and agencies	Avoids the unnecessary implementation of costly shadow network infrastructures
Non-community programs	sTESTA can be used in the context of a non-Community project by Member States administrations or organisations acting on their behalf under certain conditions described in the sTESTA Memorandum of understanding. It stimulates the re-usage of an existing infrastructure
Citizens and enterprises	Citizens and enterprises our out of the scope of the sTESTA networking services but are indirectly benefiting due to the protection of the personal data on the level of the network

2.4.6. ORGANISATIONAL AND TECHNICAL APPROACH

The sTESTA approach is collaborative: it builds on national efforts to establish national, regional or local administrative networks by forging these to a trans-European network. In this so called domain based approach, every connected domain will have to fulfil the necessary security, performance and organisational requirements in order to obtain a full access to the sTESTA network. In addition to the default setup, administrations might decide to implement additional access points and closed user groups or secured network services on the existing sTESTA infrastructure. The budgetary impact of such a decision will fall under their responsibility. The sTESTA network is controlled and supported by a central support and operation service, responsible for all operational issues, including the security management of encryption devices.

DIGIT C2 responsible for network infrastructure services at the European Commission has the organisational and contractual control over the execution of the sTESTA contracts. This organisational approach guarantees the operational and technical sustainability.

The sTESTA contract will end in Q3 2013. Due to the complexity of the provided services and the multiple communities that are served, a migration period of 2 years starting in 2012 is foreseen. During this migration period the continuity of the current sTESTA services needs to be guaranteed. Therefore, as from 2012 additional budget will need to be foreseen in order to build critical parts of the new sTESTA network.

For the security accreditation of the classified part of the sTESTA network, the Commission Policy Advisory Group (CSPAG) has established the Security Accreditation Panel (SAP) in accordance with Commission Decision 2001/844/EC, ECSC, Euratom (OJ L 317, 3.12.2001, p. 1). The SAP, which has been mandate to issue the final accreditation statement, granting approval to handling EU Classified Information up to the level of RESTREINT UE in its operational environment, is expected to meet twice a year. Furthermore, three workshops are expected to be held yearly to coordinate sTESTA activities with sTESTA stakeholders.

2.4.7. COSTS AND MILESTONES

2.4.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Study sTESTA requirements	500	IDABC	Q4/2009	Q2/2010
Operational	Continuation of the current sTESTA services	9.000	IDABC	Q4/2009	Q3/2010
Operational	Continuation of the current sTESTA services	12.400	ISA	Q4/2010	Q3/2011
Operational	Continuation of the current sTESTA services + migration setup sTESTA follow up	20.000	ISA	Q4/2011	Q3/2013
Operational	Continuation of the new sTESTA services	32.400	ISA	Q4/2013	Q3/2016
	Total Budget ISA	64.800			

2.4.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	12.400
2011	8.800
2012	11.200
2013	10.800
2014	10.800
2015	10.800

2.5. CIRCABC

2.5.1. CONTEXT

Type of Action	Project
Type of Activity	common service
Service in charge	DG DIGIT
Associated Services	

2.5.2. OBJECTIVES

CIRCABC is used by Member States and is also available as a central service hosted by the European Commission. Therefore, it allows easy cross-border and cross-sector interactions and is reference in this context.

The objective of this submission is to enable service continuity, guaranteeing a reliable and effective service including support to end-users.

2.5.3. SCOPE

CIRCABC enables widespread collaborative groups to share information and resources in private workspaces. It is an open-source multilingual application offering distribution and management of documents in any format, with fined grained security. It includes version control, management of translations, multilingual search, forums and is widely accessible to users with disabilities (WAI compliance).

CIRCABC contributes to the implementation of many EU priority sectors both inside Institutions and in Member States by providing them with a trustable and easy to use collaboration and information exchange.

As reported by the EIIS study, CIRCABC architecture and availability under the EUPL license enables its reuse as an interoperable building block for other solutions and services in the Commission as well as in Member States. It can also be deployed as a standalone alternative in EU Administrations or Businesses.

2.5.4. PROBLEM/OPPORTUNITY STATEMENT

The CIRCABC service and the CIRCABC OSS version disseminated via the OSOR source forge are already used by several Institutions, administrations and businesses. CIRCABC is necessary for these bodies to continue their mission and It is therefore critical to sustain this service and continue to deliver up-to-date OSS versions.

Moreover, Business and policy makers have to be more and more reactive with stakeholders contributing from all around the world. The collaborators are in need of an intuitive, reliable and modern tools suited to the fast pace they are confronted with and will favour automated and productivity tools enabling them to concentrate on their core business and activities.

Migration from CIRCA to CIRCABC will start in 2010 in agreement with all the Interest Groups Leaders and CIRCA will be phased out when the migration is agreed to be successfully completed.

CIRCABC key figures:

- 25 CIRCABC OSS deployments
- 16th on 64 top download OSS
- 6th on 100 most viewed OSOR page
- 7th most active in OSOR
- 1st in number of posts in OSOR
- 3190 groups will be migrated from CIRCA to CIRCABC
- 1500+ Service Help-Desk calls in 2009

2.5.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Institutions	CIRCABC service is readily available to institutions to ease the collaborative work around policy and projects along documents lifecycle.
Member States' Public Administrations and other, non EU administrations	Administrations can also benefit from the CIRCABC service either for the collaboration within the EU framework or for other purposes or decide to deploy the OSS version in their services.

2.5.6. ORGANISATIONAL AND TECHNICAL APPROACH

The project will be managed by DIGIT A and will contract external resources for service management, maintenance, community management and help-desk support. DIGIT A will provide a Project Responsible and a Project Manager, both Officials in the unit.
A User Group community will be created around the CIRABC service and regular meeting will provide the opportunity to submit enhancements requests, exchange opinions and best practices.
The OSS community will have the possibility to actively contribute at the source code level via the Forge made available by ISA.

2.5.7. COSTS AND MILESTONES

2.5.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational	CIRCABC Service	2.008	ISA	Q3/2010	Q4/2015
Execution	Communication/Training	375	ISA	Q1/2010	Q4/2015
	Total	2.383			

2.5.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	183
2011	440
2012	440
2013	440
2014	440
2015	440

2.6. Interactive Policy Making (IPM)

2.6.1. CONTEXT

Type of Action	project
Type of Activity	common services
Service in charge	DG DIGIT
Associated Services	DG MARKT (EBTP / Service Directive)

2.6.2. OBJECTIVES

The IPM service deployed by DIGIT is widely used by the Institutions and in Member States. It enables to easily collect key information for decision making process and implementation of cross-border and cross-sector activities.

The objective of this submission is to sustain the service availability guarantying a reliable and effective service including support to end-users.

2.6.3. SCOPE

IPM (Interactive Policy Making) enables the creation of surveys and the collection of answers via a web based user interface. It is an open-source multilingual application which is widely accessible and provides support for either identification or anonymity, depending on the survey requirements.

IPM is the ideal tool for quickly and reliably poll opinions from a widespread community, guiding them throughout the contribution process. It contributes to the implementation of many EU priority sectors like the policy making for DG MARKT Service Directive or EBTP but also to many other various types of surveys.

As IPM is available from a software source forge (currently OSOR) under the EUPL license, it can also be installed anywhere as a standalone application or reused as a component of another Information System.

2.6.4. PROBLEM/OPPORTUNITY STATEMENT

The IPM service and the IPM OSS version disseminated via the OSOR source forge are already used by many Institutions, administrations and businesses. IPM is necessary for these bodies to continue their mission and it is therefore critical to sustain this service and continue to deliver up-to-date OSS versions.

Business and policy makers have to be more and more reactive and need to gather reliable information while the stakeholders are contributing from all around the world. The contributors are in need of intuitive, reliable and modern tools suited to the strict data collection rules they are confronted with and will favour automated and productivity tools enabling them effortlessly answer surveys and concentrate back on their core business and activities.

IPM key figures:

- 22nd on 64 top download OSS
- 17th on 100 most viewed OSOR page
- 4th in number of posts in OSOR
- 1107 surveys in 2009 with 762 policy surveys

§ 1650+ Service Help-Desk calls in 2009

2.6.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Institutions	IPM service is readily available to institutions for the creation of surveys and the management and collection of answers in the policy making or any other context.
Member States' Public Administrations and other, non EU administrations	Administrations can also benefit from the IPM service either for answering surveys within the EU policy context or for other purposes. They can as well decide to deploy the OSS version in their services.

2.6.6. ORGANISATIONAL AND TECHNICAL APPROACH

The project will be managed by DIGIT A and will contract external resources for service management, maintenance, community management and help-desk support. DIGIT A will provide a Project Responsible and a Project Manager, both Officials in the unit.

A User Group community will be created around the IPM service and regular meeting will provide the opportunity to submit enhancements requests, exchange opinions and best practices.

The OSS community will have the possibility to actively contribute at the source code level via the Forge made available by ISA.

2.6.7. COSTS AND MILESTONES

2.6.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational	IPM Service	1458	ISA	Q3/2010	Q4/2015
Execution	Training	250	ISA	Q1/2011	Q4/2015
	Total	1708			

2.6.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	133
2011	315
2012	315

Budget Year	ISA Funding (in KEUR)
2013	315
2014	315
2015	315

2.7. Your Europe – Facilitating the re-use of content from National portals

2.7.1. CONTEXT

Type of Action	Project
Type of Activity	Common frameworks
Service in charge	DG ENTR
Associated Services	DG MARKT B.TF1

2.7.2. OBJECTIVES

Through this action, the Commission would like to have an automated cross-border information exchange and update between European public administrations and the Your Europe portal via content syndication. This will provide savings in resources both for the EU Commission and the public administrations, increased co-operation, more transparency and a multilingual service catalogue.

2.7.3. SCOPE

This action covers the activities between Your Europe portal and national information portals to develop, share and re-use of a common framework for European Information portals. This common framework will be in a semantic asset form and will thus contribute to Semantic Interoperability, one of the priority areas in the ISA programme.

Activities that will increase the quality of the information received will also be within the scope of this action. This will ensure validity of the information provided to citizens and businesses when exercising their rights in another EU State.

2.7.4. PROBLEM/OPPORTUNITY STATEMENT

The provision of national information for the Your Europe portal has been done so far through a non-automated process of ad-hoc requests being addressed to national authorities via the members of the Your Europe Editorial Board - originally set out by the PEGSCO committee members under the IDABC programme. This is, however, a time-consuming exercise for both national authorities and the European Commission. In addition, member states are increasingly pressing for the use of more cost-efficient methods of information provision and information sharing.

Due to the lack of common terminology and content structure between the different national portals and Your Europe, national authorities are obliged to feed two portals with information; their national portals and Your Europe at the same time. Not only does this put an extra burden on scarce public administrations' resources at national and EU level but also delivers a bad service to the EU citizens and business.

People who wish to find information online are confronted with a multitude of presentations of the information, different terminologies being used for the similar or identical concepts, etc. This obviously does not help reinforcing the feeling of an efficient European information service.

This action offers the opportunity to propose a semantic asset to the Member States for the structure of their information portals making information exchange between these portals and Your Europe simpler and faster.

2.7.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations and their ICT suppliers	National administrations benefit in the first place from a reusable semantic asset for their national information portals. By using the same asset semantic interoperability will be ensured. Beyond this the Member States' public administrations would benefit from a coordinated and structured way of providing information. They could find all administrative requirements in other countries on Your Europe. This information would be available in EN, FR, DE, facilitating in this way the mobility of their own nationals in other countries. Through content syndication the resource intensiveness for the content provision would be kept at a minimum level. The time invested by citizens and business to find out the information they need to perform a task in another EU country would also be reduced. Member States that have not yet set up their national information portals, could re-use the life-cycle structure of the Your Europe portal as the basis for the creation of their portals.
EU Institutions and agencies services	Available EU assistance services (Europe Direct, Enterprise Europe Network, CSS, SOLVIT, European Consumer Centres network, etc.) can provide their services directly via Your Europe.

2.7.6. ORGANISATIONAL AND TECHNICAL APPROACH

This activity will be carried out in two phases. The first phase will consist of a feasibility study which will end with a detailed project charter highlighting the concrete steps to take in order to achieve the objectives of this action. This phase will also provide the specifications for any development needed. This phase will identify the practical information or content that will be needed by business and citizens to exercise their EU rights in another country and assess whether the available content syndication toolbox achieved under the work package of the EU-SPOCS can be re-used. The second phase would involve the execution of a pilot phase with a reduced number of countries and followed by the progressive roll out to others and the operational phase. At the introduction of the content syndication different means and ways will be explored so as to make sure that also those countries which won't follow exactly the proposed structure as laid down in the semantic asset will still be able to provide content to Your Europe.

The project would be managed by a Project Management Board consisting of the leading EC services (DG ENTR and DG MARKT). The two services dedicate a total of four staff to ensure the proper execution of the project. Responsible policy units for single market rights in DG MARKT, DG TAXUD, DG SANCO, DG EMPL will be regularly invited to contribute to the content development of the portal as they are already involved into the project at its current stage. The present project does not have the aim to finance the recurrent costs of the operation of the portal, it is solely intended to give support to a further technical development to the portal. For the

coverage of the recurrent costs DG ENTR and DG MARKT will ensure a proper financing. DIGIT's expertise on technical aspects will also be sought when needed.

Member states' public administrations will also be closely involved in the different project phases through the existing Your Europe Editorial Board to discuss and agree upon the proposals for common terminology and the choice of the most appropriate content syndication tool- possibly the open source content syndication toolbox from SPOCS. Therefore the first contacts have already been established.

This main tool to be used for this action's development of the semantic asset and the collaboration between the Your Europe and the member States will be the SEMIC.eu platform, which is designed specifically for such activities of cross border semantic asset development.

2.7.7. COSTS AND MILESTONES

2.7.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project Charter; Feasibility study and technical specifications	200	ISA	Q3/2010	Q2/2011
Execution	Execution report; proposal defining a common multilingual terminology and content structure for Your Europe portal and national portals;	600	ISA	Q3/2011	Q3/2012
Operational					
	Total	800			

2.7.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	200
2011	600
2012	
2013	
2014	
2015	

2.7.8. Annex: references

Minutes of the last Editorial Board meetings

2.8. Machine Translation Service by the European Commission

2.8.1. CONTEXT

Type of Action	Project
Type of Activity	common services
Service in charge	DGT
Associated Services	OP, DG MARKT

2.8.2. OBJECTIVES

The ultimate objective is to facilitate the efficient and effective electronic cross-border interaction between European public administrations. This will be achieved through development and operation of a common Machine Translation service offered by the European Commission which will be used by European and national public administrations and will be customised for their specific needs.

The MT@EC service will replace the existing European Commission Machine Translation Service (ECMT). It will offer not only better quality of output, i.e. better translation, but also better quality of service, i.e. many more languages in the initial system, as well as the possibility to develop new language pairs and customised solutions to fit the specific needs of users in a flexible and cost-efficient way.

Examples of potential uses and users of the MT@EC include online services funded by Community funds through IDABC or ISA project, which require multilingual support (as for example the IMI service), networks of national experts and public administrations working on a specific field wishing to exchange information on their national context in their own language that can then be understood by the others, as well as exchanges between European and national administrations in the context of the monitoring the implementation of an EU directive etc.

2.8.3. SCOPE

A common Machine Translation (MT) Service offered by the European Commission (MT@EC) would provide the means for fostering trusted information exchange between European and national public administrations, i.e. the first strategic consideration of EIS. This is because:

1. the language barrier would no longer limit the access to information and therefore hinder the increase of its use;
2. the efficiency of the usage of information is improved:

§ the person (or service) who accesses the information in his own language, will be able to understand very quickly whether it is relevant for his purpose and "route" it accordingly;

§ the sender of information will not have to translate the information he wants to share/communicate in one or several common working languages. This will not only save the time and resources needed for a human translation in just one or several languages, but will also mean that the message/information is accessible in any of the languages offered by MT@EC at no additional cost and without time being wasted.

3. a service run by the Commission, as oppose to services freely available on the internet, will guarantee continuity and quality of service as well as respect of confidentiality and other legal aspects related to trust in information exchange.

2.8.4. PROBLEM/OPPORTUNITY STATEMENT

Information being exchanged across borders should be made available in the languages of all those concerned, i.e. both the sender/author and the recipient/user. It was for this purpose that the EC has made available the ECMT service to European and national public administrations.

However the ECMT service will soon be phased out, as it uses outdated "rule-based" technology with upgrades being very difficult and resource greedy, and with very uncertain results in terms of quality.

In the last years there has been a shift in MT technology towards a data-driven approach (SMT - Statistical Machine Translation) which opens new opportunities.

The key difference between the "new" SMT technology and the "old" rule-based technology of ECMT is the fact that the former is data-driven. This means that, instead of requiring manual development of dictionaries, rules etc by humans, SMT uses existing language resources (monolingual corpora, parallel text corpora-dictionaries etc) and implements a more or less standard set of statistical algorithms to "train" a system that will then produce automatically the translation. The system is improved by "retraining" with translations of human quality, which can be post-edited machine translations, and with further language resources that are added.

In terms of resources this implies a huge difference between the current rule-based system and a future data-driven system:

- ECMT required huge investment in human resources specialised for the maintenance and improvement of each language pair, BUT very limited IT resources for its actual operation

- a data-driven system (SMT) requires significant IT resources, especially for training and retraining it but also for running it with an acceptable speed, and huge and high quality language resources as underlying data, BUT minimum human intervention which can come from any user (not necessarily specialists) by proposing a post-edited version of the output of the MT system (see for example the "suggest a better translation?" invitation in Google translate and other similar systems).

That is why SMT has been widely taken up, not only by known innovators like Google (http://translate.google.com/) or newcomers on the MT market like Language Weaver (http://www.languageweaver.com/) or AsiaOnLine (http://www.asiaonline.net/) but also by companies like Systran (http://www.systran.fr/) who combine SMT with their existing rule-based system to get what they call "hybrid" technology. It is worth noting that many of the successful services on the market (including Google, AsiaOnline and Systran) are based on "Moses" (http://www.statmt.org/moses/), an SMT "toolkit" developed under an EU funded project, Euromatrix (http://www.euromatrix.net/).

As part of the reflection within the Commission on a new strategy for Machine Translation an inter-service task force on MT (MTF) has been created. The MTF is acting on a mandate given by the Director General of DGT and the Commissioner responsible for Multilingualism, Mr Orban, and is expected to finalise its report by April 2010. The report should present the "business case" for MT@EC based on the user needs identified and make recommendations for the basic functions of the service. The conclusions of the report would be communicated to the MS in the framework of the discussions of this proposal. It is worth noting that a key requirement for MTF is that any solution(s) proposed should satisfy the needs of online services that are funded or supported by the Commission like TED, IMI, OSOR.eu etc, as well as procedures requiring exchanges between the Commission and Member States or services that are put in place by Member States to support for example mobility. Already at the first meeting of the MTF on 16 December 2009 it became clear that a "trusted service" is needed, preferably offered by the Commission (as is the case with

ECMT) and that in several cases the use of such a service would be the only feasible way for the Commission and the EU to honour the commitment to multilingualism, allowing all citizens (including public administrations) to use their own language in cross-border communications especially for activities related to the implementation of EU policies.

2.8.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Commission Services	Main use: Asynchronous MT of working documents, letters, emails (like the present ECMT) Benefits: - speed : the receiving Commission service understands quickly the information, without having to wait for a translation and "routes" it to the right person/department resulting to quicker response to the sender (national administration, citizen etc) - cost: human translators in the Commission only receive requests when the incoming document is important and relevant while they are asked to translate only the relevant pages.
Member states' Public Administrations	Main use: Public administrations may use it for asynchronous MT of working documents, letters, emails (like the present ECMT) Benefits: - speed : the receiving administration understands quickly the information coming from other public administrations, without having to wait for a translation and "routes" it to the right person/department resulting to quicker response to the interested parties (other national administration, citizens, EU bodies etc) - cost: human translation is requested by the sender only when the incoming document is important and relevant and only for the relevant pages.
European Commission Services	Online services offered or supported by the Commission Main use: Synchronous and asynchronous MT for online services offered to the citizens, Member States' administrations or enterprises either directly by the Commission or through commission funded projects (like the ISA projects). Benefits: - speed : the user can access information in a language s/he understands without having to wait for the content provider or the online service provider to translate it. This could mean as well that services with a requirement for multilingual versions to be available before publishing it, could opt for translating the most frequently requested languages and still offer the possibility to access the information in all languages offered by MT, thus speeding up the information publication process - cost: human translation is requested only for static or repetitive elements but dynamic content, free text etc is still accessible in more languages through MT@EC.

Beneficiaries	Anticipated benefits
Member States' Public Administrations	Networks of member states representatives at EU level Main use: Spaces where information is exchanged between national representatives (for example circa interest groups, judicial collaboration etc) in the framework of EU wide collaboration activities Benefits: - efficiency: national exerts may participate in the work of expert groups based on their expertise and not on their knowledge of the working language(s) of the group and contribute without the language barrier (at least for written communication) - speed : the representatives in expert groups can circulate the information at the national level quickly and to the appropriate persons without having to translate the information; experts at the national level can respond in their own language and the national representative can share the reply without having to translate it to the working language of the group/network - cost: human translation is used only when it is really needed and only for what is really relevant.

2.8.6. ORGANISATIONAL AND TECHNICAL APPROACH

An MT system based on a data-driven approach requires two main parts:

- on one hand language resources, i.e. the data (parallel multilingual text, text corpora, dictionaries etc) which are used by the SMT "engine", and
- on the other hand sufficient IT resources and appropriate organisation for storing, and processing the data and operating the service.

DGT would be responsible for providing the first more language oriented part, while the ISA programme would contribute to the "IT and organisation" part, i.e. putting in place the appropriate IT infrastructure, and developing the IT and organisational environment for developing and operating the service.

This would be achieved through a series of ISA projects (part of an MT@EC "programme"), the first of which would correspond to the inception phase of the MT@EC service. This phase should:

- build on the conclusions of the Commission interservice task force on machine translation which is expected to produce its report (including user needs and recommendations) by April 2010
- include testing of implementation alternatives, taking into account tests and experiments already carried out by DGT also in collaboration with other DGs (JRC, INFSO), other European institutions (European Parliament) and European research teams (EuromatrixPlus)
- take into account the latest developments in the MT market and research which is closely monitored by DGT in the context of its Language Technology Watch activity.

At the end of this first project, which could run for approximately 6 months (between October 2010 and March 2011), it should be possible to make first estimates of the cost of implementation of MT@EC and be more precise on possible alternatives for the design, architecture and capacity of the system, as well as about its potential operational costs. Based on the results of the first

phase, if successful, the elaboration and implementation phase of the "ISA part" of MT@EC could start as early as possible in 2011.

The following is a brief outline of what could be included in this ISA part (which we could call the "MT hub" of MT@EC based on the discussions so far with other Commission services in the context of the Machine Translation Task Force.

The "MT hub" would offer:

- a basic general service ("baseline system") which would already be able to produce results for regular use, but
- the possibility to develop customised systems for "clients", i.e. European or national administrations (for example Commission DGs or online services supported or operated by the Commission, networks of member states etc) to serve specific needs in terms of subjects, languages, interfaces, etc.

DGT is currently considering a model where the establishment of the basic generic system (so called "baseline" system), of the infrastructure and of the organisational structure that would receive the "client requests" are funded by the ISA programme, while the development of each customised solution is organised as a separate mini-project, possibly funded by the requesting "client", which could be for example a service like IMI, TED, EurLex etc or a network of national administrations or other "eligible" bodies (eligibility criteria to be defined).

The ISA project(s) could cover the following elements:

- the required infrastructure for training and running the system (which includes a "MT execution" part and the "dispatching" part)
- the engineering of the EC@MT baseline MT engines for the execution of the MT tasks
- the engineering of the system for dispatching requests for MT and output
- the helpdesk operations
- the reception, technical analysis and implementation of requests for "custom engines"
- the contacts with national administrations

DGT would be responsible for launching and managing the ISA funded projects for steering the MT@EC "programme" and for the contacts with "EU clients" (Commission DGs etc).

DGT will also be responsible for the final overall MT@EC service and for ensuring its sustainability after the ISA funding for its development and initial operation is over.

In parallel and in support to the ISA project(s) DGT will:

- provide the necessary infrastructure for the required underlying data/language resources
- provide the necessary resources for the management and preparation of the underlying data
- undertake the analysis of the linguistic part of requests for "custom engines"

2.8.7. COSTS AND MILESTONES

2.8.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project Charter	330	ISA	Q4/2010	Q2/2011
Execution	Execution report				
Operational					
	Total	330			

2.8.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	330
2011	
2012	
2013	
2014	
2015	

2.9. Document repository services for EU policy support

2.9.1. CONTEXT

Type of Action	Project
Type of Activity	Common services
Service in charge	DG DIGIT
Associated Services	Policy DGs (e.g. FP7 DGs, SFC2007 DGs…)

2.9.2. OBJECTIVES

The objective of this project is to provide generic document management components for EU policy support that can be used by Member States' public administrations, European Institutions and other organisations. They could clearly benefit from leveraging the European Commission's central electronic document management system (HERMES) and open source multilingual document exchange platform (CIRCABC) to support common document management functionality and particularly in cross-border IT systems that support EU policies.

2.9.3. SCOPE

The European Commission has developed HERMES, a central system to support its electronic document management policy for all internal services and executive agencies. The system is in production, currently widely used by more than 15.000 internal users and is estimated to be used

by 25.000 users by the end of 2010. Its usage is currently increasing significantly, estimating that by the end of 2010, more than 3 million attachments will have been stored this year in HERMES, with an average size of 0,5 MB (=1,5 TB in total).

Another system with document management / storage functionalities is CIRCABC and provides internal and external interest groups with a private web workspace to collaborate on common objectives and tasks, enabling the effective and secure sharing of resources and documents.

Both systems are complementary in the sense that CIRCABC is a collaboration tool supporting the creation of electronic documents in the upstream of the document lifecycle, whereas HERMES provides the archiving documents until the end of its lifetime and in between, there is similar functionality between both platforms in terms of versioning, distribution and metadata.

The scope of this project is twofold. First, a business requirements study will analyse the business requirements of new clients (national and European public administrations) with document management needs in a EU policy context. This will be complemented with a feasibility study to analyse the re-usability of HERMES and/or CIRCABC components.

Second, a number of developments and services are foreseen to make available re-usable components of HERMES and/or CIRCABC.

2.9.4. PROBLEM/OPPORTUNITY STATEMENT

The Member States, the European Commission and other European Institutions create, exchange and store millions of business and legal documents each year. To some extend certain exchanges have been digitized, where in some cases there is full digitalization, where in others there is a hybrid combination with paper (scanning of paper inbound documents, or electronic storage of copies of outbound paper documents).

The national and European public administrations frequently build different systems to automate the exchange and processing of official documents in the context of one or several EU policies (e.g. SFC2007, 7th framework programme for Research …). The reality is that these exchanges are complex and never fully automated and manual intervention is often required to transfer documents from one system to another which leads to increased administrative burden and problems with version management amongst others. Today, many repositories with different implementation rules co-exist. A proper and well-designed document management system could contribute to the further harmonisation of document processing in EU policy making.

Two concrete potential clients with a need for integration with HERMES have already been identified:

- In the context of funding Framework Programmes for research in Europe (FP7 and CIP) the Participant Portal ("eFP7") has been built in order to optimise the interaction and transparency between the research community in the Member States and the European Commission. On this portal, users can manage and submit proposals, negotiate funding, manage their projects and submit periodic reports and file cost claims. These documents are formally registered and classified complying with the e-Domec policy. A technical integration between eFP7 and HERMES is expected to remove the costs and risks related to manual interventions for ensuring the coherence of the filing in HERMES and documents exchanged via the Participant Portal. The volume of exchanged documents in the context of FP7 is estimated at 150.000 documents or 1 TB, for the duration of the programme.

- In a context of tax and customs, several administrative provisions foresee in the exchange of information. In a fiscal context a number of regulations and directives require an

exchange of information between Member States for indirect tax and direct tax purposes. Traditionally the information exchange between different national administrations used to be paper-based and has been replaced by electronic means, such as email or electronic forms. Within the Commission - DG Taxud paper-based information flows and archives have been replaced by email and electronic archiving. Today, information exchanges are registered in Ares and stored in a central HERMES repository. In the context of mutual assistance between Member States, a similar Ares/HERMES system could be very useful in terms of traceability, security and transparency. However, it must be guaranteed that such a system guarantees all the legal provisions related to the mutual assistance. Such a system would be a good candidate for upgrading from email towards more value-adding document management systems.

The HERMES project aims at providing the Commission with a document management system that supports EC decisions on document management and electronic archiving and their respective implementing rules. HERMES is about official documents. HERMES services cover the following functionalities: storage, registration, filing, workflow (assignments and e-signatories), metadata, versioning and distribution for internal European Commission people. HERMES must be placed in the Electronic archiving and Document Management in the European Commission (e-Domec), with HERMES Repository Services (HRS), Ares and NomCom. HRS are web services that allow local applications in DGs to connect to the HERMES common repository of documents and files.

CIRCABC provides versioning, metadata and distribution functionalities. CIRCABC distributes and manages electronic documents and files in any format, many languages and with version control. The documents are stored in the CIRCABC Library. In the Library, the documents can be searched, viewed, uploaded and downloaded, modified, versioned etc. The can be grouped with their translations into multilingual editions. The documents are described precisely by adding document dynamic properties and defining keywords in all the EU languages, which allows to execute multilingual document searches.

Both HERMES and CIRCABC have been identified as re-usable components by the EIIS Study on potential reuse of service modules and components. Hence, this project is well-placed as a concrete follow-on of this study.

This project fits very well in the objectives of the ISA programme, as it aims at providing common services for document management and archiving as well as interoperability architecture building blocks.

Finally, large investments have already been dedicated to making the HERMES infrastructure scalable, reliable and highly-available. This project is an excellent opportunity to leverage from these investments and to expand the scope of its use.

2.9.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations, European Institutions and other organisations	Streamlining document exchange and archiving processes Economies of scale (infrastructure) Cost savings (development) Compliance (common document management standards) More transparent document management procedures in European policy execution Finding and sharing information more easily

2.9.6. ORGANISATIONAL AND TECHNICAL APPROACH

The approach of the project is based on two phases. The first phase will be covered by the inception phase, the second phase will an execution phase.

1. Inception phase - Business requirements analysis and feasibility study

- The business requirements gathering and management methodology will be based on RUP@EC and will result in a requirements catalogue, which consolidates the different stakeholder requests into needs and related system features.

Through interviews and desk research, stakeholder requests will be gathered and analysed to define the business requirements of potential policy support systems that could benefit from re-using HERMES and/or CIRCABC as an electronic document management system. Additionally, the digitization of manual procedures between national and EU administrations in the policy context should also be looked at. Potential new clients of common storage and archiving services are information systems supporting EU policy making processes with Member States as stakeholders, such as the SFC2007 project or eFP7, which are platforms between national and EU public administrations. Also DG Taxud has expressed a need for storage and archiving capabilities in the context of mutual assistance between Member States' administrations. The envisaged common document management services should also enable the facilitation of other interoperable cross-sector services, such as the "Trusted Document Exchange Platform". The business requirements analysis will also study existing pan-European policy systems and look whether they can re-use HERMES/CIRCABC to replace local repositories. Where possible, existing research (e.g. EIIS study) and standardization initiatives (Moreq2) will be consulted.

The business requirements approach will include requirements from an organisational, economic, technical and legal point of view.

- Starting from the business requirements catalogue, a feasibility study will assess whether the existing components of HERMES and/or CIRCABC can fulfil the identified requirements.

On the one hand, the feasibility study will be an in-depth analysis of the potential reusability of European Commission's current HERMES and CIRCABC solutions and assessment whether the current services and components can respond to the identified business requirements of the new stakeholders.

On the other hand, it will look for synergies between HERMES and CIRCABC and the feasibility of merging common components into single and shared components, such as archiving, authentication or encryption.

This study will look into the following areas: storage, capture/scanning, filing, retrieval, versioning, publishing, classification, standardisation, metadata, security, availability, retention period (short-, medium- and long-term), archiving, distribution, workflow, creation/authoring, authenticity and traceability, destruction and scalability of the current systems.

For both HERMES and CIRCABC the study will identify which areas they cover today and which they might need to cover in the future.

Finally, this phase will also investigate the feasibility of an open-source version to be shared with Member States with local requirements.

2. Execution phase - Development and assistance for implementation

In a first development phase, quick-wins will be realized by making available the re-usable components and web-services that currently exist in HERMES and CIRCABC. The web-services currently existing in HERMES are referred to as HRS (HERMES Repository Services).

In a second phase, HERMES/CIRCABC will be re-engineered in order to re-use the best components of each. An open-source version will be made available to Member States.

During the execution phase, assistance for implementation of the re-usable HERMES/CIRCABC components will be offered to new clients that want to replace their local repositories.

2.9.7. COSTS AND MILESTONES

2.9.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Project charter	350	ISA	Q2/2010	Q4/2010
Execution	Execution Report - TBC	0	ISA		
	Total	350			

2.9.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	350
2011	
2012	
2013	
2014	
2015	

2.10. Multisectorial crisis and business continuity services

2.10.1. CONTEXT

Type of Action	Project
Type of Activity	Common services, reusable generic tools
Service in charge	DG DIGIT
Associated Services	SG.B.3

2.10.2. OBJECTIVES

The objective of this project is to provide a generic system supporting the needs for crisis and business continuity management, provide re-usable components in this domain and provide services for specific needs (messaging, tracking …).

This action will evaluate the need for the services linked to this generic system. These services will cover the support for the deployment of the tool in the Member States and will give assistance on the configuration and adaptation to the new versions where needed.

2.10.3. SCOPE

This action is related to the following priority areas of the ISA programme:

- Interoperability Architecture – Building blocks
- Trust and Privacy

The scope of this action includes the development of a generic system (an open source version), based on Argus/Noah components, which will increase the cooperation and the information sharing in the crisis and the business continuity management domains. Argus and Noah are generic by design, which means that it is very easy to be used in other contexts than the European Commission. This system will offer the means for effective communication, increasing interoperability between the existing systems of EC and Member States and by facilitating the creation of new standard systems very easy to set-up.

This new system will cover the main functionalities needed for the crisis and business continuity management, principally for preparedness and response phases but also some aspects for prevention and recovery. Such us:

- Forum & document repository
- Instructions/checklists templates, implementation and follow-up
- Potential impact description
- Different communication means (WebPages, portals, emails, sms, pda, …)
- Communication tracking
- Logbook

Within the interoperability context the possible evolution or concretisation of existing standards, such as OASIS CAP, EDXL will be examined.

2.10.4. PROBLEM/OPPORTUNITY STATEMENT

In the domain of business continuity and crisis management the following relevant issues are faced:

- Non-usage of common standards and tools among the key players from EC and Member States
- Low level of cross-sector and cross-border interoperability between the existing systems

§ Lack of a reusable and reliable multichannel messaging and message tracking solution to be used in case of a BC event or crisis.

In the last years a significant effort was made at EC to develop tools for Business Continuity and crisis management and these tools showed technical excellence and eligibility for reuse. Sharing these solutions with Member States and potentially reusing their proven solutions is the next evolutive step what is completely in line with the objectives of the ISA programme. Business and crisis process have a lot of standard or generic elements, which have been implemented by generic components.

The European Commission's internal ARGUS system facilitates internal coordination and timely communication throughout the duration of crises occurring within and outside the EU. ARGUS also allows the European Commission to make an effective contribution as part of the EU Crisis Coordination Arrangements (CCA), exchanging information with the Council and Member States.

Interest in the usage of both Crisis and BC management systems has been shown by different agencies and institutions.

2.10.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Commission services and Member States' public administrations	- Free to use open source tools for implementing crisis and business continuity processes, for which maintenance and further development are guaranteed. - Better integration of crisis and business continuity IT Systems - Better messaging and better tracking of messages - Solid, scalable and extensible interoperability platform - Increased level of cooperation between stakeholders from EC and Member States - Shared experience and support for setting up the crisis and business continuity management tool.

2.10.6. ORGANISATIONAL AND TECHNICAL APPROACH

A Project Steering Committee will be established to provide overall guidance and direction for the project, which will have members from all concerned stakeholders. A working group will also be established with the member states.

The first phase of the action will cover the inception and will have as output a feasibility study and the project charter.

The feasibility study will define how the existing IT systems used in business continuity and crisis management at EC and in Member States could benefit of the reusability and information exchange capabilities. This could also support the implementation of standards in crisis and business continuity management (e.g. OASIS CAP).

The study will also identify the best reusable solutions for common technical issues, particularly related to messaging, message tracking and interoperability, if needed, propose new or combined solutions to support the crisis and business continuity processes.

The feasibility study may identify a need for services (and not only components) from a common infrastructure supporting specified needs in the domain of crisis and business continuity management.

The feasibility study will also identify potential clients for these solutions based on existing systems in production or still in a project phase.

The project charter will detail the different phases needed to cover the identified needs.

The project teams will work using the RUP@EC methodology for software development and ITIL for service management.

The key point of the chosen approach consists in:

1. the adoption of an incremental development which progressively makes available the support of more complex interaction;
2. the re-use of best practices and existing implementation as well as the reference to existing standards that have been developed already.

2.10.7. COSTS AND MILESTONES

2.10.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Feasibility study & project charter	300	ISA	Q2/2010	Q1/2011
	Total	300			

2.10.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	300
2011	
2012	
2013	
2014	
2015	

2.10.8. Annex: references

1. Commission Staff Working Document - Framework for Business Continuity Management in the Commission [SEC(2006)898]

2. Commission Decision on Provisions for Setting-up the ARGUS General Rapid Alert System [C(2005)5306]

3. ARGUS Vision Document <<no ref >>

4. Community Capacity in Crisis Management (C3M) Interservice Group - Inventory of crisis management capacities in the European Commission and community agencies

http://critechportal1.jrc.it/c3m/tabid/90/Default.aspx?ItemID=426&ModID=534

5. OASIS CAP - http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=emergency

2.11. Integrating EU e-procurement infrastructure

2.11.1. CONTEXT

Type of Action	Study
Type of Activity	Common framework
Service in charge	DG MARKT
Associated Services	DIGIT.B4, INFSO, ENTR.D4

2.11.2. OBJECTIVES

The project will make available to COM and MSs a coherent set of information products supporting EU-wide cross-border accessibility and interoperability of e-procurement operations in order to facilitate MS implementation of the EU PP directives through the following tasks:

- Select sample real-life e-procurement operations for detailed analysis against principles, policy priorities and requirements established in the European Interoperability Strategy and European Interoperability Framework (EIF) for public services;
- define out of best practices reference implementation models, covering all EIF layers;
- define indicators and a method for monitoring e-procurement use and performance;
- perform gap analysis of market products against the models and find out missing building blocks; launch relevant standardisation activities;
- develop user guidance for setting up e-procurement operations;
- provide complementary support tools to help complete administrative formalities which may impede cross-border interactions.

2.11.3. SCOPE

The project goal is to support cross-border participation in e-procurement and the wider internal market policy. A key impediment to this policy goal is the absence of interoperability and interconnection between local e-procurement solutions. The envisaged work fits within the logic and rationale of the EIS. There are no technical barriers to pan-European EIF-compliant e-procurement services. However the ongoing evaluation of the e-procurement Action Plan shows that uncoordinated deployments continue to prevent cross-border procurement. The information tools that will be produced aim to identify common forms of barrier to inter-operability and participation in cross border e-procurement; develop and share with the MSs greater capacity to

monitor e-procurement developments; develop common tools and approaches to overcome obstacles. This entry builds on previous work on e-procurement under IDABC providing the conceptual foundation for continued standardisation and the action is fully coordinated with related ISA entries on Peppol and ePrior. It will seek to identify bottlenecks and contribute to the identification of remedial actions to optimise the future COM policy in the field of e-procurement as a follow up to the Action Plan evaluation.

2.11.4. PROBLEM/OPPORTUNITY STATEMENT

E-procurement involves handling the government purchasing process phases using electronic communication and processing, thereby achieving efficiency and cross-border participation while fulfilling legal and procedural requirements. The vision driving policy has been that any economic operator can, through a PC with an Internet connection, compete for government contracts published anywhere in the EU. This is a powerful vision, but experience to date shows that its realisation is very challenging to deliver for a range of technical, resource, and change-management reasons. There is a need for a continued strong EU dimension to support the generalised deployment of e-procurement given the expected benefits, to prevent that the use of functionally different e-procurement systems across the EU create new barriers to cross-border procurement.

2.11.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' public administrations	EU public offices will receive support in designing fully EIF-compliant e-procurement operations, enabling cross-border access and interoperability.
Procurement authorities	National procurement authorities will acquire greater capability to monitor e-procurement developments in their domestic markets, setting out the conceptual foundation for drawing up their own policy and plans.
Software industry and IT service markets	By providing a coherent model for implementing e-commerce operations within the broader EU Interoperability framework, we will offer to industry and services market a much clearer reference scenario to define their own strategies.
European Commission Services	The project deliverables will complement and reinforce the actions that other EC services are carrying out in other dimensions of the e-procurement domain (R&D, policy support action, internal procurement).

2.11.6. ORGANISATIONAL AND TECHNICAL APPROACH

The focus of the initiative is on gathering information through study of the complex and growing e-procurement landscape. Information will be of a practical nature, designed to identify concrete and recurring problems for contracting authorities and economic operators linked to the decentralised process of e-procurement infrastructure building.

Technical tasks will be entrusted to selected contractor(s). Strategic decisions will be made in collaboration with an Inter-service Steering Group composed of representatives of concerned Com Services (MARKT, INFSO, ENTR) and will be submitted to for advice of the National experts within the epWG (i.e. the e-procurement Working Group, the technical arm of the ACPC committee supporting DG MARKT). These in particular will be asked to mobilise national stakeholders to help Com identify and share goals and approach.

Work will build on the results of the 2004 e-procurement action plan and its current evaluation. It will maintain the focus on experience of contracting authorities and suppliers in making use of e-procurement platforms.

The information gathering work will feed policy requirements and goals on planned activities that include:

- identification and mapping of national e-procurement infrastructures and systems, and identification of barriers to participation in procurement procedures organised through these systems;
- examination of EU e-procurement solutions. Excellence areas will be selected to define a generalised monitoring framework and an EIF-based model for design and set up of e-procurement operations. The model will address the 4 interoperability dimensions of EIF and specify building blocks to build target reference solutions for each of the procurement procedures set out in the directives;
- identification of processes or applications which could benefit from standardisation in order to facilitate inter-connected e-procurement systems;
- help for the Commission drafting of design and procurement guidelines for administrations wishing to set up e-procurement systems, including use of electronic catalogues in Dynamic Purchasing Systems and electronic Framework Agreements;
- continued operation and evolutionary maintenance of the eCertis information system on certificates and attestations most frequently required in public procurement.

Work will be carried out in synergy with the actors concerned in other major e-procurement-related projects candidate for ISA funding, namely ePrior and Peppol sustainability.

2.11.7. COSTS AND MILESTONES

2.11.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Phase 1	Review and mapping of EU e-procurement infrastructure; user survey to identify common barriers to participation in e-procurement and cross-border procurement	300	ISA	Q1/2011	Q4/2011

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Phase 2	Implementation of e-procurement monitoring system	200	ISA + 150 DG MARKT budget for definition of basic methodology in 2011	Q1/2012	Q4/2015
Phase 3	Definition of an EIF-based model for design and set up of e-procurement operations	140	ISA	Q3/2011	Q3/2012
Phase 4	Study on standardisation requirements	150	ISA	Q1/2012	Q2/2013
	Total	790			

2.11.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	0
2011	300
2012	190
2013	250
2014	50
2015	

2.11.8. Annex: references

COM(2004)841 - Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions: Action plan for the implementation of the legal framework for electronic public procurement.

European Interoperability Strategy and European Interoperability Framework for public services.

3. ASSESSMENT OF ICT IMPLICATIONS

3.1. Assessment of ICT implications of EU legislation

3.1.1. CONTEXT

Type of Action	Study
Type of Activity	Assessment of ICT implications of EU legislation (Art. 3 of the ISA decision)
Service in charge	DG DIGIT
Associated Services	DIGIT.B.2

3.1.2. OBJECTIVES

The objective is to ensure that ICT implications of EU-legislation are taken into account in due time to allow timely, efficient and effective ICT support for the implementation thereof.

3.1.3. SCOPE

The scope is to test a method to assess the ICT implications of new legislation. The method has been developed under IDABC. It takes into account both cross border and cross-sectoral implications of proposed EU legislation.

In a first step, 2-3 pilot assessments on real-life cases are envisaged during 2010-2011 with Commission services currently drafting legislation. The pilots will be used to test the viability of the developed methodology and to further refine it.

During the second phase, the refined method is envisaged to be offered to all Services drafting EU legislation from 2012 on. The method should provide policy makers and IT specialists with guidance on the assessment of ICT implications, assist the sectors of the Commission in consultation with the MSs, but also support the Member States in assessing the implications of proposed EU legislation for their own administrations.

3.1.4. PROBLEM/OPPORTUNITY STATEMENT

ICT implications of new legislation are rarely taken into account already during the drafting stage. This often leads to either sub-optimal/missing support through available technologies, resulting in unnecessary administrative burden and/or problems during the implementation phase with regard to the timeline foreseen, lacking interoperability with other systems, feasibility problems etc.

An early consideration of ICT implications increases the chances for optimal support of the implementation of legislation through ICT technologies. This way, it can ensure timely implementation, cutting administrative burden, avoid the creation of new e-barriers and support the functioning of the Internal Market.

3.1.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Commission Services	Optimal support of ICT to facilitate the implementation of legislation. Higher probability that the legislation will reach the goals foreseen and within the time foreseen. Also, by identifying ICT needs upfront, the chances for the re-use of already existing components increase.
Member States' Public Administrations	Possibility to analyse the ICT implications of EU-legislation for the implementation at *national/regional* level at an early stage. Higher probability that the legislation will reach the goals foreseen and within the timeline foreseen.

3.1.6. ORGANISATIONAL AND TECHNICAL APPROACH

2010-2011 Pilot phase

The pilots will be facilitated by DIGIT 01 with the support of a contractor.

The assessment will be offered for expert groups of policy makers, lawyers and ICT specialists of 2-3 DGs which are currently drafting legislation. The sessions will be guided by a facilitator who is experienced in applying the method.

Starting with a pre-assessment regarding the intensity of the expected implications, the group will decide if a light, medium or full assessment of the legislation is needed. Following this, the facilitator will guide the expert group through the assessment process by using the tools and checklists which have been developed, to analyse the ICT implications of legislation in a structured way.

At the end of the pilot, participating DGs should have received a sound assessment of the ICT implications of their legislation. The method will be further refined with the experiences collected during the pilots.

2011-2015

Roll-out of the ICT implication assessment method to all participating DGs through training and support with a view to ensuring that the assessment becomes an integral part of the impact assessment process in the European Commission in the long run.

During the roll-out, the goal is to train one expert group per DG "on the job" on the method so that in the future, the DGs can run assessments themselves. At the end, participating DGs should have received a sound assessment of the ICT implications of their legislation.

3.1.7. COSTS AND MILESTONES

3.1.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
2010	3 Pilot assessments Refinement of method and elaboration of tools	250		Q03/10	Q04/11
2011-2013	9-18 assessments with different Commission Services	1.200		Q02/11	Q04/13
2013-2015	6-12 assessments with further Commission Services	800		Q02/13	Q04/15
	Total	2.250			

3.1.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	250
2011	400
2012	400
2013	400
2014	400
2015	400

4. ACCOMPANYING MEASURES

4.1. Raising interoperability awareness

4.1.1. COMMUNICATION ACTIVITIES

4.1.1.1. CONTEXT

Type of Action	Accompanying measure
Type of Activity	Communication activities
Service in charge	DG DIGIT
Associated Services	

4.1.1.2. OBJECTIVES

The objective of the communication activity is to establish an overall communication strategy for the ISA programme and implement a strategy-based communication programme over the full duration of the programme.

The communication programme will cover both campaigns at programme level and activity-specific campaigns based on communications plans developed for specific issues or activities addressed by the ISA programme or the ISA work programme.

The ISA communication activity aims both at involving stakeholders in the programme and at promoting and informing about programme related issues and activities in a consistent and holistic way with a view to increase the effectiveness of the programme.

4.1.1.3. SCOPE

The communication activity covers issues and activities related to the ISA programme and spans the whole communication process right from the establishment of a global strategy to its implementation at action level through the holding of conferences, workshops etc. and the publication of folders, magazines etc.

As a consequence, it will also cover all aspects of the European Interoperability Strategy (EIS), including the accompanying measure on "Interoperability Awareness".

The activity will encompass both one-way and two-way communication.

4.1.1.4. PROBLEM/OPPORTUNITY STATEMENT

To achieve its objectives the ISA programme needs to communicate extensively with its stakeholders, as required by Article 14 of the ISA Decision, with a view to both establishing needs and promoting solutions supported or developed under the programme.

Through consistent and coherent communication efforts a stronger buy-in and a broader take-up can be achieved, which in turn will increase the effectiveness of the programme.

4.1.1.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' public administrations	Through involvement in the programme, Member State administrations may influence the focus of the programme and the solutions supported and offered. Awareness of ongoing activities and solutions offered will allow Member State administrations to align in due time and profit from generic and reusable solutions, which in turn is likely to increase their efficiency and effectiveness.
European Commission Services	Through involvement in the programme, Commission services may influence the focus of the programme and the solutions supported and offered. Awareness of ongoing activities and solutions offered will allow Commission services to align in due time and profit from generic and reusable solutions, which in turn is likely to increase their efficiency and effectiveness.
Other stakeholders, first and foremost the ICT community	Through involvement in the programme, other stakeholders may influence the conception of the solutions supported and offered. Awareness of ongoing activities and solutions offered will, whenever appropriate, allow other stakeholders to align in due time, profit from generic and reusable solutions and better adapt their solutions to the needs of administrations.

4.1.1.6. ORGANISATIONAL AND TECHNICAL APPROACH

The communication activity will be run by DIGIT with the support of an external contractor.

In a first phase, a global communication strategy for the ISA programme will be developed and a communication programme established. This global strategy and the related communication programme will make up the common foundation for communication activities at action level.

The global communication programme will be implemented as part of a second phase. While the global communication programme will run continuously for full the duration of the programme, campaigns for specific actions and solutions will, whenever appropriate, be developed and related communication plans implemented at various points in time throughout this phase, in function of the maturity of the action in question.

The communication programme and plans, which will continuously be updated and revised to cater for changing needs, will detail the objective(s), the stakeholder to involve, the message(s), the channels etc., and consequently encompass inter alia means, like workshops, info-days, collaborative platforms and websites, and publications, like folders, magazines, DVD's and video clips. For actions not mature enough for detailed communication plans, communication activities will be defined ad-hoc based on evolving needs, e.g. for interactions with stakeholders through workshops and consultations.

Certain activities will need to be implemented already during the first phase, e.g. the ISA website, info-days and folders.

4.1.1.7. COSTS AND MILESTONES

4.1.1.8. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Phase 1	Development of a communication strategy and programme at ISA programme level	200		Q3/2010	Q1/2011
Phase 2	Implementation of the communication strategy and programme at ISA programme level as well as at action level through communication plans and activities	8.225		Q3/2010	Q4/2015
	Total	8.425			

4.1.1.9. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	1.050
2011	1.825
2012	1.150
2013	1.350
2014	1.650
2015	1.400

4.2. Sharing of Best Practices

4.2.1. ISA Integrated Collaboration Platform

4.2.1.1. CONTEXT

Type of Action	Project
Type of Activity	Common Services
Service in charge	DG DIGIT
Associated Services	DIGIT C

4.2.1.2. OBJECTIVES

- Enable a more efficient interaction between now separate communities by providing a central place for collaboration.
- Lower the cost of maintaining the service by co-locating similar technical services into a common technical platform to minimize engineering, developments and operational costs, to ease service management and to search for synergies to end-users.

4.2.1.3. SCOPE

- to operate a common technical platform offering a set of e-Government services similar to those currently offered by the disparate three e-Government collaboration and information sharing platforms: SEMIC.eu, OSOR.eu and e-Practice.eu.
- the housing/hosting of this new platform at the EC and the provision of the technical support.
- technical support for the content migration.

SEMIC.eu and OSOR.eu will migrate to the new platform as soon as possible. e-Practice.eu will migrate at the end of the current contract.

4.2.1.4. PROBLEM/OPPORTUNITY STATEMENT

Integration of disparate platforms makes only sense if these platforms have potential synergies.

The SEMIC.eu, OSOR.eu and ePractice.eu platforms share common elements:

- All of them are related to the use of information technology in public administrations.
- All of them are based on similar Web 2.0 technologies (e.g. content management systems, forums, blogs, wikis, etc.).
- They target different domains; however there is considerable overlap in the target population, shown in the user analysis.

- All of them have similar supporting requirements (e.g. hosting services, helpdesk), that may be shared.

- They address similar user needs (reading case studies, news items, searching content, interact with other users – forums, blogs, comments)

- From a business point of view, the needs are different (e.g. content on semantic assets vs. content on open source projects), but overlaps between them exist (e.g. most of the open source projects for public administrations use semantic assets).

All these similarities hint that partial integration among the platform makes sense.

For this reason, a business opportunity arises from two sources:

1) From an operational point of view, having an integrated platform will require less financial and human resources for the management of the underlying technical platform due to:

- Sharing operation and maintenance cost among the three platforms.

- Sharing of development costs among the three platforms.

2) From a user point of view, having an integrated platform would enable the Commission to provide better, integrated services to the users of the platforms:

- Common user authentication

- Coverage of topics that are related to multiple domains (e.g. semantic and open source domain)

- More user friendly providing a coherent and similar set of services for all the content regardless of the domain. (e.g. ePractice.eu users would transparently access the current OSOR.eu repository, SEMIC.eu users willing to read cases on eProcurement would find them transparently from ePractice.eu contents)

4.2.1.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member states' Public Administrations and their IT providers Other non- EU public administrations	Improving communication and collaboration on common projects (sharing ideas, code and implementations) with Public Administrations.
European Commission Services	Reduced costs through the re-use of common packages integrated into a single hardware+software infrastructure and operated by a single technical service team

4.2.1.6. ORGANISATIONAL AND TECHNICAL APPROACH

In summary, the project will contain two major work-packages:

1. the definition of a common architecture and the implementation of a common platform
2. the provisioning of a common technical service offering similar functionalities as today provided by the three sites together (SEMIC.eu ePractice.eu and OSOR.eu). All current services, which are used by the users will be included in the future platform.

The targeted common technical platform will be based upon existing Open Source Software packages and will re-use expertise and components of the Flexible Platform For Internet Services (FPFIS) environment at the Data Centre of the European Commission.

The FPFIS project provides communication and collaboration Web 2.0 solutions (e.g. content management system, forums, blogs, wikis, etc.) based on existing Open Source Software and provides a technical platform in the form of a clone-able reference configuration with a set of "black-box" pluggable OSS solutions.

The solution will be mainly based on out-of the box modules to benefit of the community support.

The project will be managed by DIGIT.A3 in collaboration with DIGIT.01 and DIGIT C and will contract external resources for the studies, analysis, service management, evolutive maintenance, development and support. DIGIT.A3 will provide a Project Responsible and a Project Manager, both Officials in the unit.

4.2.1.7. COSTS AND MILESTONES

4.2.1.8. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Detailed system specifications and project plan	50	ISA	Q3/2010	Q3/2010
Execution	Implementation of the new integrated collaboration platform v1	480	ISA	Q3/2010	Q2/2011
Operational	ISA integrated collaboration Platform Service (housing, evolutive maintenance and technical support)	2.414	ISA	Q2/2011	Q4/2015
Operational	Support of the current platforms (OSOR and SEMIC)	400	ISA	Q3/2010	Q3/2011
	Total	3.344			

4.2.1.9. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	706
2011	770
2012	467
2013	467
2014	467
2015	467

4.2.2. Community building and effective use of the collaborative platforms

4.2.2.1. CONTEXT

Type of Action	Accompanying Measures
Type of Activity	
Service in charge	DG DIGIT
Associated Services	INFSO

4.2.2.2. OBJECTIVES

The objective of the action is to support the collaboration between people involved in the design, establishment and operation of public services.

4.2.2.3. SCOPE

This action covers one of the priority areas of the European Interoperability Strategy which is the sharing of best practices among public administrations. As a result, it will not only focus on the building of new communities but also of maintaining already existing ones around best practices, sharing and re-use of common solutions. New communities resulting from other interoperability measures will also be supported. These communities will not be enclosed for collaboration within the EU but opportunities for outside the EU collaboration will be supported.

4.2.2.4. PROBLEM/OPPORTUNITY STATEMENT

Most of the interoperability measures taken, lessons learnt and solutions developed by public administrations are having a national scope and focus. Cross-border interoperability, the re-use of best practices and solutions is not possible without providing European level visibility to such practices and support for just developing European communities around the notion of interoperability.

Since the ambition level of all countries is high and eGovernment appears to be present on all political agendas, this opens a window of opportunity for the ISA programme to support community building activities which are key to promote collaboration between EU public administrations.

4.2.2.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
People working in the relevant areas and their organizations	Better knowledge about developments / best practices elsewhere opportunity to share their knowledge / solution with other or to re-use others solutions; Opportunities to work together with others on common problems; Better, more effective and efficient public services via sharing, re-use and collaboration.

4.2.2.6. ORGANISATIONAL AND TECHNICAL APPROACH

The action will be a continuation of the content dissemination and community animation related tasks of the GPOSS, NIFO, SEMIC and ePractice projects launched under the IDABC programme.

The action will build on four main pillars:

1. Collection, preparation & distribution of relevant information (news items, case studies, fact sheets) in the following domains, using either ePractice or the future common platform for dissemination:

- Interoperability and eGovernment in General
- OSS in public administrations
- eProcurement (see also action Integrating EU e-procurement infrastructure in support of the EU E-procurement Action plan and its follow-up)
- Semantic interoperability (see also action Methodologies for the development of semantic assets)
- eSignature / eID
- National Interoperability Frameworks Observatory (NIFO)

2. Open source repository

- animation of the OSS communities by participation at conferences and other events and by supporting virtual communities on the Common Collaboration platform and ePractice
- support the collection of OSS IT solutions
- collaboration with other international, national and regional repositories

3. Collaborative tools

- providing guidelines on how to use the collaborative tools
- providing ad-hoc coaching and other type of consultancy
- moderating online discussions and workshops

4. Organizing of real-life events to support communities.

- § Organizing workshops/conferences around different themes to support the emerging and strengthening of communities through knowledge sharing.

The activity will use the current OSOR.eu, ePractice and SEMIC.eu platforms until the implementation of the new Integrated Collaboration Platform as a technological basis, plus additional social networks and other media in order to achieve a higher impact on the targeted audience. Work will be supported and guided by specialist groups of the specific sectors (Semantic interoperability, eGovernment, OSS, etc.)

4.2.2.7. COSTS AND MILESTONES

4.2.2.8. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Operational	Moderation of online discussions, supporting online communities and support for existing communities, showcasing of best practices.	8.824	ISA	Q4/2010	Q4/2015
	Total	8.824			

4.2.2.9. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	450
2011	1.175
2012	1.175
2013	2.008
2014	2.008
2015	2.008

4.2.2.10. Annex: references

Action: Integrating EU e-procurement infrastructure in support of the EU E-procurement Action plan and its follow-up

Action: Methodologies for the development of semantic assets

Action: Integrated Collaboration Platform

5. PROGRAMME MANAGEMENT

5.1. Monitoring and Evaluation

5.1.1. CONTEXT

Type of Action	Accompanying measures
Type of Activity	Monitoring and Evaluation (art. 13 of ISA Decision)
Service in charge	DG DIGIT
Associated Services	

5.1.2. OBJECTIVES

The objective of the action is the measurement and evaluation of the ISA work-programme, that will contribute to its effectiveness (i.e. meeting the objectives of the ISA Decision and the EIS) as well as to its efficiency (i.e. improving the internal management processes of the ISA work-programme).

Art. 13 of the ISA decision requires the monitoring and evaluation of the progress and in particular the relevance, effectiveness, efficiency, utility, sustainability and coherence of the actions of the programme. Besides, the Commission proposal for the ISA decision included a number of high-level indicators, as well as the draft versions of the EIS

5.1.3. SCOPE

The European Interoperability Strategy's vision states that in 2015, interoperability has significantly fostered European Public Services delivery through, among other things, "the establishment of appropriate governance organisation and processes in line with European Union policies and objectives". This requires that a suitable governance structure is put in place, and it is supported by the necessary processes and these are also followed – with clear interfaces with the Member States' respective organisations and processes.

It is within this context that the EIS defines the Interoperability Governance Pyramid. Thus, the EIS requires the establishment of an adequate Governance structure that is supported by this monitoring and evaluation action to achieve the EIS vision.

5.1.4. PROBLEM/OPPORTUNITY STATEMENT

The lack of continuous measurement severely limits the ability to achieve the intended results or even to identify if they were achieved. Therefore a system needs to be set up that is able to provide both quantitative and qualitative metrics, thus providing guidance on both ISA and EIS objectives. The supporting system will also act as an effective communication tool for decision-making.

5.1.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Commission	1. Ensure the objectives of the ISA Decision are met 2. Cost reduction, as underperforming actions will be identified sooner 2. Improve management process of the ISA program 3. Increase transparency of the ISA work-programme investments 4. Better decision-making tool
ISA Committee	1. Better communication of the results of individual actions 2. Improved information of the overall ISA work-programme

5.1.6. ORGANISATIONAL AND TECHNICAL APPROACH

Setting up the measurement system requires three different activities:

1. Establish the measurement and related management processes

The aim is to establish a measurement process for the whole ISA work-programme (both at programme and activity levels). This task will be completed by DIGIT.01 with the help of external contractors.

2. Implementing the above mentioned processes in the adequate set of tools.

This second activity will involve the selection and implementation of a collection of tools for the purpose, including project and portfolio management and customer relationship management software. In order to ensure the effective provision of such tools DIGIT may use an external contractor.

3. Execution of the measurement program

The measurement program outlined in paragraph 1 will be implemented on a monthly, quarterly, semester and yearly fashion up until the end of the program. In each period the relevant metrics will be gathered, grouped, analyzed and distributed to all stakeholders (including EU citizens when privacy and business secrecy concerns are met). The metrics will be grouped in 3 categories: a) process metrics (e.g. cost, risk, time), content-generic metrics (that will be the same for each type of action as defined in art. 3 of the ISA Decision, including policy impact metrics) and content-specific metrics (that will be different for each action). This task will be completed by the project managers of the different actions of the ISA work-programme and DIGIT with the aid of external contractors.

5.1.7. COSTS AND MILESTONES

5.1.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Phase 1	Design and implementation of measurement process	200	ISA	Q3/2010	Q1/2011
	Selection and implementation of software tools	500	ISA	Q3/2010	Q4/2011
Phase 2	Software services, maintenance and adaptation	1.000	ISA	Q1/2012	Q4/2015
	Monitoring & evaluation process team	1.500	ISA	Q1/2011	Q4/2015
	Total	3.200			

5.1.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	350
2011	650
2012	550
2013	550
2014	550
2015	550

5.2. EIS Governance support

5.2.1. CONTEXT

Type of Action	Accompanying measures
Type of Activity	Management activities
Service in charge	DG DIGIT
Associated Services	All Commission services

5.2.2. OBJECTIVES

As stated in the ISA Decision:

"The Member States and the Commission should increase their efforts to avoid market fragmentation, achieve interoperability and promote commonly agreed ICT solutions, while ensuring the appropriate governance."

“The ISA programme should be based on the experience gained from the IDA and IDABC programmes. The conclusions drawn from the evaluations of the IDABC programme, which address the relevance, efficiency, effectiveness, utility and coherence of that programme, should also be taken into account.”

The objectives of this action are to help ensuring regular maintenance and evolution of the strategy so that:

- the EIS stays aligned with the EU political agenda and with the priorities and initiatives of the Member States regarding European Public Services and interoperability activities;
- ongoing EU and national interoperability activities bring the expected value to the EIS interoperability vision.

5.2.3. SCOPE

This action will help instituting an EIS governance and the related decision making processes and activities for implementing, monitoring and keeping up to date the European Interoperability Strategy (EIS).

The core organisational tasks of this EIS Governance action encompass the whole implementation of the EIS as well as ensuring the alignment of the long term vision with short term actions and their related objectives.

The action will have a yearly cycle with:

- a permanent activity on screening which changes at EU and Member State level might have an impact on the EIS and on monitoring ongoing interoperability projects;
- once a year activities supporting EIS updating.

Each yearly update of the EIS may have an impact on the ISA Work Programme and probably on other EU initiatives and may lead to an update of the European Interoperability Framework.

5.2.4. PROBLEM/OPPORTUNITY STATEMENT

As stated in the draft EIF V2.0 release candidate 2: " due to their cross border and in some cases cross-sectoral characteristics, European Public Services are operated in a complex and changing environment.

Ensuring interoperability between legal instruments, organisation business processes, information exchanges, services and components that support the delivery a European Public Service is a continuous task as interoperability will be disrupted by changes to the environment, i.e. changes to the legislation, business or citizens needs, public administrations organisation, business processes or technologies."

This continuous task will be done in ensuring EIS governance activities along the whole ISA programme life.

The EIS governance support action will help the EIS Project officer in this area.

5.2.5. EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
Member States' Public Administrations	Strategic alignment between interoperability activities and Member States related priorities, coherence of interoperability actions at EU and MS levels Awareness on and understanding of EU interoperability related activities
European	Strategic alignment between interoperability activities and EU policies, coherence of interoperability actions within the Commission

5.2.6. ORGANISATIONAL AND TECHNICAL APPROACH

The action will be run by DIGIT with the support of a contractor.

In order to allow the EIS steering group to take decisions, all needed information should continuously gathered and analysed. Once a year (or punctually if necessary) some proposals should be put forward to the EIS steering group regarding strategic directions to be reinforced, given up or new ones to be adopted. Then decisions should be communicated to the relevant stakeholders, the impact on the ISA work Programme and if necessary on other EU initiatives should be analysed and adequate changes to the work programme should be made, implemented and monitored.

Consequently, the EIS governance support action will include activities on yearly basis aiming at:

- ensuring collection, analysis of new EU policies, Member State priorities and initiatives that can have an impact on the overall EIS as well as associated risks and opportunities;
- ensuring the well functioning of the portfolio management activities including the analysis of project status and value measurement;
- conducting a yearly analysis on the possible consequences of new EU policies and Member State priorities and of the Project Portfolio Management status regarding the EIS.
- issuing a yearly report proposing decisions to be taken on EIS strategic directions and the related impact on the ISA Work Programme, the European Interoperability Framework and on other EU initiatives if relevant.

Besides EIS governance activities, the evaluation of the level of performance in implementing the EIS will be performed through two complementary methods proposed as specific action of the ISA Work Programme.

The first one, on top of the EIS governance pyramid, is a Maturity Model . It seeks to provide a self-assessment tool for administrations to evaluate their level of maturity in the field of interoperability.

At the bottom of the EIS governance pyramid, the overall performance of specific projects falling under the different clusters can be assessed by means of metrics such as Key Performance Indicators. These indicators reflect the performances of clustered projects in terms of value, risk and progress performances.

5.2.7. COSTS AND MILESTONES

5.2.7.1. Breakdown of costs and related milestones

Phase:	Description of milestones reached or to be reached	Cost (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
		1.200	ISA	Q3/2010	Q4/2015
	Total	1.200			

5.2.7.2. Breakdown of costs to be funded by ISA by budget year

Budget Year	ISA Funding (in KEUR)
2010	200
2011	200
2012	200
2013	200
2014	200
2015	200

6. ANNEX I: REFERENCES

- EIS study phase 1 final report
- EIS study phase 2 draft final report (to come)
- EIS study final report (to come)
- EIS Document for public consultation (to come)
- 3rd CIO meeting conclusions
- 4th CIO meeting conclusions

7. ANNEX II: LIST OF ABBREVIATIONS AND ACRONYMS

- Ares - tool under the e-Domec policy for the registration and filing of documents
- BUSDOX - Business Document Exchange Network
- CEN/ISSS WS/BII - CEN/ISSS workshop on 'Business Interoperability Interfaces on public procurement in Europe'
- CII - Cross Industry Invoice
- CIP - Competitiveness and Innovation Programme
- CIRCABC - Communication and Information Resource Centre for Administrations, Businesses and Citizens
- EDI - Electronic Data Interchange
- e-Domec - policy for Electronic archiving and Document Management in the European Commission
- eFP7 - Participant portal for the research community in Europe as single entry point of interaction with the Research DGs; is used to manage projects and funds under the FP7 programme
- EFTA - The European Free Trade Association
- EIF - European Interoperability Framework
- EIIS - European Interoperability Infrastructure Services - study on potential re-use of service modules and components
- EIS - European Interoperability Strategy
- e-PRIOR - electronic PRocurement, Invoicing and ORdering
- FP7 - Seventh Framework Programme - current EU programme for research
- HERMES - Name of the Central document management system at the Commission
- HRS - HERMES Repository Services – web services to connect to HERMES
- IDABC - Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens
- ITIL - Information Technology Infrastructure Library - best practices for IT Service Management
- MoReq2 - Model Requirements Specification for the Management of Electronic Records, version 2
- NomCom - tool under the e-Domec policy for managing filing plans and file lists

- OSOR - The Open Source Observatory and Repository for European public administrations (www.osor.eu)
- PEPPOL - Pan-European Public eProcurement On-Line
- PKI - Public Key Infrastructure
- RUP@EC - Rational Unified Process, customized for the EC - methodology for software development
- SEMIC – Semantic Interoperability Centre (www.semic.eu)
- SEPA - Single Euro Payments Area
- SFC2007 - System for Fund Management in the European Community 2007 – 2013
- SME - Small and Medium Enterprise
- STORK - Secure idenTity acrOss boRders linked
- UN/CEFACT - United Nations Centre for Trade Facilitation and Electronic Business
- XML - eXtensible Markup Language

ISA Work Programme

Annex, Part 2

Tabular overview of actions

European Commission
Directorate-General for Informatics

	ACTION	Type	Activity	Budget 2010	Budget 2011	Budget 2012	Budget 2013	Budget 2014	Budget 2015	Total
1.	Trusted information exchange									
1	Methodologies for the development of semantic assets	P	CF	550	1.450	1.500	1.500	1.500	1.500	8.000
2	Access to base registers	S	CF	300						300
3	Catalogue of services	S	CS	200						200
4	STORK-ECAS integration	P	GT	460	700					1.160
5	STORK sustainability	S		100						100
6	PEPPOL sustainability	S	CS	200						200
7	ePrior - eProcurement platform	P	CS	2.150	1.800					3.950
8	Trusted Document Exchange Platform	P	CS	1.500	300					1.800
9	Supporting tools for TSL and e-signature creation/verification	P	GT	640	100	40	40	40	40	900
10	Internal Market Information (IMI) System	P	CS	1.000						1.000
11	Interoperable and Generic Notification Services	P	CS	410						410
2.	Interoperability architecture									
1	Elaboration of a common vision for an Interoperability Architecture	S	CF	500						500
2	Common Assessment Method for Standards and Specifications	P	CF	300						300
3	Certification services (PKI)	P	CS	300	150	150	150	150		900
4	Data Communication Network Service (sTESTA)	P	CS	12.400	8.800	11.200	10.800	10.800	10.800	64.800
5	CIRCABC	P	CS	183	440	440	440	440	440	2.383
6	IPM	P	CS	133	315	315	315	315	315	1.708
7	YE - Facilitating the re-use of content from National portals	P	CF	200	600					800
8	Machine Translation service	P	CS	330						330
9	Document repository services for EU policy support	P	CS	350						350
10	Multisectorial crisis and business continuity services	P	CS GT	300						300
11	Integrating EU e-procurement infrastructure	S	CF	0	300	190	250	50		790
3.	Assesment of ICT implications									
1	Assesment of ICT implications of EU legislation	S	AI	250	400	400	400	400	400	2.250
4.	Accompanying measures									
4.1	Raising interoperability awareness									
1	Communication activities	S	AM	1.050	1.825	1.150	1.350	1.650	1.400	8.425
4.2	Sharing best practices									
1	ISA collaboration platform	P	CS	706	770	467	467	467	467	3.344
2	Community building and effective use of the collaboration platforms		CS	450	1.175	1.175	2.008	2.008	2.008	8.824
5.	Programme management									
1	Monitoring and evaluation		AM	350	650	550	550	550	550	3.200
2	European Interoperability Strategy governance		AM	200	200	200	200	200	200	1.200
	TOTAL			25.512	19.975	17.777	18.470	18.570	18.120	118.424
	Reserve			74	5.225	8.223	7.630	9.930	12.380	43.462
	Transfer of assigned revenues			2.486						
	Total including reserve			25.586	25.200	26.000	26.100	28.500	30.500	161.886

Figures in rounded thousand EUR

P: Project – S: Study – CF: Common Framework – CS: Common Service – GT: Generic Tool – AI: Assessment of Implications – AM: Accompanying measure