

Management Plan 2012

**Information Society and Media
Directorate-General**

... FINAL

13 December 2011

Table of contents

Table of contents	3
Every European Digital	5
Challenges for 2012 and beyond	6
General objectives in a multiannual perspective	10
ABB: Regulatory Framework for the DAE	13
Description and Justification	13
Specific objectives, Result Indicators and Main Outputs	18
ABB: ICT Take-up	30
Description and Justification	30
Specific objectives, Result Indicators and Main Outputs	31
ABB: Cooperation – Information and Communication Technologies (ICT)	37
Description and Justification	37
Specific objectives, Result Indicators and Main Outputs	38
ABB: Capacities – Research Infrastructures	43
Description and Justification	43
Specific objectives, Result Indicators and Main Outputs	44
ABB: Policy Strategy and Co-ordination for DG INFSO	47
Description and Justification	47
Specific objectives, Result Indicators and Main Outputs	47
ABB: Lean and efficient administrative support for DG INFSO	53
Description and Justification	53
Specific objectives, Result Indicators and Main Outputs	53
ANNEXES	59
Annex 2: Internal Control Standards for Effective Management	59
Annex 3: Evaluation Plan	61
Annex 5: Actions stemming from AARs and the Synthesis Report (2010)	66
Annex 6: 2012 Communication strategy	67



Mission statement

Every European Digital

The mission of the Directorate General for the Information Society and Media (DG INFSO) is to make every European digital by:

- achieving the digital single market,
- reinforcing Europe's competitiveness by increasing investment in ICT research and innovation,
- promoting the access and use of ICT to the benefit of EU society,
- implementing of the "*acquis communautaire*" in the area of Information Society and Media.

Implementation of this mission will be ensured by delivery on the objectives and actions of the Digital Agenda for Europe and related flagship initiatives¹ of the Europe 2020 strategy.

¹ Communication on Innovation Union COM (2010) 546 and Communication on Industrial Policy - COM (2010) 614



2012 and beyond

Challenges for 2012 and beyond

In 2011, Europe was facing the effects of the sovereign debt crisis and economic turmoil. A robust growth strategy is needed to face these challenges: productivity has to be enhanced to generate new business opportunities and create jobs. Internet and Communication Technologies can contribute to this objective by acceleration of the delivery of the Digital Single Market and lowering barriers to internet take up. The Digital Agenda for Europe (DAE), a flagship initiative of the Europe 2020 strategy, is central to the ability of the European economy to take advantage of the opportunities of modern technology. In 2012, this DG will execute established policies, and advance the strategic proposals now before Council and Parliament. DG INFISO must simultaneously prepare itself for significant structural adjustment required in 2012-2013, in order to begin smoothly the next College and Financial period from 2014.

With a view to implementing the Digital Agenda, in the Commission Work Programme 2012, DG INFISO has proposed the following initiatives, which will provide further essential steps towards delivering the Digital Single Market by 2015:

- 1) a **Pan-European framework for electronic identification, authentication and signature;**
- 2) a comprehensive **European Strategy for Internet Security;**
- 3) a Communication on **Shared use of spectrum;** and
- 4) the **Mid-Term Review of the Digital Agenda for Europe**, which, following the second Digital Agenda Assembly and the 2012 Scoreboard, will look at the strategic priorities for the remaining two years of the DAE lifecycle.

DG INFISO has also committed to deliver an **EU Cloud Computing Strategy** by 2013, on which work is intended to advance significantly in 2012.

For fragmented digital markets, it will be necessary to ensure simplification of copyright clearance, management and cross-border licensing. The efforts, which will be important contributors to growth in markets for digital content and/or e-commerce, will include actions such as:

- revision of the eSignature Directive to provide a legal framework for cross-border recognition (☑DAE Action 8/ Key Action 3) and interoperability of secure eAuthentication systems (☑DAE Action 83/ Key Action 16)
- proposal on a Framework Instrument on collective management of copyright in cooperation with DG MARKT (☑DAE Action 1 / Key Action 1a)
- revision of the Directive on the enforcement of intellectual property rights in cooperation with DG MARKT (☑DAE Action 6)
- review of the Data protection Directive in cooperation with DG JUST (☑DAE Action 12 / Key Action 4)

– proposals for a code of EU online rights and a platform for EU online trustmarks (☑DAE Action 16 and 17).

As regards **telecom regulation**, the main objective for 2012 is to ensure a full implementation of the revised regulatory framework, which will benefit consumers through strengthened competition and improved broadband access and next generation networks deployment. In addition, follow-up actions to the Commission Communication "**Universal service in e-Communications**" will be discussed in 2012. Proposals for guidance in the application of cost methodologies for pricing of key access products and of non-discrimination remedies and functional separation will help foster the development of the internal market and equal treatment across the EU.

Following the foreseen adoption of the **Radio Spectrum Policy Programme** by the co-legislators in 2012, DG INFSO will publish a Communication on the shared use of Spectrum (☑DAE actions 19 and 49). In addition, in 2012, DG INFSO will continue to monitor the implementation of the **Audiovisual Media Services Directive** provisions.

To address **lack of interoperability**, as part of the review of EU standardisation policy, the Commission, adopted in 2011 a new regulatory package reforming the rules on implementation of ICT standards in Europe (☑DAE Action 21). In 2012, and in complement to this reform, DG INFSO, cooperating with DG ENTR, DG DIGIT and DG MARKT, will propose a Communication on guidelines for standards-based public procurement for ICT systems (☑DAE action 23). In addition DG INFSO will examine the feasibility of measures that could lead to encouraging enterprises to license interoperability information (☑DAE action 25). Also, in 2012, the European multi-stakeholder platform on ICT standardisation will be up and running and deliver advice and expertise on matters relating to the implementation of standardisation policy in the ICT domain.

For the challenges in the area of **trust and security**, there is a need for having a truly EU-wide approach to rapidly and efficiently preventing and countering attacks against the Internet in the European Union, in order to safeguard the proper functioning of the single market and hence foster growth and jobs. To this effect the Commission will in 2012 present a step-change approach through a **European Strategy for Internet Security** accompanied by legislative proposals. The overall policy objective of the initiative is to put in place, by 2015, a robust line of defence across the EU against cyber disruptions and attacks. In 2012, the Commission will also present a new comprehensive initiative on child protection online. One of the key elements of the strategy will be the strengthening of the industry self-regulation process.

To promote **fast and ultra fast internet access**, as part of the new budget proposal (Multiannual Financial Framework), the Commission announced a new fund, the **Connecting Europe Facility** (CEF), with a proposed budget of €50 bn of which €9,2 bn are earmarked for digital networks and services infrastructure. On 19 October 2011, the Commission proposed the CEF regulation which sets out the general rules for the implementation of this new facility, making an important step towards the completion of ☑DAE action 43 / Key action 8b (Proposals on funding of high-speed broadband). This facility will increase our chances to reach the 2020 goals in high speed internet. The implementation of the **European Radio Spectrum Policy Programme** (☑DAE Action 44 / Key action 8c) will be a crucial element for the stimulation of new wireless services including the potentially economically important new generation of high speed wireless internet applications.

To address the challenges of insufficient **research and innovation** efforts, proposals to leverage more private investment, reinforcement of coordination and pooling of resources and measures for "light and fast" access to EU research funds in ICT (☑DAE actions 50, 51 and 52) are part of the **Horizon 2020** package, to be adopted by the Commission on 30 November 2011. ICT will continue to play a strong role in the next framework for EU research and

innovation. DG INFSO will also propose an **EU strategy on cloud computing** (linked to DAE Action 53) to address three broad areas:

- 1) legal framework², e.g. users' rights, data protection and privacy;
- 2) technical and commercial fundamentals, e.g. EU research support, technical standardisation, standardised contracts and service level agreements; and
- 3) market take-up, support pilot projects aiming at cloud deployment and engaging with public sector stakeholders in developing common approaches to cloud computing. At the centre of this strategy there will be removing barriers to a coherent single market for wide take up of cloud solutions.

The Commission will adopt in February 2012 a **Communication on High-Performance Computing** (HPC) as a crucial asset for European research and innovation capacity (DAE action 53). Joint efforts will be promoted between Member States, industry and the scientific communities, in cooperation with the European Commission, in order to strengthen the position of European industry and academia in the use, development and manufacturing of advanced computing products and services both to Science and to Industry, including SMEs. The full implementation of the European Research and Innovation Area will be facilitated by the continued provision of world-class e-Infrastructures.

Moreover the Commission will deliver two communications in 2012 on **Future and Emerging Technologies** (linked to DAE Action 51) and the **Future of Internet**, accompanied by a Staff working paper on EU Competitiveness in the Web (DAE Action 54). In association with DG RTD, a **Communication on scientific information** addressing, among others, the further support for research infrastructure underpinning open access to research data and publications is planned for adoption in early 2012 (DAE action 53 and linked to DAE action 3 on re-use of public sector information).

As a follow-up to the report of the High Level group on **Key Enabling Technologies** (KETs), DG ENTR, in association with DG INFSO, is planning a new Communication on KETs. The purpose of the communication is to present the EU strategy on the industrial deployment of KETs and to provide a coherent framework to the relevant EU activities, including research & innovation, competition, trade, employment and regional policies. The plan is to publish such Communication in March 2012.

Lack of **digital literacy, skills and inclusion** also creates challenges for a level playing field for all Europeans to participate in the information society. In 2012 DG INFSO, in cooperation with ENTR and EAC, will propose EU-wide indicators of digital competences and media literacy (DAE action 62) and develop tools to identify and recognise competences of ICT practitioners and users (DAE action 58). In early 2012, DG INFSO will also present a legislative initiative to make sure that public sector websites (and websites providing basic services to citizens) are fully accessible by 2015 (DAE action 64).

A number of challenges relating to the **ICT-enabled benefits** for EU society will also be addressed in 2012. In the area of eHealth, DG INFSO will present a strategy setting out a vision for innovative **eHealth services** addressing aspects such as user empowerment, standards, uptake, interoperability, testing and certification (DAE action 77). DG INFSO will also present a legislative proposal on the Participation of the Union in the follow-up to the **Ambient Assisted Living Programme** (DAE Action 78). In the field of e-government, the Commission will agree together with Member States a common list of key cross-border public services (DAE action 91) by the end of 2012. Also in 2012, and in association with DG MARKT, a White Paper will be published to launch a debate on interconnecting **e-procurement** capacity across the EU (DAE action 87). In the field of ICT for sustainability,

² The cloud strategy will be dependent on a number of EU legislative and regulatory provisions, including the important revision of the data protection directive (DG JUST).

in 2012, DG INFSO will assess the methodology pilot of a set of ICT sector common energy and emission measures (☑DAE action 69 / Key action 12) and will also complete the assessment of the contribution of smart grids and define the minimum functionalities to promote interoperability (☑DAE action 71). A Green Paper "Lighting the future – accelerating the deployment of innovative lighting technologies" (☑DAE action 72), to be published by the end of 2011, will launch a public debate on policy options for accelerating the deployment of highly efficient **Solid State Lighting** and strengthening the role of European industry in this field.

DG INFSO will continue to ensure the implementation of the provisions of the Audiovisual Media Services Directive on cultural diversity and creative content (☑DAE action 82). The Commission will keep supporting the latter and, linked to that objective, will propose a sustainable model for financing **Europeana** and digitisation of cultural heritage (☑DAE Action 79 / Key action 15) under the provisions for pan-European e-services infrastructures in the CEF proposal.

Delivering the actions of the Digital Agenda and ensuring its success is the responsibility not just of DG INFSO and the other Directorates-General of the European Commission - Member States, the industry and other stakeholders are essential active participants. The Digital Agenda has a significant international aspect as progress on many of its actions can only be achieved at global level. DG INFSO will also continue to promote the EU's values and interests as set out in the Digital Agenda and the COMPACT principles³ throughout the world. To this effect, the Commission will implement its **international ICT strategy**. In the context of this Management Plan, and, as in the previous year, only those actions of the Digital Agenda under the direct responsibility of DG INFSO will be addressed. They will be reported upon in 2013 in the Annual Activity Report for 2012.

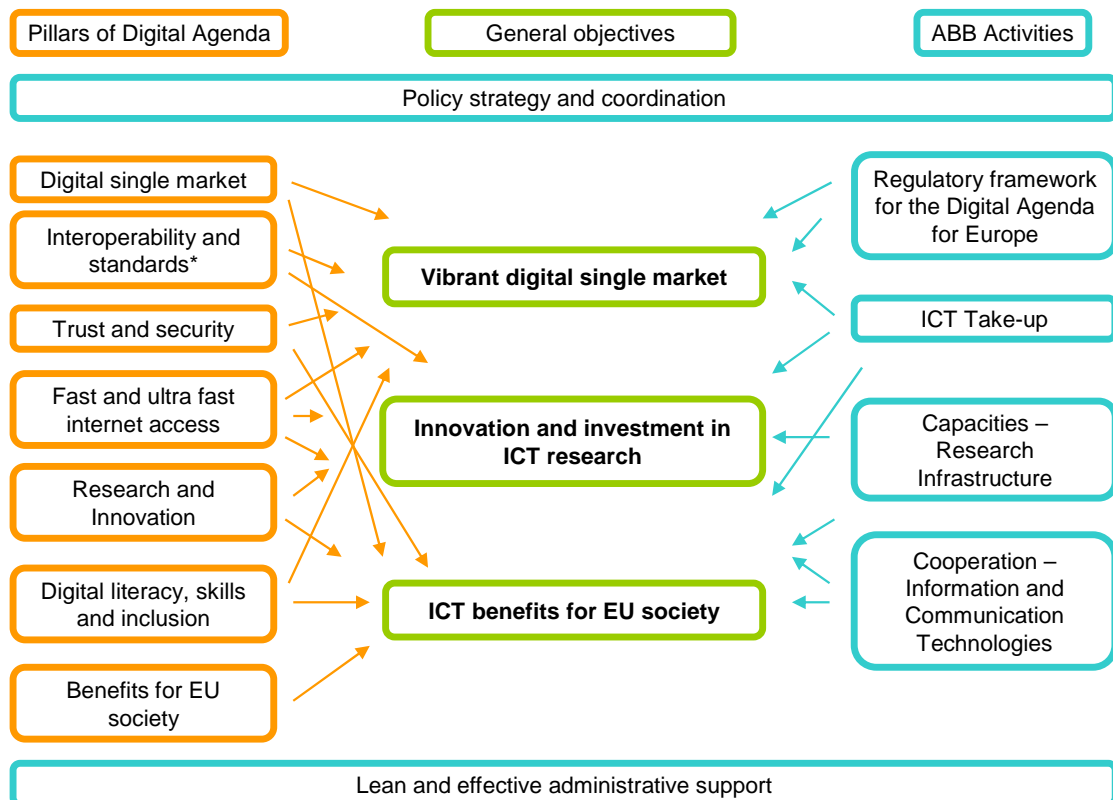
³ Civic responsibility – One internet – Multi-stakeholder – Pro-democracy – Architecturally sound – Confidence-inspiring - Transparent

General objectives in a multiannual perspective

The general objectives of DG INFSO in 2012 remain the same as in 2011 and incorporate the ambitious programme of the Digital Agenda with its 101 targeted actions and the ABB activities as can be seen in the graph below. They set a long-term framework for the activities of DG INFSO to fulfil its mission statement.

The first general objective aims at **establishing a digital single market with a stable legal framework that stimulates competition and investment**. The second objective is to **reinforce investment in ICT research and innovation** as a main driver of the digital economy. The third is to **enable ICT benefits for EU society**. The achievement of those objectives should get Europe back on track for smart, sustainable and inclusive growth to maintain and improve standards of living for Europeans.

ABB Activities and the pillars of the Digital Agenda contributing to the General Multi-Annual Objectives



POLICY AREA: INFORMATION SOCIETY AND MEDIA

GENERAL OBJECTIVES	DAE PILLAR	INDICATOR NAME	LONG-TERM TARGET	MILESTONES (2012) INCLUDING COMMISSION LEGISLATIVE OR NON- LEGISLATIVE OUTPUTS	CURRENT SITUATION	
1	Establish a vibrant digital single market with a stable legal framework that stimulates competition and investment in order to deliver sustainable economic and social benefits	Pillar 1: Digital Single Market	% of the population buying online Owner: C4	By 2015, 50% of the population should be buying online	<i>Pan-European framework for electronic identification, authentication and signature</i> <i>Code of EU Online Rights</i> <i>European Internet Security Strategy</i> <i>Communication on eCommerce</i>	In 2010, 40% of the EU population ordered goods or services online in the last 12
		Pillar 3: Trust and Security	% of the population buying cross-border online Owner: C4	By 2015, 20% of the population should buy cross border on line		In 2010, 9% of the population ordered goods or services from sellers from other EU countries in the last 12 months
		Pillar 2: Interoperability and standards	% of small and medium enterprises (SMEs) doing eCommerce Owner: C4	By 2015, 33% of SMEs should conduct on line purchases/sales		In 2009, 28% and 14% of SMEs respectively were purchasing/selling online
		Pillar 4: Fast and ultra fast Internet Access	Difference between roaming and national tariffs in mobile communications Owner: B2	By mid-2014, the separate sale of roaming services is fully implemented By 2015, the difference between roaming and national tariffs should approach zero	<i>Adoption of the new Roaming Regulation by June 2012</i>	In 2011, the roaming tariffs are significantly higher than domestic tariffs for voice, SMS and data (see specific objective 1.1)
		Broadband coverage Owner: C1, C4	By 2020, broadband internet access at or above 30 Mbps for 100% of EU citizens	By 2013, 100% coverage with basic broadband	In December 2010, 95,3% of the EU population has basic broadband coverage	
		Ultra fast broadband coverage Owner: C1, C4	By 2020, 50% of EU households should have subscriptions above 100 Mbps	<i>Adoption of the Connecting Europe Facility programme by end of 2012</i>	In July 2011, 0,9% of all fixed broadband subscriptions provided speed equal or above 100 Mbps	

POLICY AREA: INFORMATION SOCIETY AND MEDIA							
GENERAL OBJECTIVES		DAE PILLAR	INDICATOR NAME	LONG-TERM TARGET	MILESTONES (2012) INCLUDING COMMISSION LEGISLATIVE OR NON- LEGISLATIVE OUTPUTS	CURRENT SITUATION	
2	Reinforce Europe's competitiveness by increasing innovation and investment in ICT research as a main driver of the digital economy	Pillar 2: Interoperability and standards Pillar 4: Fast and ultra fast internet access Pillar 5: Research and innovation	Level of investments in research and development in key ICT fields Owner: C2, C4	By 2020, double annual public investment in ICT R&D to € 11 billion	Horizon 2020 package⁴ <i>Communication on Scientific Information⁵</i>	In 2007, ICT government budget appropriations or outlays on R&D was € 5,7 billion	
3	Promote the access and use of ICT to the benefit of EU society	Pillar 3: Trust and Security Pillar 4: Fast and ultra fast internet access Pillar 5: Research and innovation Pillar 6: Digital literacy Pillar 7: Benefits for EU society	% of population using Internet regularly Owner: C4, H3	By 2015, 75% of population should use Internet regularly	Web accessibility proposal <i>Possible Commission Recommendation on application of certain elements of the Universal Service Directive</i>	In 2010, 65% of the population used internet regularly.	
			% of disadvantaged people using Internet regularly Owner: C4, H3	By 2015, 60% of persons with disadvantages should use Internet regularly		In 2011, 48% of the persons with disadvantages used internet regularly.	
			% of population that has never used Internet Owner: C4, H3	By 2015, the proportion of population that has never used Internet should be halved to 15%		In 2010, 26% of population never used internet.	
				Reduction of energy use by deployment of solid state lighting (SSL) Owner: G5	By 2020, at least 20% overall reduction in energy use on lighting (when compared to lighting in 2010)		In 2009, lighting was consuming 14% of all electricity in Europe and the SSL market share was 0.3%. In 2010 the SSL market share increased to 6.2%.
				% of citizens and businesses using eGovernment services Owner: C4, H2	By 2020, 50% of EU citizens using eGovernment and 80% of business using eGovernment	<i>Between 2011-2015, implementation of the eGovernment Action Plan</i> Review of the Directive on reuse of public sector information	In 2010, 42% of the population used eGovernment services and 75% of businesses
				Availability of cross-border public services Owner: H2	By 2015, on line availability of all key cross-border public services included in the list to be agreed by MS by 2012	MS agree on a number of key cross-border services to be rolled out between 2012 and 2015	Some pilots for cross border public services are in place (e.g. for electronic identity and e-Procurement)

⁴ In association with DG Research and Innovation

⁵ In association with DG Research and Innovation

ABB Activities

ABB: Regulatory Framework for the DAE

Description and Justification

Under the ABB activity Regulatory Framework for the Digital Agenda for Europe, a number of the DAE actions that cut across the responsibilities and activities of a number of Directorates will be addressed. The following will be addressed primarily by DG INFSO:

- take action and adopt measures supporting the rollout of **fast and ultra fast broadband infrastructure (☑DAE action 43)**, in particular, through the proposed Connecting Europe Facility – CEF, and thus the achievement of the Digital Agenda broadband targets;
- ensure the rapid implementation of the **EU radio spectrum policy programme (☑DAE action 44)** ;
- propose a **European strategy for internet security (☑DAE action 28)**, including legislative action to reinforce the EU's capacity to prevent and respond to disruptions of and attacks against the Internet in order to preserve the proper functioning of the internal market;
- propose a **Pan-European framework for electronic identification, authentication and signature (☑DAE actions 8 and 83)**, which will include the revision of the eSignature Directive to provide a legal framework for cross-border recognition and interoperability of secure eAuthentication systems;
- present a legislative proposal to promote **web accessibility (☑DAE action 64)**;
- **monitor and enforce** existing and new legislation in the **e-communications** field in the Member States;
- provide guidance on the application of **universal service** rules, in particular in a broadband environment;
- promote the competitiveness of European creative content, **audiovisual and media industry**, through the realisation of a digital single market by 2015 aimed at encouraging the free circulation of creative content and audiovisual works and increase cultural diversity, as well as promoting freedom of expression and media pluralism (both in the EU Member States and beyond);
- continue to promote **safer use of the Internet** (also through the CEF proposal) and present a Communication with the objective to make the Internet a better place for children;
- ensure an efficient and transparent governance of the **Internet** based on wide global uptake of the **COMPACT principles** (and the further promotion of the .eu Top Level Domain) and a report on net neutrality in Europe;

- propose a policy framework to address the challenges of human-to-object and object-to-object communications, following up to the work of the **Internet of Things** Expert Group;
- monitor the implementation of the **Recommendation on the privacy and data protection** aspects of radio-frequency identification (RFID) usage;

E-COMMUNICATIONS REGULATORY FRAMEWORK

The implementation of the **e-communications regulatory framework** will substantially strengthen competition and consumer rights on Europe's telecoms markets, accelerate broadband access for all Europeans, encourage competition and investment in next generation access networks. This is intrinsically related to achievement of DAE action 10 to "implement swiftly and coherently the key Directives supporting the digital single market" (see also section below on "Creative Content, Audiovisual and media policy").

The **Body of European Regulators for Electronic Communications (BEREC)** will continue to strongly contribute to improving the functioning of the internal market, for the benefit of both consumers and industry, by reinforcing cooperation between national regulatory authorities and assisting the Commission in implementing consistent application of the regulatory framework.

In 2012, DG INFSO will launch the review of the 2007 Recommendation on relevant product and service markets within the electronic communications sector susceptible to ex ante regulation. The review aims at adapting the list of relevant markets to the evolution of the competitive situation and to technical and commercial developments.

Regarding the assessment of the **socio-economic cost of non-Europe in telecoms markets (☑DAE action 20)**, DG INFSO will propose actions on the basis of the results of a study performed in 2011. The study evaluated the progress of the internal market for electronic communications networks and services and identified a significant economic growth potential provided that market entry barriers are removed and cross-border economies of scale are used.

Concerning the financing of **broadband**, DG INFSO will continue its engagement in the negotiations of the CEF legislative package, which was adopted on 19 October 2011. The Commission has proposed a budget of €9.2 billion for 2014-2020 with an aim to ensuring that every European will have access to fast and ultra fast broadband by 2020. Europe's economic future will be based on smart, sustainable and fully interconnected transport, energy and digital networks. The latter in particular is a necessary condition for growth and the evolution of the European single market. The proposed EU funding within the Financial Framework 2014-2020 is designed to catalyse and complement private investment in the roll-out of broadband, and stimulate the roll-out of a digital service infrastructure, notably with a view to ensuring cross-border availability of essential digital services across the EU. The challenge for the year 2012 will be to obtain the necessary support for CEF in Council and Parliament.

The Commission will follow up on the Communication on the **Open Internet and Net Neutrality in Europe** adopted in April 2011. In this respect, DG INFSO will analyse the results of BEREC's fact finding exercise and, if appropriate, propose further actions. .

The Commission will follow-up on its Communication on **universal service in e-Communications** adopted in November 2011. It envisages providing guidance on the application of universal service rules, particularly in the context of broadband networks.

In the domain of **data protection and privacy**, DG INFSO will support the review of the Data Protection Directive (☑DAE action 12)⁶ with the aim of ensuring the best possible contribution of this review to the objectives of the Digital Agenda, . The Commission will also

⁶ DG Justice is the lead DG on this action

issue technical implementing measures to harmonise application of the regulatory framework, in particular regarding data breach notifications (☑**DAE action 35**). Furthermore, the Commission will facilitate self regulation and support the development of technical solutions in the area of privacy.

DG INFSO is in the lead for the **Code of EU online rights** (☑**DAE action 16**) that compiles existing EU user rights and principles which are relevant to the digital environment. It is an important tool for inspiring trust and confidence among consumers in order to promote greater use of online services in the EU. Encouraging consumers to conduct more activity online will contribute to the virtuous cycle of the digital economy resulting in growth, jobs and innovation. DG INFSO is working to establish the final list of rights and principles to be issued in 2012.

Fair access prices and strictly **enforced non-discrimination** by vertically integrated network operators are key to reaching the targets of the DAE and make the implementation of the NGA Recommendation adopted in 2010 successful. DG INFSO will prepare guidance, in form of Recommendations under Art. 19 of the Framework Directive, to provide national regulators with clarity on how to calculate prices and impose non-discrimination on market dominating operators and ensure a level playing field. This is both a matter of fair competition and of maintaining the best possible investment climate. DG INFSO will work closely with BEREC, national regulators and industry to come up with a set of key principles.

ROAMING REGULATION

As regards the Roaming Regulation, the Commission tabled its proposal for a new Roaming Regulation in 2011, which is aimed at finding structural remedies that facilitate entry of new players in the market et increase consumer choice in a user friendly way. The proposal should be adopted by the co-legislators by June 2012. The Commission will also monitor the implementation progress of the Regulations in the Member States.

RADIO SPECTRUM POLICY

Following the formal adoption of the Radio Spectrum Policy Programme planned for early 2012, the Commission will press for rapid application of the principles and objectives of the RSPP to contribute to the Digital Agenda objectives, including the completion by the Member States in 2012 of the assignment process for the spectrum already harmonised for wireless broadband. The Commission will strive to implement the first key policy initiatives of the RSPP by developing the spectrum inventory to ensure efficient spectrum usage and management, and issuing a **Communication on the shared use of spectrum** to ensure additional flexibility and innovation. A Communication presenting ways for **Spectrum to contribute to more energy efficiency production and distribution** is also planned.

RFID

The Commission is actively monitoring progress in the follow-up to the Recommendation on the implementation of privacy and data protection principles in applications supported by radio-frequency identification (RFID). Industry has started to use the framework for RFID privacy and data protection impact assessment ('PIA') that was released in January 2011, endorsed by the Article 29 Data Protection Working Party in February, and signed by all stakeholders in presence of VP Neelie Kroes on 6 April. In November, GS1 released a Microsoft Excel-based PIA Tool that several businesses, including retailers, manufacturers, and logistics providers, will use for their new applications, while the German Federal Office for Information Security (BSI) released its PIA Guideline for RFID. On 8 February 2012, the Commission will organise a conference on RFID PIAs with a view to ensuring Europe-wide implementation of a common approach to the framework, its interpretation and its actual use.

In May 2011, the European Standardisation Organisations (ESOs) completed the first phase (identification of standards gaps) of the Mandate M/436 in the field of RFID privacy and security. The second phase will start at the beginning of 2012 and will be concerned with the execution of the standardisation work programme identified in the first phase, including standards to provide greater consumer awareness (common European RFID Sign), standards in the privacy domain (device privacy), RFID specific PIA standards, standards in the security domain, and standards for extended RFID device capability.

In 2012, the Commission will produce a report, based primarily on inputs received from the EU Member States, on the implementation of the RFID Recommendation, its effectiveness and its impact on operators and consumers.

INTERNET OF THINGS

In August 2010, the Commission adopted a decision to create an expert group on the **Internet of Things**, comprising some 45 members from industry, academia, civil society, and government, in order to explore the challenges and opportunities of an emerging Internet-based information architecture facilitating the exchange of goods and services in global supply chain networks and eventually enabling object-to-object communications. In 2012, the expert group will address policy and associated self- and co-regulation on issues such as identification/naming/addressing, privacy/data protection/security, ethics, architectures, and standards. The expert group will provide advice to the development of a Commission Recommendation on the governance of the IoT, which is scheduled for mid-2013.

SAFER USE OF INTERNET

The **programme on protecting children using the Internet** and other communication technologies, already acknowledged as a model of good practice within Europe and on a broader international level, will keep on coordinating cross-border cooperation and stimulating best practice in Member States by providing support to European level benchmarking and networking. The CEF regulation proposed funding for the continuation of this programme.

In 2012 the Commission will further promote self-regulation in the field of protection of minors. Building up on agreements such as the European Framework for Safer Mobile Use and the Safer Social Networking principles for the EU, it will be seeking commitments from the whole ICT industry and in the light of the increasing and changing use of the Internet by children of all ages and will present in early 2012 a **European strategy for a better Internet for children**.

SECURE INFORMATION SOCIETY

The rise of the Internet as a, if not **the**, key infrastructure for our economies and societies is unfortunately going hand in hand with a rise of the number of attacks and the boldness of such attacks. As a result a step change in dealing with the security of the Internet in the European Union is called for and which will be set out as part of the upcoming European Strategy for Internet Security and thereafter implemented notably through EU legislative action to ensure the proper functioning and protection of the internal market.

As part of this strategy, the European Network and Information Security Agency (**ENISA**) will continue to support the Commission, Member States and the private sector notably by increasing cooperation and exchanging best practices. The efficient operation of ENISA is crucial to its success under a renewed mandate.

In the context of the new internet security strategy, the Commission will keep pursuing its policy on Critical Information Infrastructure Protection (CIIP) and the implementation of the actions under **trust and security pillar of the DAE**. The Commission will also continue its

work in supporting the setting up of a CERT dedicated to prevent and respond to cyber incidents affecting the EU institutions and bodies.

INTERNET GOVERNANCE

The Commission will continue to very closely follow the activities related to the IANA contract, currently assigned to Internet Corporation for Assigned Names and Numbers (ICANN), in particular to push for reforms that are necessary for the sustainability of the multi-stakeholder model. The Commission will do so too in representing the EU public interest, respect for applicable law etc in the Governmental Advisory Committee. In doing so, the Commission ensures EU coordination.

The Commission will also actively pursue the work on Internet and wider information society issues in the framework of international fora such as the Internet Governance Forum, the G8, G20, the OECD and others. It will pursue its work around the principles governing the Internet as follow-up to the COMPACT speech delivered by VP Kroes in June 2011.

E-SIGNATURE/E-ID

The Commission will propose a Pan-European Framework for Electronic Identification, Authentication and Signature to bring the necessary coherence to ensure secure electronic transactions that will boost user confidence in the internet.

Boosting trust and confidence in the digital world as well as user convenience are essential prerequisites to stimulate further use and development of the digital single market, which in turn will stimulate innovative interactions in the private and public sectors and increase productivity, thereby offering possibilities for creating growth and jobs as set out in the Europe 2020 strategy.

The new legislative framework is needed to overcome the deficiencies of the current eSignatures Directive and to provide legal measures on cross-border mutual recognition and acceptance of national eIDs.

WEB ACCESSIBILITY

Web accessibility aims at ensuring that web sites can be used by everybody and especially by people with disabilities. For more than 10 years, the Commission has been actively promoting progress in this area, essentially through political and financial actions. The level of web accessibility remains however rather poor; this insufficient progress needs to be addressed in view of the increasing importance of the internet in today's society and thus the aim of rendering it universally accessible. In this context, the DAE announces that the Commission will make a proposal on web accessibility in 2012.. In preparation for this proposal, the Commission will produce an impact assessment which considers a range of options including regulatory measures.

CREATIVE CONTENT, AUDIOVISUAL AND MEDIA POLICY

The objectives of EU policy in the **audiovisual and media** field is to ensure the conditions necessary to underpin the competitiveness of European industry, to encourage the circulation of audiovisual works and increase cultural diversity and promoting media freedom and pluralism. The competitiveness of the European audiovisual and media sector depends on its capacity to attract the necessary financing and on its capacity to exploit the potential of new digital technologies. Policy tools include a regulatory framework – the Audiovisual and Media Services (AVMS) Directive - intended to realise a common market in broadcasting and on-demand audiovisual media services. This is accompanied by a number of recommendations, policy work to enhance the prospects for content online and international initiatives in support of European audiovisual policy.

The Digital Agenda for Europe seeks to facilitate the **circulation of digital creative content in the internal market**. This is also the main goal of the **AVMS Directive**. The **AVMS directive** governs both traditional TV broadcasts and on-demand services. It ensures EU-wide coordination of national legislation affecting audiovisual media services; it provides a modern, flexible and future-oriented set of rules to govern the audiovisual media services industry and to foster its development in Europe. The Directive deals with creative content distributed over electronic communication networks, both in the form of broadcast services or on-demand service. The Commission will finalise its assessment of AVMS transposition by early 2012 through the **General report on the application of the AVMS Directive**. The Commission is meanwhile continuing to closely monitor the timely and correct implementation of AVMS. This is a specific objective of the DAE, action 82, namely to "ensure the implementation of the provisions of the Audiovisual Media Services Directive concerning cultural diversity, where appropriate through co- and self-regulation and request information from Member States on their application". It also relates to DAE action 10, "Implement swiftly and coherently the key Directives supporting the digital single market" and feeds into two top-level objectives, the development of a single market for online content and trust in online services, objectives also supported by the Recommendations on the protection of minors and on the protection of film heritage.

On **media pluralism and freedom of expression and the media** the Commission is closely watching the situation both in the EU and beyond. The Commission has also taken the initiative of tasking a group of wise people with formulating recommendations on these issues. The result of their work is expected to be presented by the third quarter of 2012.

IMPLEMENTATION OF THE INTERNATIONAL STRATEGY

The success of DAE as well as the Information Society and Media policy is by nature dependent on worldwide developments. In light of the objectives of the DAE, VP Kroes agreed in May 2011 a coherent **international agenda of priorities and actions** having the aim to: strengthen EU competitiveness and address market access issues; identify and tackle global challenges, and promote EU values, from those embodied in regulation to those reflecting cultural diversity.

To this end, in 2012, the Commission will intensify its efforts towards the implementation of the international agenda, namely in the following priority areas:

- Clear roadmaps for the activities regarding our most strategic partners, with particular focus on regulatory approximation
- Closer cooperation with Member States, National Regulators and standardisation bodies in order to better define and promote the EU
- Develop clear priorities with respect to ICT R&D cooperation with third countries
- Engage more actively in multilateral international fora (ITU, OECD, IGF, ICANN) .

Specific objectives, Result Indicators and Main Outputs

SPECIFIC OBJECTIVE 1.1: To ensure that the sector, comprising converged IT, telecommunications, media networks and services, operates in a regulatory framework which fosters innovation, competition and investment with benefits to the citizens.

Units responsible: B1, B2, B3, B4 and B5

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Degree of correct transposition and application of the regulatory framework (<input checked="" type="checkbox"/> DAE action 10)	On 1 January 2011, there were 34 pending infringement proceedings. By the end of October 2011, 27 pending cases were closed (79%).	By end 2011, close at least 30% of pending infringement proceedings, including

Owners: B2/B3	Full transposition of the revised regulatory framework has been notified by 10 Member States. Partial transposition has been notified by another 8 Member States by the end of October.	complaints. By end 2012 at the latest, receive notifications of transposition measures for the revised regulatory framework from all 27 Member States.								
Further reduce the difference between domestic and roaming prices by approaching the DAE target. <input checked="" type="checkbox"/> DAE action 101 Owner: B2	<table border="1"> <tr> <td data-bbox="507 371 651 427"></td> <td data-bbox="651 371 932 427">Roaming averages</td> </tr> <tr> <td data-bbox="507 427 651 533">Outgoing calls</td> <td data-bbox="651 427 932 533">Q2 2011: 35,9 €/min Q2 2010: 39,6 €/min</td> </tr> <tr> <td data-bbox="507 533 651 638">SMS</td> <td data-bbox="651 533 932 638">Q2 2011: 10.3 €/SMS Q2 2010: 10,6 €/SMS</td> </tr> <tr> <td data-bbox="507 638 651 748">Data</td> <td data-bbox="651 638 932 748">Q2 2011: 138,1 €/Mb Q2 2010: 139,4 €/Mb</td> </tr> </table>		Roaming averages	Outgoing calls	Q2 2011: 35,9 €/min Q2 2010: 39,6 €/min	SMS	Q2 2011: 10.3 €/SMS Q2 2010: 10,6 €/SMS	Data	Q2 2011: 138,1 €/Mb Q2 2010: 139,4 €/Mb	By end 2012, roaming prices decrease by at least 10% compared with previous year.
	Roaming averages									
Outgoing calls	Q2 2011: 35,9 €/min Q2 2010: 39,6 €/min									
SMS	Q2 2011: 10.3 €/SMS Q2 2010: 10,6 €/SMS									
Data	Q2 2011: 138,1 €/Mb Q2 2010: 139,4 €/Mb									
Degree of consistency in the draft regulatory measures (market definition, market analysis, remedies) Owner: B5	Number of serious doubts letters/100 notifications (2011) : 5 Number of 'no comments letters'/100 notifications (2011): 26 Number of veto decisions and withdrawals by national regulatory authorities (NRAs)/100 notifications: (2011): 3	By end 2012, number of serious doubts letters/100 notifications: less than or equal 5 By end 2012, number of 'no comments letters'/100 notifications: more than or equal 30 By end 2012, number of veto decisions and withdrawals by NRAs/100 notifications: less than or equal 10								
Share of online behavioural advertising to EU citizens covered by a self regulatory framework on consumer online privacy accepted by the relevant stakeholders Owner: B1	In 2011, codes of conduct for online behavioural advertising have been adopted.	By June 2012, coverage of at least 80%, for the markets UK, DE, IT, NL, FR, ES, SE, PL, BE and NO and 75% in other markets, measured by market share, turnover or number of ads, etc, according to available national measurement standards. By March 2013, 90% of all ads to be covered in all markets.								
Main policy outputs in 2012										
Technical implementing measures for personal data breach notifications in the electronic communications sector <input checked="" type="checkbox"/> DAE action 34 Scoreboard on European Electronic Communications Regulations and Markets (part of DAE scoreboard) Adoption of the Roaming III Regulation Recommendation on cost methodologies for key access products Recommendation on non-discrimination remedies including functional separation Code of EU online rights <input checked="" type="checkbox"/> DAE action 16										
Main expenditure-related outputs in 2012										
Studies and other supporting actions: 1,41 M € (amount shared with objective 1.2)										

SPECIFIC OBJECTIVE 1.2: To build a common approach to radio spectrum management and to ensure the implementation of an effective and coherent use of radio spectrum at Union level (☑**DAE action 49**).

Unit responsible: B4

Units contributing : B2, B3

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Degree of implementation of Article 6 of the Radio Spectrum Policy programme, in particular, carry out authorisation process in relevant bands by end 2012 and progress towards the introduction of tradability of rights in relevant bands Owner: B4	In November 2011, MS have authorised rights of use in 800 MHz: 4 MS; 900 MHz: 27 MS; 1800 MHz: 27 MS 2.6 GHz: 10 MS 3.4 GHz: 20 MS 3.6 GHz: 7 MS	By end 2012, number of Member States that carried out the authorisation process in all relevant bands in conformity with the technically harmonised conditions: 20 By mid 2015, number of MS that have introduced spectrum trading in all relevant bands: 27
Degree of correct implementation of the 'acquis' in relation to radio spectrum as declared to the Radio Spectrum Committee by Member States and indicated in the internal SID (spectrum implementation database) Owner: B4 (B2/B3)	92,6% ⁷ based on the 15 spectrum harmonisation Decisions ⁸ in force and requiring implementation by end 2011.]	By end 2012, degree of 16 EU spectrum harmonisation measures currently in force (taking due account of national derogations) implemented in 27 Member States, including the 900/1800 MHz Decision: 97%
Main policy outputs in 2012		
Communication on the implementation of spectrum policy (3rd annual report) Commission report on the results of the World Radio-communications Conference (WRC)-2012 Communication on the shared use of radio spectrum (CWP 2012) Commission Decision harmonising the use of the 2 GHz band Commission Decision on the harmonised introduction of spectrum trading		
Main expenditure-related outputs in 2012		
Studies : 1,41 M € (amount shared with objective 1.1)		

SPECIFIC OBJECTIVE 1.3: To take action and adopt measures supporting the rollout of fast and ultra fast broadband infrastructure and the achievement of the Digital Agenda broadband targets

Unit responsible: C1

Units contributing : C4, B1, B2, B3, B4

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Level of commitment of structural and rural development funds earmarked for broadband (☑ DAE action 48)	By December 2010 structural funds for the 2007-2013 period committed 31.8% (of the €2.3bn for the whole period), compared to an overall average for ICT of	By end 2012, level of committed EU funds for broadband should approach an average for all measures. Measures taken:

⁷ Decisions 2010/268/EU on Short Range Devices and 2010/166/EC on Mobile Communications onboard Vessels are excluded from this statistics, because the data on their implementation will be collected at the beginning of 2011.

⁸ Some Decisions (such as the ones on short range devices, 169 MHz band and ultra wide band) have been amended, with the result that of the 23 Commission Decisions adopted, 15 are in force.

<p>Owner: C1</p>	<p>43.8% and 51.8% for all measures covered by cohesion policy.</p>	<p>The EC has issued guidelines on investment models for public investing EU funds in NGA infrastructures.</p> <p>The European Broadband Portal will continue to support good practice exchange, run workshops at MS/regional level as well as run training to increase regional competence to plan BB measures. CEF will contribute to this effort from 2014 onwards. The Commission has identified 4 most important laggards in terms of BB absorption (PL, EL, BG, RO) and has organised bilateral workshops with PL and EL, with an aim to help accelerate MS' activities in spending the allocated funding.</p>
<p>Operational national broadband strategies with concrete implementing measures to realise the targets (<input checked="" type="checkbox"/> DAE action 46).</p> <p>Owner: C1</p>	<p>Almost all Member States have a broadband strategy but few have fully operational plans for ultra high speed networks. In 2011 no substantial changes with respect to 2010.</p>	<p>By end 2012, all Member States should have operational broadband strategies for basic and superfast broadband coverage and take-up.</p>
<p>Proposals on funding of high-speed broadband (<input checked="" type="checkbox"/> DAE action 43).</p> <p>Owner: C1</p>	<p>CEF regulation, and amendments to the CIP and TEN regulations with respect to project bonds initiative proposals adopted on 19 October 2011.</p> <p>Up to date 2 projects have been financed by RSFF instrument from the research budget.</p>	<p>By the end of 2012, obtain Council and EP agreement on the legal basis for piloting innovative financial instruments (credit-enhancement) for broadband deployment</p> <p>In 2012, initiate projects for mapping broadband infrastructures in the context of the CIP programme.</p> <p>In 2012, publication of two sets of guidelines/templates for financing Broadband by 1). potential investors and 2) municipalities by DG REGIO and dissemination by DG INFSO C1 through Broadband portal.</p>
<p>Measures to facilitate broadband investment (<input checked="" type="checkbox"/> DAE action 47)</p> <p>Owner: C1</p>	<p>Civil works can amount to 80% of the total costs. No significant legislative or operational developments in MS with respect to reducing the costs of investment through synergies or joint-deployment.</p> <p>Spectrum allocations (with exception of existing Commission Decisions on harmonised frequency bands)</p>	<p>By the end of 2012, the Commission will make an overview of the cost reduction measures and co-deployment practices in MS with an aim to provide structured guidance to the MS. This will also serve the Commission services to look into a full set of options with respect to facilitating BB deployment.</p>

	remain MS activity with the risk of fragmentation. Wireless broadband used as means to boost competition, consumer choice and to provide broadband internet access in areas where the deployment of wired broadband is difficult or economically unviable in a number of MS.	
--	--	--

Main policy outputs in 2012

In 2012, the Commission will issue reports aiming at the identification of how to reach the broadband targets by sharing knowledge, guidelines and best practices.

- Commission report on the Review of National Broadband Plans
- Commission report on the Review of Cost Reduction Practices
- Commission Staff working document on Demand aggregation for Broadband

The re-launch of the European Broadband Portal will provide a single portal with guidance on good practice and training tasks for key management authorities.

In addition, the Commission would make:

- Proposals on ways to channel the existing and the future technical assistance funds to broadband rollout
- Proposals for financing instruments (including legal basis) to reduce the risk of financing broadband infrastructure (☑**DAE action 43**)
- Guidance document on broadband for management authorities (together with REGIO, COMP and AGRI)

The DAE Scoreboard (Commission Report) will contain a Broadband Scoreboard, reflecting on the analysis of progress on broadband targets implementation

Main expenditure-related outputs in 2012

Studies: Study of potential sources of investments needed to deliver the Europe 2020 Broadband Targets (0,25 M)

SPECIFIC OBJECTIVE 1.4: To increase security and trust in the digital environment for the benefit of citizens, businesses and public sector organisations (☑ **DAE actions 28 , 34, 38, 39 and 41**).

Units contributing: A3, F5

Result Indicators	Latest known result	Target
Number of Member States taking part in the European Network and Information Security Agency's (ENISA) efforts to support implementation of Article 13 a of the Framework Directive for Electronic Communications regarding the development of harmonised incident reporting mechanisms (☑ DAE action 34) Owner: A3	25 Member States involved in the ENISA working groups on Article 13a implementation More than 10 providers provided comments on ENISA's Technical guideline on Minimum Security Measures report	By end 2012, all Member States adopt a scheme for annual incident reporting based on material produced by ENISA
Establishment of a CERT (Computer Emergency Response Teams) for the EU institutions (☑ DAE actions	An EU CERT pre-configuration team established on 1 June 2011, operational since 1 September 2011	By mid 2012, the EU institutions reach an inter-institutional agreement on the next phase of the EU CERT

28 and 38) Owner: A3		
Number of Member States having established well functioning National/Governmental CERTs Owner: A3	In 2011, 21 Member States	By end 2012, all Member States
Number of Member States participating in the planners' team for the second pan-European exercise to be held in 2012 (☑DAE actions 32, 33 and 39) Owner: A3	In 2010, 8 Member States	By end 2012 all Member States fully participate in the next pan-European exercise – Cyber Europe 2012.
Main policy outputs in 2012		
A European Strategy for Internet Security, including legislative instrument(s) to reinforce the EU's capacity to prevent and counter attacks against the Internet (CWP 2012)		
Main expenditure-related outputs in 2012		
ENISA subsidy (Staff, Administrative expenditure, Operating Expenditure): 8,42 M €		

SPECIFIC OBJECTIVE 1.5: To foster the development and stability of the internet so that European consumers and businesses can fully exploit its potential and to promote the use of the .eu top level domain. Unit responsible: A3, D4		
Result Indicators	Latest known result	Target
Number of .eu domain names (which put additional space in the Internet at the disposal of European consumers and businesses) Owner: A3	3.506.000 (December 2011)	3.550.000 (by end 2012)
Introduction of internationalised domain names (IDN) at the top level for the .eu top level domain Owner: A3	The applications for internationalised domain name variants of .eu in Cyrillic and Greek are presently examined	Introduction of IDN variants of .eu in Cyrillic and Greek
Main policy outputs in 2012		
Amendment of Commission Regulation 874/2004 to reflect the introduction of homoglyph bundling and IDNs bis A consolidated EU Strategy on Internet Governance		
Main expenditure-related outputs in 2012		
N/A		

SPECIFIC OBJECTIVE 1.6: To enhance the trust in pan-European electronic transactions and to ensure cross-border legal recognition of electronic identification, authentication and signature and a high level of data protection and user empowerment in the European digital single market (☑DAE action 8 and 83) Unit responsible: A3, H2, F5
--

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Propose Pan European Framework for Electronic Identification, Authentication and Signature to boost trust in the digital environment Owner: A3, H2	N/A	By Q2 2012, propose the Pan-European framework for electronic identification, authentication and signature.
Main policy outputs in 2011		
Pan-European framework for electronic identification, authentication and signature (<input checked="" type="checkbox"/> DAE actions 8 and 83) (CWP 2012) Stakeholder platform for EU online trustmarks – (<input checked="" type="checkbox"/> DAE action 17)		
Main expenditure-related outputs in 2012		
N/A		

SPECIFIC OBJECTIVE 1.7: To empower and protect children online and fight illegal content online in order to increase security and trust. (Safer Internet programme).

Unit responsible E6

Comments: To contribute to trust and confidence of parents and teachers in safer use of Internet by children, Safer Internet Programme 2009-2013 support hotlines to enable the public to report illegal content, broadly-based European awareness centres to coordinate and carry out awareness actions on safer use, and help-lines to provide advice to parents and children (**DAE action 36 and 40**). It also supports a safer environment through co and self-regulation (**DAE action 37**).

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Number of Safer Internet Centres (Hotlines/Awareness centres/help-lines) established and maintained in Member States, Iceland and Norway and priority countries (<input checked="" type="checkbox"/> DAE action 36 and 40) Owner: E6	In 2011, 30 European countries covered by Safer Internet Centres (27 Member States + Iceland and Norway as well as Russia) Hotlines were included in 28 of the safer Internet Centres and help-lines in 29 countries.	In 2012, maintain coverage of Safer Internet Centres By end 2012, maintain coverage of hotlines and increase coverage of help-lines to all eligible countries
Number of countries taking part in Safer Internet Day Owner: E6	74 (in February 2011)	In 2012, maintain coverage
Budget execution for Safer Internet Owner: E6	In 2011 (forecast): Commitments: 97% Payments: 95%	In 2012: Commitments: 100% Payments: at least 95%
Time to contract ⁹ Owner: E6	Call in 2010: 50% of contracts signed in 328 days	In 2012: 65% of contracts to be signed within 300 days
Time to payment ¹⁰ Owner: E6	In 2011: 84% payments within 30 days	In 2012: 85% within maximum 30 days 100% within maximum 45 days

⁹ Time to contract indicates the number of calendar days from closure date of the call to contract signature by the Commission.

¹⁰ Time to payment indicates the percentage of payments related to projects executed within fixed number of calendar days counted from the reception of the cost claim or invoice.

Main policy outputs in 2012

Communication to set a European strategy for a better Internet for children (☑DAE actions 36, 37 and 40)

Commission report on Safer Internet programme mid-term evaluation

Main expenditure-related outputs in 2012

Projects funded under the 2012 budget (2012 calls for proposals): €13,4 million

SPECIFIC OBJECTIVE 1.8: To ensure that the audiovisual and media sector can rely upon a regulatory framework which favours innovation and competition and attracts investments, taking into account objectives of general interest like the protection of minors and cultural diversity. To help MS with the transposition of the EU Audiovisual regulatory framework (through identifying issues, delivering information, about how to implement, and efficient monitoring of the compliance with EU law ...) (**DAE action 4, 5, 10 and 82**).

Unit responsible: A1

Comments: The transposition period of the Audiovisual and Media Services Directive (AVMSD) elapsed in 2009 and by 2011 all MS have adopted measures transposing the Dir at least partially.. Work in 2012 will continue to focus on monitoring the correct implementation and possible infringement procedures. Work will also be pursued on the interface with other policies.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>Quality of monitoring of Legal Compliance. Analysis of transposition measures to the AVMSD notified by Member States</p> <p>Owner: A1</p>	<p>At the end of the transposition period (Dec 2009) only 3 MS notified transposing measures. On 17 November 2011, 23 MS had notified full transposition of AVMSD and 3 MS had notified partial transposition measures of AVMSD. One MS has adopted transposing measures but not yet notified them (SI).</p>	<p>Follow-up of the cases where MS have not notified transposing measures & analyse notified measures with the objective to have full transposition of the Directive by early 2012.</p>
<p>Quality of monitoring of Legal Compliance (application of <i>acquis communautaire</i>) measured through the timely and appropriate handling of infringements detected either by complaints or independent studies</p> <p>Owner: A1</p>	<p>In 2011 all complaints have been handled in time and in an appropriate manner; 4 independent studies have been followed up. 24 MS were asked detailed questions with regard to their transposition of the AVMSD. 3 files were dealt with in CHAP, one closed with full reply (1193), one in internal examination (2756) and one sent in EU-Pilot (2271).</p>	<p>In 4 Member States independent monitoring studies on advertising rules will be launched in 2012 and followed up, if necessary with infringement procedures. Further infringement procedures could be launched as result of the screening of national measures transposing the AVMSD.</p>
<p>Benchmarking of enlargement countries (and possibly some European Neighbourhood countries) readiness with regard to the implementation of the AVMSD and the alignment with European standards and preparation of new agreements of audiovisual cooperation</p> <p>Owner: A1</p>	<p>In October 2011 the Commission delivered a favourable Opinion on the accession of Croatia to the EU. Montenegro continued its efforts towards further alignment of its audiovisual legislation with the AVMSD. In this context, two rulebooks providing for the better protection of minors have been adopted. Iceland adopted a Media Law (March 2011) that is largely aligned with the AVMSD. In February 2011 Turkey adopted their revised Law on Broadcasting aimed at implementing the AVMSD. The</p>	<p>Continue the work on complete alignment of audiovisual legislation with AVMSD in Montenegro, Turkey, Iceland, Bosnia and Herzegovina, Serbia and the former Yugoslav Republic of Macedonia. Continue the work supporting the alignment of audiovisual legislation with the AVMSD and European standards in Kosovo (under UN Resolution 1244/1999) and Albania. Negotiations of further agreements covering audiovisual cooperation with third countries (in cooperation with EAC, TRADE). Update of Annex XI of the EEA Agreement referring to the</p>

	<p>Law is not yet fully aligned since it still fails to comply with the principle of freedom of reception and retransmission. It therefore does not comply with the closing benchmark of Chapter 10 (Information society and media).</p> <p>Bosnia and Herzegovina has almost aligned its legislation with the AVMSD. The remaining provisions of the AVMSD should be incorporated by additional legal instruments by the end of 2011.</p> <p>In the framework of the EPA negotiations between the EU and Central Africa, the latter has confirmed its willingness to conclude a Cultural Cooperation Protocol. During the first introductory meeting the Commission has presented its initial proposal based on the text of the Protocol with CARIFORUM (it serves as a reference model for all ACP countries).</p> <p>It has been proposed that a working group on the implementation of the CCP with CARIFORUM is set up (chaired by EAC with participation from DEVCO, HOME, INFSO, TRADE).</p> <p>Provisions related to cooperation in the audiovisual and media fields were provisionally settled within the future agreements with Moldova, Russia and Armenia.</p>	AVMSD.
<p>Share of European audiovisual services transmitted by TV channels in the EU Owner: A1</p>	<p>The share of EU audiovisual services reached 63.2% in 2008, and independent productions 34,9% in 2008.</p>	<p>Target set in the directive (no deadline): Share of European audiovisual services transmitted by TV channels in the EU larger than 50% of total transmission time, and 10% of transmission time or programming budget for independent works.</p>
<p>Main policy outputs in 2012</p>		

First Commission report on the application of the AVMSD
 Third report on the application of the EP and Council Recommendation on Film Heritage
 Proposal for a Recommendation of Council on Digital Agenda for European Film Heritage
 Commission Report on the application of Articles 13, 16 and 017 of the AVMS Directive during the period of 2009-2010
 Recommendations of the group of wise people on media pluralism and the future of the media

Main expenditure-related outputs in 2012

Studies on audiovisual policy (including the monitoring of the implementation of the AVMSD) – € 0,76M
 Grants to Presidency conferences and cooperation with the European Audiovisual Observatory – € 0,19 M

SPECIFIC OBJECTIVE 1.9: To promote new business opportunities in the transition to a digital media economy and to eliminate bottlenecks that hinder Europe to adequately exploit the advantages of a digital single market with regard to online content (including audiovisual)

Unit responsible: A1

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Quality of Commission orientation on how to use the potential of online distribution of creative content. Owner: A1	The July 2011 Audiovisual Green Paper	Reinforce stakeholder dialogue to address bottlenecks, but possibly also legislative measures (subject to political decision)
Quality of monitoring of policy initiatives linked to the DAE and decisions taken by other DGs with an impact on audiovisual and media sector (e.g. COMP, EAC, SANCO, ENTR, ENV, RELEX, TRADE, MARKET) Owner: A1	The impact of all policy initiatives has been systematically examined in ISC, including on Collective Management of Copyrights and e-commerce. Closely involved in adoption of new initiatives such as the proposal on Orphan Works Directive the Communications on State aid to PSB and to Cinema The impact of draft national technical measures has been systematically monitored through the technical measures notification procedure, e.g. the Italian and Spanish regulation proposals on website blocking in relation to IP infringements. Organisation of 2 Workshops on ICT and Management of Creative Content. Facilitation of industry discussions on the launch of an alliance aiming at the establishment of standards for rights information exchange (DAE Big Idea).	Action plan on advertising Continue to control all ISC and to be involved in all policy initiatives with an impact on the media and audiovisual sectors Monitoring of draft national technical regulations with an impact the audiovisual media sector

Main policy outputs in 2012

Monitoring the activities of DG MARKT and cooperating on follow up to the Green Paper addressing the opportunities and challenges of online distribution of audiovisual works and other creative content (DAE action 5)

Main expenditure-related outputs in 2012

N/A

SPECIFIC OBJECTIVE 1.10: To improve web accessibility in Europe through a common approach (DAE action 63).

Unit responsible: H3

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Level of compliance of sampled web sites with a harmonised Web accessibility specification. Owner: H3	The latest results from web accessibility benchmarking indicate that the level of compliance of websites from public sector remains low, less than half of sampled web sites are compliant with the Web Content Accessibility Guidelines from W3C-World Wide Web Consortium. * in a selection of websites from European Commission (2009) the level remains medium-high	In 2012, stimulate commitments and actions in the Member States, European Institutions and by other stakeholders in view to increase web accessibility ¹¹ . By 2015, quoting the DAE: "[...] public sector websites (and websites providing basic services to citizens) are fully accessible."

Main policy outputs in 2012

Commission proposal on web accessibility (DAE action 64)

Develop an online consumer education tool on new media technologies (DAE action 61)

Main expenditure-related outputs in 2012

N/A

¹¹ Overall target that all public websites should be accessible is to be reached only in 2015 as an overall result of the actions launched.

ABB: ICT Take-up

Description and Justification

This Activity contributes to the uptake and best use of ICT by EU citizens, businesses and administrations. The financial instrument used to achieve this objective is the **ICT Policy Support Programme** under the **Competitiveness and Innovation Programme (CIP ICT – PSP)**. The programme helps to overcome the hurdles hindering the wider and better use of ICT in high growth sectors of public interest like **health, inclusion, ageing or public administrations**. Hurdles include the unavailability of innovative ICT-based services, the lack of interoperability of solutions across the Member States, as well as the fragmentation of relevant ICT-based products and services markets. The programme ensures that the European businesses and in particular SMEs can benefit from increasing demand for ICT based services.

In the framework of CIP ICT – PSP, DG INFSO will launch the call for proposals following the finalisation and adoption of the 2012 Work Programme. The following important actions launched in previous years will be pursued:

- **ICT for smart cities** with services and next generation access (NGA) services,
- **ICT for Health, ageing well and inclusion,**
- **ICT for innovative government and public services,**
- **Digital content, open data and creativity,**
- **Open platforms for innovation and trusted eServices.**

The **European Innovation Partnership on Active and Healthy Ageing (EIP-AHA)** adopted its Strategic Implementation Plan in 2011 setting concrete actions to pursue in 2012-2015 such as: innovative ways to ensure patients follow their prescriptions; solutions to prevent falls and support early diagnosis for older people; co-operation to help prevent functional decline and frailty, with a particular focus on malnutrition; the spread of innovative integrated care models for chronic diseases amongst older patients, such as through remote monitoring; the uptake of interoperable ICT independent living solutions through global standards to help older people stay independent, mobile and active for longer. In addition, networking and knowledge sharing on innovation for age-friendly buildings, cities and environments will be pursued.

ICT Take up also critically depends on the possibility of using open standards, and notably for public procurement. In 2012, actions will be taken to promote usage of **open standards** following up on 2011 actions that led to the reform of the standard making regulatory framework in Europe. One example would be in the support of the EIP AHA action on open platforms for independent living.

The Commission last year adopted an important package of measures intended to stimulate the knowledge economy and to enhance transparency and accountability of government action. The proposal for the review of **the Public Sector Information Directive** is currently at the attention of the co-legislators. The legislative procedure is expected to last throughout 2012. The new rules on the re-use of information held by the European Commission are already effective, and during 2012 they are expected to favour deployment measures to make it easier to access and reuse Commission information, e.g. through open data portals.

In 2012 the Commission will follow up the recently adopted revision of the **Recommendation on Digitisation and Digital Preservation**. The Recommendation asks the Member States to step up their efforts, pool their resources and involve private actors in digitising cultural material and make it available through **Europeana**. The Commission

will follow up the interinstitutional discussion triggered by the Recommendation, possibly in view of Council Conclusions and of a European Parliament Resolution. Moreover, Commission services will monitor how Member States are implementing the new provisions, and it will favour the exchange of best practices in the context of the Member States Expert Group on digitisation.

Advocacy in Member States and inter-institutionally in support of the proposed **Connecting Europe Facility** (CEF) programme will be pursued in 2012. The programming phase of CIP – ICT PSP in 2013 should focus on bridging activities related to the deployment of CEF. For innovation pilot projects, the CEF will present opportunities for wider uptake in Member States. A specific focus will be given in 2012 to **Large Scale Projects** in the fields of eHealth and eGovernment through planned roadshows in Member States.

The Digital Agenda also recognises that the ICT sector has a key role to play in working towards a **low carbon economy**. On the one hand it offers the potential for a structural shift to less resource-intensive products and services, for energy savings in buildings and electricity networks, as well as for more efficient and less energy consuming intelligent transport systems. The ICT sector should lead the way by reporting its own performance. In 2011, international standardisation organisations led by the European Commission adopted a common measurement framework for ICT emissions. The Commission will launch industry pilots (INFSO & ENV) to validate these methodologies in 2012. Failing this, the Commission will take appropriate action: including wider monitoring or reinforcing regulation in the area.

The Digital agenda proposes to develop cloud computing strategy to the benefit of European businesses, citizens and governments. An EU cloud computing strategy was announced by VP Kroes at the World Economic Forum in January 2011 in Davos. This strategy will be made available by late 2012 (or early 2013) at the latest through a Communication highlighting the main roadblocks Europe has to overcome to become "Cloud active" and will address three broad areas: 1) legal framework, e.g. users' rights, data protection and privacy; 2) technical and commercial fundamentals, e.g. EU research support, technical standardisation, standardised contracts and service level agreements; and 3) market take-up, support pilot projects aiming at cloud deployment and engaging with public sector stakeholders in developing common approaches to cloud computing.

Specific objectives, Result Indicators and Main Outputs

SPECIFIC OBJECTIVE 2.1: To ensure throughout coherent policy development and effective implementation in support of ICT take-up in Europe, in line with the objectives of Digital Agenda for Europe.

Units responsible: C1 & C2

Units contributing : Dir H, E, G, D

Comments:

This objective covers policy development and implementation in the following areas: ICT for Health, ageing well and, Inclusion, eGovernment, ICT for sustainable growth, and smart mobility, digital content, and libraries, Public Sector Information, open innovation for future internet enabled services, notably based on cloud platforms.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Number of cultural digital items accessible through Europeana (☑DAE action 79) Owner: E4	From 4.5 million digital items (by the end of 2008, at the launch of Europeana) to 19 million at the end of 2011.	Progress toward the targets of 30 million digital items by 2015 (including two million of sound or audiovisual objects).

<p>Number of selected projects contributing to digital content, Public Sector Information, digital libraries policies, and eLearning (☑DAE actions 78, 68) Owner: E6</p>	<p>Additional 11 projects were selected under the 2011 ICT-PSP Call for proposals, addressing digitisation, aggregation and promotion of cultural content through Europeana; development of specific toolkits for digital content aggregators; accessing eLearning resources across Europe.</p>	<p>In 2012, successful conclusion of negotiations of proposals selected under ICT-PSP call 2012, and targeting digital content (Europeana and Creativity), PSI (Geographic Information, Open Access and legal aspects of PSI) and education (eLearning)</p>
<p>Correct transposition and application of the Re-use of Public Sector Information Directive (☑DAE action 3) Owner: E4</p>	<p>Full transposition achieved. 1 judgement of the ECJ in case C-362/10 condemning PL for incorrect transposition of the PSI Directive. 3 other infringement procedures opened and dealt by the Commission at different stages (2 reasoned opinions, 1 letter of formal notice).</p>	<p>Correct transposition of the PSI Directive. Monitoring the compliance with the judgement in 1 case. Closing the pre-litigation stage in 2 cases (by closing or sending to the Court). Continuing the pre-litigation stage in 1 case (by closing or sending reasoned opinion).</p>
<p>– STORK – first phase: Number of Member States implementing the STORK eID results of the Large Scale Pilot in a roll out phase – Launch of STORK 2.0 project Owner: H2</p>	<p>17 MS involved in the Large Scale Pilot, other MS are involved in the reference group of STORK</p>	<p>– By end 2012, involving more than 17 Member States in the use of STORK results and their rollout. – Extend pilot results to the private sector; through the STORK 2.0 project.</p>
<p>Number of pilot actions of interoperable service solutions across Member States/Associated Countries in areas of public interest such as eGovernment, eInclusion, eHealth, eCall (☑DAE action 56) Owner: C2</p>	<p>7 large scale pilots have been launched (5 have been extended) or are in negotiation (electronic identities; eProcurement; emergency medical data sets; implementation of the Services Directive, eCall and eJustice)</p> <p>The extensions of the pilot SPOCS on the implementation of the Services Directive, and of the pilot epSOS on interoperable patient summaries and e-prescription, as well as the launch of the pilot eCodex on eJustice and of HeERO on eCall; were effective (ie contracted) in 2011.</p> <p>A new pilot extending actions towards a single electronic identity system, is under negotiation. It will pilot interoperable eID system in the areas: eLearning & Academic Qualifications, eBanking, Public Services for Business and eHealth. It will start in 2012.</p>	<p>4 to 5 new pilots to be launched:</p> <p>– 1 for progressing towards an infrastructure of interoperable cross border services, – 2 in the eHealth and ageing well domains, – 1 or 2 in geographic information domain.</p> <p>Extension of the eCall pilot</p>

Degree of implementation of the European eGovernment Action Plan Owner : H2	After the adoption of the European eGovernment Action Plan 2011-2015 (15.12.2010), in 2011 actions of the Action Plan launched in each of its 4 priority areas.	Member States list of key cross-border services to be identified by end 2012 (<input checked="" type="checkbox"/> DAE action 91) ¹²
Involvement of member or associated states in pilot actions supporting cross-border interoperability Owner: C2	10 to 23 Member States are involved in these pilots supporting interoperability	More than 14 in all pilots
Number of operational pilot services stimulating the uptake of innovative ICT based innovation in areas of public interest Owner: C2	120 pilots or best practice networks have been launched or are under negotiation for the period 2007-2011 for ICT PSP (and 6 pilot or best practice network under eContentplus)	Around 30 additional pilot actions (or best practice network) through ICT PSP
Number of stakeholder fora for experience sharing and consensus building on ICT policy measures Owner: C2	31 networking actions launched or under negotiation for 2007-2011 under ICT PSP and 2 under eContentplus	8 additional networking actions through ICT PSP
Degree of improvement of the pan-European deployment of the in-vehicle emergency call (eCall) measured by - the number of new signatures from Member States and relevant stakeholders and - degree of completion of standards - number of Member States participating in pre-deployment pilots on eCall Owner: G4	<u>In 2011</u> <u>Signatures:</u> 22 MS + 4 Associated States 103 organisations (relevant stakeholders) <u>Standards:</u> ETSI: 5 standards out of 5 have been adopted + 2 conformance test specifications CEN: 3 standard out of 3 have been adopted, one conformance test under development <u>Pre-deployment:</u> 8 MS and 1 associated country participating in eCall pre-deployment Pilots (through the ICT-PSP Programme)	<u>In 2012</u> <u>Signatures:</u> 27 MS + 5 Associated States 105 organisations (relevant stakeholders) <u>Standards:</u> Adoption of conformance tests in CEN Fine-tuning of the standards after validation tests <u>Pre-deployment:</u> At least 5 more countries participating in eCall pre-deployment Pilots (through the ICT-PSP Programme)
Degree of increased deployment of eHealth and interoperable services in Member States (<input checked="" type="checkbox"/> DAE actions 75, 76 and 77) Owner: H1	High-Level eHealth Governance Group (HLeHGG) convened in May 2011. It will provide a coordinated political leadership in developing cross border ehealth services. eHealth Task Force, created in May 2011, will provide guidance and innovative ideas on how ICT can contribute to the overall health and social care challenge in Europe. Directive on patients' rights for cross border care was adopted in March 2011. The article 14 voluntary network shall be launched Q1 2012. Staff Working Paper on EU	– eHealth Governance Initiative – priority document for May 2012 – discussion on eID Management (Q2 2012) (<input checked="" type="checkbox"/> DAE action 77) – eHealth Task force (final report May 2012) – workplan of the article 14 voluntary network under the cross border care directive (<input checked="" type="checkbox"/> DAE action 76) – Staff Working Paper publication in Q4 2012 (<input checked="" type="checkbox"/> DAE action 75)

¹² Additionally, there are two DAE actions (89 and 91) that need to be implemented by the Member States to achieve this objective.

	<p>legislation applicable to Telemedicine: ISC and discussion with legal service.</p> <p>Negotiations of Thematic Network on Telemedicine (Momentum) and two Pilots B on patients' access to medical data (Sustains and Palante) have been finalised.</p> <p>European Innovation Partnership on Active and Healthy Ageing (EIP) Strategic Implementation Plan was launched in Q4 2011.</p>	<ul style="list-style-type: none"> - Launch "Momentum" to involve 15 MS in Q1 2012 (<input checked="" type="checkbox"/> DAE action 75) - Launch 2 new pilots B in Q1 2012 (<input checked="" type="checkbox"/> DAE action 76) - Communication on EIP SIP in Q1 2012
<p>Participation of stakeholders on consultation actions.</p> <p>Degree of adoption by Stakeholders (MS and industry) of Cloud Computing Strategy.</p> <p>Owner: D3</p>	<p>The consultation process was completed in 2011, with more than 500 replies. A study was launched (completion early 2012) Drafting of a proposed strategy has started. Related activities (revision of data protection directive, identification of applicable standards) are on-going.</p>	<p>Cloud Computing Strategy for Europe defined, elaborated with Stakeholders, and adopted in Europe.</p>
<p>Applicable measures leading significant market players to license interoperability information</p> <p>Owner D3</p>	<p>A consultation of experts has been completed. Preparation of consultation with stakeholders has started.</p>	<p>By 2012, examination of feasibility of legal or voluntary measures in support of licensing of interoperable information (<input checked="" type="checkbox"/> DAE action 25).</p>
<p>Wide adoption of guidelines favouring standard adoption in public procurement favouring interoperability and multi source / multi vendor procurement.</p> <p>Owner D3</p>	<p>Consultation with stakeholders launched. Study has been launched to identify best practices across EU MS.</p>	<p>By 2012, publication of a Communication with guidelines helping national or regional authorities to run public procurement of open ICT systems maximising interoperability and reducing vendor lock in. (<input checked="" type="checkbox"/> DAE action 23)</p>
<p>Implementation of the Privacy Impact (PIA) Assessment methodology in Member States for what concerns the deployment of RFID based systems</p> <p>Owner D4</p>	<p>Development by industry and adoption by stakeholders, in 2011, of a PIA framework pursuant to the adoption of the RFID Recommendation in 2009. Release of a PIA Tool by GS1 and of a Guideline by the German BSI.</p>	<p>By 2012, RFID systems deployed in compliance with the RFID Recommendation, especially for what concerns consumer "opt in" mechanism.</p>
<p>Execution by CEN of standardisation work on RFID privacy and security as identified during the first phase of the Mandate M/436.</p> <p>Owner D4</p>	<p>Phase 1 of Mandate M/436 completed in May 2011. Standards gaps identified in the areas of signage, device privacy, PIAs, security, and extended RFID device capability.</p>	<p>In 2012, priority will be given to the development of European Norms for a common European RFID Sign and PIA sector-, application- or industry-specific templates.</p>
Main policy outputs in 2012		
<p>Cloud Computing Strategy for Europe (<input checked="" type="checkbox"/> DAE action 53) (CWP 2012)</p> <p>Communication on guidelines for standards –based public procurement for ICT systems (<input checked="" type="checkbox"/> DAE action 23)</p> <p>Comprehensive assessment of the feasibility of measures supporting licensing of interoperability information (<input checked="" type="checkbox"/> DAE action 25)</p> <p>Communication "eHealth Action Plan – make eHealth real – for patients, professionals and the</p>		

economy"

Commission Staff working document on the Applicability of existing EU legal framework to telemedicine services

Communication on the Strategic Implementation Plan for the European Innovation Partnership on Active and Healthy Ageing

Launch of evaluation of take up of RFID recommendations on data protection, privacy and security (assessment of deviation from target) and Launch of an Impact Assessment of Internet of Things deployment, based on IoT expert group reports and results of a public online consultation.

Main expenditure-related outputs in 2012

Surveys on socio-economic impact of ICT, conferences and events (Budget shared with Objective 2) Studies (Enhancing Procurement of ICT solutions for Healthcare; eHealth deployment indicators, innovation SCOREcard)

Two meetings of the European eCall Implementation Platform. eCall Awareness Campaign

Co-organising the eHealth week including ministerial conference; Gastein Health Forum; Meetings of the e Health Task Force and the High Level e Health Governance Group

Pilots, best practice networks and thematic networks in ICT PSP : 124 M€ covering

- Theme 1: ICT for smart cities (around 27 M€)
- Theme 2: Digital content, open data and creativity (around 41 M€)
- Theme 3 : ICT for health, ageing well and inclusion (around 24 M€)
- Theme 4: ICT for Innovative government and public services (around 20 M€)

Theme 5: Open platforms for innovation and trusted eServices (around 12 M€)

SPECIFIC OBJECTIVE 2.2: To ensure throughout 2012 effective management and implementation of the ICT PSP work programmes.

Units responsible: R2, C2

Units contributing: H, E, G, D

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Budget implementation Owner: R2, C5	As of 31 st October, 2011 budget implementation of commitment appropriations is 96,3% As of 31 st October, 2011 budget implementation of payment appropriations is 68,9%	In 2012: 100% implementation of commitment appropriations At least 95% implementation of payment appropriations
Time to contract ¹³ Owner: C5	On average over the first 4 calls, 50% of contracts were signed within 315 days. No figures yet for call 5	50% of contracts to be signed within 300 days
Time to payment ¹⁴ Owner: R2	As of 31 st October 2011, 99,35% of payments carried out within contractual time-limits	95% of payments carried out within contractual time-limits

Main policy outputs in 2012

Commission decision on the Annual Work Programme 2013 of the ICT PSP of the CIP

Main expenditure-related outputs in 2012

¹³ Time to contract indicates the number of calendar days from closure date of the call to contract signature by the Commission.

¹⁴ Time to payment indicates the percentage of payments related to projects executed within fixed number of calendar days counted from the reception of the cost claim or invoice.

N/A

SPECIFIC OBJECTIVE 2.3: To contribute to the improvement of ICT for energy efficiency
Unit responsible: C2
Units contributing: H4

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>Commonly recognised ways of transparently measuring the ICT industry's energy and carbon footprints and environmental enabling potential.</p> <p>Owner: H4</p>	<p>In 2011 proposals by standard bodies and industry fora on the main building blocks to measure the energy consumption and greenhouse gas emissions of the ICT sector's products, services and organizations</p>	<p>Evaluation by ICT sector of proposals on common methodologies to measure the sector's own energy performance and greenhouse gas emissions by 3rd quarter 2012 (<input checked="" type="checkbox"/>DAE action 69).</p> <p>Partnerships between the ICT sector and major emitting sectors (notably the Smart Cities initiative) to improve the energy efficiency and greenhouse gas emissions of these sectors by 2013 (<input checked="" type="checkbox"/>DAE action 70).</p> <p>Assessment, by 2012, of the potential contribution of smart grids to the decarbonisation of energy supply in Europe (<input checked="" type="checkbox"/>DAE action 71).</p>

Main policy outputs in 2012

Policy measures to promote the ICT industry's potential to contribute to a Low Carbon Economy.

Main expenditure-related outputs in 2012

N/A

ABB: Cooperation – Information and Communication Technologies (ICT)

Description and Justification

The objective of the **Information and Communication Technologies (ICTs) theme of the FP7 Cooperation programme** is to enable Europe to master and shape the future developments of ICTs so that the demands of its society and economy are met. In 2012, activities will continue to strengthen Europe's scientific and technology base in ICTs, help drive and stimulate innovation through ICT use and ensure that ICT progress is rapidly transformed into benefits for Europe's citizens, businesses, industry and governments.

While ICT research represents more than 30% of the total research effort of the EU's most relevant competitors, the ICT share is only 21% in Europe. The objective is to ensure that the increase in Union funding for ICT research in FP7 is matched by a higher budget for ICT research in the Member States. The goal remains for ICT research to reach 25% of a total research effort. **Several calls for proposals are foreseen in 2012.** These include Call 8 with a total budget of € 787 million, Call 9 with a total budget of € 291 million and the final Call for Future and Emerging Technologies (FET) Open with a total budget of € 93 million. The work programme for these calls was published in July 2011.

In addition, a **better coordination of the ICT research** effort between the Member States, the Commission, industry and the academic research community should attract more private investments in Europe, and facilitate the emergence of new public and private markets for innovative ICT products and services. Efforts in 2012 will build on several actions already undertaken to mobilise stakeholders across Europe around common research goals and agendas, notably the National ICT Research Directors Forum, European Technology Platforms, Joint Technology Initiatives (ARTEMIS and ENIAC), Public-Private Partnerships, ERA-NETs and joint research programmes. Other (sector specific) coordination activities are also relevant such as the Future Internet Assembly that regularly brings together more than 300 European research stakeholders and Future Internet Forum of EU Member state representatives, that share knowledge, identify key national activities and devise common approaches.

The **Ambient Assisted Living (AAL)** joint research programme (based on Article 185 of the Treaty) will continue to be supported in 2012. The programme contributes to leverage investment on **technology solutions for the elderly population**. This is a key piece of the Commission's action plan on "ageing well in the information society", addressing one of the major challenges facing Europe in the coming years: ageing and its implications (increasing health and social care costs, declining workforce, etc). In 2012, the Commission will put forward a proposal for an EP and Council Decision on the Participation of the Union in the follow-up to the AAL Joint Programme for the period 2014 – 2020 (**DAE action 78**).

Active and Healthy Ageing Innovation Partnership, launched under the Innovation Union flagship, aims to improve the large scale uptake of research and innovation in response to the demographic challenge. It will be co-managed by DG INFSO and DG SANCO and will build on all the available instruments at EU and national level, including FP7, AAL, Joint Programming Initiative "More Years - Better Lives", CIP, structural funds and the European Investment Bank. This should lead to an improved health and quality of life for elderly citizens, should improve sustainability of European care systems and create new global market opportunities and growth for European industry.

Three Public-Private Partnerships (PPP), launched in 2008 as part of the European Economic Recovery Package, will continue to be supported in 2012. These PPPs aim to

increase the investment in industry-led research and innovation and to align research agendas in the areas of **Green Cars, European Energy-efficient Buildings and Factories of the Future**. The foreseen budget for those initiatives amounts to € 120 million. A fourth PPP **on Future Internet**, a fully INFSO-coordinated activity, was launched in May 2011 with an EC funding budget of € 300 million over 2011-13. It aims at advancing Europe's competitiveness in Future Internet technologies, systems and services. The integrated, operational and industry-driven programme will move into phase 2 during 2012 by opening the call for large scale pilot actions.

Additionally, the Commission will prepare a sweeping and comprehensive review of its **Internet related innovation policies** and activities in view of a new orientation under Horizon 2020 and further strengthen the contributions to the DAE objectives. The Communication is planned for adoption in October 2012. It will be complemented with a Staff Working Paper outlining measures to boost European innovation and entrepreneurship on the web.

Other initiatives contribute both to the increase of the R&D investment in ICT and to an improved coordination. The promotion of a more strategic use of **pre-commercial public procurements** of ICT which would empower the public sector in Europe to innovate faster and, at the same time, open up new markets of industrial leadership for the European supplier base is an example.

The **high-risk breakthrough research** supported under **Future and Emerging Technologies (FET)** will also be continued in order to seed long-term scientific-based innovation in Europe and to prepare the European industrial and academic community to lead the development of future ICT. Preparatory actions for the set up of large-scale science driven initiatives will continue in 2012 to enable the formal launch of two flagships in 2013.

The Commission proposal for **Horizon 2020** was adopted at the end of 2011 encompassing both the specific programme and the rules for participation¹⁵. 2012 will see as well the **preparation of the last work programme under FP7**. The Programme will provide continuity in funding activities already initiated and bridge to Horizon 2020.

Specific objectives, Result Indicators and Main Outputs

SPECIFIC OBJECTIVE 3.1: To speed up time from R&D to deployment and facilitate the emergence of new markets and business for innovative ICT (☑DAE action 52).

Unit responsible: C2

Units contributing: C3, A2, D, E, F, G and H units

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Adoption and launch of actions bridging R&D, innovation and deployment to address key societal challenges Owner: H1, H2, H3, H4	Active and Healthy Ageing Innovation Partnership (EIP AHA) proposed in Innovation Union Flagship Smart Cities Innovation Partnership: Preparatory steps initiated	Commission Communication and Council endorsement of the Strategic Implementation Plan of the Innovation partnership on active and healthy ageing as well as launch of Actions in 2012 Proposal of innovation partnership on smart cities in 2012.

¹⁵ In cooperation with DG Research and Innovation.

<p>Degree of progress towards wider implementation more intensive use of Pre-Commercial-Procurement Owner: C2</p>	<p>In 2007, less than 1,5% of the total EU wide tendered procurement budget (€2,5 billion) was spent on R&D procurement, around 20% of this (€0,5 billion) on ICT R&D. 2011 achievements: 1/ Selection of first projects (in healthcare and ageing well) of ICT 2011 WP with € 15 million funding for PCP (2010) 2/ Launch of study to quantify the expenditure of public procurement on ICT R&D across Member States and areas of public interest (2011) 3 / A number of Member States have been encouraged to start national support programmes to encourage public procurers to undertake PCP (e.g. Sweden, Spain, Germany).</p>	<p>Long term objective: Tripled use of pre-commercial procurement in ICT by 2020, amounting to €1,5 billion of pre-commercial procurements tendered EU wide annually.</p> <p>2012 targets: 1/ Raise higher political awareness of PCP opportunities 2/ Launch first EC-financed transnational pre-commercial procurements in ICT in other domains (e.g. energy efficiency, photonics solutions for public sector)</p>
<p>Degree of facilitation of access to finance for innovative SMEs Owner: C2</p>	<p>Through the three two years projects have been launched in 2010 To date: 1) More than 2000 organisations (mainly SMEs and start-ups but also others ones) have been reached through awareness raising activities 2) More than 300 SMEs/start-ups have been profiled More than 400 organisations have received collective training through workshops 3) More than 80 SMEs/start-ups have been individually coached.</p>	<p>By mid-2012: 1/ reach around 1000 SMEs through awareness raising activities 2/ analyse and profile around 300 SMEs 3/ coach more than 100 SMEs and organise meetings with investors</p>
<p>Work with stakeholders to develop a new generation of web-based applications and services through EU-funded programmes. (☑DAE action 54) Owner: D2</p>	<p>Two stakeholders' groups have been created. These groups have identified bottlenecks that restrict the advancement of the web economy in the EU.</p>	<p>By mid 2012: Existence of more web-related stakeholders groups, including SMEs, entrepreneurs, ICT users and ICT industry engaged around common research and innovation agendas for novel web-based applications and services.</p>
<p>Main policy outputs in 2012</p>		
<p>Launch of the second phase – large scale trial phase - of the Future Internet PPP Communication " A modern industrial policy for the Future Internet in Europe " accompanied by a Staff Working Document on strengthening the competitiveness of EU economy on the web Communication "Shaping leadership in Future and Emerging Technologies through large-scale flagship initiatives.</p>		
<p>Main expenditure-related outputs in 2012</p>		

Launch of first EC-financed transnational pre-commercial procurements in ICT for healthcare and ageing well

SPECIFIC OBJECTIVE 3.2: To strengthen Europe's research capacity in ICT in order to reinforce the competitiveness of European industry and help address major societal challenges ahead.

Unit responsible: C2

Units contributing: C3, A2, D, E, F, G and H units

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Balance of industry and academia participation in the programme Owner: C2, C5	37% private commercial organisations, 36% universities, 21% research organisations (private and public), 5% other (source: CORDA database)	Maintaining a balanced industry/academia participation. Increase significantly participation of public procurers (potential users/first buyers)
Level of participation of SMEs in the programme, in line with the objectives of the 7 th framework programme decision Owner: C2, C5	14.4% of total funding 17% of total number of participations. (source: 2011 SME progress report)	At least 15% of funding Increase level of SME participations
a) Number of patents applied by projects and number of articles published in refereed journals b) % of active projects in a year applying for at least one protected application (patent, trademark, registered design etc) c) % of active projects in a year with at least one peer-reviewed publication Owner: C3	In 2010: a) 205 patents were applied by 75 FP ICT projects. 3940 peer reviewed articles were published. 6223 non peer reviewed papers were also published b) 13% of the FP6 projects and 6,5% of FP7 projects have applied for at least one patent c) 73.5% of the FP6 projects and 67% of the FP7 projects successfully monitored published at least one article in a refereed journal	Improvement over previous year (2011 as measured in 2012)

Main policy outputs in 2012

FP7 ICT Work programme in 2012

Main expenditure-related outputs in 2012

Projects funded under FP7 ICT Work programme in 2012: Call 8 with a total budget of € 787 million, Call 9 with a total budget of € 291 million and the final Call for Future and Emerging Technologies (FET) Open with a total budget of € 93 million.

SPECIFIC OBJECTIVE 3.3: To increase the level of investment in ICT research and development in the EU and facilitate the coordination of the public and private research efforts through Joint Technology Initiatives, Joint Research Programmes, Joint Programming Initiatives and other Public-Private-Partnerships (PPP) in key fields of Information and Communication Technologies and their applications (**DAE action 50 and 51**)¹⁶.

¹⁶ Additionally, there is one DAE action (55) that needs to be implemented by the Member States for the achievement of this objective.

Unit responsible: C2

Units contributing: D, E, F, G and H units

Result Indicators	Latest known result	Target
<p>Capacity to leverage investments from industry and the Member States in</p> <ul style="list-style-type: none"> - Two Joint Technology Initiatives (JTIs), ARTEMIS and ENIAC - AAL Joint Programme involving 23 European countries (☑DAE action 78) <p>Owner: G, H3</p>	<p>In 2011, the contributions to:</p> <p>ARTEMIS*: 26M€ (Joint Undertaking) + 47M€ (MS)</p> <p>ENIAC*: 59,4M€ (Joint Undertaking) + 100M€ (MS)</p> <p>AAL: 50M€ (EU) + 62 M€ (MS)</p> <p>People from 23 MS collaborated on over 60 projects, which have been presented in a <i>Catalogue of Projects on Ambient Assisted Living</i> published by the AAL Association (autumn 2011).</p> <p>*Estimate as final data not available</p>	<p>ARTEMIS: 55 M€ (Joint Undertaking) + 100 M€ (MSs)</p> <p>ENIAC: 55 M€(Joint Undertaking) + 100 (MS) (Based on BFS2012 - actual target probably in the range of 80 – 120 M€ (Joint Undertaking) + 140 – 210 M€ (MS))</p> <p>AAL: 50 M€ (EU) + 60 M€ (MS) Target is to move the project outputs further towards marketable results by</p> <ul style="list-style-type: none"> • Ensuring a continued SME participation of 40% • Close cooperation with the implementation of the European Innovation Partnership on Active and Healthy Ageing <p>Developing impact assessment for a follow-up programme through a new co-decision for 2014-2020, with special attention to turning societal challenges in economic opportunities (in line with the Digital Agenda action 78 and as requested by the Interim Evaluation and by the Council)</p>
<p>Level of European industry participation in the activities and projects of the 4 PPP</p> <p>Owner: D/F/G/H4</p>	<p>Green Cars: 66% industry, 18% SME Factories of the Future : 58% industry, 50% SME</p> <p>Energy-efficient buildings: 65% industry and 19% SMEs</p> <p>Future Internet: 65% industry and 5% SMEs</p>	<p>Significant industrial participation (at least 65% in each PPP – at budget level)</p>

Main policy outputs in 2012

Proposal for a EP and Council Decision on the Participation of the Union in the follow-up to the Ambient Assisted Living Joint Programme (AAL).

Memorandum of cooperation between the Commission services and Japan on a coordinated call for proposals on the topic Future Internet.

ARTEMIS and ENIAC Work Programmes 2012 with an additional emphasis on pilot actions

AAL JP 2012 Work Programme

Launch of a Joint Programming Initiative on Demographic Change

Main expenditure-related outputs in 2012

Projects funded under ENIAC Joint Technology Initiative in 2012: € 80 – 120 million (to be confirmed - 55 million according to BFS)
 Green Car, Energy-Efficient Buildings, Factory of the Future, Public-Private Partnerships: 120M€
 Launch of the first call for new partners to the Future Internet Public-Private Partnership (FI-WARE) in January 2012 (€ 8 million) and launch of the second phase of the Future Internet PPP by opening a call for large scale pilot actions (€ 80 million) towards the end of 2012.

SPECIFIC OBJECTIVE 3.4: To implement and manage efficiently the FP 7 actions and projects from earlier FPs in order to contribute to Europe world leadership in ICT (Cooperation)

Unit responsible:

Units contributing: C5

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Budget implementation for legacy (FP5, FP6, etc) Owner: R2	As of October 31st, 2011 budget implementation of payment appropriations is 93,6%	In 2012, 95% implementation of payment appropriations
Budget implementation for FP7 Owner: R2	As of October 31st, 2011 budget implementation of commitment appropriations is 82,9% As of October 31st, 2011 budget implementation of payment appropriations is 89,5%	In 2012, 100% implementation of commitment appropriations In 2012, 95% implementation of payment appropriations
Time to contract Owner: C5	50% of contracts were signed within 260 days for call 4 and within 282 days for call 5 and 241 days for call 6	50% of contracts to be signed within 260 days
Time to payment Owner: R2	As of October 31st 2011, 97,6% payments carried out within contractual time-limits.	95% payments carried out within contractual time-limits

Main policy outputs in 2012

NA

Main expenditure-related outputs in 2012

NA

ABB: Capacities – Research Infrastructures

Description and Justification

The **e-Infrastructures** part of the Capacities programme provides services to the research communities by bringing the power of distributed ICT based resources (computing, connectivity, storage, data and instrumentation) to virtual communities of researchers (i.e. research collaborations formed across geographical, disciplinary and organisational boundaries). There are strong links in this context with the Cooperation-ICT Programme (see the previous chapter) as on the one hand technologies and services that are developed in the ICT-programme are deployed and verified under real world conditions in e-Infrastructure settings and on the other hand the e-Infrastructure service enables advanced research to be conducted in all fields of ICT.

Access to advanced research infrastructures is necessary to increase the quality and efficiency of research. Such infrastructure is indispensable for the formation of innovation clusters that enable multidisciplinary collaboration. Europe will benefit enormously from hosting such infrastructures and world-renowned clusters in dynamic ICT-intensive sectors. The **communication on "ICT infrastructures for e-Science"** adopted in 2009 laid down a solid basis for the future developments in the area and framed the course of actions. It put in context the relation of modern science (e-Science) and ICT-based infrastructures (e-Infrastructures) and presented a renewed strategy to:

- (1) achieve leadership in e-Science,
- (2) develop world-class e-Infrastructures and
- (3) exploit research innovation potential which is essential to position Europe as a hub of scientific excellence and a truly global scientific partner.

Moreover, the e-Infrastructures Reflection Group in its Blue Paper 2010 put emphasis on cloud based services for e-Science as possible groundwork for cutting-edge research. In line with VP Kroes's **cloud computing** strategy (**DAE action 53**), the e-infrastructure activity will study how lead markets for scientific cloud infrastructures can be developed through public-private partnerships.

In February 2012, the Commission will adopt a Communication on **"High Performance Computing – Europe's place in a Global Race"**. It presents a strategy for gaining a European leadership in the area of high-performance computing for science and innovation by strengthening both the European supply and use of supercomputing. The Communication includes a set of actions for the Commission, Member States, Industry and other stakeholders to implement. This Management Plan includes the first measures to be taken by the Commission.

A High-Level Group of Experts on Scientific Data, convened by the European Commission, delivered in October 2010 its final report titled "Riding the Wave: How Europe can gain from the rising tide of scientific data". e-Infrastructures for data are now rapidly emerging worldwide but are often not interoperable across countries and disciplines or are unsustainable due to lack of commonly agreed governance, legal frameworks and funding models. Costs are exploding as the generation of data from scientific instruments is rising exponentially, and lack of appropriate financing and organisational models put the long term preservation of patrimonial digital scientific material at risk. To tackle this challenge three domains of action are proposed: European-level coordination and funding, development of a scientific data policy and global cooperation.

In March 2012, the Commission will set out its strategy for scientific and research data adopting a **Communication and Recommendation on the access to and**

preservation of scientific information. This strategy, coordinated between DG RTD and DG INFSO, will ask Member States to step up their activities on open access to scientific information on the basis of a concrete set of measures. In parallel, the Commission will detail the way in which it will deal with results from research funded by the European Union. In line with the Communication on the Innovation Union, it will indicate how the current pilot on open access to scientific publications will be expanded under the Horizon 2020 framework and how open access to research data will be covered. It will also detail further support for research infrastructure underpinning open access to research data and publications. This is part of the DG INFSO strategy on Open Data, which includes also a Communication on Open Data and a revision of the Public Service Information (PSI) directive.

Science is increasingly global and interdisciplinary. This makes it necessary to develop as soon as possible an action plan for an "**International Framework for a Collaborative Data Infrastructure**" as defined by the High Level Expert Group on data. In November/December 2011, scientific data were discussed in the G8+O5 Senior Officials' Meeting on research infrastructures. The members of the working group agreed that the report presented in the South Africa meeting was a good basis to set a vision and identify challenges and gaps. The working group decided that it was needed to progress further with the work and discussions to elaborate an action plan with concrete steps to realize the vision. The resulting action plan should be ready to be discussed in the next meeting in March 2012.

The High Level GEANT Expert Group delivered its report "Knowledge without Borders - GÉANT 2020 as the European Communications Commons". This report articulates a 2020 vision for European Research and Education networking and identifies an action plan for realising the vision. The report feeds into the 2013 FP7 Capacity – Research Infrastructures Work-programme and the FP8 preparations.

In his State of the Union speech President Barroso highlighted the need for modern interconnected infrastructures in energy, transport and digital. The Digital Service Infrastructures field of the '**Connecting Europe Facility**' (CEF) programme includes an objective on trans-European high-speed backbone connections for public administrations. In the context of the launch of CEF and in particular the establishment of a wide dedicated network for public services, it is essential to make an analysis of the readiness of Member States to participate to such infrastructure. For this purpose, in 2012 a study will be launched with the objective to provide recommendations to the Commission by some specific actions: (1) analyse the existing public services infrastructures at national (inc. Regions) and European levels, (2) create possible scenarios for 2014-2020, (3) evaluate possible funding schemes (grants and financial instruments) and (4) mobilise stakeholders (governmental, telecom operators, international institutions).

2012 will be the year during which the transition from FP7 to Horizon 2020 has to be prepared: workshops, meetings and consultation actions are foreseen especially to decide on the integration within e-Infrastructures actions of new elements - the main focus will be on innovation and development of human resources.

Specific objectives, Result Indicators and Main Outputs

SPECIFIC OBJECTIVE 4.1: To have more advanced and sustainable e-Infrastructures in place involving more stakeholders and an increased geographical footprint (☑DAE action 53).

Unit responsible: F3

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
--------------------------	----------------------------	---------------

<p>e-Infrastructures number of users:</p> <ul style="list-style-type: none"> - scientific communities served by DCI (number of Virtual Organizations (VOs)) - institutions connected by Géant¹⁷ <p>Owner: F3</p>	<p>In 2011:</p> <ul style="list-style-type: none"> - 221 different scientific communities sharing resources by means of reliable and sustainable system. - 8200 institutions (all European universities/further education/research campuses are connected) 	<p>In 2012:</p> <ul style="list-style-type: none"> - 250 different scientific communities sharing resources by means of reliable and sustainable system - The target number of institution connected has been reached
<p>e-Infrastructures capacity building indicators:</p> <ul style="list-style-type: none"> - Géant bandwidth in Gbps-Km - number of CPUs (Central Processing Units) connected for DCI - core-hours¹⁸ awarded by PRACE to access PetaFlop systems (tier-0) for research projects <p>Owner: F3</p>	<p>In November 2011:</p> <ul style="list-style-type: none"> - Géant bandwidth: 1.317.300 Gbsp-km - number of CPUs: 239.840 - core-hours awarded by PRACE: 721 million 	<p>In 2012:</p> <ul style="list-style-type: none"> - Géant bandwidth: 1.410.000 Gbsp-km - number of CPUs: 250.000 - core-hours awarded by PRACE: 920 million

Main policy outputs in 2012

Adoption of the Work programme 2013 of the Capacities Programme in cooperation with DG RTD
Communication and Recommendation on the access to and preservation of scientific information (in cooperation with DG RTD)
Study for digital service infrastructure in the framework of Connecting Europe Facility (CEF)

Main expenditure-related outputs in 2012

New projects will be funded under Call 10: Operational e-Infrastructures: (€36,5 million):

- 1) Third implementation phase of the European High Performance Computing (HPC) service PRACE (€20 million)
- 2) International cooperation with the USA on common e-infrastructure for scientific data
- 3) Coordination actions, conferences and studies supporting policy development, including international cooperation, for e-Infrastructures (€14 million)
- 4) Study addressing the scope and road-mapping of e-Infrastructures

SPECIFIC OBJECTIVE 4.2: To step up joint efforts between Member States, industry and scientific communities, in cooperation with the European Commission, to ensure European leadership in the supply and use of High Performance Computing (HPC) systems and services by 2020.

Unit responsible: F3

Result Indicators	Latest known result	Target
<p>Implementation of the actions arising from the Communication on HPC:</p> <ul style="list-style-type: none"> - stimulate European exascale research promoting projects to develop exascale computing systems - promote the development of HPC Centres of excellence in 	<p align="center">N/A</p>	<p>3 exascale projects by 2013</p> <p>3 Centres of excellence by 2015</p>

¹⁷ The definition of the "institution" served by GEANT has changed since 2010; while previously the figures on the number of institutions connected was limited to universities/further education/research campuses now it includes libraries, government institutions, hospitals.

¹⁸ Processor-core-hours is a measure of supercomputer resource consumption

different fields		
Legal, financial and governance framework in place for the creation of a new generation of high performance computing facilities Owner: F3	Legal, financial and governance framework on a European level for high performance computing facilities signed by 20 countries (including all the key stakeholders).	Legal, financial and governance model for the creation of a new generation of high performance computing facilities signed by at least 25 European countries.
Main policy outputs in 2012		
Communication on "High Performance Computing – Europe's place in a Global Race".		
Main expenditure-related outputs in 2012		
The Third implementation phase of the European High Performance Computing (HPC) service PRACE (€20 million) mentioned in Specific Objective 4.1 will contribute to the implementation.		

SPECIFIC OBJECTIVE 4.3: To implement and manage efficiently the FP 7 actions and projects from earlier FPs in order to contribute to Europe world leadership in ICT (Capacities) Unit responsible: F3 Units contributing: C5, F6		
Result Indicators	Latest known result	Target
Budget implementation for legacy (FP5, FP6, etc) Owner: R2	Included in activity 09.04 Cooperation	Included in activity 09.04 Cooperation
Budget implementation for FP7 Owner: R2	As of October 31st, 2011 budget implementation of commitment appropriations is 100,0% As of October 31st, 2011 budget implementation of payment appropriations is 84,0%	100% implementation of commitment appropriations in 2012 At least 95% implementation of payment appropriations in 2012
Time to contract Owner: C5	75% of contracts were signed within 258 days for FP7-RI Call 8	50% of contracts to be signed within 260 days
Time to payment Owner: R2	As of October 31st 2011, 98,2% of payments carried out within contractual time-limits	95% of payments carried out within contractual time-limits
Main policy outputs and main expenditure-related outputs in 2012		
NA		

ABB: Policy Strategy and Co-ordination for DG INFSO

Description and Justification

The horizontal Activity “Policy strategy and co-ordination” covers both the definition of the **strategic and policy orientation** of the Directorate-General and **the services which support** its implementation. At the policy level, this Activity provides the overall vision and orientation for the general undertakings of the Directorate-General as well as the political visibility for ICT issues in the context of the pursuit of the **Europe 2020 strategy**. It assures the coherence and synergies of the **Digital Agenda for Europe** and provides overall coordination for its implementation.

Based on Europe’s experience with market liberalisation and in line with the policies in the Digital Agenda for Europe, this activity also includes international dialogues with non-EU countries and international organisations with the aim to promote the development and application of ICTs and the exchange of technological know-how and skills worldwide, as well as the monitoring and analysis of the electronic communications regulatory situation in enlargement countries.

Specific objectives, Result Indicators and Main Outputs

<p>SPECIFIC OBJECTIVE 5.1: Timely and effective coordination of actions and governance of Digital Agenda for Europe contributing to the Europe 2020 strategy. Units responsible: C1, C4 Units contributing: All</p>		
<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>Progress made towards the 13 Key Performance Targets (KPT) as defined in Digital Agenda for Europe Owner: C4</p>	<p>13 targets defined in Digital Agenda for Europe</p>	<p>2013: one target reached 2015: 8 targets reached, good progress with others 2020: all targets achieved</p>
<p>Timely adoption by the Commission of the policy actions listed in the Digital Agenda for Europe Owner: C1</p>	<ul style="list-style-type: none"> 8 legislative proposals adopted in 2011 6 further proposals scheduled to be adopted before end 2011 	<p>Adoption of all actions according to time plan within Digital Agenda for Europe and the Commission Work Programme in 2012</p>
Main outputs in 2012		
<p>- Digital Agenda Scoreboard 2012 - Digital Assembly 2012 - Mid-term review of Digital Agenda further to wide consultation with stakeholders</p>		
Main expenditure-related outputs in 2012		
<p>Digital Assembly: €1,1M</p>		

<p>SPECIFIC OBJECTIVE 5.2: To promote information society policies to third countries (non-EU Member States), support the achievement of global consensus and encourage R&D in areas where ICTs play a key role in support of EU industry and citizens as well as to support the alignment of enlargement and neighbourhood countries policies and regulations related to information society with those of the EU. Unit responsible: A2</p>

Result Indicators	Latest known result	Target
Level of participation by third countries in FP7 Calls for proposals Owner: A2	149 (third country participants in 2011 (ICT Call 7))	150 (annual average of third country participants during ICT Workprogramme) 2012/13
Number of – information society dialogues and – Science & Technology Joint Committee meetings held with 3 rd countries Owner: A2	In 2010: – 7 INFSO-led Information Society Dialogues – 12 S&T Joint Committee meetings with 3 rd countries	In 2012: – 7 Information Society Dialogues – 12 S&T Joint Committee meetings with 3 rd countries
Degree of country compliance, as expressed in the country progress reports (Chapter 10) from DG ELARG and DG RELEX Owner: A2	Activity relates to 3 groups of countries: – countries with official candidate status – countries which will apply for candidate status – ENP (Eastern and Mediterranean) countries Reporting on degree of compliance with the EU framework generally relates to the country's proximity to accession benchmarks, in particular in relation with the alignment and implementation of EU rules to bring competition in the sector	2012: - 9 Annual Enlargement Progress Reports (one for each 'enlargement' country) which track countries' progress on <i>acquis</i> alignment for Chapter 10 (electronic communications, information society services and audiovisual policy) - 3 Accession Negotiation reports (Draft Common Positions of the Council) between EU and candidate countries; and - 12 Annual Countries Progress Reports on the implementation of the information society by ENP countries
Main outputs in 2012		
N/A		

SPECIFIC OBJECTIVE 5.3: To implement the Commission planning and programming process so that the Directorate General delivers its policy objectives contributing to the overall Commission strategy in an effective, timed, efficient and accountable manner

Unit responsible: S1

Result Indicators	Latest known result	Target
Timely delivery of CWP, MP and AAR to SG Owner: S1	AAR 2010 delivered in time (March 2011) Management Plan 2011 delivered in time (December 2010) CWP 2012 inputs delivered in time (July 2011)	Documents within the SG deadlines in 2012

Delivery rate of initiatives included in the CWP (Annex I and II) Owner: S1	CWP 2011 Annex I: N.A. no DG INFISO items in that Annex CWP 2011 Annex II: 45,45% of items delivered (in December 2011)	CWP 2012: 80 % adoption of all CWP 2012 items in Annex I (new SG approach – no division between Annex I and II)
Main outputs in 2012		
- Annual Activity Report 2011 - Input to Commission Work Programme 2013 - Management Plan 2013		

<p>SPECIFIC OBJECTIVE 5.4: To develop, implement and monitor an external communications strategy to actively promote the main policies and initiatives of the DG and make them more visible and understandable to different audiences. To that end, develop, and operate the necessary tools and services, strengthen the communication culture within the DG and improve internal communications.</p> <p>Unit responsible: S3</p>		
Result Indicators	Latest known result	Target
Take-up by the media of press support and event activities (articles) in countries monitored Owner: S3	<p>Latest result 18th Nov 2011: 56.129</p> <p>(Estimated calculation based on: press coverage to 18th Nov 2011 /46 (week 46) *52 + 10%) rounded-up</p>	<p>68,000</p> <p>The 68,000 2012 figure is based on the assumption of a 10% increase in total volume of INFISO-related media coverage.</p> <p>(all themes 2012 under new media monitoring system)</p> <p>Press monitoring has been expanded to cover all Member States</p>
Number of events supported Owner: S3	<p>Latest results Nov 2011: 12 (inc. Innovation Union Convention), or 39 (inc. MS "Going Local II").</p> <p>Events include: eHealth week; FET conference; DAA2011; Get-online week; Safer Internet week; egovernment ministerial conference; etc.....</p>	<p>>= 10</p>
Number of visits on the internet sites Owner: S3	<p>Latest result 17th Nov 2011 for 2011: 1,669,182</p>	<p>2,000,000 visits</p>
Growth of the Commissioner's social media presence Owner: S3	<p>Neelie Kroes accounts(18/11/2011): Twitter 11,000/ca. 27,800 Facebook 2,700/ca. 4000 Hyves 1200/ 1200</p>	<p>Neelie Kroes accounts in 2012: Twitter circa 40,000 Facebook circa 5,000 Hyves : not to be continued</p>

	<p>YouTube:</p> <ul style="list-style-type: none"> - 45,000 video views - 290,000 channel views <p>DailyMotion 150 video views/3,900 video views</p> <p>Blog 75,000 views/100,000 views</p> <p>DAE accounts:</p> <p>Twitter: 2,600 followers</p> <p>Facebook: 1,100 followers</p> <p>Blog: 5,000 views</p> <p>(NK accounts less active)</p> <p>Tuenti (ES) 0/1,000</p> <p>Xing (DE) c/2,000</p> <p>Nasza klasa (PL) 0 / 1,000</p> <p>Viadeo (FR) 0 / 1,500</p>	<p>YouTube channel views: 200,000</p> <p>DailyMotion 10,000 video views</p> <p>Blog 520,000 views</p> <p>DAE accounts:</p> <p>Twitter: 5000 followers</p> <p>Facebook: 2,500 followers</p> <p>Blog: 10,000 views</p> <p>(NK accounts less active, possibly to be discontinued)</p> <p>Tuenti 1,000</p> <p>Xing 2,000</p> <p>Nasza klasa 1,000</p> <p>Viadeo (FR) 1,500</p> <p>overall; 1% interaction rate across all social media</p>
<p>Production & targeted distribution of paper publications</p> <p>Owner: S3</p>	<p>Latest results Nov 2011: 72 proposals within the Ordinary Publications Programme (POP), of which, in November 2011:</p> <ul style="list-style-type: none"> - 18 printed - 18 in progress - 9 always intended for 2011 - 27 cancelations 	<p>+/- 50 inscriptions expected to be registered in POP in 2012.</p>
Main policy outputs in 2012		
<ul style="list-style-type: none"> • Internet: revising our web presence and reviewing all existing pages under the umbrella. Experiment new technologies allowing better an easier interactions with users, including web mobile (via the Drupal development framework). • Emphasis on communication priorities: Single market anniversary; broadband investment; Horizon 2020; Connecting Europe facility; ICT and young people; Better Internet for Kids; Lighting the future; open data and e-government among others. • Media: Press releases; lines to take, responses to questions; deepen & broaden social media output • Events: provide funds, contracts, advice and support for colleagues managing events as well as centralising some of the activities in order to maximise impact. • Publications : increase focus on quality and brevity, with a move to web • Coordination: with other units in DG; the INFOS network of communicators; the INFOS social media network; with other DGs (Research family / "Flagships" / DG COMM) 		

SPECIFIC OBJECTIVE 5.5: To establish and maintain dialogue and cooperation channels with the other institutions, the Member States and other inter-institutional stakeholders so that progress of legislative proposals and non-legislative acts put forward by DG INFOS is smooth and efficient through the institutional system and beyond

Unit responsible: S1

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Ensure that DG INFSO replies to EP Questions and Petitions are produced within the time limits given by the SecGen Owner: S1	Always among adequate performers	To maintain and improve the performance level
Number of expert groups, where individual experts are nominated in their personal capacity or to represent an interest, where the gender balance is achieved (at least 40% of minority gender) Owner: S1	In 2011, in none of the groups the minority gender was 40% of members	All newly created expert groups respect the gender balance condition
Main policy outputs in 2012		
<ul style="list-style-type: none"> - Answers to EP written and oral questions and petitions (550 in 2011) - Coordinated briefings for EP Committees and Plenary meetings, for the Council, for bilateral meetings with Members of European Parliament and Council Presidencies and for Hearings or relevant international events (79 till November 2011) - Coordination briefings and participation of DG INFSO at CoR and CES 'meetings related to DG INFSO dossiers (12 meetings attended, 5 follow-ups and other contributions) - -Coordination of the official replies to be given to the National Parliaments' opinions (6 in 2011) 		

SPECIFIC OBJECTIVE 5.6: To support strategic decision-making on new initiatives by appropriate and timely evaluation and impact assessment of information society and media policies and programmes Unit responsible: C3		
<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
% of evaluation recommendations acknowledged by senior management and , if falling within the remit of DG decision making, implemented Owner: C3	100%	100 %
Number of evaluations quality assessed (on-going and finalised) in terms of relevance, design, data collected, analytical quality, usability of recommendations, dissemination and how they feed policymaking. Owner: C3	100%	100%
Main policy outputs in 2012		

- Implementation of (or support for) independent monitoring and evaluation of programmes and initiatives
- Support to impact assessments
- Collection of sound evidence for strategic and systemic evaluations
- Contribution to the development of know-how and expertise for the evaluation of regulatory instrument

SPECIFIC OBJECTIVE 5.7: To support strategic decision-making and policy implementation by appropriate and timely economic analysis and data collection, accurate monitoring of trends and of the performance of the ICT sector as well as of ICT impacts.

Unit responsible: C4

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Number of economic / statistical analysis or data , supplied to services internal or external to DG INFSO, which have been used in support of or in relation with ICT related policies Owner: C4	In 2011: -Digital Agenda Scoreboard 2011 including sector analysis - 127 contributions to Interservice consultations - 95 briefing/speech or input to them	Maintain same level of timely and quality delivery of economic and statistical contributions
Main policy outputs in 2012		
Digital Agenda Scoreboard + sector analysis in different pillars		

ABB: Lean and efficient administrative support for DG INFSO

Description and Justification

The ABB Activity “Administrative support” covers the work of the horizontal services of DG INFSO: human resources management and training, budget and finance, legal affairs unit, support to inter-institutional issues, internal control, information and communication, IT support, document administration, logistics, internal and external audits. This activity provides lean and efficient administrative support, advice, assistance and control and monitoring of resource use in DG INFSO as well as internal audit advice and co-ordination and support in the areas of internal control and risk management.

In the current context of reduction of staff, DG INFSO pays the utmost attention to both staff engagement and allocation of resources according to priorities. In this frame, DG INFSO is at the forefront in the Commission in having elaborated a fully comprehensive staff engagement strategy, in enhancing staff potential via a voluntary internal mobility exercise, in introducing innovative ways of working (task forces, shared resources) and in conceiving tools to allow management to better match priority needs and resources available. In addition, a revised organigramme will be prepared during the first half of next year for implementation in the autumn 2012.

The DG INFSO Anti-fraud strategy, formally adopted by the Management Team, aims at improving prevention, detection and correction of fraudulent activities. It describes the measures, the proposed processes and responsible services for the achievements of these objectives. Key elements are:

- Risk assessment – integration of the fraud risk in the high level risk assessment exercise and identification of financial and scientific fraud as well as conflict of interest in selection/evaluation/review processes;
- Control activities focused on preventive, detective and corrective measures. Special attention is paid in ex-post controls to beneficiaries showing high risk profile. Close cooperation with OLAF is established in pre-assessment of the audit files, during investigations and in coordination of the administrative follow-up;
- Information and Communication – Early Warning System flagging of risk beneficiaries, guidelines on exception handling for project officers, etc;
- Monitoring – exercised by the AICB committee and reflected in the AAR& BMR.

Specific objectives, Result Indicators and Main Outputs

<p>SPECIFIC OBJECTIVE 6.1: To recruit, train, assess, motivate and retain highly qualified staff so that effective and efficient operation of the DG as well as achievement of the HR objectives set by the Commission are ensured</p> <p>Unit responsible: R1</p>		
<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>Limited average vacancy rate of available posts</p> <p>Owner: R1</p>	<p>Average vacancy rate for period 1/1/2011 - 31/12/2011: 4,9%, taking into account the central pool. Without taking into account the central pool, average vacancy rate over the same period is 4,7%.</p>	<p>Less than 6% on annual basis</p>

Management positions held by women Owner: R1	At 01/11/2011, 16,7% of senior management and 16,3% of middle management (HoU) are females.	To increase the number of female managers in order to reach the targets set by DG HR for 2014 following as much as possible the indicative annual targets.
Rate of women recruited as administrators Owner: R1	In the period 01/01/-01/11/2011, 44,4% of newly recruited AD staff were women.	Help the managers to increase the number of women to 50% of newly recruited AD staff.
% of staff applying flexible working arrangements Owner: R1	As of 01/11/2011: Flexitime : 40,9% Part time: 7,4% Telework : 10,4 %	Awareness rising of the management to support flexible working arrangements. To increase by 5% the regular teleworking arrangements
Degree of satisfaction for training courses organised by DG INFSO Owner: R1	In the period 01/01-01/11/2011, the satisfaction rate expressed by DG INFSO staff on training organised by DG INFSO was 81% (excluding teambuilding).	>80%
Average number of training days per staff member Owner: R1	At 01/11/2011, DG INFSO staff had followed on average 5,3 days of training during the period 01/01/2011 - 01/11/2011. In this respect, it should be noted that the target set by DG HR of an average of 10 days/year includes 2.5 days of on-the-job learning, which cannot be measured.	10 days/year including at least 7.5 days of training courses per staff member.
<i>Main outputs in 2012</i>		
<ul style="list-style-type: none"> - To develop, implement and promote the staff engagement strategy and equal opportunities policies of the DG. - To implement the outcome of the 2011 mobility exercise for AD non-management officials and to launch a similar exercise for AST officials. - To pursue the HR strategy to optimise the planning and use of Human Resources (HR plans, Unit HR plans, screening, sizing, workforce planning, etc.). - To promote Learning & Development (L&D) priorities set-out in 2012 Learning and Development Framework (LDF) of DG INFSO and issue 2013 LDF. 		

<p><u>SPECIFIC OBJECTIVE 6.2:</u> To implement adequate planning, control and support procedures aiming to ensure sound financial management throughout the DG's activities</p> <p><u>Unit responsible: S5</u></p> <p><u>Contributing: EPAC (ex-post audit correspondents)</u></p>		
<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Share of cumulative implemented audit results (in closing year of audits) Owner: S5	2009 – 93% 2008 – 93%	Target end of 2012: 2011 – 80% 2010 – 95% 2009 – 95%

Main outputs in 2012

- Accountancy: Accountancy coordination and verification of the reliability of the accounts
- Budget: Budget coordination, management of accesses and sub delegations, budget execution and payment times reports
- Verification of financial transactions (commitments, payments, procurement files, recovery orders)
- Support in the design of local applications managing financial transactions
- Instructions, advice and training on financial matters

SPECIFIC OBJECTIVE 6.3: To define, plan, set up, maintain and develop high quality Information and Communication Technology (ICT) infrastructures, tools and services so that the staff is adequately supported in their operation

Units responsible: R3, R4

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Servers' availability (averaged over one year) Owner: R4	99,97% (Sept 2011)	> 99%
Helpdesk first line resolution rate Owner: R4	53,76% (Sept 2011)	> 50%
Number of bug fixes required to stabilize a release Owner: R3	1.8	Target end 2012 : 1.5
% of transactions which require intervention of the IT help desk Owner: R3	For 2011: 27%	Target end 2012 : 18%
In comparison with the development time, % of time spent for : <ul style="list-style-type: none"> • Project management • Analysis • User Documentation • Testing • Support at unit level Owner: R3	In 2011: <ul style="list-style-type: none"> • Project management = 22,6% • Analysis = 15,9% • User Documentation = 9.9% • Testing = 31% • Support at unit level = 25.2% The target for testing is reached. Analysis is low but this is due to the fact that most of our systems are in maintenance mode (without new features requiring a business analysis) and emphasis has been put on support and communication.	Target end 2012 20% 20% 10% 30% 20%

Main outputs in 2011

R4

- Quarterly reports on Service Levels performance
- An improved implementation of the disaster recovery facilities to support the high availability level
- A high First Line Calls Resolution Rate at Service Desk level to enhance the quality and speed of service provided to the users

R3

- DG INFSO Information Systems (IS) support: FP7 requirements, CIP requirements, programme legacy, embedded signatures and electronic exchange of documents with the programme participants
- Administrative processes are supported by paperless workflows.
- DG INFSO IS compliant with the IS security communication and the data protection directive
- R3 follows the methodologies proposed by DIGIT for software development and service management and maintains a business continuity plan
- The user interfaces of DG INFSO Information Systems share the same graphic charter and usability standards
- DG INFSO management information is integrated and available in real time
- Project start for a common Grant Management System for the whole Research family

SPECIFIC OBJECTIVE 6.4: To contribute to ensuring the proper governance of grant management withing the programmes managed by DG INFSO

Unit responsible: S4

<i>Result Indicators</i>	<i>Latest known result¹⁹</i>	<i>Target</i>
% of timely delivery of legal advice to DG INFSO units and hierarchy Owner: S4	NA	80%
% of timely inputs provided to Legal Service in cases under litigation (deadlines agreed with LS) Owner: S4	NA	90%
Main outputs in 2012		
<ul style="list-style-type: none"> - drafting comments to Horizon 2020 Rules for participation legal acts and guidelines, - contribution to the drafting of the CEF delegated and implementing acts 		

SPECIFIC OBJECTIVE 6.5: To support the implementation of the Digital Agenda for Europe through legal assistance on the DG's policy initiatives and on institutional issues

Unit responsible: S4

<i>Result Indicators</i>	<i>Latest known result²⁰</i>	<i>Target</i>
% of inputs provided to the Secretariat General in the European Ombudsman complaints within the "date butoire" established in MEDiateur2 Owner: S4	NA	90%
Main outputs in 2012		

¹⁹ The lack of "Latest known result" is due to the change in the definition of the indicator.

²⁰ The lack of "Latest known result" is due to the change in the definition of the indicator.

- drafting comments for legislative policy initiatives implementing the DAE

SPECIFIC OBJECTIVE 6.6: To implement and maintain an effective and reliable internal control system and monitor and report on its performance so that common understanding and ownership are ensured, risk of errors in operations is minimised and reasonable assurance is obtained on the legality and regularity of transactions and on the sound management of resources.

Unit responsible: S2

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Degree of compliance to ICS requirements Owner: S2	95%	Full compliance
Degree of implementation of mitigating measures for critical risks Owner: S2	100%	100%

Main outputs in 2012

- Monthly and quarterly reporting on the implementation of IAC & IAS audit recommendations,
- Report on the Review of the state of internal control and follow-up of audit recommendations in DG INFSO in 2012,
- Internal Control Standards Review for 2011,
- High Level Risk Assessment- 2012 & 2013,
- Annual Activity Report for 2011 Part 2,
- Bi-annual Management Reports for the Commissioner

SPECIFIC OBJECTIVE 6.7: To contribute to the protection of the DG's financial interests, by reducing the financial risks linked to the execution of cost-shared contracts

Unit responsible: S5

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
Timely launch and completion of audits as planned in the year Owner: S5	Audits launched as of 31.10.2011: 140 (63% of year target) Audits completed as of 31.10.2011: 146 (66% of year target)	100%
Timely availability of reports on the financial adjustments on costs claimed by beneficiaries (error rate) Owner: S5	100%	100%

Main outputs in 2012

- Audit reports
- Periodical reports on main indicators - costs adjustments, error rate, launch and closures of audits

SPECIFIC OBJECTIVE 6.8: To assess the quality and effectiveness of control systems in place, recommend and advise the Director-general in an independent and objective manner on sound and efficient management of the operations and resources within the DG

Unit responsible: 01

<i>Result Indicators</i>	<i>Latest known result²¹</i>	<i>Target</i>
Degree of implementation of the IAC annual work plan Owner: 01	72%	100%
Level of acceptance by the auditees of the "critical " or "very important" recommendations Owner: 01	100%	90%
% of accepted recommendations implemented within deadlines Owner: 01	33% ** **Result is calculated only for "critical" or "very important" recommendations. The other "very important" recommendations (67%) were partially implemented, in progress or not implemented.	> 75%
<i>Main outputs in 2012</i>		
Assurance to the DG regarding the effectiveness and efficiency of risk management, control, and internal governance processes in the DG and recommendations for improvement.		

²¹ Latest known result is calculated for 31/10/2011. The actual status for 31 December 2011 will be available in the AAR 2011.

V. Annexes

Annex 2: Internal Control Standards for Effective Management

"Prioritisation of Internal Control Standards (ICS) for which emphasis will be placed in 2012 on evaluating the effectiveness of the controls "

Standard / requirements	Brief description of the reasons for prioritisation
<p>ICS-3 Staff allocation and mobility</p> <p><i>Whenever necessary - at least once a year - management aligns the organisational structures and staff allocations with priorities and workload</i></p> <p><i>Staff job descriptions are consistent with relevant mission statements</i></p> <p><i>The DG has a policy to promote, implement and monitor mobility (e.g. publication of vacant posts, list of specialist posts) in order to ensure that the right person is in the right job at the right time and, where feasible, to create career opportunities</i></p> <p><i>Necessary support is defined and delivered to new staff to facilitate their integration in the team</i></p>	<p>This ICS has been put forward as a priority ICS for 2012 further to the mid-term review of Directorate Management Reports in June and the discussions in the Internal Control Coordination Group meeting of 29 September. The final management's decision was taken in the AICB meeting of 12 October.</p> <p>Staff allocation and mobility have been and continue to be at the core of DG INFSO activities. During the past years efforts have already been deployed to further align staff allocation and mobility with the needs of DG INFSO (the mobility exercise for Heads of Units and Deputies launched in 2010 and for Administrators -launched in 2011 which is to be further extended to all staff).</p> <p>A Staff Engagement Strategy has been developed by Directorate R in cooperation with Directorate S and submitted to staff comments and DG INFSO Management endorsement during the Management Seminar in La Hulpe on 28/10/ 2011. The strategy will be implemented in 2012 and beyond.</p> <p>Staff allocation and mobility will be reviewed in view of the future organisational changes the DG will have to face in 2012 and in terms of reduction of staff and preparations for the Horizon 2020. The objective will be to ensure that the staff allocation and mobility strategy of DG INFSO enable the DG to ensure business continuity at the time of transition and to maintain the highest level of its services to the citizens.</p>
<p>ICS-10 Business Continuity</p> <p><i>Adequate measures - including handover files and deputising arrangements for relevant operational activities and financial transactions - are in place to ensure the continuity of all service during "business-as-usual" interruptions (such as sick leave, staff mobility, migration to new IT systems, incidents, etc.)</i></p> <p><i>Business Continuity Plans cover the crisis response and recovery arrangements with respect to major disruptions (such as pandemic diseases, terrorist attacks,</i></p>	<p>This ICS has been put forward in view of the organisational challenges that DG INFSO will have to face in 2012 and beyond.</p> <p>Although Business Continuity Plans on crisis response have already been developed and are updated regularly and continuity arrangements have been put in place, staff and management consider that further improvements in terms of procedures, quantity and quality could be achieved.</p> <p>Business continuity will be viewed in relation to the staff allocation and policy (ICS 3). It will be assessed how staff policy can further improve business continuity arrangements in the DG. For example, the DG will assess if</p>

natural disasters, etc.). They identify the functions, services and infrastructure which need to be restored within certain time-limits and the resources necessary for this purpose (key staff, buildings, IT, documents and other). DG Plans take account of the BCPs of the horizontal services in respect of their responsibilities for corporate services, completed as appropriate by measures specific to the DG concerned

and to what extent the handover procedure which is in place should be reinforced and extended to ensure the optimum business continuity.

Annex 3: Evaluation Plan

N°	Title of evaluation (possibly working title)	Intended use of the evaluation		Type of evaluation		Timing	
		CWP initiative/expenditure instrument that the evaluation will support	Other purpose*	Prospective ** (P) or retrospective (R)	External (E), internal (I), internal with external support (I&E)	Start (month/year)	End (month/year)

I. Ongoing evaluations (work having started in previous years)

--	--	--	--	--	--	--	--

II. Evaluations planned to start in 2012 or later

1	Communication on mobilising Information and Communication Technologies to facilitate the transition to an energy-efficient, low-carbon economy COM(2009) 111 final:		comprehensive evaluation due in 2012	R+P	I	Q1 2012	Q4 2012
2	Report on the Monitoring and assessment of the implementation of the RFID Recommendation (C(2009) 3200)	CWP 2012 – Other Files	As required in Clause 20 of the Recommendation.	R & P	I&E	Q1 2012	September 2012
3	Evaluation of the implementation of service concession contract entrusting the organisation, administration and management of the .eu Top Level Domain (TLD) to a .eu Registry	n/a	To prepare the launch of a tender for the next .eu Registry following the expiration of the contract with the current Registry (EURid) in October 2014	R	E	tbd	tbd
4	Interim Evaluation of the	H2020		P,R	I&E	01/2012	12/2012

	Internet of the Future PPP						
5	Communication (2009)278 on the Internet of Things		Report on the implementation of the Communication				March 2013
6	Evaluation of the Safer Internet programme (2009-2013)		Required by the legal base	P & R	I + E	1/01/2013	31/12/2013
7	Ex-post evaluation of the CIP-PSP for ICT		Required by the legal base	P & R	I + E	1/06/2013	31/05/2015
8	Ex-post evaluation of the ICT research in the 7th FP		Required by the legal base	P & R	I + E	1/06/2012	31/05/2013
9	Second Interim Evaluation of JTI ARTEMIS		Required by the legal base	P & R	I + E	1/06/2012	31/12/2013
10	Second Interim Evaluation of JTI ENIAC		Required by the legal base	P & R	I + E	1/06/2014	31/12/2015
11	Final Evaluation of JTI ARTEMIS		Required by the legal base	P & R	I + E	1/06/2017	31/12/2018
12	Final Evaluation of JTI ENIAC		Required by the legal base	P & R	I + E	1/06/2017	31/12/2018
13	Final Evaluation of the AAL JP		Required by the legal base	R	I + E		Q3 2014
14	BEREC		Evaluation report on the experience acquired as a result of the operation of BEREC and the Office (Art. 25 of the Regulation)	P & R	I + E	Q1 or Q2 2012	Q2 2013
15	Recommendation on termination rates		Review pending (discussions with Legal Service ongoing regarding the timing of this review)	P & R	I + E		2013 or later
16	Safer Internet Programme		Required by the legal base	R	I+E	tbd	Q4/2013
Evaluations to be determined							
17	Mobile Satellite MSS		Scope of assessment to be defined	P & R	I + E	Q2 2013	tbc
18	Commission Recommendation 2009/387/EC on the implementation of privacy and data protection principles in applications supported by radio-frequency		Report due in 2012. The Recommendation says: "Within three years from the publication of this Recommendation (...) the Commission will provide a report on the implementation of this Recommendation, its effectiveness and its impact on operators and consumers, in particular as	P & R	I + E		Q4 2012

	identification:		regards the measures recommended in points 9 to 14" (PIA framework, RFID signs, information security, retail sector provisions...).				
19	Directive 2001/29/EC of the European Parliament and of the Council on the harmonisation of certain aspects of copyright and related rights in the information society (consolidated version):		periodic review, every 3rd year	P & R	I	tbd	Q4 2013
20	Council Decision 87/95/EEC on standardisation in the field of information technology and telecommunications (consolidated version). Amended by Council Regulation (EC) No 807/2003		periodic report, every 2nd year	R	I	tbd	tbd
21	Directive 1999/5/EC of the European Parliament and of the Council on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity (consolidated version) Most recently amended by Regulation (EC) No 596/2009:		periodic report every 3rd year	R	I	tbd	tbd

III. Other ongoing or planned studies/reports with evaluative information

22	Study on the implementation of the provisions of the Audiovisual Media Services Directive concerning the promotion of European works in audiovisual	SMART2010/0002	As required in Articles 13(3) of Directive 2010/13/EU	R/P	E	01/2010	11/2011
----	---	----------------	---	-----	---	---------	---------

	media services						
23	Access for European researchers and organisations to key third country research and innovation programmes - SMART 2012/0003 – PC	Horizon2020	Resulting data could be used in monitoring of mutual benefit (programme opening) between Horizon 2020 and key third country programmes.	P,R	E	01/2012	12/2012
24	Assessment of industry approaches to complying with new EU rules requiring user consent for cookies and other online tracking tools - SMART 2012/0009 – PC	ePrivacy Directive	To evaluate solutions proposed by the industry and to advise on proposals for regulatory actions if necessary	P,R	E	01/2012	n/a
25	The European emergency number 112 (Flash Eurobarometer survey)- SMART 2012/0017 – DC	Directive 2009/136/EC	Expected exploitation of results : Following up of the Member States obligations of raising awareness of 112 and support to the European 112 Day	P,R	E	01/2012	n/a
26	Design of an evaluation framework for the implementation of the Digital Agenda (Phase 2) - SMART 2012/0021 – AIV	Digital Agenda for Europe	This framework should help the definition of the economic and social impacts of Actions of the Digital Agenda for Europe to assist an overall assessment of progress on the Digital Agenda in 2012 and should be an input to the DAE mid-term review scheduled for 2012.	P,R	E	01/2012	n/a
27	Impacts of the Framework Programme on national and regional R&I funding decisions - SMART 2012/0038 - IAV	FP7/Horizon2020	The study is expected to be part of the evidence base for the FP7 ex-post and FP8/H2020 interim evaluations, demonstrating the benefits of the FPs.	R	E	01/2012	11/2012
28	ICT Research and Innovation: Project Deliverables -SMART 2012/0039 - IAV	FP7/Horizon2020	he study is expected to provide information and guidance to DG INFSO management and Project Officers. Further, the study will be part of the evidence base for the FP7 ex-post and FP8/H2020 interim evaluations.	R	E	01/2012	11/2012
29	Evaluation of the pertinence and impact of the EU support actions to research infrastructures in the 7th Framework Programme - SMART 2012/0045 - IAV	FP7/Horizon2020	The results of the study will be used to inform the DG Research & Innovation and the DG INFSO on the pertinence and impacts of the implementation of their activities regarding research infrastructures, and in the detailed planning of the future actions in Horizon	R	E	10/2012	10/2013

			2020. The results will also feed into the Commission's ex-post evaluation of FP7				
30	Future impact of ENIAC and ARTEMIS - SMART 2012/0050 – IAV	Horizon2020	To support to a legislative act to establish the future ENIAC/ARTEMIS JTI	P	E	01/2012	n/a
31	Analyse the feasibility of the longterm sustainability of the Large Scale Pilots, including an ex-ante evaluation - SMART 2012/0059 – IAV	CIP ICT-PSP	Pre-requisite for the implementation of the roll-out for the Large Scale Pilots under CIP ICT PSP; important input for detailed projects / activities to be implemented under the 'Connecting Europe Facility'	P,R	E	01/2012	n/a
32	Study for the mid-term evaluation of the eGovernment Action Plan 2011-2015 implementation - SMART 2012/0060 – IAV	CIP ICT-PSP	The eGovernment Action Plan requires a mid-term evaluation to be conducted in 2013. A mid-term evaluation of implementation of this Action Plan will be conducted in 2013.	P,R	E	01/2012	n/a
33	Survey on web apps and services in Europe SMART 2012/0042	Staff Working Paper on Strengthening the competitiveness of the Eu Economy on the Web	Support of the initiative on "Strengthening the environment for web entrepreneurs in Europe".	P&R	I	Q2 2012.	9/2012 (preliminary results of the survey)
34	Assessing impact of the European Innovation Partnership on Active and Healthy Ageing - SMART 2012/0065 – IAV	FP7 ICT	This study is required in order to ensure that the results and impact arising from the launch initiatives under the European Innovation Partnership on Active and Healthy Ageing can be measured and reported to the European Council and Parliament.	P,R	E	01/2012	n/a

*For example: as required in the specific legal acts, for use in Fitness checks or for accountability purpose

** Please note that impact assessments should not be included

Annex 5: Actions stemming from AARs and the Synthesis Report (2010)

Audit recommendations	ABB activity	Action	Expected result	Timetable for implementation	Responsible service	Mid-term progress review
Reasonable assurance on smaller programmes		1. Adoption of Audit strategy for non-research programmes 2. Signature of framework contract with external audit companies	To provide reasonable assurance on budget management for non research programmes funded by DG INFSO	Ongoing. The audit strategy for non-research programmes was presented to the OS/AFU meeting on 19/05/2011. Approval is still to be obtained from ICT Directors. The award decision as regard the tender for selecting service provider for audit services was signed on 03/10/2011. The signature of the framework contracts were signed on November 30th, 2011.	Unit S5	N/A

Annex 6: 2012 Communication strategy

External Communication

The 2012 Communication priorities are defined based on the [INFISO/CAB Planner](#), which is constantly updated and indicates the events and activities which will all be the subject of at least a minimum level of communication. However, we will help the coherence of our communication by focussing on a few key areas which are likely to deliver results in 2012, and which are close to the political priorities of our Commissioner. These areas can be seen below.

In line with the existing DMR annual reporting exercise, the communications unit together with the INFISO communication network will look at communication priorities for 2012, currently being prepared by Directorates and agree on the final list for 2012 for the DG. This final list is expected to be available at the beginning of 2012.

NO.	POLICY / COMMUNICATION OBJECTIVE(S)	MESSAGE(S)	AUDIENCE(S)	OUTPUT	DATE/ LOCATION	RESOURCES	DG COMM SERVICES	EVALUATION
1.	20th Anniversary of the EU's Single Market. Raise awareness of jobs, growth impact of completing the digital single market	"One generation on, the single market is now digital" Focus messages on the important role of business, including web entrepreneurs and availability of cross-border digital services	ICT entrepreneurs (incl. web commerce enterprises, telecoms) Institutional audience (regions, MS institutions investing in infrastructures)	Press materials (IP/MEMOS etc) Web campaign, Social media (NK and DAE) Infographics? Videos?	Throughout 2012			
2.	Horizon 2020 Secure sufficient/adequate	Added value of EU investment in R&D in context of the EU	MS finance ministries/decision makers	Stakeholder outreach via ambassador exercise			Logistical and hosting support from Reps	

No.	POLICY / COMMUNICATION OBJECTIVE(S)	MESSAGE(S)	AUDIENCE(S)	OUTPUT	DATE/ LOCATION	RESOURCES	DG COMM SERVICES	EVALUATION
	funding for ICT element of Horizon 2020	growth strategy Celebrating EU-funded research success	Mainstream news journalists Popular science/tech media Researchers	Press releases, social media, Cordis results ICT2013?				
3.	Connecting Europe Facility. Secure sufficient/adequate funding for Broadband networks and internet service platform element of CEF	Broadband creates sustainable jobs and sustainable growth EU investment will leverage public and private investment Service platforms will "link" up services across borders, build the digital single market	MS finance ministries/decision makers	Stakeholder outreach via ambassador exercise Videos to explain concept of service platform			Logistic and support from Reps	
4.	ICT and young people. Reinforce image of EC and industry working in partnership to make the digital world a fun and safe place for kids	The Commission is acting on behalf of young people (safety, regulatory measures) And also co-creating policy with them Shaping the future together in areas like helping the climate for start-ups	Mainstream media	Press releases, social media (NK and DAE)	Safer Internet Day (7 th February)			
5.	European internet security strategy. Differentiating EU		Mainstream media	Press releases, social media (NK and DAE)				

No.	POLICY / COMMUNICATION OBJECTIVE(S)	MESSAGE(S)	AUDIENCE(S)	OUTPUT	DATE/ LOCATION	RESOURCES	DG COMM SERVICES	EVALUATION
	action from the many other initiatives in the area							
6.	Open data. Highlighting the potential of ICT to open up the relationship between citizens and governments	ICTs = openness and transparency Open data can economy, create new jobs and industries, enhance transparency	Mainstream media	Press releases, social media (NK & DAE)				
7.	eGovernment, eID, eSignatures							
8.	The international dimension of ICTs/Digital Agenda	ICT as a catalyst for positive change						

