



Annual Activity Report 2021

Annexes

Directorate-General for Informatics

DG DIGIT

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ANNEX 1: Statement of the Head of Unit in charge of Risk Management and Internal Control

I declare that in accordance with the Commission's communication on the internal control framework¹, I have reported my advice and recommendations on the overall state of internal control in the DG to the Director-General.

I hereby certify that the information provided in the present Annual Activity Report and in its annexes is, to the best of my knowledge, accurate and complete.

Brussels, 31 March 2022

Carl-Christian BUHR

(signed)

¹ C(2017)2373 of 19.04.2017.

ANNEX 2: Performance tables

General objective 7: A modern, high-performing and sustainable European Public Administration			
Impact indicator: Staff Engagement Index of the Commission			
Source of the data: European Commission			
Baseline	Interim Milestone	Target	Latest known results
2019	2022	2024	2021
69%	Increase	Increase	69%
Specific objective 7.1: A portfolio of secure, state-of-the-art corporate digital solutions developed in partnership supports the Commission's political priorities			
Result indicator: Level of adoption of the Reusable Solutions Platform			
Source of data: RSP Portal Dashboard			
Baseline	Interim Milestone	Target	Latest known results
2019	2022		2021
110 (cases of reuse of one or several RS of the RSP)	+ 45% (i.e. from 110 to 160 systems reusing the RSP in 2022)	+91% (i.e. from 110 to 210 end of 2024)	Target achieved At the end of 2021, 257 cases of reuse of the RSP solutions (an increase of +137.5 % compared to baseline)

Main outputs in 2021:			
Output description	Indicator	Target	Latest known results
Co-delivery with RTD of the priorities of the Grants & Procurement Steering Board (GPSB) in the domain of grant management	<ul style="list-style-type: none"> Support the next generation of programmes under the new MFF Onboarding of new programmes List of DIGIT actions as agreed in the workplan 	<p>Q1/Q2 2021 (17 programmes)</p> <p>29 new programmes by the end of 2021</p> <p>100% by December 2021</p>	<p>Achieved</p> <ul style="list-style-type: none"> All programmes within the new MFF successfully supported. Issues in SEP Submission resolved. <p>38 new programmes on-boarded.</p> <p>Achieved Main Work plan achievements in 2021:</p> <ul style="list-style-type: none"> SEDIA workplan delivered. eGrants workplan delivered. Multilingual support for registration of organisations.
Co-delivery with JRC, RTD and BUDG of the priorities of the Grants & Procurement Steering Board (GPSB) in the domain of eProcurement	<ul style="list-style-type: none"> Definition and design of the architectural components Support for submission under re-opening of competition modality. List of remaining DIGIT actions as agreed in the workplan 	<p>Q3 2021</p> <p>Q2 2021</p> <p>100% by December 2021</p>	<p>Achieved : Functional architectural blueprint eProcurement-SUMMA defined.</p> <p>Achieved : Specific contract under FwC with reopening of competition for whole flow (used by RELEX and by DG REFORM). Cascade scenario delivered in acceptance.</p> <p>Achieved Main Work plan achievements in 2021:</p> <ul style="list-style-type: none"> Programme charter approved and workplan delivered Middle and Low value Negotiated procedures rolled-out.
Co-delivery with BUDG of a proposal to ITCB for a corporate solution for programming, budget planning and forecasting	<ul style="list-style-type: none"> Compile requirements and inventory of existing tools in order to make a proposal for a corporate tool 	<p>Q2 2021</p>	<p>Achieved</p> <ul style="list-style-type: none"> Study on corporate solution completed. Business case and roadmap for corporate tool prepared.

			<ul style="list-style-type: none"> ▪ Presentation of proposal for corporate tool scheduled for ITCB in March 2022
Co-delivery with DEVCO/NEAR/FPI of the priorities in the domain of External Actions procurement and grants.	<ul style="list-style-type: none"> • Finalization of the core OPSYS functionalities in order to fully support the RELEX family needs under the new MFF • List of remaining DIGIT actions as agreed in the workplan 	<p>Q2 2021</p> <p>100% by December 2021</p>	<p>Achieved</p> <ul style="list-style-type: none"> • MAP solution supports fully the new MFF budget • Results & Monitoring solution was adapted to the new MFF and will support Results Reporting exercise 2021/2022 <p>Achieved. All key milestones for 2021 have been achieved.</p>
Co-delivery with HR, PMO and EPSO of all the priorities of the HR family	<ul style="list-style-type: none"> • Series of deliverables to support the HR Transformation (Workplan is being defined by HR) • Projects and activities to manage the COVID crisis • List of remaining DIGIT actions as agreed in the workplan 	<p>Q2 2021</p> <p>2021</p> <p>100% by December 2021</p>	<p>Achieved</p> <p>Achieved. Implementation of several significant improvements to manage the COVID-19 vaccination campaigns. DIGIT worked closely with HR on operational level and fully redesigned the overall booking and vaccination process.</p> <p>Achieved: HR, EPSO and PMO workplan delivered.</p> <ul style="list-style-type: none"> • HR: Full automation of extra business processes in Sysper (Contracts extensions for TA, Special leaves requests, Conflict of interests, Place of origin declaration), Support of major reorganizations of DG HR and PMO via

			<p>Sysper.</p> <ul style="list-style-type: none"> PMO : Delivery of a mobile solution for reimbursement of basic medical standard claims, redesign of the MIPS architecture and green deal implementation, implementation of the financial and personal data front office EPSO : Various key improvements on EPSO (Talent Legacy (TL) and Talent Pool (TP)).
Co-delivery with the SG of all the priorities in the domain of document management.	<ul style="list-style-type: none"> Identify strategies to guarantee the long-term sustainability (5-10 year) of HAN based on current technical and business challenged. Offer new integration models with the HAN platform. It will enable client systems to benefit from the file management and preservation features of HAN without the need to store the content in the central Hermes repository List of remaining DIGIT actions as agreed in the workplan 	<p>Draft paper and review by HAN governance by 2021</p> <p>Major scenarios to be implemented in 2021, the remaining ones in 2022.</p> <p>100% by December 2021</p>	<p>Achieved: Study completed recommending to keep Documentum and to shift towards standard features. An indepth gap analysis to be done in 2022.</p> <p>Achieved. High-level analysis completed, detailed implementation in 2022 in alignment with SG's new integration strategy.</p> <p>Achieved: Main achievements:</p> <ul style="list-style-type: none"> Delivery of PAV (Public Access Version [of documents]) Personal Data Flag implementation, Qualified Electronic Signature visibility on HAN documents, AMS (Archives Management System): project charter approved by ITCB in October, the

			implementation of the first phase started.
Co-delivery with the SG of all the priorities in the domain of legislative lifecycle management.	<ul style="list-style-type: none"> • Further integration of EdiT in Decide to support the decision phase. It will enable cabinet to provide and manage feedback in Decide. • Integration of the electronic signature in Decide for the authentication and the adoption of legal texts • Major review and enhancement of the accessibility and usability of the European Citizen Initiative platform. • List of remaining DIGIT actions as agreed in the workplan 	<p>Implementation ready in Q4 2021 (pilot phase in 2022)</p> <p>Q4 2021</p> <p>Q4 2021</p> <p>100% by December 2021</p>	<p>Achieved</p> <p>Delayed.</p> <p>Use of electronic signature for adoption was moved to 2022 as the amount of work was underestimated (including the requirements of an SLA for eSignature between SG and DIGIT.D.3). For authentication this will be moved to 2023 as a decision is still pending from SG on the usage of authentication.</p> <p>Achieved</p> <p>90% completed. Remaining items were moved to 2022.</p>
Design, deliver and manage the Reusable Solutions Platform.	Delivery according to the workplan endorsed by the RSP Steering Committee (ITCB).	RSP wave 2021 fully operational by Q4 2021	<p>Achieved</p> <p>MyWorkplace is available in production and it is already reusable as an autonomous solution (outside Compass Corporate context). The support service is being tailored accordingly.</p> <p>EU Access (providing coarse grain/infra level authorisation) is available.</p> <p>The support service is being tailored accordingly.</p>
Foster reuse through the Reusable Solutions Platform	Cost avoidance resulting from reuse of RSP	By December 2021, cost avoidance equivalent to 140 FTE ² s	<p>Achieved.</p> <p>173.2 FTES cost avoidance at the end of 2021</p>

² FTE: Full Time Equivalents

General objective 7: A modern, high-performing and sustainable European Public Administration

Specific objective 7.2: The Commission exploits the potential of data, information, knowledge and content management for policy shaping, communication, citizens and staff engagement

Result indicator: Data, information, and knowledge maturity progression

Source of data: Data progression model (DIGIT)

Baseline 2020	Interim Milestone 2022	Target 2024	Latest known results 2021
<p>24% - Level 2 – Reactive Data management is approached in silotic mode – awareness of data relevance and management is generally basic with some areas more advanced</p> <hr/> <p>Data Progression Model (%):</p> <ol style="list-style-type: none"> 1. 0 Unaware 2. 1-20 Aware 3. 21-40 Reactive 4. 41-60 Proactive 5. 61-80 Managed 81-100 Optimised 	Increase	Increase	<p>Target achieved</p> <p>32% - Level 2 - Reactive Consistent progress in the corporate organisation of specific data assets (e.g. budgetary and financial data); continuous scrutiny of data related initiatives according to a corporate vision; local initiatives and progress</p>

Result indicator: Collaboration maturity progression

Source of data: Collaboration progression model (DIGIT)

Baseline 2020	Interim Milestone 2022	Target 2024	Latest known results 2021
<p>23% - Level 2 – Exploratory Initial objectives in terms of collaboration are designed; the organization locally works in collaborative mode but not in a systematic manner</p> <hr/> <p>Collaboration Progression Model (%):</p> <ol style="list-style-type: none"> 1. 0 Unaware 2. 1-20 Aware 3. 21-40 Exploratory 4. 41-60 Defined 5. 61-80 Adoptive 81-100 Adaptive 	Increase	Increase	<p>30% - Level 2 – Overall increase in the use of corporate collaborative solutions and adoption of M365-Teams; Assessment of the alignment with the technical landscape of the Single Integrated Framework for</p>

			Collaboration; systematic use of corporate collaborative tools for key processes (e.g. multiannual and annual planning/reporting).
Result indicator: Corporate web presence			
Source of data: Number of sites migrated to the new platform (DG COMM and DIGIT)			
Baseline 2020	Interim Milestone 2022	Target 2024	Latest known results 2021
4 web sites transitioned to the new platform 10 new websites built directly in the new platform	70 sites	All relevant web sites	57 out of 61 web sites transitioned to the new platform 33 new websites built directly in the new platform Scheduled releases of the platform done
Result indicator: Use of online engagement platforms			
Source of data: Use of engaging platforms/number of participants (DIGIT)			
Baseline 2020	Interim Milestone 2022	Target 2024	Latest known results 2021
1 major engagement initiative be launched– Future of Europe Conference	3 major engagement initiatives	10 major engagement initiatives	1 major engagement initiative launched – Future of Europe Conference – covering several strands
Main outputs in 2020:			
Output description	Indicator	Target	Latest known results
Deliverables from Data@EC Strategy: data platforms; data analytics; contribution to the deliverables for data catalogue, data policies and governance, data skills and trainings.	<ul style="list-style-type: none"> - IMSB WP milestones realised - Action Plan milestones realised - Support to DataStrategy actions provided Operational coordination of the DataStrategy run 	Implementation of the IMSB WP priority on operationalisation of the Data Strategy.	The implementation of the DataStrategy@EC Action Plan progressed according to the roadmap. Advancements are registered in all

			actions and detailed milestones have been reached according to the timetable.
Data Analytics and visualisation tools	<ul style="list-style-type: none"> - Number of corporate services offered - Analytics solution catalogue in thematic areas available Number of pilot/prototypes/PoCs run 	<ul style="list-style-type: none"> - More self-service analytics solutions offered on top of the EC data platform - In-house analytics solution identified, assessed and, if appropriate, made corporate Map existing in-house analytics in specific thematic areas (catalogue) 	<p>A number of joint DIGIT/DGs /proof of concepts/ prototypes/pilots have been launched aiming at testing different technologies in different areas (priority areas: text mining, speech to text, chatbots, intelligent process automation, executive Intelligence hubs). The corporate potential dimension has been duly taken on board. Corporatisation of new services and products (e.g. Qlik Sense) and launch of preparatory work for the development of the strategic vision for AI@EC and starting work on BI@EC</p>
Release of the enhanced versions of the EC data platform according to roadmap embedding new corporate services and functionalities	<ul style="list-style-type: none"> - Releases of the updated platform Implementation of key features done 	Further developments of the data platform (data catalogue, data virtualisation, first data lake elements, data pipelines)	<p>Target achieved</p> <p>Releases of the data platform took place according to the roadmap. Data science lab and available self-service analytics are currently in</p>

			use. Relevant product management is in place and extended.
Single Integrated framework for collaborative solutions a set of corporate integrated collaborative solutions built around M365 and incorporating/replacing the existing corporate collaborative solutions	<ul style="list-style-type: none"> - Roll-out in production of M365 - Concrete steps towards the single integrated framework for collaboration (technical landscape definition and roadmap for migration/phase out) 	<ul style="list-style-type: none"> - Deployment of M365 to all staff for daily work - Operational definition of the technical landscape for the single integrated framework for collaboration - Elaboration of the roadmap for migration/phase out of selected existing collaborative tools 	<p>Target achieved – annual objectives</p> <ul style="list-style-type: none"> - M365 roll-out to staff done - SIFC technical landscape done - SIFC roadmap (integration/ migration / phase-out) released - Awareness campaign with DGs initiated - Change management elements identified
Implementation of the collaborative solutions strategy: Design and roll-out new collaboration framework	<ul style="list-style-type: none"> - Actions identified for change management implemented - Feedback from users - Communication actions implementing 	<ul style="list-style-type: none"> - Change management for the single integrated framework for collaboration implemented - Communication initiatives to staff 	<p>Successful roll-out of M365 accompanied by supporting change management, trainings and communication actions. SIFC technical landscape designed (EC Collab).</p>
EU Survey : Provision of the service and improvement of the solution according to users requirements	<ul style="list-style-type: none"> - Feedback from users - Number of scheduled surveys 	<ul style="list-style-type: none"> - Provision of the service - Evolutive maintenance - Incorporation of new features (e.d. Delphi method) - Support to public consultations 	<p>Target achieved</p> <p>17366 surveys created (+30%) The COVID-pandemic still contributed to boost the use of EU Survey. Coverage of key survey such as the staff pulse surveys and the IT survey in the EC) and</p>

			provision of the service.
My IntraComm: development of intranet platform and provision of technical support	<ul style="list-style-type: none"> - My IntraComm running and available to staff and other users - New features implemented - Contribution to the future thinking provided 	<ul style="list-style-type: none"> - Provision of technical support and maintenance to My IntraComm - Support new features and developments - Contribute to the reflection of the future of intranet 	<p>Target achieved</p> <p>Regular provision of support and services ensured. Scheduled migration of local intranets performed. New features (requested by DG HR) implemented. Future of intranet discussion started with DG HR.</p>
Collaboration solutions (CIRCABC, Connected, Yammer, My WorkPlace, Wikis)	<ul style="list-style-type: none"> - Collaboration solutions running and available to staff and other users - New required features implemented - User feedback 	<ul style="list-style-type: none"> - Support and maintenance of collaborative solutions - Development of relevant features 	<p>Target achieved</p> <p>Support and evolutive maintenance of collaborative solutions provided. The COVID-pandemic situation confirmed an increased use of collaborative solutions that played a key role in the remote working methods. Focus on the solutions retained in the SIFC technical landscape.</p>
Web Presence of the Commission (plus specific websites)	<ul style="list-style-type: none"> - Availability of the platforms – according to SLA criteria - Number of web sites migrated to the new Europa platform or to Open Europa - Europa search and web analytics 	<ul style="list-style-type: none"> - Migration of corporate communication sites to the new technical platform - Further development of the corporate communication platform and of 	<p>Target achieved</p> <p>Major progress in the establishment of the new web publishing platform (based on the Drupal 8 technology). Further</p>

	services available Feedback from users	the Open Europa Availability of corporate supporting services (search, web analytics)	development of the Open Europa platform (more flexible platform complementing the corporate Europa platform). The process of migration continued at very high pace, with the migration of 57 over 61 sites.
Citizens engagement platform	<ul style="list-style-type: none"> - Availability of the platform for the future of Europe Conference - Feedback from users Number of citizens engagement initiatives supported by the platform	<ul style="list-style-type: none"> - Future of Europe Conference online platform up and running Extension of the use of the platform to other citizens engagement initiatives	Target achieved Future of Europe Conference online platform released and in use. New features and improvements integrated according to requests of the stakeholders. Future extension to other initiatives discussed.
Monitoring of the IMSB ³ work programme implementation	IMSB monitoring reports (2) produced	Monitoring and reporting of the IMSB WP matching IMSB requirements and allowing steering the progress.	Target achieved IMSB WP 2020S2, 2021S1 and 2021S2 monitoring reports released

³ Information Management Steering Board

General objective 7: A modern, high-performing and sustainable European Public Administration

Specific objective 7.3: A digital delivery model supports the Commission as a world-class agile and collaborative 'open administration'

Result indicator: Level of adoption of DevSecOps practices.

Source of data: Yearly survey

Baseline (2020)	Interim Milestone (2022)	Target 2024	Latest known results (2021)
Current level of adoption of DevSecOps practices defined in 2020 as 2.7 out of 4 (based on the answers provided by 15 DGs to a DevSecOps survey)	+10%	+20%	Adoption level in 2021: 3.1 out of 4 (+7% increase, hence in line with the 2022 milestone).

Main outputs in 2021:

Output description	Indicator	Target	Latest known results
Establish a set of DevSecOps "foundation" services to enable the DGs to fully automate their software delivery process (production faster, more efficiently and with less costs).	Establish and roll-out a first set of DevSecOps services	Q4 2021	Achieved All key milestones for 2021 have been achieved <ul style="list-style-type: none"> • Programme management approach (SAFe) in place for better alignment of Agile teams within DIGIT. • Reaching the main objectives of Program increment. • Three lean pipelines that facilitate management of cloud native applications were delivered to the community • Culture and learning, delivered 9 deep dives and two townhall events for the European

			<p>Commission Community of Practice. Shared in a wiki</p> <ul style="list-style-type: none"> • DevSecOps platform operations were improved
<p>Establish a solid foundation for a corporate working culture based on open source principles (as described in the Open Source Strategy)</p>	<p>Delivery according to the action plan endorsed by Commission as part of the Open Source Strategy</p>	<p>Actions for 2021 fully implemented by December 2021</p>	<p>Achieved</p> <p>All key milestones for 2021 have been achieved:</p> <ul style="list-style-type: none"> • Inner sourcing by default in CITnet, • Commission Decision on Software distribution practices • Integration of open source concepts in IT Governance • Creation of open source labs • Outreach activities (hackathons, bug bounties, studies, OSPO networking) • Communication
<p>Establish a solid foundation for corporate approach for Mobile Applications in the European Commission.</p>	<p>Delivery according to the Mobile Applications Action plan endorsed by the ITCB</p>	<p>Actions for 2021 fully implemented by December 2021</p>	<p>Achieved</p> <p>All key milestones for 2021 have been achieved:</p> <ul style="list-style-type: none"> • Formal approval of project charter by the ITCB • Version 1 of the EC Mobile Standard • Several workshops (DSMP workshop for app owners and Back to the Office Task Force) • Review and categorization of

			<p>the EC Mobile Apps</p> <ul style="list-style-type: none"> • Beta release of the Mobile Framework • Support for several apps (requested by various DGs) <p>Due to new strategic initiatives such as the Flexible working, the EC Mobile Apps Office had to reprioritise its planned actions and take on board new initiatives such as the Back to the office Task Force without however jeopardising the main output: establishing a solid foundation for corporate approach for Mobile Applications in the European Commission.</p>
<p>Establish a solid foundation for a corporate user experience (UX) practice in the European Commission.</p>	<p>Delivery according to the UX action plan endorsed by the ITCB</p>	<p>Actions for 2021 fully implemented by December 2021</p>	<p>Achieved:</p> <p>All key milestones for 2021 have been achieved:</p> <ul style="list-style-type: none"> • the UX Office officially launched the UX virtual lab as a part of the ICT innovation lab (UX-iLab). • A first UX framework guide with practical instructions and a set of guidelines for mobile design, accessibility and integration with the EC methodologies (PM²-Agile, PM²,...) was created and published.

			<ul style="list-style-type: none">• The UX office service offering was worked out and became operational by the end of 2021.• The UX office worked and is still working together on some major projects to include UX from the start (e.g. IMI road transport, vaccination program).
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General objective 7: A modern, high-performing and sustainable European Public Administration

Specific objective 7.4: A Commission resilient to ever evolving digital security threats

Result indicator 1: Level of Cyber Awareness programme reach out to staff (in %).

Source of data: DIGIT and HR for the Staff population

Baseline (2020)	Interim Milestone (2022)	Target 2024	Latest known results (2021)
24% High reachout due to interest of staff to receive guidance on how to be secure online when teleworking	25% (Staff can receive cyber awareness sessions approximately once every 4 years)	35% (Staff can receive cyber awareness sessions approximately once every 3 years)	Average participation rate in all 4 CA-SEP ⁴ 2021 training is 24,23% - with highest rate in 'working from home' training 40% 30% of staff participated in a live online cyber awareness session or activity

Result indicator 2: Time to closure for security incidents

Source of data: DIGIT – CSIRC ticketing system

Baseline (2020)	Interim Milestone (2022)	Target 2024	Latest known results (2021)
16.83 working days	15,3 (-10%)	13,6 (-20%)	18,57 The peak of incidents in Q1/Q2 2021 (more than 30% higher than 2020), created a massive backlog. Combined with unavailability of several key people in long-term sickness leave, the time to closure KPI exploded until end of Q3 which is explainign why the yearly KPI is higher than expected.

Main outputs in 2021:

Output description	Indicator	Target	Latest known results
20% of total staff population has participated to the	Number of staff participated to the programme	Q4 2021	Target achieved At average, 24.23 % participation rate in

⁴ Cyber-aware Security Education Programme

Cyber Awareness Programme			online training launched by the Cyber Aware Security Education Programme (CA-SEP)
4 phishing exercises organised in the Commission	Timely delivery of the phishing exercises	Q4 2021	Target achieved. 4 phishing exercises organised for all Commission staff: in June, September, October and December
400 developers have used at corporate level our dedicated secure coding training platform	Number of developers using the dedicated training platform	Q4 2021	Target achieved 207 active users on the platform - work ongoing with team leaders to increase developers' engagement
Corporate, on-premise and cloud assets are regularly scanned for vulnerabilities	Number of on-premise and cloud, corporate assets scanned	55000 by Q4 2021	Target achieved. In 2021 Security Assurance performed regular vulnerability assessments of approx. 55.000 hosts, which included: All Corporate Data Centre assets All EC internet presence EC network devices The whole of Secure Hosting Service (SHS) All ITIC workstations All local Datacentres that DGs have requested regular scanning
DevSecOps corporate projects integrate with Continuous Security Assurance service	Number of DevSecOps projects using the service	90 by Q4 2021	Target achieved. In 2021, more than 100 software projects developed by more than 250 developers continued to use Continuous Security Assurance (CSA)
Production release of Privileged Rights	Timely delivery of the service release in	Q1 2021	Target not achieved. In 2021 the service was

Review (HeRiC) Service	production		not delivered due to budget cuts.
Application Security tests (mobile or web, on-premises or on the cloud) are performed at corporate level as part of the baseline service offering	Number of application security tests	90 by Q42021	Target achieved. Over 110 web and mobile (iOS & Android) applications were tested, hosted both on on-premises infrastructure and on the cloud.
Provision of an integration interface with repositories of IT assets that are hosted on local datacentres or on the cloud but managed locally by the DGs	Timely delivery of the integration interface	Q4 2021	Target achieved. There is currently an interface for DGs to upload their assets, and is actively in use. Moreover, there is also a native connection with the most important cloud providers.
the security controls are included in the IT security portal database, to maintain accurate and up-to-date the IT Security Framework information	Percentage of security controls included on the IT security portal database	100% by Q4 2021	Target achieved. All security controls are included in the IT security portal database as well as in the IT compliance management tool (GRC).
3rd revision of the European Commission IT Security Strategy for the period 2021-2022	Timely delivery of the updated strategy	Q1 2021	Target achieved. The 3rd version of the European Commission IT Security Strategy (2021-2022) was published in 2/2021.
Local Informatics Security Officers (LISOs) of the DGs onboarded on the GRC tool	% of LISOs onboarded	100% by Q4 2021	Target partially achieved. 50% of the LISOs are onboarded on the GRC tool. Onboarding is not mandatory and is a discretionary decision of the DGs and respectively their LISOs. Present efforts focus on the operational adoption of the tool by those DGs that still do

			not use it to attest and report on the level of compliance.
IT Security Plan Review performed	Timely review of the submitted IT Security plans	50 by Q4 2021	Target achieved. In total 67 IT Security plans were timely reviewed within 2021.
DGs onboarded to GovSec RM module	Percentage of the DGs onboarded to GovSec RM module	40% by Q4 2021	Target partially achieved (16 DGs onboarded out of 51 – 31%). Even though relevant support services are in place, and communication took place on time, the onboarding of DGs on GovSec is heavily depending on them, and on the tools/methodologies they select to perform their risk assessments (a simpler alternative tool exists in excel and GOVSEC requires an annual charge-back).
2021 IT Security and Risk Report covering all the EC departments, produced as annual exercise underpinning the implementation of the European Commission Digital Strategy and the IT Security Strategy	Availability of the report	Q4 2021	Target achieved. The IT Security and Risk Report was created and made available.
Tailored periodic reports on IT security threats, risks, incidents and ongoing actions delivered by cLISO service to each department using the service.	Number of report delivered per department	2 reports per DG by Q4 2021	Target achieved.. Both reports delivered on time for all c-LISOs' service subscribers: CINEA, CNECT, COMP, DGT, DEVCO, DIGIT, EAC, EACEA, ECHO, EISMEA EPSO, GROW, HADEA, MARE, NEAR, OIB, PMO, REA, RTD, SANTE, HOME, JUST.
SOC: Migration of the	Migration fully	Q4/2021	Target achieved.

existing use cases and corresponding log files from the current monitoring platform to the new corporate platform	completed		Migration of use cyber security monitoring cases and corresponding log files to the new corporate platform has been completed in December 2021.
SOC: Integration with new dedicated monitoring platforms (specifically for the Cloud)	Integration with Azure Sentinel SIEM completed	Q4/2021	Target achieved. Cyber security monitoring detection rules are deployed in Azure Sentinel SIEM. This first integration requires manual intervention which will be lifted in the next release.
Cyber Threat Hunting (CTH): Integration of effective threat hunting rules into the corporate monitoring platform	Existing hunting scenarios migrated from the current hunting platform into the corporate monitoring platform	Q4/2021	Target achieved. All hunting scenarios that could be migrated have been. Investigations are ongoing for two remaining scenarios which are not supported by the new platform
CTH: Setting up a tailored threat analysis service which mission it to create actionable information by correlating the 5 threat actors TTPs with the Commission specific technical set-up per targeted Commission main activity domains (TRADE, ...)	Customised threat landscape integrated in DISB and IT Security Risk reports	Q3/2021	Target achieved. Tailored threat landscape reporting covering top 5 Threat Actors as well as cybercrime and information warfare is integrated both in DISB presentation and IT Security Risk Reports
CSIRC: Automation of incident analysis first stages and repetitive tasks	Automated enrichment of incident information in place for most frequent incidents	Q4/2021	Target not achieved. The peak of cyber security incidents which reached an all-time high in 2021, combined with the unavailability of several key people in

			long-term sickness leave prevented the automation project to progress as foreseen. An in-depth review of its core processes was initiated. Automation efforts (as part of the business transformation programme) will allow the unit to be properly equipped with state-of-the-art processes and technologies. This will enable DIGIT to face cyber challenges of the next five years.
Implementation of a technical solution and related processes for container security (log file visibility and response actions)	The technical solution is in place for Cloud on Prem.	Q4/2021	Target achieved. SYSDIG backend infrastructure has been set-up for Cloud on Prem
Development of security templates (landing zones) for EC IaaS/PaaS deployment in the Public Cloud (AWS/Azure)	Availability of best practices templates (pilot stage)	Q4/2021	Target achieved. Security best practices templates are available and deployed in Public Cloud environments (AWS and Azure)
Implementation of a technical solution (CASB) for incident detection and response in Public Cloud SaaS deployments	Pilot available	Q4/2021	Target achieved following the scope change. The plan for the technical CASB implementation is available

General objective 7: A modern, high-performing and sustainable European Public Administration

Specific objective 7.5: The Commission is a resilient public administration with a performing digital infrastructure and a fit-for-purpose Digital Workplace (DWP)

Result indicator 1: Overall satisfaction level of the end users with the digital workplace solutions provided by DIGIT

Source of data: IT Workplace solutions – User satisfaction survey. This survey started in 2015 and is run annually.

Baseline (end 2019)	Interim Milestone (end 2021)	Target 2024	Latest known results (2021)
Target set in the previous Strategic Plan: end users satisfaction level above 80%	Maintain end user satisfaction level above 80%	Maintain end user satisfaction level above 80%	The 2021 IT Survey concluded to an overall satisfaction rate of 89%

Result indicator 2: Number of EU Institutions using cloud broker service

Source of data: DIGIT

Baseline (end 2019)	Interim Milestone (end 2021)	Target 2024	Latest known results (2021)
21	30	60	34

Result indicator 3: Overall infrastructure volume based on number of servers and amount of storage

Source of data: DIGIT

Baseline (end 2019)	Interim Milestone (end 2021)	Target 2024	Latest known results (2021)
	(end 2021, % over end 2019)	(end 2024, % over end 2019)	(end 2021, % over end 2019)
Number of servers: 14867	+79%	+332%	18180 (22,3%)
Storage capacity: 24894 Terabytes	+49%	+170%	40961 (64,5%)

Main outputs in 2021

Output description	Indicator	Target	Latest known results
DWP - Improved onboarding of newcomers	Dedicated DWP info-sessions for newcomers	DWP info-sessions available for all newcomers in the Commission related to UCC, teleworking, Video Conferencing	Request management, M365/Teams, using hybrid conferences done. Info-sessions for the WELCOME upgrade ready to start. Additiona

		and support & requests	info-sessions under development.
DWP – Sustainable teleworking infrastructure	Availability of the solution	Teleworking infrastructure supporting the new HR policy	Delivered. The new Infrastructure is in production and the a new VPN client is deployed on corporate endpoints in Welcome..
DWP – Remote access for new intra-muros categories	Availability of a sustainable remote access infrastructure for most used category (PXE)	Once the target infrastructures defined for the different categories, a sustainable remote access infrastructure for category PXE is built and operated	For PXE category, the standard teleworking solution is proposed. For the other categories, delay due to operational workload causing partial delivery .
DWP – Revamped internet connectivity to propose scalable and robust connectivity toward M365 services	Availability of the solution	Increased Internet connectivity capabilities. Improved scalability and availability	Delivered. Bandwidth of the Commission substantially increased to 2x2x10Gbs
DWP – Residual telephony: Engineering of the solution	Availability of the infrastructure	The back-end infrastructure is deployed and operated Design specifications for new buildings are available and integrated in the MIT (Manuel de l'immeuble type) document	Operation of the back-end infrastructure is in place. Other activities are on track
DWP - Roll-out of the secure WELCOME domain	Number of users migrated	10.000 users migrated in the office	By year end, about 1.500 users migrated to Welcome (across several DGs). The toolchain to industrialise migrations (in the office) and significantly accelerate the migration pace was fine-tuned and put in production. This includes a

			<p>capability to manage various constraints linked to business requirements. Dedicated Support Zones were established to assist users during the migration.</p> <p>Communication efforts were made at Director-General level. The original deployment target could not be achieved because the Covid pandemic strongly limited office presence until the end of 2021, which is a technical prerequisite to migrate.</p>
DWP – Roll-out of M365	Success of M365 rollout	Production rollout of M365 for all staff	<p>The solution for protecting SNC content in M365 is established and released in production (including the integration with HSM services in the data center). The ITCB approved the official go-live of M365 in EC on 8 November. This was followed by a virtual TownHall on 15 November.</p>
Ergonomics at home for teleworkers	Availability of a sustainable solution for Homeworking equipment	Solution available in line with new teleworking rules	Finished. Process in place to sustain the scheme.
DWP - Improved end-point protection	Rollout of new end-point protection solution	30.000 DWP workstations migrated, protected by new solutions	Finished (deployment of Carbon Black Cloud sensor on corporate Windows 10 endpoints)
Digital Infrastructure: Introduction of Container service support within the Cloud On Premise environment	Status of the service	Service in production, service level agreement based by end Q1 2021	Finished. Service is delivered in production through the provision of managed services SLA based.
Digital Infrastructure:	Enriched ecosystem of corporate services for the	Release of new operational services	Target achieved Artefact store service

Strengthen corporate alignment and support for the developer community, encompassing a shift towards hybrid cloud delivery concepts	developer community	for artefact stores, container deployment mechanisms and data virtualisation	<p>already released and available in the service catalogue.</p> <p>Operational services for data virtualisation released with a first set of customers.</p> <p>Services for container deployment released with an initial limited set of pilot customers. The services will, as planned, gradually ramp up during 2022 as one of the pillars for the adoption of cloud computing principles across Commission services in the years to come.</p>
Secure Cloud Adoption: rollout of the landing zone for the most used cloud providers	% of Commission cloud resources (accounts) with landing zones activated	30% of the cloud resources	Target exceeded. Landing zones adoption in the Commission exceeds 60%..
Secure Cloud Adoption:: Cloud providers fulfilling strong European data sovereignty criteria available in Cloud II, usable by EU Institution	Use cases within a EU Sovereign cloud	3 Use cases within EU Sovereign cloud	Target met. Accounts for 3 use cases provided for EDPS, EDPB and JRC.
Creation of a Cloud Advisory Council (CaC) for the European Commission engaging the different cloud practitioners in the cloud governance, proposing key	<p>Extension of the CaC to the EC, interface with EC governance</p> <p>Number of technical decisions presented to DIGIT Senior Management or EC governance for endorsement</p> <p>Number of entities participating to the Council</p>	<p>Process approved by the EC Governance</p> <p>5 technical proposals proposed to DIGIT Senior Management or EC governance</p> <p>All DGs associated</p>	<p>Cloud advisory council creation and initial composition formally approved in ITC Board of March 2021.</p> <p>First technical proposal approved by ITCB in February 2022</p> <p>.</p>

operational decisions and promoting the knowledge sharing across the EC.			
Replacement of IT service management on premises solutions by a SaaS solution	First PoC/pilot cases onboarded on the service management platform and end user IT portal	<p>Target technology selected</p> <p>Project Charter, solution design, risk assessment & roadmap available</p> <p>2 PoC pilot use cases running in the platform</p>	<p>Target technology selected: ServiceNow.</p> <p>Project charter completed and submitted to ITC Board. High level solution design and roadmap available, implementation about to start. Initial version of risk assessment of ServiceNow available to be enhanced based on additional requirements for IT Service Management</p> <p>PoC completed, with 2 pilot use cases: 1) agents' workspace for incident, change, problem, knowledge management and request fulfilment and 2) end-user portal for incidents and requests submission and follow-up/ access to knowledge articles for self-help</p>
Creation of dashboards to support governance in follow-up & decision-making for the constant (re-)adjustment of baseline services with budget availability	<p>Dashboards for IRMs containing on premises and cloud consumption available for IRMs</p> <p>Dashboards to track actual consumption vs baselines available for Governance bodies</p>	<p>1 dashboard for IRMs providing visibility of consumption for the ISs on the DG's portfolio.</p> <p>1 dashboard for governance bodies providing visibility of global consumption and comparison with defined</p>	<p>Dashboard for IRMs providing visibility for public cloud and on-premises infrastructure consumption was available for the chargeback exercise in October 2021.</p> <p>Additional dashboarding integrating baseline information available for IRMs and governance bodies as well available in Q4 2021.</p>

		baselines and available budget.	
Hybrid Cloud: Shift towards cloud-enabled delivery models for the corporate digital infrastructure	Status of service	Cloud-native operations service in place for Single Digital Gateway use case	Cloud native operations service already in place for Single Digital Gateway use case.

General objective 2: A Europe fit for Digital Age			
Impact indicator: Aggregate score in the Digital Economy and Society Index (DESI)			
Source of the data: European Commission			
Baseline	Interim Milestone	Target	Latest known results
2019	2022	2024	2021
49.4	Increase	Increase	52.6
Specific objective 2.1: The Commission implements its EU-wide policies through high-quality, trusted, borderless digital public services that facilitate free flow of data and boost the digital single market			Related to spending programme: DEP
Result indicator: Evolution of the level of uptake and reuse of interoperability models and solutions in EU Member States.			
Source of data: NIFO ⁵			
Baseline	Interim Milestone	Target	Latest known results⁶
2019	2022	2024	2021
Scoreboard 1 EIF Principles: EU27 average value 4 (out of 5)	Scoreboard 1 EIF Principles: EU27 average value 4,5 (out of 5)	Scoreboard 1 EIF Principles: EU27 average value 5 (out of 5)	Scoreboard 1 EIF Principles: EU27 average value 3.7 (out of 4 ⁷)
Scoreboard 2 EIF Interoperability layers: EU27 average value 3,8 (out of 5)	Scoreboard 2 EIF Interoperability layers: EU27 average value 4,3 (out of 5)	Scoreboard 2 EIF Interoperability layers: EU27 average value 4,8 (out of 5)	Scoreboard 2 EIF Interoperability layers: EU27 average value 4 (out of 4)
Scoreboard 3 EIF Conceptual model: U27 average value 3,6 (out of 5)	Scoreboard 1 EIF Conceptual model: U27 average value 4,1 (out of 5)	Scoreboard 1 EIF Conceptual model: U27 average value 4,6 (out of 5)	Scoreboard 3 EIF Conceptual model: U27 average value 3,6 (out of 4)

⁵ <https://joinup.ec.europa.eu/collection/nifo-national-interoperability-framework-observatory>

⁷To note:The scale of measurements was changed to 4 (not 5) following the advice from JRC last year and dashboards consolidated for a single value for DG Budget based on the median value of the average per MS. That is why the milestones had to be adapted accordingly. To be decided how / whether adapt and indicate here.

Main outputs in 2021:			
Output description	Indicator	Target	Latest known results
Transition to Digital Europe Programme (DEP) – Start implementing the interoperability part of the DEP work programme.	Prepare and start implementing the interoperability part of the DEP work programme 2021-2022.	Interoperability part of work DEP programme 2021-2022 adopted and implementation started. (Q1-2021)	DEP adopted in April. DEP WP adopted in November only. Implementation started.
Support for Modernisation of Public Administrations – ISA ² Work Programme 2020. <ul style="list-style-type: none"> - Administer the annual work programme in accordance with the legal decision and the extended scope to businesses and citizens targeting different levels of administration. - Procurement in accordance with rules, programme implementation plan and budget. 	Execute the outstanding 2020 work programme. Procure and implement actions as planned. ISA ² actions are procured within the planned time frame and budget, as detailed in the Work programme.	The 2020 work programme is executed on time. (Q4-2021)	On track. Work going on as planned with final payments in 2022.
Support the "Europe fit for Digital Age" agenda, in particular through digital transformation of Public Administrations and data interoperability: <ul style="list-style-type: none"> - support and monitoring of EIF implementation - support for data models and semantic interoperability. - Engage with test partner DGs in developing eGov reference architectures 	Regular EIF reporting cycle. SEMIC (semantic interoperability) observatory operating. Stable cooperation with two test DGs on eGovERA	Publication of results after having adapted the monitoring mechanism. (Q3-2021) SEMIC Observatory operating. (Q4-2021)	On track. Results from 2019 and 2020 available in an interactive dashboard in NIFO. 35 country reports and a consolidated one with 2021 results due end May 2022 as planned Risk of delay. Due to evolving priorities as regards OOTS and eWallet, the initial

			<p>scope of the SEMIC observatory was adapted. The action is being refined in light of the upcoming work on the SEMIC support centre.</p> <p>On track. Pilots w SANTE (2MS) and TAXUD (3MS) performed. EGovERA RAs released. Request from TAXUD to extend to Customs accepted, one pilot with MS planned.</p>
<p>Regular and strengthened cooperation with Member State Chief Information Officers (CIOs), external stakeholders (such as OECD, third countries, ...); operating of interoperability expert group.</p>	<p>CIO Network meetings</p> <p>Expert group meetings</p> <p>Meetings with other organisations and/or third countries.</p>	<p>Support and contribute to the 2 CIOs Network meetings organised by the respective presidencies. (Q2 & Q4 2021)</p> <p>Organise at least 2 expert group meetings.</p> <p>Participate and contribute to at least 2 meetings with Western Balkans and/or other international partners.</p>	<p>On track. Support and participation to the CIO meeting organised by Portuguese Presidency in May 2021 and Slovene Presidency in December 2021.</p> <p>On Track 3 expert group meetings organised, plus several workshops on future policy design.</p> <p>Participation in a webinar for the Western Balkan Region about the role of life events in end-to-end public service delivery.</p> <p>Co-organisation of</p>

			Western Balkans participation in CIO Network and eGovernment conference during Slovene presidency in December 2021. Training with United Nations on EIF and Academy (UNDESA) "Changing Mindsets and Strengthening Governance Capacities for Policy Coherence in the Arab region"
Co-delivery with DG GROW of the Single Digital Gateway IT Tool platform to implement the Decision Regulation 2018/1724.	Enhance and maintain the SDG platform (following the opening to the public on the 12/12/20)	Q4 2021	<p>Target Achieved</p> <p>Key achievements:</p> <p>Collection and analysis of statistics and feedback data on web and assistance services.</p> <p>Completed integration with CdT for translation of documents.</p> <p>Pilot for a central web analytics tool.</p>
Co-delivery with DG JUST and DG FISMA of trans-European digital solutions in the domain of Company Law and Justice	In partnership with DG JUST, extend BRIS (Business Registers Interconnection System) functionalities to implement the Directive	Q3 2021	<p>Target Achieved</p> <p>The Company Law Package has been delivered in July 2021. Member States are pursuing their connectivity setup.</p>

	<p>2019/1151 (on Company Law Package)</p> <p>In partnership with DG JUST and DG FISMA, deliver the Beneficial Ownership Register Interconnection System (BORIS) to implement the Direction 2015/649.</p>	<p>Q4 2021</p>	<p>(All MS connected – except BG)</p> <p>Target Achieved</p> <p>The beneficial Ownership Register Interconnection system has been delivered by end of 2021. Member states are pursuing their connectivity setup with e-Justice portal</p>
<p>Participate and contribute to Single Digital Gateway (SDG) relevant actions, including the Once Only Principle(OOP) System</p> <p>[tbd how to deal with this at DG/directorate level]</p>	<p>Availability of data models for the exchange of evidences and information as well as for describing services, use of interoperability assessment and testing tools.</p> <p>Manage work packages needed to define the OOP Technical System in cooperation with DG CONNECT, DG GROW and Member States.</p>	<p>Data models available.</p> <p>Meetings and agreed evidences/information with Member States</p> <p>Work packages operated in line with OOP planning.</p>	<p>On track, work packages delivered as planned. Operations not yet started. Risk of changes in scope in future because of alignment needs with EUeID and eWallet, discussed with MSs.</p>
<p>Continue the Sharing & Reuse agenda, support public sector Open Source and EUPL (EU Public License uptake.</p>	<p>Reporting on national open source policies.</p>	<p>Publication of 28 country reports and corresponding factsheets on the status of open source policies.</p>	<p>On track. Publication on the Open Source Observatory on Joinup.</p>
<p>Pursue Innovative Public</p>	<p>Innovative Public</p>	<p>Innovative Public</p>	<p>On track. The</p>

Services activities and pave way towards GovTech incubator under future DEP exploring GovTech cooperation with Member States and private sector.	Service Assessment Framework and studying GovTech options. Launch GovTech incubator framework.	Service Assessment Framework tested and study on possible GovTech incubator presented. Govtech Incubator Framework launched	GovTech Study to be published in early 2022. On track. GovTech Incubator call for Framework Partnership published February 2022.
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Initiatives linked to regulatory simplification and burden reduction

Output description	Indicator	Target	Latest known results
Support to digital-ready policymaking from a legal interoperability perspective.	Establishment of the Community on digital-ready policymaking (incl. Member States). Provision of guidance on how to turn EU policies digital-ready and interoperable as part of the updated better regulation framework.	Community on digital-ready policymaking (incl. Member States) running. (Q3-2021) Guidance on digital-ready interoperable policies available as part of the updated BR framework (Q2-2021)	The Better legislation for smoother implementation community is up and running, as planned. Contributed to the better regulation tool on digital-ready policymaking updated by SG.

Evaluations and fitness checks

Output description	Indicator	Target	Latest known results
EIF Evaluation (back to back with impact assessment for future policy initiative)	carry out the EIF back to back evaluation and impact assessment (EIF back to back procedure finalised (Q4-2021)	On track. Drafts of EIF evaluation and impact assessment sent to RSB in December for hearing on 19/01/2022, with a positive

			outcome. Updates to be presented together with interoperability policy proposal in Q2/2022 according to Commission WP.
Final Evaluation of ISA ² Programme Carry out the ISA ² final evaluation	ISA ² Programme Final Evaluation finalised.	ISA ² Programme Final Evaluation finalised by end of 2021	ISA ² evaluation published in December 2021.
Proposal on strengthened EU interoperability policy	Policy proposal	Policy proposal presented (unless college decides to include in CWP 2022) (Q4- 2021)	Delayed. Policy proposal date changed to Q2/2022, included in CWP 2022.
External communication actions			
Output description	Indicator	Target	Latest known results
Promotion of interoperability and of the ISA ² and DE programmes and the (re)use of solutions through conferences, workshops, meetings, presentations, publications, the ISA ² website, Twitter and LinkedIn accounts on basis of an interoperability communication strategy. Transition of ISA ² website, link to joinup. Organisation of a dedicated event on the closure of the ISA ² and CEF programmes and their transition into DEP.	Number of events attended with an active contribution (i.e. presentation, speech, moderation or ISA ² stand) such as high level conferences, interoperability related events and events that are of relevance to the individual policy areas and topics addressed by the programme. Number of online material (videos, publications)	At least 20 events attended with an active participation. At least one major ISA ² event organised. At least 5 web conferences (co-)organised. At least 2 academic / professional papers published.	The Interoperability policy has been presented and promoted in 44 online events. The most prominent of them was the closing ISA ² /CEF conference named DIGITALL Public 3 days conference, which gathered more than 1500 participants. The SEMIC 2021 online conference in December 2021 attracted 600 registered participants.

	<p>published.</p> <p>Professional publications.</p> <p>References to EIF and ISA actions in professional and/or academic publications.</p>	<p>Number of references to ISA and EIF in professional publications equal or higher than preceding year [at least 3].</p>	<p>During the period 5 studies have been published regarding different aspects of Interoperability. 9 unique videos were produced. 59 recordings of webinars and online events have been uploaded on youtube and promoted amongst the community.</p> <p>Publications not monitored.</p>
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General objective 2. A Europe fit for Digital Age

Specific objective 2.2: Trans-European Systems deliver user-centric and reusable digital solutions, supporting EU-wide public services

Result indicator 1: Aggregate score in the Digital Economy and Society Index (DESI)

Source of the data: [DESI](#)

Baseline (2019)	Interim Milestone (2022)	Target 2024	Latest known results 2021
49.4	increase	increase	52.6

Result indicator 2: Number of Information Systems connected to an EC-managed service or reusing a building block

Source of data: GOVIS and RSP Monitoring (Internal Commission's tools)

Baseline 2020	Interim Milestone 2022	Target 2024	Latest known results 2021
~40%	46%	52%	48%

Main outputs in 2020:

Output description	Indicator	Target	Latest known results
EU digital solutions (EU Building Blocks and trans-european systems)	Continue to develop and provide the building blocks of CEF to the Member States.	Deploy new maintenance releases for all relevant Building Blocks	Continuous evolution of EU Building blocks to incorporate new requirements raised through the stakeholders engagement channels.
Identity and Access Management (IAM) – EU Login: integration and architecture evolution	Continue to improve EU Login by deploying additional features to improve security and user-friendliness	By the end of 2021, improve EU Login adaptive security and prepare progressive steps towards Passwordless authentication Continue improving integrating EU Login with EU Access and EU Sign for self-service registration and transaction validation By the end of 2021,	On Track. Adaptive security feature in EU Login available as opt-in for users. Integration between Identity and Access Management solutions (EU Login – EU Access) completed and in production with the launch of the first EU Access client. In 2021 the EU

		release EU Authenticator, the next generation of EU Login mobile application	Sign service highly expanded its offering to EU Institutions and Bodies. There has been an important push to increase the usage of multi factor authentication for EU Login, increasing the security level. This has required to put on hold the effort on the EU Authenticator to better design the integration between EU Sign and EU Login ..
Identity and Access Management (IAM) – EU Sign: extending service integration in view of roll-out	Broaden the integration of EU Sign with main EC systems. Enable adoption of electronic signature for a larger user community within EC.	By mid 2021, EU Sign Remote QES available to all AOSD and agreed additional user categories. By end 2021, integrate several additional systems and EUI&B with EU Sign. Improve integration with EU Login for self-registration and for transaction	On Track. EC AOSDs enrolled. Simplified user enrollment process. EU Sign is widely used by many Agencies and EUI's. On track.
Identity and Access Management (IAM) – EU Access: deploy EU Service, extending service integration	Make EU Access available to systems beyond the pilot implementation Erasmus+, enabling integration of EC systems.	Enable the EU Access operational service in line with the needs of the Erasmus+ project of DG EAC. Enable EU Access for agreed EC systems in H2 2021	Following the successful enablement of EU Access for Erasmus+, onboarding of additional clients ongoing. Completed.
Testa: complete the procurement	Award contract and start first phase of the implementation	Framework contract signed	The call for tender evaluation is

for the future pan-european secure network	(Key documents, Planning, Design)	High level documents available	complete and the award process is being finalised. High level documents being prepared
Support the policy DG's in the design and implementation of the business applications, where one of the trans-european reusable solution is identified as an element of the overall technical design.	Contribute to the design and implementation projects in the policy DG's to maximize the reuse potential of the building blocks	Increase the adoption rate of trans-european services and evolve towards a platform of integrated services, delivering value to a policy supporting system.	On track. Continuous engagement with any new project in policy domains to explore the re-use of existing trans-european Services.

ANNEX 3: Draft annual accounts and financial reports

AAR 2021 Version 2

Annex 3 Financial Reports - DG DIGIT - Financial Year 2021

Table 1 : Commitments

Table 2 : Payments

Table 3 : Commitments to be settled

Table 4 : Balance Sheet

Table 5 : Statement of Financial Performance

Table 5 Bis: Off Balance Sheet

Table 6 : Average Payment Times

Table 7 : Income

Table 8 : Recovery of undue Payments

Table 9 : Ageing Balance of Recovery Orders

Table 10 : Waivers of Recovery Orders

Table 11 : Negotiated Procedures

Table 12 : Summary of Procedures

Table 13 : Building Contracts

Table 14 : Contracts declared Secret

Table 15 : FPA duration exceeds 4 years

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

Additional comments

Tab 4 & Tab 5 & Tab 5bis - "The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer"

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2021 (in Mio €) for DG DIGIT					
			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
Title 01 Research and Innovation					
01	01 01	Support administrative expenditure of the "Research and Innovation" Cluster	6.16	6.16	100.00 %
	01 02	Horizon Europe	7.42	7.42	100.00 %
	01 03	Euratom Research and Training Programme	0.15	0.15	99.85 %
	01 20	Pilot projects, preparatory actions, prerogatives and other actions	0.78	0.78	100.00 %
Total Title 01			14.51	14.51	100.00 %
Title 02 European Strategic Investments					
02	02 01	Support administrative expenditure of the "European Strategic Investments" cluster	6.73	6.73	100.00 %
	02 02	InvestEU Fund	0.00	0.00	0.00 %
	02 03	Connecting Europe Facility (CEF)	0.57	0.57	100.00 %
	02 04	Digital Europe programme	31.27	31.27	100.00 %
	02 20	Pilot projects, preparatory actions, prerogatives and other actions	2.31	2.31	100.00 %
Total Title 02			40.88	40.88	100.00 %
Title 03 Single Market					
03	03 01	Support administrative expenditure of the "Single Market" cluster	3.28	3.28	100.00 %
	03 02	Single Market Programme	10.11	10.11	99.99 %
	03 04	Cooperation in the field of taxation (FISCALIS)	1.46	1.46	100.00 %
	03 05	Cooperation in the field of customs (Customs)	6.79	6.79	100.00 %
	03 20	Pilot projects, preparatory actions, prerogatives and other actions	0.36	0.36	100.00 %
Total Title 03			21.99	21.99	99.99 %
Title 04 Space					
04	04 01	Support administrative expenditure of the "Space" cluster	0.41	0.41	100.00 %
Total Title 04			0.41	0.41	100.00 %
Title 05 Regional Development and Cohesion					
05	05 01	Support administrative expenditure of the "Regional Development and Cohesion" cluster	0.00	0.00	0.00 %
	05 02	European Regional Development Fund (ERDF)	5.36	5.36	100.00 %
	05 03	Cohesion Fund (CF)	1.00	1.00	100.00 %
Total Title 05			6.36	6.36	100.00 %
Title 06 Recovery and Resilience					
06	06 01	Support administrative expenditure of the "Recovery and Resilience" cluster	1.36	1.36	100.00 %
	06 02	Recovery and Resilience Facility (incl. Technical Support Instrument)	0.34	0.34	100.00 %

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2021 (in Mio €) for DG DIGIT					
			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
	06 03	Protection of the euro against counterfeiting	0.02	0.02	100.00 %
	06 05	Union Civil Protection Mechanism (rescEU)	1.07	1.07	100.00 %
	06 06	EU4Health Programme	0.31	0.31	100.00 %
	06 07	Emergency support within the Union	0.00	0.00	0.00 %
	06 20	Pilot projects, preparatory actions, prerogatives and other actions	0.81	0.81	100.00 %
Total Title 06			3.91	3.91	100.00 %
Title 07 Investing in People, Social Cohesion and Values					
07	07 01	Support administrative expenditure of the "Investing in People, Social Cohesion and Values" cluster	7.57	7.57	100.00 %
	07 02	European Social Fund Plus (ESF+)	2.72	2.73	100.09 %
	07 03	Erasmus	0.54	0.54	100.00 %
	07 04	European Solidarity Corps	0.52	0.52	99.97 %
	07 05	Creative Europe	1.47	1.47	100.00 %
	07 06	Rights and Values	1.23	1.23	100.00 %
	07 07	Justice	0.00	0.00	0.00 %
	07 20	Pilot projects, preparatory actions, prerogatives and other actions	14.90	14.90	100.00 %
Total Title 07			28.96	28.96	100.01 %
Title 08 Agriculture and Maritime Policy					
08	08 01	Support administrative expenditure of the "Agriculture and Maritime Policy" cluster	0.22	0.22	99.99 %
	08 02	European Agricultural Guarantee Fund (EAGF)	5.06	5.06	100.00 %
	08 03	European Agricultural Fund for Rural Development (EAFRD)	1.88	1.88	100.00 %
	08 04	European Maritime and Fisheries Fund (EMFF)	1.72	1.72	100.00 %
Total Title 08			8.88	8.88	100.00 %
Title 09 Environment and Climate Action					
09	09 01	Support administrative expenditure of the "Environment and Climate Action" Cluster	2.28	2.28	100.00 %
	09 02	Programme for the Environment and Climate Action (LIFE)	0.83	0.83	100.00 %
Total Title 09			3.11	3.11	100.00 %
Title 10 Migration					
10	10 01	Support administrative expenditure of the "Migration" Cluster	0.41	0.41	100.00 %
	10 02	Asylum, Migration and Integration Fund (AMIF)	0.00	0.00	0.00 %
Total Title 10			0.41	0.41	100.00 %
Title 11 Border Management					

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2021 (in Mio €) for DG DIGIT					
			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
11	11 01	Support administrative expenditure of the "Border Management" cluster	0.65	0.65	99.97 %
Total Title 11			0.65	0.65	99.97 %
Title 12 Security					
12	12 01	Support administrative expenditure of the "Security" cluster	0.30	0.30	99.96 %
	12 20	Pilot projects, preparatory actions, prerogatives and other actions	1.15	1.15	100.00 %
Total Title 12			1.45	1.45	99.99 %
Title 13 Defence					
13	13 01	Support administrative expenditure of the "Security and Defence" cluster	0.94	0.94	100.00 %
Total Title 13			0.94	0.94	100.00 %
Title 14 External Action					
14	14 01	Support administrative expenditure of the "External Action" cluster	36.13	36.13	100.00 %
	14 20	Pilot projects, preparatory actions, prerogatives and other actions	4.17	4.17	99.99 %
Total Title 14			40.30	40.30	100.00 %
Title 15 Pre-accession Assistance					
15	15 01	Support administrative expenditure of the "Pre-accession Assistance" cluster	3.75	3.75	100.00 %
	15 02	Instrument for Pre-accession Assistance (IPA III)	0.00	0.00	0.00 %
Total Title 15			3.75	3.75	100.00 %
Title 16 Expenditure outside the annual ceilings set out in the Multiannual Financial Framework					
16	16 01	Support administrative expenditure outside the annual ceilings set out in the Multiannual Financial Framework	0.04	0.04	100.00 %
Total Title 16			0.04	0.04	100.00 %
Title 20 Administrative expenditure of the European Commission					
20	20 02	Other staff and expenditure relating to persons	1.61	1.24	76.85 %
	20 03	Administrative Operating expenditure	27.84	27.82	99.92 %
	20 04	Information and communication technology related expenditure	261.14	233.81	89.54 %
	20 20	Pilot projects, preparatory actions, prerogatives and other actions	0.00	0.00	0.00 %
Total Title 20			290.59	262.87	90.46 %
Total Excluding NGEU			467.13	439.41	94.06 %
Title 06 Recovery and Resilience					
06	06 01	Support administrative expenditure of the "Recovery and Resilience" cluster	0.00	0.00	0.00 %
Total Title 06			0.00	0.00	0.00 %
Total NGEU Only			0.00	0.00	0.00 %

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2021 (in Mio €) for DG DIGIT

	Commitment appropriations authorised	Commitments made	%
	1	2	3=2/1
Total DG DIGIT	467.13	439.41	94.06 %

* Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g. internal and external assigned revenue).

% Outturn on Commitment Appropriations in 2021 for DG DIGIT

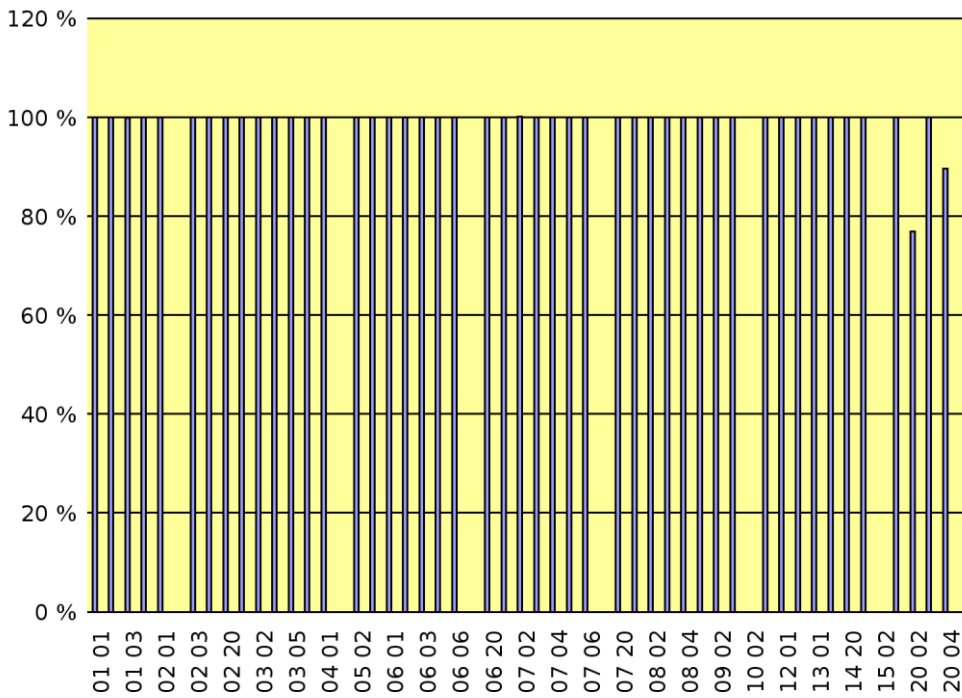


TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2021 (in Mio €) for DG DIGIT

			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title 01 Research and Innovation					
01	01 01	Support administrative expenditure of the "Research and Innovation" Cluster	17.05	12.14	71.19 %
	01 02	Horizon Europe	1.25	1.33	106.14 %
	01 03	Euratom Research and Training Programme	0.00	0.00	0.00 %
	01 20	Pilot projects, preparatory actions, prerogatives and other actions	0.15	0.00	0.00 %
Total Title 01			18.46	13.47	72.97%
Title 02 European Strategic Investments					
02	02 01	Support administrative expenditure of the "European Strategic Investments" cluster	7.98	2.62	32.85 %
	02 02	InvestEU Fund	0.02	0.02	100.00 %
	02 03	Connecting Europe Facility (CEF)	21.61	21.61	100.00 %
	02 04	Digital Europe programme	27.18	15.87	58.40 %
	02 20	Pilot projects, preparatory actions, prerogatives and other actions	0.82	0.82	100.00 %
Total Title 02			57.59	40.93	71.07%
Title 03 Single Market					
03	03 01	Support administrative expenditure of the `Single Market & cluster	4.03	1.57	38.93 %
	03 02	Single Market Programme	8.76	8.57	97.90 %
	03 04	Cooperation in the field of taxation (FISCALIS)	1.75	1.75	100.00 %
	03 05	Cooperation in the field of customs (Customs)	5.39	5.39	100.00 %
	03 20	Pilot projects, preparatory actions, prerogatives and other actions	0.00	0.00	0.00 %
Total Title 03			19.92	17.28	86.73%
Title 04 Space					
04	04 01	Support administrative expenditure of the `Space & cluster	0.43	0.05	12.64 %
Total Title 04			0.43	0.05	12.64%
Title 05 Regional Development and Cohesion					
05	05 01	Support administrative expenditure of the `Regional Development and Cohesion & cluster	0.94	0.94	100.00 %
	05 02	European Regional Development Fund (ERDF)	0.35	0.35	100.00 %
	05 03	Cohesion Fund (CF)	0.00	0.00	0.00 %
Total Title 05			1.29	1.29	100.00%
Title 06 Recovery and Resilience					
06	06 01	Support administrative expenditure of the `Recovery and Resilience & cluster	1.79	0.54	30.14 %
	06 02	Recovery and Resilience Facility (incl. Technical Support Instrument)	0.00	0.00	0.00 %
	06 03	Protection of the euro against counterfeiting	0.02	0.00	0.00 %
	06 05	Union Civil Protection Mechanism (rescEU)	0.41	0.40	97.33 %
	06 06	EU4Health Programme	1.48	1.48	100.00 %
	06 07	Emergency support within the Union	0.33	0.33	100.00 %
	06 20	Pilot projects, preparatory actions, prerogatives and other actions	0.34	0.34	100.00 %

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Refresh date : 28/03/2022

TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2021 (in Mio €) for DG DIGIT					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Total Title 06			4.37	3.09	70.63%
Title 07 Investing in People, Social Cohesion and Values					
07	07 01	Support administrative expenditure of the "Investing in People, Social Cohesion and Values" cluster	8.46	4.00	47.26 %
	07 02	European Social Fund Plus (ESF+)	0.52	0.52	100.00 %
	07 03	Erasmus	2.26	2.03	90.10 %
	07 04	European Solidarity Corps	0.53	0.53	99.97 %
	07 05	Creative Europe	0.25	0.24	94.42 %
	07 06	Rights and Values	1.10	1.09	99.52 %
	07 07	Justice	0.22	0.22	100.00 %
	07 20	Pilot projects, preparatory actions, prerogatives and other actions	9.13	9.13	100.00 %
Total Title 07			22.46	17.76	79.05%
Title 08 Agriculture and Maritime Policy					
08	08 01	Support administrative expenditure of the "Agriculture and Maritime Policy" cluster	0.69	0.47	67.85 %
	08 02	European Agricultural Guarantee Fund (EAGF)	3.32	3.32	100.00 %
	08 03	European Agricultural Fund for Rural Development (EAFRD)	0.23	0.23	100.00 %
	08 04	European Maritime and Fisheries Fund (EMFF)	0.57	0.57	100.00 %
Total Title 08			4.82	4.59	95.37%
Title 09 Environment and Climate Action					
09	09 01	Support administrative expenditure of the "Environment and Climate Action" Cluster	2.48	0.80	32.13 %
	09 02	Programme for the Environment and Climate Action (LIFE)	0.65	0.65	100.00 %
Total Title 09			3.13	1.45	46.22%
Title 10 Migration					
10	10 01	Support administrative expenditure of the "Migration" Cluster	0.60	0.45	73.82 %
	10 02	Asylum, Migration and Integration Fund (AMIF)	0.09	0.09	100.00 %
Total Title 10			0.70	0.54	77.35%
Title 11 Border Management					
11	11 01	Support administrative expenditure of the "Border Management" cluster	0.80	0.38	47.46 %
Total Title 11			0.80	0.38	47.46%
Title 12 Security					
12	12 01	Support administrative expenditure of the "Security" cluster	0.30	0.05	14.99 %
	12 20	Pilot projects, preparatory actions, prerogatives and other actions	0.08	0.06	68.92 %
Total Title 12			0.38	0.10	26.58%
Title 13 Defence					
13	13 01	Support administrative expenditure of the "Security and Defence" cluster	0.99	0.23	22.88 %
Total Title 13			0.99	0.23	22.88%
Title 14 External Action					

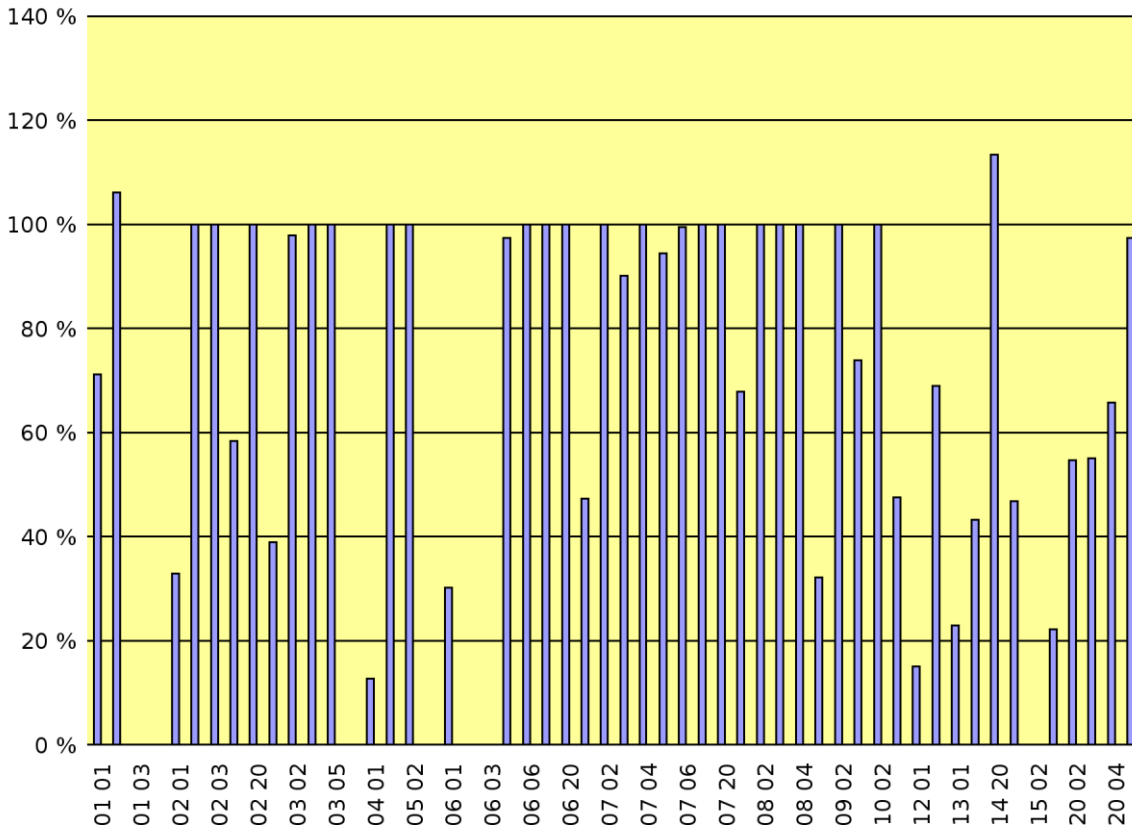
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Refresh date : 28/03/2022

TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2021 (in Mio €) for DG DIGIT					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
14	14 01	Support administrative expenditure of the "External Action" cluster	44.12	19.09	43.27 %
	14 20	Pilot projects, preparatory actions, prerogatives and other actions	0.67	0.76	113.37 %
Total Title 14			44.79	19.86	44.33%
Title 15 Pre-accession Assistance					
15	15 01	Support administrative expenditure of the "Pre-accession Assistance" cluster	6.21	2.91	46.81 %
	15 02	Instrument for Pre-accession Assistance (IPA III)	0.00	0.00	0.00 %
Total Title 15			6.21	2.91	46.81%
Title 16 Expenditure outside the annual ceilings set out in the Multiannual Financial Framework					
16	16 01	Support administrative expenditure outside the annual ceilings set out in the Multiannual Financial Framework	0.05	0.01	22.22 %
Total Title 16			0.05	0.01	22.22%
Title 20 Administrative expenditure of the European Commission					
20	20 02	Other staff and expenditure relating to persons	3.04	1.66	54.64 %
	20 03	Administrative Operating expenditure	43.37	23.88	55.07 %
	20 04	Information and communication technology related expenditure	349.69	229.92	65.75 %
	20 20	Pilot projects, preparatory actions, prerogatives and other actions	0.90	0.87	97.33 %
Total Title 20			397.00	256.33	64.57%
Total Excluding NGEU			583.40	380.26	65.18%
Title 06 Recovery and Resilience					
06	06 01	Support administrative expenditure of the "Recovery and Resilience" cluster	0.00	0.00	0.00 %
Total Title 06			0.00	0.00	0.00%
Total NGEU Only			0.00	0.00	0.00%
Total DG DIGIT			583.4	380.2	65.18

* Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous payment appropriations for the period (e.g. internal and external assigned revenue).

% Outturn on Payment Appropriations in 2021 for DG DIGIT



Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
01	01 01	Support administrative expenditure of the "Research and Innovation" Cluster	6.16	1.28	4.88	79.20%	0.00	4.88	10.89
	01 02	Horizon Europe	7.42	1.30	6.12	82.53%	0.04	6.16	0.07
	01 03	Euratom Research and Training Programme	0.15		0.15	100.00%	0.00	0.15	0.00
	01 20	Pilot projects, preparatory actions, prerogatives and other actions	0.78		0.78	100.00%	0.00	0.78	0.00
Total Title 01			14.51	2.58	11.93	82.23%	0.04	11.97	10.96
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
02	02 01	Support administrative expenditure of the "European Strategic Investments" cluster	6.73	1.39	5.34	79.36%	0.00	5.34	1.24
	02 02	InvestEU Fund	0.00	0.00	0.00	0.00%	0.00	0.00	0.02
	02 03	Connecting Europe Facility (CEF)	0.57	0.00	0.57	100.00%	5.86	6.43	27.80
	02 04	Digital Europe programme	31.27	1.53	29.74	95.11%	3.05	32.79	17.82
	02 20	Pilot projects, preparatory actions, prerogatives and other actions	2.31	0.33	1.98	85.73%	0.12	2.10	0.61
Total Title 02			40.88	3.25	37.63	92.05%	9.04	46.67	47.49

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Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
03	03 01	Support administrative expenditure of the Single Market cluster	3.28	0.84	2.43	74.24%	0.00	2.43	0.75
	03 02	Single Market Programme	10.11	1.48	8.63	85.37%	0.96	9.59	8.04
	03 04	Cooperation in the field of taxation (FISCALIS)	1.46	0.72	0.73	50.48%	0.29	1.02	1.32
	03 05	Cooperation in the field of customs (Customs)	6.79	3.07	3.72	54.83%	0.30	4.02	2.62
	03 20	Pilot projects, preparatory actions, prerogatives and other actions	0.36		0.36	100.00%	0.00	0.36	0.00
Total Title 03			21.99	6.11	15.88	72.21%	1.55	17.43	12.73
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
04	04 01	Support administrative expenditure of the Space cluster	0.41	0.04	0.37	90.00%	0.00	0.37	0.01
Total Title 04			0.41	0.04	0.37	90.00%	0.00	0.37	0.01

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Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
05	05 01	Support administrative expenditure of the Recovery and Resilience Fund cluster	0.00	0.00	0.00	0.00%	0.00	0.00	0.94
	05 02	European Regional Development Fund (ERDF)	5.36	0.02	5.34	99.61%	0.00	5.34	0.33
	05 03	Cohesion Fund (CF)	1.00		1.00	100.00%	0.00	1.00	0.00
Total Title 05			6.36	0.02	6.34	99.67%	0.00	6.34	1.27
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
06	06 01	Support administrative expenditure of the Recovery and Resilience Fund cluster	1.38	0.12	1.26	91.60%	0.00	1.24	0.44
	06 02	Recovery and Resilience Facility (incl. Technical Support Instrument)	0.34		0.34	100.00%	0.00	0.34	0.00
	06 03	Protection of the euro against counterfeiting	0.02		0.02	100.00%	0.00	0.02	0.00
	06 05	Union Civil Protection Mechanism (rescEU)	1.07	0.36	0.71	66.26%	0.00	0.71	0.10
	06 06	EU4Health Programme	0.31	0.00	0.31	100.00%	0.41	0.72	1.88
	06 07	Emergency support within the Union	0.00	0.00	0.00	0.00%	0.00	0.00	0.33
	06 20	Pilot projects, preparatory actions, prerogatives and other actions	0.81	0.05	0.76	93.89%	0.00	0.76	0.31
Total Title 06			3.93	0.53	3.40	86.56%	0.41	3.79	3.05

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Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT

			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
07	07 01	Support administrative expenditure of the "Investing in People, Social Cohesion and Values" cluster	7.57	3.12	4.46	58.84%	0.00	4.46	0.89
	07 02	European Social Fund PLus (ESF+)	2.73	0.01	2.71	99.49%	0.00	2.71	0.60
	07 03	Erasmus	0.54	0.02	0.52	96.27%	0.29	0.81	2.31
	07 04	European Solidarity Corps	0.52	0.00	0.52	100.00%	0.00	0.52	0.53
	07 05	Creative Europe	1.47	0.24	1.24	83.88%	0.00	1.24	0.00
	07 06	Rights and Values	1.23	0.16	1.07	86.90%	0.00	1.07	0.93
	07 07	Justice	0.00	0.00	0.00	0.00%	0.02	0.02	0.24
	07 20	Pilot projects, preparatory actions, prerogatives and other actions	14.90	2.10	12.79	85.88%	0.31	13.10	7.27
Total Title 07			28.96	5.66	23.31	80.48%	0.61	23.92	12.76

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Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
08	08 01	Support administrative expenditure of the "Agriculture and Maritime Policy" cluster	0.22	0.00	0.22	100.00%	0.00	0.22	0.47
	08 02	European Agricultural Guarantee Fund (EAGF)	5.06	3.02	2.04	40.26%	0.00	2.04	0.30
	08 03	European Agricultural Fund for Rural Development (EAFRD)	1.88	0.01	1.88	99.72%	0.00	1.88	0.22
	08 04	European Maritime and Fisheries Fund (EMFF)	1.72	0.05	1.66	97.04%	0.00	1.66	0.52
Total Title 08			8.88	3.08	5.80	65.32%	0.00	5.80	1.51
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
09	09 01	Support administrative expenditure of the Environment and Climate Action Cluster	2.28	0.59	1.68	73.97%	0.00	1.68	0.20
	09 02	Programme for the Environment and Climate Action (LIFE)	0.83	0.08	0.75	90.70%	0.03	0.78	0.60
Total Title 09			3.11	0.67	2.44	78.45%	0.03	2.47	0.81

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Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
10	10 01	Support administrative expenditure of the "Migration" Cluster	0.41	0.25	0.16	38.97%	0.00	0.16	0.20
	10 02	Asylum, Migration and Integration Fund (AMIF)	0.00	0.00	0.00	0.00%	0.00	0.00	0.09
Total Title 10			0.41	0.25	0.16	38.97%	0.00	0.16	0.29
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
11	11 01	Support administrative expenditure of the Border Management cluster	0.65	0.23	0.42	64.40%	0.00	0.42	0.15
Total Title 11			0.65	0.23	0.42	64.40%	0.00	0.42	0.15
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
12	12 01	Support administrative expenditure of the "Security" cluster	0.30	0.05	0.26	85.00%	0.00	0.26	0.00
	12 20	Pilot projects, preparatory actions, prerogatives and other actions	1.15	0.01	1.14	99.22%	0.00	1.14	0.05
Total Title 12			1.45	0.05	1.39	96.26%	0.00	1.39	0.05

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Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
13	13 01	Support administrative expenditure of the "Security and Defence" cluster	0.94	0.17	0.77	81.78%	0.00	0.77	0.06
Total Title 13			0.94	0.17	0.77	81.78%	0.00	0.77	0.06
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
14	14 01	Support administrative expenditure of the External Action cluster	36.13	11.12	25.02	69.24%	0.00	25.02	7.99
	14 20	Pilot projects, preparatory actions, prerogatives and other actions	4.17	0.03	4.14	99.25%	0.00	4.14	0.75
Total Title 14			40.30	11.15	29.15	72.34%	0.00	29.16	8.74
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
15	15 01	Support administrative expenditure of the "Pre-accession Assistance" cluster	3.75	0.45	3.30	87.99%	0.00	3.30	2.46
	15 02	Instrument for Pre-accession Assistance (IPA III)	0.00		0.00	0.00%	0.00	0.00	0.00
Total Title 15			3.75	0.45	3.30	87.99%	0.00	3.30	2.46

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
16	16 01	Support administrative expenditure outside the annual ceilings set out in the Multiannual Financial Framework	0.04	0.00	0.04	100.00%	0.00	0.04	0.01
Total Title 16			0.04	0.00	0.04	100.00%	0.00	0.04	0.01
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT									
			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
Chapter			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
20	20 02	Other staff and expenditure relating to persons	1.24	0.15	1.09	88.04%	0.00	1.09	1.43
	20 03	Administrative Operating expenditure	27.82	8.50	19.32	69.45%	0.00	19.32	15.52
	20 04	Information and communication technology related expenditure	233.78	142.92	90.85	38.86%	0.00	90.88	88.56
	20 20	Pilot projects, preparatory actions, prerogatives and other actions	0.00	0.00	0.00	0.00%	0.12	0.12	1.00
Total Title 20			262.83	151.57	111.26	42.33%	0.12	111.42	106.51
Total Excluding NGEU			439.39	185.81	253.59	57.71%	11.80	265.40	208.86

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

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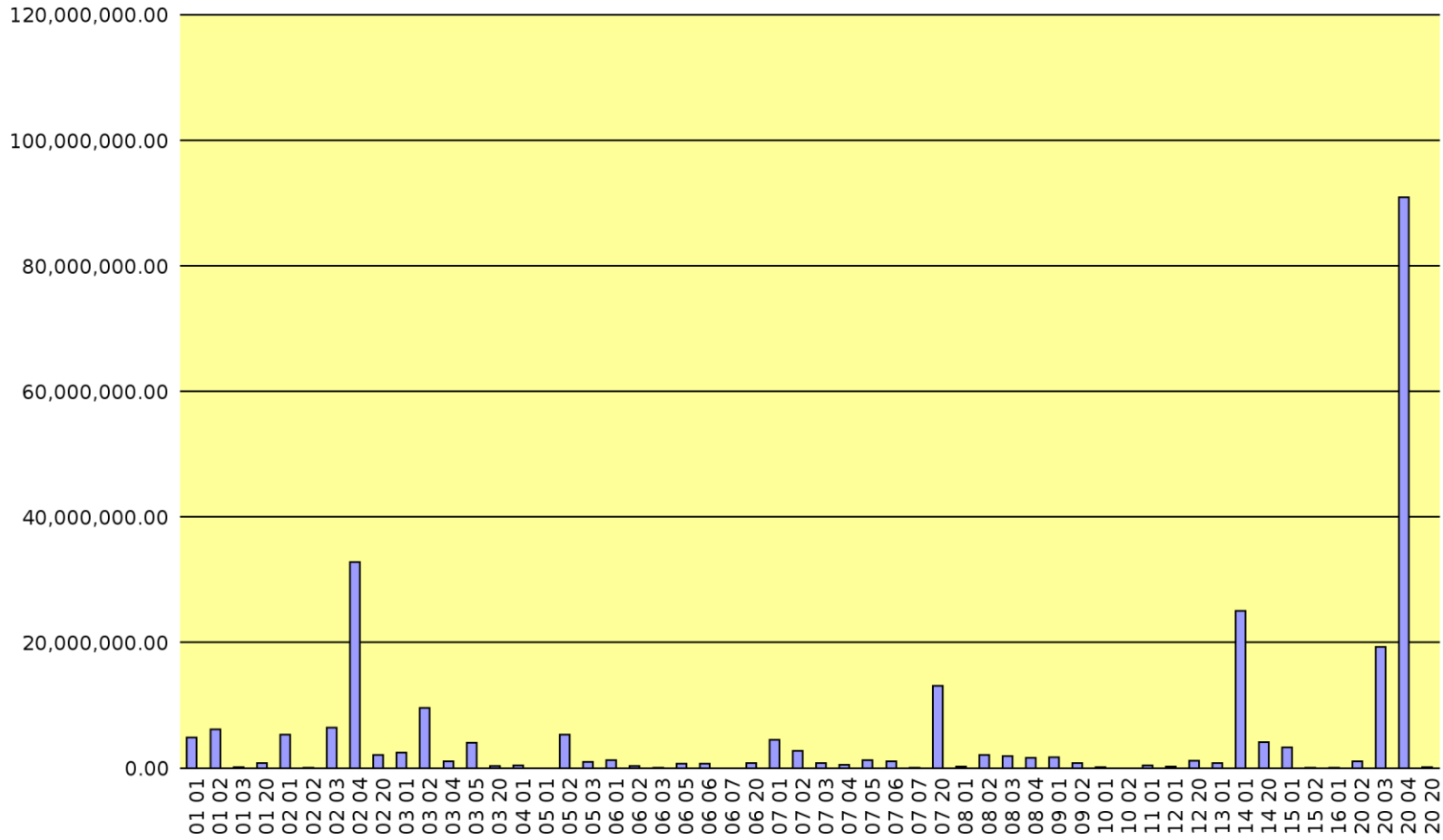
TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2021 (in Mio €) for DG DIGIT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2020	Total of commitments to be settled at end of financial year 2021	Total of commitments to be settled at end of financial year 2020
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
06	06 01	Support administrative expenditure of the Recovery and Resilience cluster	0.00		0.00	0.00%	0.00	0.00	0.00
Total Title 06			0.00		0.00	0.00%	0.00	0.00	0.00
Total NGEU Only			0.00		0.00	0.00%	0.00	0.00	0.00
Total for DG DIGIT			439.39	185.81	253.59	57.71 %	11.80	265.40	208.86

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

Breakdown of Commitments Remaining to be Settled (in Mio EUR) in 2021 DIGIT



Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 4 : BALANCE SHEET for DG DIGIT

BALANCE SHEET	2021	2020
A.I. NON CURRENT ASSETS	36,838,248.9	29,764,543.52
A.I.1. Intangible Assets	14,136,154.92	8,135,676.11
A.I.2. Property, Plant and Equipment	22,702,093.98	21,628,867.41
A.II. CURRENT ASSETS	2,100,158.56	584,240.22
A.II.3. Curr Exch Receiv & Non-Ex Recoverables	2,100,158.56	584,240.22
A.II.6. Cash and Cash Equivalents	0.00	0.00
ASSETS	38,938,407.46	30,348,783.74
P.I. NON CURRENT LIABILITIES	-8,106,261.15	-7,118,963.58
P.I.3. Non-Current Financial Liabilities	-8,106,261.15	-7,118,963.58
P.II. CURRENT LIABILITIES	-4,178,790.61	-4,815,595.76
P.II.3. Current Financial Liabilities	-5,536,548.77	-4,792,160.85
P.II.4. Current Payables	1,357,758.16	-17,681.97
P.II.5. Current Accrued Charges & Defrd Income	0.00	-5,752.94
LIABILITIES	-12,285,051.76	-11,934,559.34
NET ASSETS (ASSETS less LIABILITIES)	26,653,355.7	18,414,224.40
P.III.2. Accumulated Surplus/Deficit	1,877,923,754.31	1,550,357,913.85
Non-allocated central (surplus)/deficit*	-1,904,577,110.01	-1,568,772,138.25
TOTAL DG DIGIT	0.00	0.00

It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in tables 4 and 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 5 : STATEMENT OF FINANCIAL PERFORMANCE for DG DIGIT

STATEMENT OF FINANCIAL PERFORMANCE	2021	2020
II.1 REVENUES	-47,775,938.9	-33,322,172.1
II.1.1. NON-EXCHANGE REVENUES	-180,200	-695,555.85
II.1.1.8. OTHER NON-EXCHANGE REVENUES	-180,200.00	-695,555.85
II.1.2. EXCHANGE REVENUES	-47,595,738.9	-32,626,616.25
II.1.2.2. OTHER EXCHANGE REVENUE	-47,595,738.90	-32,626,616.25
II.2. EXPENSES	364,329,190.02	360,888,012.56
II.2. EXPENSES	364,329,190.02	360,888,012.56
II.2.10. OTHER EXPENSES	336,972,575.29	318,936,385.71
II.2.2. EXP IMPLEM BY COMMISS&EX.AGENC	29,312,191.31	42,327,229.99
II.2.6. STAFF AND PENSION COSTS	-2,549,539.00	-812,778.00
II.2.8. FINANCE COSTS	593,962.42	437,174.86
STATEMENT OF FINANCIAL PERFORMANCE	316,553,251.12	327,565,840.46

Explanatory notes:

"The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer"

It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in tables 4 and 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

TABLE 5bis : OFF BALANCE SHEET for DG DIGIT

OFF BALANCE	2021	2020
OB.1. Contingent Assets	10,272,843.5	11,992,843.5
GR for performance	10,272,843.50	11,992,843.50
OB.1.3. CA Other		0.00
OB.3. Other Significant Disclosures	-2,051,524.35	-2,407,425.61
OB.3.5. Operating lease commitments	-2,051,524.35	-2,407,425.61
OB.4. Balancing Accounts	-8,221,319.15	-9,585,417.89
OB.4. Balancing Accounts	-8,221,319.15	-9,585,417.89
OFF BALANCE	0.00	0.00

Explanatory notes:

"The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer"

It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in tables 4 and 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

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TABLE 6: AVERAGE PAYMENT TIMES in 2021 in DG DIGIT

Legal Times									
Maximum Payment Time (Days)	Total Nbr of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)	Late Payments Amount	Percentage
30	9320	9222	98.95 %	15.71	98	1.05 %	36.06	3,678,171.94	1 %
60	158	158	100.00 %	16.81				0	0 %
90	1	1	100.00 %	6				0	0 %

Total Number of Payments	9479	9381	98.97 %		98	1.03 %		3,678,171.94	1 %
Average Net Payment Time	15.94			15.73			36.06		
Average Gross Payment Time	16.68			16.44			40.15		

Suspensions							
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	23	305	3.22 %	9479	12,201,184.76	3.20 %	380,698,876.84

Late Interest paid in 2021			
DG	GL Account	Description	Amount (Eur)
DIGIT	65010100	Interest on late payment of charges New FR	2 182.35
			2 182.35

NB: Table 6 only contains payments relevant for the time statistics. Please consult its exact scope in the AAR Annex3 BO User Guide (https://myintracomm.ec.europa.eu/budgweb/EN/abac/dwh/Pages/its-030-10-20_documentation.aspx).

TABLE 7 : SITUATION ON REVENUE AND INCOME in 2021 for DG DIGIT

Chapter		Revenue and income recognized			Revenue and income cashed from			Outstanding balance
		Current year RO	Carried over RO	Total	Current Year RO	Carried over RO	Total	
		1	2	3=1+2	4	5	6=4+5	7=3-6
32	Revenue from the supply of goods, services and work - assigned revenue	41,937,056.88	206,151.34	42,143,208.22	39,863,453.06	206,151.34	40,069,604.40	2,073,603.82
33	Other administrative revenue	5,492,156.91	0.00	5,492,156.91	5,465,602.17	0.00	5,465,602.17	26,554.74
42	Fines and penalties	180,200.00	0.00	180,200.00	180,200.00	0.00	180,200.00	0.00
67	Completion for outstanding recovery orders prior to 2021	-5,000.00	401,834.48	396,834.48	-5,000.00	401,834.48	396,834.48	0.00
Total DG DIGIT		47,604,413.79	607,985.82	48,212,399.61	45,504,255.23	607,985.82	46,112,241.05	2,100,158.56

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

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TABLE 8 : RECOVERY OF PAYMENTS in 2021 for DG DIGIT

(Number of Recovery Contexts and corresponding Transaction Amount)

Year of Origin (commitment)	Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% Qualified/Total RC	
	Nbr	RO Amount	Nbr	RO Amount	Nbr	RO Amount
2021			1	26,060.74		
No Link			13	180,200		
Sub-Total			14	206,260.74		

EXPENSES BUDGET	Irregularity		OLAF Notified		Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% Qualified/Total RC	
	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount
INCOME LINES IN INVOICES										
NON ELIGIBLE IN COST CLAIMS										
CREDIT NOTES	219	2,803,616.97			219	2,803,616.97	449	8,798,851.09	48.78%	31.86%
Sub-Total	219	2,803,616.97			219	2,803,616.97	449	8,798,851.09	48.78%	31.86%
GRAND TOTAL	219	2,803,616.97			219	2,803,616.97	463	9,005,111.83	47.30%	31.13%

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors.

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TABLE 9: AGEING BALANCE OF RECOVERY ORDERS AT 12/31/2021 for DG DIGIT

	Number at 1/1/2021 1	Number at 12/31/2021	Evolution	Open Amount (Eur) at 1/1/2021 1	Open Amount (Eur) at 12/31/2021	Evolution
2020	26		-100.00 %	607,985.82		-100.00 %
2021		8			2,100,158.56	
	26	8	-69.23 %	607,985.82	2,100,158.56	245.43 %

TABLE 10 :Recovery Order Waivers >= 60 000 € in 2021 for DG DIGIT

	Waiver Central Key	Linked RO Central Key	RO Accepted Amount (Eur)	LE Account Group	Commission Decision	Comments
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Total DG DIGIT	
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Number of RO waivers	
-----------------------------	--

There are 1 waivers below 60 000 € for a total amount of -5,000

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TABLE 11 : Negotiated Procedures in 2021 for DG DIGIT**Internal Procedures > € 60,000**

Negotiated Procedure Legal base	Number of Procedures	Amount (€)
Annex 1 - 11.1 (b) - Artistic/technical reasons or exclusive rights or technical monopoly/captive market	2	307,714,207.26
Annex 1 - 11.1 (e) - New services/works consisting in the repetition of similar services/works	1	360,076,035.00
Total	3	667,790,242.26

TABLE 12 : Summary of Procedures in 2021 for DG DIGIT

Internal Procedures > € 60,000

Procedure Legal base	Number of Procedures	Amount (€)
Negotiated procedure without prior publication (Annex 1 - 11.1)	3	667,790,242.26
Open procedure (FR 164 (1)(a))	4	1,181,627,538.40
Restricted procedure with Dynamic purchasing system (FR 164 (1)(b))	2	44,070,000.00
Total	9	1,893,487,780.66

Additional Comments:

JUSTIFICATION FOR DG DIGIT'S INTENSIVE RECOURSE TO NEGOTIATED PROCEDURES

DIGIT plays a pivotal role providing digital services in order to give support to other Commission departments in many areas (business, workplace, and infrastructure solutions). DIGIT therefore provides a contractual framework that caters, among others, for the needs of the Commission's central infrastructure, as well as the implementation of the digital workplace initiative. DIGIT's role as facilitator and service provider vis-à-vis other DGs and other EU Institutions imposes on it the obligation as *chef de file* to conduct negotiated procedures on behalf of other entities or the results of which would benefit other entities.

In particular, with regard to the procedures for continued use of proprietary software and associated services (Point 11(1)(b) of Annex I to the FR), DIGIT has to ensure contractual coverage for the software and associated services needs for all the DGs and, where appropriate, other EU Institutions. It has therefore to protect the investments made in relation to proprietary licenses, necessary upgrades, support and developments while ensuring the continuity of the existing applications in compliance with the applicable procurement rules. With this objective in mind, DIGIT has to conclude negotiated procedures in areas where the services or supplies can only be provided by a single economic operator, either because competition is absent for technical reasons and/or because the protection of exclusive rights including the protection of intellectual property rights must be ensured.

CORRECTIVE MEASURES TAKEN TO REDUCE THE NUMBER OF NEGOTIATED PROCEDURES

In order to avoid or limit the resort to negotiated procedures, DIGIT is systematically applying mitigating and corrective measures along the following lines:

- ✓ A dedicated body at senior management level - DIGIT Procurement Board (DPB) is responsible to define DIGIT's procurement strategy and to monitor its implementation. Strategic files and related strategy papers are presented to the DPB at least two years in advance and this allows to assess thoroughly the strategic dimension of procurement, including the choice of the best suited procurement procedure and the measures envisaged to gradually reduce captivity and increase competition, including in the cases of acquisition of proprietary software licenses and associated services.
- ✓ In the case of acquisition of proprietary software, an alternative approach that leads to decrease of the volume and number of the negotiated procedures is the use of open source solutions when this is technically justified, secure and economically viable. In October 2020 the Commission adopted its Open Source Software Strategy, which presents the vision to leverage the transformative, innovative, and collaborative power of open source, encouraging the sharing and reuse of software solutions, knowledge and expertise, to deliver better services that enrich society and focus on lowering costs.
- ✓ Concerning the procedures for provision of new services consisting in the repetition of similar services (ceiling increases of existing service contracts), in order to avoid unplanned negotiated procedures, DIGIT carefully prepares and conducts through the EUSurvey platform detailed surveys among the participating DGs and EU Institutions, aiming at achieving as precise as possible estimations on the volume and the structure of the services and products to be procured. Encoding of the budgetary ceiling of the framework contracts in the LCK (Legal Commitments Kernel) per EU Institution, and also per DG, allows close monitoring by DG DIGIT of the ceiling expenditure and helps preventing the depletion of the budgetary ceiling too fast after the contract signature and the need to resort to negotiated procedures for ceiling increases.

TABLE 13 : BUILDING CONTRACTS in 2021 for DG DIGIT

Legal Base	Procedure subject	Contract Number	Contractor Name	Contract Subject	Contracted Amount (€)

TABLE 14 : CONTRACTS DECLARED SECRET in 2021 for DG DIGIT

Legal Base	LC Date	Contract Number	Contract Subject	Contracted Amount (€)

TABLE 15 : FPA duration exceeds 4 years - DG DIGIT

TABLE 16 : Commitments co-delegation type 3 in 2021 for DG DIGIT

Note : The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date : 28/03/2022

ANNEX 4: Financial Scorecard

DG DIGIT

The Annex 4 of each Commission service summarises the annual result of the standard financial indicators measurement. Annexed to the Annual Activity Report 2021, 10 standard financial indicators are presented below, each with its objective and result for the Commission service and for the EC as a whole (for benchmarking purposes)⁸:

- Commitment Appropriations (CA) Implementation
- CA Forecast Implementation
- Payment Appropriations (PA) Implementation
- PA Forecast Implementation
- Global Commitment Absorption
- Timely Payments
- Timely Decommitments
- Invoice Registration Time
- Accounting Data Quality
- Management Data Quality

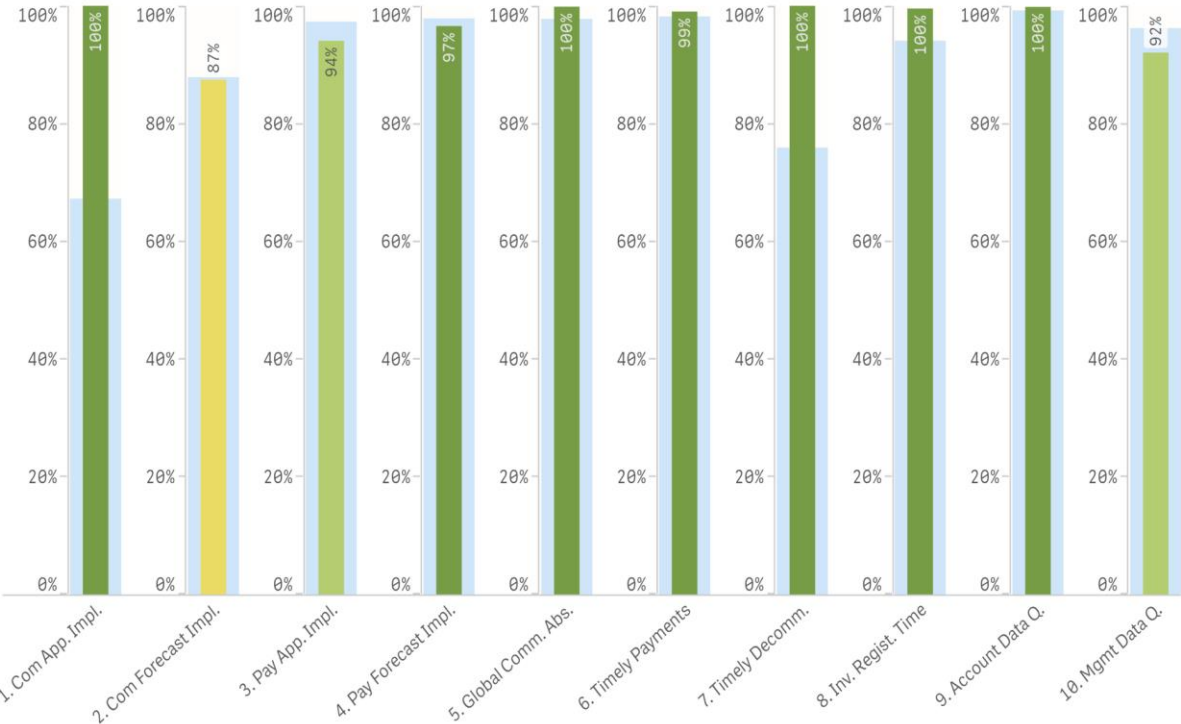
For each indicator, its value (in %) for the Commission service is compared to the common target (in %). The difference between the indicator's value and the target is colour coded as follows:

- 100 – >95% of the target: dark green
- 95 – >90% of the target: light green
- 90 – >85% of the target: yellow
- 85 – >80% of the target: light red
- 80 – 0% of the target: dark red

The Commission services are invited to provide commentary for each indicator's result in the dedicated comment section below the indicators scores as this can help the reader to understand the Commission's service context. In cases when the indicator's value achieves 80% or less of the target, the comment becomes mandatory.

⁸ If the EC service did not perform any transaction in the area measured by the indicator or the information is not available in the central financial system, the indicator is not calculated (i.e. displayed as “-”) in this Annex.

DIGIT Indicator Scores 2021



For each indicator the light blue bar denotes the EC Score.

Indicator	Objective	Comment	DIGIT Score	EC Score
1. CA Implementation	Ensure efficient use of commitment appropriations expiring at the end of Financial Year		100%	67%
2. CA Forecast Implementation	Ensure the cumulative alignment of the commitment implementation with the commitment forecast in a financial year	The result of this indicator is linked to the late approval of the DEP program. At the time of the forecast exercise, it was foreseen for September. At the end it was approved in November which gave less time than forecasted to commit.	87%	88%
3. PA Implementation	Ensure efficient use of payment appropriations expiring at the end of Financial Year		94%	97%
4. PA Forecast Implementation	Ensure the cumulative alignment of the payment implementation with the payment forecast in a financial year		97%	98%
5. Global Commitment Absorption	Ensure efficient use of already earmarked commitment appropriations (at L1 level)		100%	98%
6. Timely Payments	Ensure efficient processing of payments within the legal deadlines	DG DIGIT reached the target of 99% of timely payments. It should be noted that this new indicator shows consistency with the indicator used in previous years, illustrating a positive and stable situation in DIGIT (98,97%) of payments made on time.	99%	98%
7. Timely Decommittments	Ensure efficient decommitment of outstanding RAL at the end of commitment life cycle		100%	76%
8. Invoice Registration Time	Monitor the accounting risk stemming from late registration of invoices in the central accounting system ABAC		100%	94%
9. Accounting Data Quality	Ensure the good data quality of ABAC transactions with the focus on fields having a primary impact on the accounts		100%	99%
10. Management Data Quality	Ensure the good data quality of ABAC transactions with the focus on fields having a primary impact on the management decisions		92%	96%

ANNEX 5: Materiality criteria

DG DIGIT uses the corporate guidelines for determining materiality as regards legality and regularity. According to these guidelines, only material reservations can be used to qualify the annual declaration. In the analysis leading to the decision to issue a reservation or not, the following steps are followed:

(a) Identifying a deficiency (e.g.: a significant weakness of the control systems, insufficient audit coverage, a critical issue outlined by the European Court of Auditors, the Internal Audit Service or European Anti-Fraud Office);

(b) Determining if the deficiency falls within the scope of the Authorising Officer by Delegation's declaration (it relates to the reasonable assurance concerning the use of resources, sound financial management or legality and regularity of underlying transactions);

(c) **Qualitative assessment:** assessing if the deficiency is significant in qualitative terms. In order to perform the deficiency's qualitative assessment, the following four pillars need to be analysed:

- the nature and scope of the deficiency,
- the duration of the deficiency,
- the existence of compensatory measures (mitigating controls which reduce the impact of the deficiency),
- the existence of effective remedial actions to correct the deficiencies (action plans and financial corrections) which have had a measurable impact;

(d) **Quantitative assessment:** a deficiency, which is significant from a qualitative perspective, must be quantified in terms of "monetary value of the identified problem"/ "amount considered at risk". In line with the guidelines agreed centrally in the Commission, DG DIGIT applies the recommended threshold of 2 % i.e. when the value of the transactions affected by the deficiency represents more than 2 %.

Since 2019⁹, a 'de minimis' threshold for financial reservations has been introduced. Quantified AAR reservations related to residual error rates above the 2% materiality threshold, are deemed not substantial for segments representing less than 5% of a Directorate's-General total payments and with a financial impact below EUR 5 million. In such cases, quantified reservations are no longer needed.

(e) For deficiencies which are considered significant from a qualitative point of view, but their financial impact is lower than the 2 % threshold, DIGIT takes into account the potential reputational consequences they may entail. A reservation would be made if such a reputational event were to occur and negatively impact the image of the Commission. Such a reservation would be based on the nature of the impact on reputation, the breadth of

⁹ Agreement of the Corporate Management Board of 30/4/2019.

awareness of the event, and the duration of impact of the reservation. Sustained or medium-term negative perception from stakeholders with an impact on the ability of DIGIT to meet its key objectives would be considered for a reservation.

ANNEX 6: Relevant Control System(s) for budget implementation (RCSs)

Relevant Control System : Procurement			
Stage 1: Ex-ante - Planning Main internal control objectives: Effectiveness, efficiency and economy. Compliance (legality and regularity).			
Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
The needs are not well defined (operationally and economically) and the decision to procure was inappropriate to meet the operational objectives	Publication of intended procurements / Work programme.	100% of the forecast procurements (open procedures with prior notification) are published in the OJEU (Prior Information Notice) and justified in a note addressed to the AO(S)D	Effectiveness: Number of projected procurement procedures cancelled
	Validation by AO(S)D of the justification (economic, operation) for launching a procurement process	100% of the forecast procurements	Benefits (qualitative): Better value for money, deterrent effects, efficiency gains, system improvements, compliance with regulatory provisions, no litigation
	General orientation, objectives of the procurement and means are discussed in Management Meetings	All major (above 144 000 EUR) procurement procedures are discussed at the DIGIT Procurement Board chaired by the Director General	Efficiency: average cost per procurement procedure Economy (costs): estimation of cost of staff involved and the related contract values
The best offer/s are not submitted due to the poor definition of the tender specifications.	AOSD supervision and approval of specifications.	100% of the specifications are scrutinised	Effectiveness: Number of 'open' or procedures where only one or no offers were received / Number of requests for clarification
	All pending legal challenges are closely monitored.	100% of litigation cases.	Benefits: limit the risk of litigation, limit the risk of cancellation of a tender.
	Publication of intended procurements / Work programme.	100% of the forecast procurements (open procedures with prior notification) are published in the OJEU (Prior Information Notice)	Efficiency: Estimated average cost of a procurement procedure. Economy (costs): Estimation of cost of staff involved and the related contract values
The most economically advantageous offer not being selected, due to a biased, inaccurate or 'unfair' evaluation process	Formal evaluation process: Opening committee and Evaluation committee	100% of the offers analysed	Effectiveness: Numbers of 'valid' complaints or litigation cases filed.

	Consultation of the DIGIT procurement Board and GAMA advisory body	Random selection by the GAMA body.	<u>Benefits:</u> Potential irregularities/ inefficiencies prevented Avoid contracting with excluded economic operators Amount of procurements successfully challenged during standstill period. <u>Efficiency:</u> Estimate average cost of procurement procedure <u>Economy (costs):</u> estimation of costs involved
	Exclusion criteria documented	100% checked	
	Standstill period, opportunity for unsuccessful tenderers to put forward their concerns on decision.	100% when conditions are fulfilled	

Relevant Control System : Procurement

Stage 2: Ex-ante - Financial transactions

Main internal control objectives: Ensuring that the implementation of the contract is in compliance with the signed contract

Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
<p>The products / services / works foreseen are not, totally or partially, provided in accordance with the technical description and requirements foreseen in the contract and/or the amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions.</p> <p>Business discontinues because contractor fails to deliver</p>	Operational and financial checks in accordance with the financial circuits	100% of the contracts (SCs) are controlled	<p>Effectiveness: % error rate prevented (amount of errors/irregularities averted over total payments) Number of irregularities found</p> <p>Benefits: Amount of irregularities, errors and overpayments prevented by the controls</p> <p>Efficiency: Average cost per transaction % cost over annual amount disbursed Time-to- payment Late interest payment and damages paid (by the Commission)</p> <p>Economy (costs): estimation of cost of staff involved</p>
	Operation authorisation by the AO(S)Ds	100 % of financial transactions controlled ex-ante (this includes : commitments and payments)	
	Management of sensitive functions	Each year	

Relevant Control System : Procurement

Stage 3: Ex-Post – Supervisory measures

Main internal control objectives: Ensuring that any weakness in the procedures (procurement and financial transactions) is detected and corrected

<p align="center">Main risks <i>It may happen (again) that...</i></p>	<p align="center">Mitigating controls</p>	<p align="center">Coverage frequency and depth of controls</p>	<p align="center">Possible Cost-effectiveness indicators (3Es)</p>
<p>An error or non-compliance with regulatory and contractual provisions, including technical specifications, or a fraud is not prevented, detected or corrected by ex-ante control, prior to payment.</p>	<p>Supervisory desk review financial transactions & procurement procedures (ex-post control)</p>	<p>Sample in line with ex-post procedures in place (for financial transactions & procurement procedures)</p>	<p>Effectiveness: Amounts associated with errors detected (related to fraud, irregularities and error). In % over total checked. Number of system improvements made.</p> <p>Benefits: Amounts detected associated with fraud & error Deterrents & systematic weaknesses corrected Preventing unauthorized access to financial systems</p> <p>Efficiency: Costs of the ex post controls and supervisory measures with respect to the 'benefits'. Average cost of an ex-post control Average cost of financial systems access rights control</p> <p>Economy (costs): Estimation of cost of staff involved</p>
	<p>Review of ex post results</p>	<p>Any systemic problem in procurement procedures and in financial transaction procedures are reported and analysed</p>	
	<p>Review of exceptions and non-compliance reports</p>	<p>At least once a year: Evaluation of non-compliance and exception reports</p>	
	<p>Review of incidents occurred during procurement procedures</p>	<p>Corrective measures taken if appropriate (cost - effectiveness criteria). Revision of procedures and/or checklists.</p>	
<p>Close monitoring of physical and IT access rights to financial systems</p>	<p>Yearly control on financial systems access rights</p>		

Relevant Control System : Revenues (Chargeback)

Stage 1 : Recognition: establishment of the Commission's rights

Main internal control objectives: Ensuring that the Commission establishes its revenue entitlements correctly and sets up its management reporting and information security; Compliance (legality & regularity); Sound Financial Management (effectiveness, efficiency, cost-effectiveness); Prevention of fraud (anti-fraud strategy); Reliable Reporting (true and fair view).

Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
<p>The MOUs / SLAs embed weaknesses that would undermine the Commission's legal rights in terms of revenue entitlements</p>	<p>Information on the IT services and their costs are available online on DIGIT web pages as well as on request.</p> <p>Specific information on the IT services delivered can be found in specific technical (SLAs, hosting proposals, etc.) and administrative (MoUs) documents.</p> <p>Hierarchical validation of the operation with legal & financial circuits, within the authorising department</p>	<p>All services</p>	<p>Effectiveness: Value of the charge-back amount</p> <p>Benefits: The pooling of resources in order to achieve better services at a lesser cost</p> <p>Efficiency: Know-how, capacities and resources developed can be made available for a fraction of the cost of what it would cost developing them internally or procuring them in the open market</p> <p>The goods and services may not be available off-the-shelf</p>
<p>Recognition of the revenues are not done at the right moment (e.g. when they become due) or not for the right amount</p>	<p>Services, costs and performance indicators are defined and described in technical documents (services catalogues, Service Level Agreements (SLAs), hosting proposals, etc.) and administrative and budgetary provisions are set up in memoranda of understanding (MoUs) approved by the Customer and by DIGIT, service supplier.</p>	<p>All services</p>	<p>Economy (costs): Cost of control of charge-back activities in this phase / Amount charged-back.</p>

Relevant Control System : Revenues (Chargeback)

Stage 2 : Protection: recording, follow-up and accounting of the Commission's rights

Main internal control objectives: Ensuring that the Commission establishes its revenue entitlements correctly and sets up its management reporting and information security; Compliance (legality & regularity); Sound Financial Management (effectiveness, efficiency, cost-effectiveness); Prevention of fraud (anti-fraud strategy); Reliable Reporting (true and fair view).

Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
<p>The implementation of the MOUs / SLAS entails weaknesses, which lead to the Commission's legal rights in terms of revenue entitlements not being duly protected and/or registered and/or reliably reported</p>	<p>For sub delegated budget lines DIGIT provides the Authorising Officer by Delegation (AOD) with a report to be annexed to the AAR.</p> <p>Checking & filing of supporting documents</p>	<p>All services</p>	<p>Effectiveness: Value of the charge-back amount</p> <p>Benefits : The pooling of resources in order to achieve better services at a lesser cost</p> <p>Efficiency: Know-how, capacities and resources developed can be made available for a fraction of the cost of what it would cost developing them internally or procuring them in the open market</p> <p>The goods and services may not be available off-the-shelf</p> <p>Economy (costs): Cost of control of charge-back activities / Amount charged-back.</p>

Relevant Control System : Revenues (Chargeback)

Stage 3 : Ex-post – Supervisory measures

Main internal control objectives: Ensuring that any weakness in the procedures (chargeback) is detected and corrected

<p align="center">Main risks <i>It may happen (again) that...</i></p>	<p align="center">Mitigating controls</p>	<p align="center">Coverage frequency and depth of controls</p>	<p align="center">Possible Cost-effectiveness indicators (3Es)</p>
<p>An error or non-compliance with regulatory and contractual provisions, including technical specifications, or a fraud is not prevented, detected or corrected by ex-ante control, prior to payment</p>	<p>Supervisory measures : regular follow-up of the Master Table</p> <p>Reconciliation for ROs : DWH ABAC with the Master Table</p> <p>Reconciliation of co-delegated budget lines in ABAC Workflow with the Master Table</p>	<p>100%</p>	<p><u>Effectiveness:</u> value of the charge-back amount</p> <p><u>Benefits :</u> Amounts detected associated with error corrected</p> <p><u>Efficiency:</u> Estimation of cost of staff involved</p> <p><u>Economy (costs):</u> Cost of control of charge-back activities / Amount charged-back</p>

Relevant Control System : Non-expenditure items : (In)tangible Assets

Stage 1 : Recognition: establishment of the Commission's rights

Main internal control objectives: Ensuring that the Commission establishes its assets ownership and liabilities correctly and sets up its management reporting and information security; Sound Financial Management (effectiveness, efficiency, cost-effectiveness); Prevention of fraud (anti-fraud strategy); Safeguarding Assets (incl. accounting); Reliable Reporting (true and fair view).

Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
Recognition of the assets, is not done at the right moment (e.g. when they become due, when the ownership is transferred, when they become certain) or not for the right amount	Hierarchical validation of the operation with legal & financial circuits, within the authorising department	100%	<p><u>Effectiveness:</u> Value of the assets concerned</p> <p><u>Benefits:</u> The (average annual) total value of the significant errors detected/avoided - and thus prevented in terms of the Commission's rights</p> <p><u>Efficiency:</u> Value of assets in relation to the cost of staff involved</p> <p><u>Economy (costs):</u> Estimation of cost of staff involved</p>
	Acco verifying that AO(S)Ds establish inventory and information flow into ABAC (cf. validation of local systems)	100%	

Relevant Control System : Non-expenditure items : (In)tangible Assets

Stage 2 : Protection: recording, follow-up and accounting of the Commission's rights

Main internal control objectives: Ensuring that the Commission registers and protects its assets ownership and liabilities correctly, reports transparently ; **Compliance (legality & regularity); Sound Financial Management (effectiveness, efficiency, cost-effectiveness); Prevention of fraud (anti-fraud strategy); Safeguarding Assets (incl. accounting); Reliable Reporting (true and fair view).**

Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
Assets- EU accounting rules are not respected	Clear procurement, accounting, inspection, depreciation and disinvestment rules; EU accounting rules	For 100% of the assets.	<p>Effectiveness: Value of the assets concerned number of findings about incorrect registration of items</p> <p>Benefits: Avoid the wrong imputation in accounting system and compliance with regulatory provisions.</p>
	(In)tangible assets and inventories follow formal procedure for disposal of assets	Close follow up of inventory and depreciation	
Failing to prevent, detect and correct negligence, irregularities, errors, losses or attempted fraud.	<p>Controls aiming at safeguarding the assets it purchases and manages on behalf of all the DGs and services of the Commission:</p> <ul style="list-style-type: none"> • Physical check of all assets and non-assets • Itemised checks when writing off obsolete, lost or damaged goods, as well as on-going registration in ABAC Assets of all logistical movements (deliveries, moves, swaps, withdrawals, etc.) 	<p>100% during the life-cycle of the items</p> <p>Physical check at least every two years</p>	<p>Efficiency: Value of assets in relation to the cost of staff involved</p> <p>Economy (costs): estimation of cost of staff involved</p>

Relevant Control System : Non-expenditure items : Information & IT security

Stage 1 : Protection: recording & follow-up of the Commission's rights

Main internal control objectives: Sound Financial Management (effectiveness, efficiency, cost-effectiveness); Prevention of fraud (anti-fraud strategy); Safeguarding Information ; Reliable Reporting (true and fair view)

Main risks <i>It may happen (again) that...</i>	Mitigating controls	Coverage frequency and depth of controls	Possible Cost-effectiveness indicators (3Es)
Sensitive information is 'lost' (abused, made public) or its integrity breached (data altered)	Internal rules on data protection in line with Commission's rule, and internal rules on treatment of sensitive information Close monitoring of physical and IT access rights to financial systems	100% Yearly control on financial systems access rights	Effectiveness: Nr of events during the reporting year Benefits:
Sabotage, destruction of critical documents, damage to equipment, theft of high-value equipment or sensitive information by external parties / contractors	Organisation of meetings with HR/DS to standardise and reinforce the access security measures for external staff (use of a single Information system...) Security clearance for contractors when needed Close monitoring of physical and IT access rights to financial systems	Security rules and culture to be adjusted in view of latest technical developments and 'possibilities' Right to clearance 100% checked Yearly control by ICC on financial systems access rights	Avoid the non-compliance with regulatory provisions and loss of information / preventing Commission's exposure No unauthorised access Efficiency: No reputational events damaging Commission Economy (costs): Estimation of cost of staff involved
Politically or economically motivated computer crime (hacking) to conduct sabotage or espionage against the Commission's IT systems.	Increase the Commission's capability for detection, preventive and responsive measures Ensure that key IT security processes are implemented consistently across the Commission for main corporate IT systems. Improve global IT infrastructure security level through network and endpoint securisation and security oversight of key corporate systems	Application of IT security governance rules Commission wide	Effectiveness: Nr of events during the reporting year Benefits: The number avoided breaches (annually) and thus preventing Commission's exposure Efficiency: No reputational events damaging Commission Economy (costs): Estimation of cost of staff involved (DIR S of DIGIT + all various stakeholders (end-users, technical staff, decision makers)

ANNEX 7: Specific annexes related to Financial Management

1) Audit observations and recommendations

List of IAS audits finalised during 2019-2021

- Audit on IT project management practices for multi-DG projects in DG DIGIT (2019);
- Audit on the management of public cloud services (DIGIT, HR, SG) (2020);
- Audit on Wifi4EU (CNECT, DIGIT, INEA) (2020);
- Audit on Commission's strategy for data, information and knowledge management (SG, BUDG, DIGIT, ESTAT) (2020);
- Audit on data protection (SG, DIGIT, LS, HR, JRC) (2020);
- Audit on IT security management in the HR family (DIGIT, HR, PMO, EPSO) (2021);
- Audit on the management and monitoring of compliance with the Commission's IT security framework (2021).

“Very important” recommendations listed in IAS limited conclusion¹⁰

Audit on the management of public cloud services (DIGIT, HR, SG) (2020)

The **objective** of the audit was to evaluate whether the Commission has put in place appropriate arrangements for the use of public Infrastructure as a Service and Platform as a Service cloud services, enabling it to achieve its objectives while reducing risk exposure to an acceptable level and optimising the use of resources.

The **final audit report** was received mid-November. IAS issued two “vey important” recommendations to DIGIT:

- **Governance of cloud services** – due end 2021;
- **Cloud security services** – due end 2022.

DG DIGIT prepared and submitted an **action plan** end December 2020, which was accepted by IAS early January 2021. DG DIGIT is currently implementing the action plan according to the agreed target dates, therefore mitigating the related risks.

¹⁰ “Important” recommendations are not reported in this annex.

IAS “very important” recommendation	DIGIT action plan
<p>GOVERNANCE OF CLOUD SERVICES</p>	<p>The proposed governance would comprise a Cloud Advisory Council (for short the Cloud Council) and a Cloud Centre of Excellence (CCoE), supported by a Cloud Community of Practice.</p> <p>The Commission already has strong risk management practices. IT governance (IT investments team and Information Technology and Cybersecurity Board) is looking at lock-in, interoperability, and customisation structures. By end 2021 the process will be reviewed to ensure the risks relevant for cloud environments are properly considered and managed in addition to other criteria and principles assessed by the IT investments team. In order to do so, the ITIT team will receive support of the Cloud Council.</p> <p>DG DIGIT and the various groups above, will propose an action plan under the European Commission Digital Strategy (ECDS) to assess the progress of the implementation of the cloud strategy. This would be reported annually upon in the scope of the ECDS reporting.</p>
<p>CLOUD SECURITY SERVICES</p>	<p>DG DIGIT will prepare a new roadmap to provide cloud-ready IT security services.</p> <p>DG DIGIT will identify a Cloud Security Maturity Model that suites the European Commission’s cloud service offering, and will submit it to the Information Technology and Cybersecurity Board (ITCB) for adoption.</p> <p>The Cloud Council will develop and propose for endorsement of ITCB a set of recommended architectures and technical measures necessary to ensure compliance with outsourcing rules, information security and data protection rules for the different cloud providers available.</p> <p>DG DIGIT will ensure the proper management of the cloud services’ levels.</p>

Audit on data protection (SG, DIGIT, LS, HR, JRC) (2020)

The **objective** of the audit was to assess whether the Commission has put in place an effective and efficient control system enabling Directorates-General/services to demonstrate compliance with the provisions of Regulation (EU) 1725/2018.

The **final audit report** was received early December 2020. IAS issued one “very important” recommendation jointly to SG (DPO) and to DIGIT:

- **General framework governing personal data protection aspects in the commission (recommendation No 1b – DIGIT)** – originally due end 2021, revised to end Q2 2022.

SG as lead DG submitted an **action plan** early January 2021, which was accepted by IAS end January 2021. DG DIGIT is currently implementing the action plan. The recommendation was originally due to be fully implemented end 2021, however the target date has been revised to end Q2 2022. The delay does not impact the assurance.

IAS “very important” recommendation	DIGIT action plan
GENERAL FRAMEWORK GOVERNING PERSONAL DATA PROTECTION ASPECTS IN THE COMMISSION (recommendation No 1b – DIGIT)	The Data Protection Officer, should adopt, jointly with DG DIGIT and in consultation with data controllers and the Data Protection Coordinators network, a methodology and guidance for defining a minimum set of IT related controls to address the requirements of Regulation (EU) 2018/1725 when designing new IT systems or significantly updating existing IT systems. The European Data Protection Board (EDPB) guidelines on ‘Data protection by design and by default’ (EDPB Guidelines 4/2019 on Art. 25 Data Protection by Design and by Default) as well as the existing good practices will be used as a starting point and IT controls will, in function of the low number of data subject requests and early stages of implementation, be simple, pragmatic and proportionate. These will be later enhanced based on the experience gained over time with data subjects’ requests, Court decisions or best practices identified in the industry. A working group of key actors has been set up with a view to agreeing on the structure and details of the final output(s). Most relevant stakeholders have already been consulted and provided comprehensive feedback on the guidance to be adopted.

Audit on the management and monitoring of compliance with the Commission’s IT security framework (2021)

The **objective** of the audit was to assess the adequacy of DG DIGIT’s processes for managing and monitoring compliance with the Commission’s IT security framework.

The **final audit report** was received mid-October 2021. IAS issued two “very important” recommendations to DIGIT.

- **IT security compliance management and reporting practices** – due end 2022;
- **IT security compliance management process** – due end 2022.

DG DIGIT prepared and submitted an **action plan** end October 2021, which was accepted by IAS early November 2021. DIGIT is currently implementing the action plan according to the agreed target dates, therefore mitigating the related risks.

IAS “very important” recommendation	DIGIT action plan
IT SECURITY COMPLIANCE MANAGEMENT AND REPORTING PRACTICES	<p>Launching of a Commission-wide awareness campaign on the requirements of IT security compliance as part of the overall cyber awareness strategy and planning towards the Directorates-General senior management. Build and deliver frequently IT security compliance training courses for System Owners (SOs), Local Informatics Security Officers (LISOs) and System Security Officers (SSOs), that are recommended to be followed once in a two-year period. Draft a compliance assessment planning of DIGIT IT systems and services and execute on a realistic and agreed timeline by the key stakeholders.</p> <p>Prepare and present a report to ITCB on compliance of the Directorates-General with the IT security framework of the Commission.</p> <p>Propose to the ITCB key performance indicators related to IT security compliance performance. After endorsement by the ITCB, include those KPIs in the regular IT security and risk management reporting to the ITCB.</p>
IT SECURITY COMPLIANCE MANAGEMENT PROCESS	<p>Definition of an IT security compliance process, with corresponding responsibility assignment matrix and supporting standard operating procedures (SOP).</p> <p>Definition of a list of priority controls, giving examples of potential evidence / deliverables / supporting documents, which could be provided for control attestation.</p> <p>Creation and maintenance of user manuals, guidance, background support material and frequently asked</p>

IAS “very important” recommendation	DIGIT action plan
	<p>questions, in collaboration with the LISO community.</p> <p>Examine options to integrate risk management and compliance processes, on the methodological and the tool level, and plan and implement the chosen option.</p> <p>Provide LISOs and SOs with a comprehensive process and support workflow that will facilitate integration of risk and compliance management, as well as the drafting, reporting and monitoring of the implementation of the IT security plan, from early in to the end of the lifecycle of an information system.</p> <p>Provide, where possible, a comprehensive mapping of the ISO based controls of the IT security framework with the National Institute of Standards and Technology (NIST) controls as used in the IT Security Risk Management (ITSRM) methodology.</p>

Audit on IT security management in the HR family (DIGIT, HR, PMO, EPSO) (2021)

The **objective** of the audit was to assess the adequacy of the design and the effectiveness of the implementation of the governance, management and control processes put in place by HR family members for their systems.

The **final audit report** was received mid-November 2021. IAS issued two “very important” recommendations to DIGIT.

- **Logical system-related controls** – due end Q3 2023;
- **IT service provider management** – due end Q3 2023.

DG DIGIT prepared and submitted an **action plan** early December 2021, which was accepted by IAS mid-December 2021. DIGIT is currently implementing the action plan according to the agreed target dates, therefore mitigating the related risks.

IAS “very important” recommendation	DIGIT action plan
LOGICAL SYSTEM-RELATED CONTROLS	Relevant actions to be taken in the following areas: <ul style="list-style-type: none">- User access management;- System interfaces and separation of production from non-production;- Manual interventions;- Use of production data.
IT SERVICE PROVIDER MANAGEMENT	Relevant actions to be taken in the following area: <ul style="list-style-type: none">- Assessment of appropriate hosting solutions.

2) Table Y on the estimated “cost of controls” at Commission level

Table Y - Overview of DG’s estimated cost of controls at Commission (EC) level:

NB. The absolute values are presented in EUR.

EXPENDITURE

DIGIT	Ex ante controls			Ex post controls			Total	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Relevant Control System (RCS) / Other as defined in Annex 6 of the AAR*	EC total costs	related payments Made	Ratio (%)** (a)/(b)	EC total costs	total value verified and/or audited	Ratio (%) (d)/(e)	EC total estimated cost of controls (a)+(d)	Ratio (%)** (g)/(b)
Procurement	1.463.680,00 €	1.893.487.780,66 € ¹¹	0,08%	€ -	€ -	0,00%	1.463.680,00 €	0,08%
Financial circuits - commitments	1.641.300,00 €	439.407.185,00 € ¹²	0,37%	€ -	€ -	0,00%	1.641.300,00 €	0,37%
Financial circuits - payments	1.368.300,00 €	380.264.546,00 €	0,36%	17.730,00 €	27.135.502,00 €	0,07%	1.386.030,00 €	0,36%
OVERALL total estimated cost of control at EC level for expenditure	4.473.280,00 €	2.713.159.511,66 €	0,16%	17.730,00 €	27.135.502,00 €	0,07%	4.491.010,00 €	0,17%

¹¹ This is the total amount of executed public procurement procedures.

¹² This is the total amount of commitments made.

NON-EXPENDITURE ITEMS

DIGIT	Ex ante controls***			Ex post controls			Total	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Relevant Control System (RCS) / Other as defined in Annex 6 of the AAR*	EC total costs	related amounts	Ratio (%)** (a)/(b)	EC total costs	total value verified and/or audited	Ratio (%) (d)/(e)	EC total estimated cost of controls (a)+(d)	Ratio (%)** (g)/(b)
Only applicable for DGs with non-expenditure items								
Chargeback	222.990,00 €	190.214.587,75 €	0,12%	29.130 €	190.214.587,75 €	0,02%	252.120,00 €	0,13%
Assets (incl. Access rights)	487.665,00 €	38.938.407,46 €	1,25%	212.580 €	38.938.407,46 €	0,55%	700.245,00 €	1,80%

ANNEX 8: Specific annexes related to "Assessment of the effectiveness of the internal control systems"

Not applicable, information included in section 2.1.3 of AAR.

ANNEX 9: Specific annexes related to "Control results" and "Assurance: Reservations"

1) Annex related to "Control results" - Table X: Estimated risk at payment and at closure

Table X : Estimated risk at payment and at closure

DG DIGIT	'payments made' (2021;MEUR)	minus new prefinancing [plus retentions made] (in 2021;MEUR)	plus cleared prefinancing] (in 2021;MEUR)	'relevant expenditure' (for 2021;MEUR)	Detected error rate or equivalent estimates	estimated risk at payment (2021;MEUR)	Adjusted Average Recoveries and Corrections (<i>adjusted ARC</i> ; %)	estimated future corrections [and deductions] (for 2021;MEUR)	estimated risk at Closure (2021;MEUR)
-1	-2	-3	-4	-5	-6	-7	-8	-9	-10
Payments made	380,26	0,00	0,00	380,26	0,00% - 0,50%	0,00 - 1,90	0,00% - 0,00%	0,00 - 0,00	0,00 - 1,90
DG total	380,26	0,00	0,00	380,26		0,00 - 1,90	0,00% - 0,00%	0,00 - 0,00	0,00 - 1,90
					Overall risk at payment in %	0,00% - 0,50% (7) / (5)		Overall risk at closure in %	0,00% - 0,50% (10) / (5)

Notes to the table X

(1) Different segments of Relevant Control Systems described in Annex 6 are broader than payments made. For the purpose of calculation of estimated risk at payment and at closure, DG DIGIT considers more pertinent to focus on the amount of payments made.

(2) Payments made.

(3) N/A for DG DIGIT

(4) N/A for DG DIGIT

(5) For the purpose of equivalence with the ECA's scope of the EC funds with potential exposure to legality & regularity errors (see the ECA's Annual Report methodological Annex 1.1), our concept of "relevant expenditure" includes the payments made, subtracts the new pre-financing paid out [& adds the retentions made], and adds the pre-financing actually cleared [& subtracts the retentions released; and any deductions of *expenditure made by MS*] during the FY. This is a separate and 'hybrid' concept, intentionally combining elements from the budgetary accounting and from the general ledger accounting.

(6) In this column, we disclose the detected error rates or equivalent estimates.

For low-risk types of expenditure, where there are indications that the equivalent error rate might be close to 'zero' (*e.g. administrative expenditure, operating contributions to agencies*), the rate which should be used is 0.5% as a conservative estimate, unless the DG has a more precise estimate based on evidence.

(8) The adjusted average recovery and corrections percentage is to some extent based on the 7 years historic Average of Recoveries and financial Corrections (ARC), which is the best available indication of the corrective capacity of the ex-post control systems implemented by the DG over the past years. The AOD has adjusted this historic average from 0.5% to 0% to take into account any ex-ante elements, one-off events, (partially) cancelled or waived Recovery Orders, and other factors from the past years that would no longer be relevant for the current programmes (e.g. higher ex-post corrections of previously higher errors in earlier generations of grant programmes, current programmes with entirely ex-ante control systems) or that corresponded to exceptional situations in order to come to the best and most conservative estimate of the ex-post future corrections to be applied to the reporting year's relevant expenditure for the current programmes. Over the past years, the implementation of ex-ante and ex-post controls has not resulted in any major financial correction/recovery order after payment. This is due to the fact that no financial error has been detected and administrative errors were corrected before payments were made. These results are expected to continue, having as a result an estimated future financial corrections (0%).

(9) N/A for DG DIGIT

2) Reservations

A. Reservation fiche

N/A for DG DIGIT

B. Operational Programmes / Paying Agencies under reservation and targeted actions

N/A for DG DIGIT

C. Reservations issued for Operational Programme or Paying Agency in last year's AAR and lifted in 2021

N/A for DG DIGIT

ANNEX 10: Reporting – Human resources, digital transformation and information management and sound environmental management

Objective: DIGIT employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission's priorities and core business			
Indicator 1: Number and percentage of first female appointments to middle management positions			
Source of data: European Commission			
Baseline 2020	Target 2024		Latest Known Results
6/20	+ 2 first female appointments to middle management		1 st female appointment on 01/03/2021
Indicator 2: DIGIT staff engagement index			
Source of data: Commission staff survey			
Baseline 2018	Target 2024		Latest known results
68%	75%		75% (staff survey 2021); 76% including external staff ¹³
Main outputs in 2021:			
Output	Indicator		Target
Number and percentage of first female appointments to middle management positions.	Female representation in Management		+3 first female appointments by 2022.
	Baseline 01.02.2020: 6/20 female MMs (30%) female middle managers		
			Latest known results
			Target on track 1 first female appointment on 01/03/2021 (+2 left in 2022)
DIGIT staff engagement	Staff Survey 2021:	Staff Engagement	72% (+4%)
			Target Achieved

¹³ For better comparability to baseline figure in 2018, as this included external staff

	Index Baseline 2018 Staff Survey: 68%		75% (+7%) Staff Survey 2021; 76% including external staff ¹⁴
Wellbeing & Work-Life Balance	Staff Survey 2021: 1) "I feel that this organisation cares about my wellbeing at work" Baseline 2018 Staff Survey: 51%	1) 60% (+9%)	Target partially achieved 1) 53% (+2%); 52% including external staff ¹⁵
	2) "I have a good balance between my work and private life" Baseline 2018 Staff Survey: 66%	2) 70% (+4%)	2) 53% (-13%) ; 60% including external staff ¹⁶ Strong decline in indicator 2 likely due to difficulties in adapting to flexible working arrangements. This will be addressed in DIGIT local HR Strategy.
Learning & Development	Optimal planning and execution of DIGIT's L&D needs through external training budget plan.	Full coverage of identified learning needs of DIGIT staff by external training budget of DG HR in 2021 (or best possible in the context of COVID-19 disruption)	Target partially achieved Execution of 72% of DIGIT L&D budget in 2021. Under-execution mainly due to disruptions and uncertainty caused by COVID-19 pandemic

¹⁴ For better comparability to baseline figure in 2018, as this included external staff

¹⁵ For better comparability to baseline figure in 2018, as this included external staff

¹⁶ For better comparability to baseline figure in 2018, as this included external staff

Objective: DIGIT is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally transformed, user-focused and data-driven Commission

Indicator 1 : Degree of compliance of IT investments with the principles of the corporate Digital Strategy¹⁷

Source of data: DIGIT – EU-Login

Baseline (2018)	Interim milestone (2022)	Target (2024)	Latest results	known
75%	85%	100%	85%	

Source of data: DIGIT – EU Access

Baseline (2018)	Interim milestone (2022)	Target (2024)	Latest results	known
0%	80%	100%	70%	

Source of data: DIGIT – Compass Corporate

Baseline (2018)	Interim milestone (2022)	Target (2024)	Latest results	known
0%	100%	100%	50%	

Indicator 2: Percentage of DIGIT’s key data assets for which corporate principles for data governance have been implemented

Source of data: DIGIT

Baseline (2019)	Interim milestone (2022)	Target (2024)	Latest results	known
Key data assets identified in the first inventory applying corporate governance principles By end of 2019, 29 key data assets incorporated in the EC data inventory	Extension to further data assets covering 10% additional DIGIT data assets – 33 key data assets in the EC data catalogue	Extension to further data assets covering 15% additional DIGIT data assets – 38 key data assets in the EC data catalogue	31 data assets (+2 from end 2019) Further streamlining of the availability of budgetary planning and budgetary implementation data (MAP data asset)	

Indicator 3: Percentage of staff attending awareness raising activities on data protection compliance

Source of data: EU Commission

Baseline (2018)	Interim milestone (2022)	Target (2024)	Latest results	known
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¹⁷ The European Commission Digital Strategy (C(2018)7118) calls on Commission services to digitally transform their business processes by developing new innovative digital solutions or make evolve the existing ones in line with the principles of the strategy. At the beginning of the year N+1, the Solution Owner and IT Investments Team will assess the progress made on the basis of the proposed modernisation plan. For each of the 3 solutions, a table will reflect – per principle - the progress achieved during the last year.

An estimated 5% of statutory staff in DIGIT has attended Data Protection awareness activities	50% of existing staff attended Data Protection training and awareness sessions	All current DIGIT statutory staff have attended Data Protection training and awareness sessions	Training sessions carried out by the DPC team were not held as planned. However, similar training opportunities offered by the Commission's DPO or by the EDPS were advertised throughout the DG, so that interested staff had access to alternative offers.
New staff receive no obligatory data protection briefings	Information pack developed and distributed to all non-statutory staff	All new DIGIT statutory staff have to attend an obligatory data protection briefing on arrival	
Non-Statutory staff does not systematically receive information on data protection policy, rules and procedure at DIGIT	Website revamped	All DIGIT non-statutory staff receive on arrival an information package outlining DIGIT's data protection policy, rules and procedures	Existing training material has been reviewed and updated to be ready for use in 2022. DIGIT website was revamped and updated in 2020.
Main Outputs in 2021			
Output	Indicator	Target	Latest known results
Continuation of data protection awareness campaign, targeting specific population, with a revamp of web pages dedicated to data protection	Availability of Course and learning material (including revamped web pages).	Course and learning material for specific audience and revamped web pages are available in DIGIT by end of 2020	Target partially achieved: Course for specific audience had to be suspended due to lockdown, however DIGIT joined the DPO working group on training, where e-learning courses for data protection are being developed and will be ready soon. Webpage has been revamped and provides already useful material
Definition of a common procedure for handling personal data breaches	Definition and application of the procedure across the DG	Procedure adopted in DIGIT by end of 2020	Target achieved

Objective: DIGIT takes full account of its environmental impact in all its actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work

Main results and outputs in 2021:

Output	Indicator	Target	Latest known results
Reducing energy and paper consumption:			
Promote the removal of personal printers at the Commission in line with the corporate printer allocation policy	Number of invitations sent to Commission staff to return their personal printers	1 invitation per year	Target achieved (for centralisation of the collection, this was managed through IRM network).
Raise awareness among end users on the functionalities of multifunctional devices	Commission staff informed	1 communication per year	Target achieved (this was included in the 'digital mindfulness' campaign)
Identify enablers towards paperless working methodologies at DG/Service level	Number of paperless working methodologies improved	2	Target Achieved – 2 new paperless working methodologies improved in 2021: <ul style="list-style-type: none"> - Qualified e-signature (QES) in ESTAT (DIGIT actively participated to the implementation of this tool) - Digitalisation of incoming/outcoming mail (joint action between OIB/SG) – DIGIT identified the business need and facilitated the uptake of this solution as a pilot)
Reducing emissions to air:			
Raise staff	Raise staff awareness of	Raise staff awareness	Target achieved – with

awareness of the number of bike parking facilities, lockers and showers, in collaboration with OIB/OIL and communicate to OIB/OIL any complementary needs.	the number of bike parking facilities, lockers and showers, in collaboration with OIB/OIL and communicate to OIB/OIL any complementary needs.	of the number of bike parking facilities, lockers and showers, in collaboration with OIB/OIL and communicate to OIB/OIL any complementary needs.	the support of OIB/OIL, DIGIT Staff is regularly informed about bike parking facilities, lockers and showers. Awareness raising was particularly well implemented in 2021 since DIGIT moved its key premise in Brussels to L-107.
Reducing and managing waste:			
Reuse of obsolete ICT equipment	Reuse of obsolete ICT equipment	Reuse of obsolete ICT equipment	Target achieved – DIGIT kept recycling its obsolete ICT equipment through the existing framework contracts with Oxfam and Close the Gap.
Enhance the promotion of the waste sorting schemes in place, in collaboration with OIB/OIL.	Enhance the promotion of the waste sorting schemes in place, in collaboration with OIB/OIL.	Enhance the promotion of the waste sorting schemes in place, in collaboration with OIB/OIL.	Target achieved – with the support of OIB/OIL, waste sorting schemes are fully in place in DIGIT premises. This also includes DIGIT's newest key premise in L-107.
Promoting Green public procurement:			
Promote the use of "green items" among EC office supplies' catalogue among DG/service's staff.	Promote the use of "green items" among EC office supplies' catalogue among DG/service's staff.	Promote the use of "green items" among EC office supplies' catalogue among DG/service's staff.	Target achieved (to be noted that the reduced presence of DIGIT staff at the office impacted positively on the actual consumption of office supplies during 2021).

ANNEX 11: Implementation through national or international public-sector bodies and bodies governed by private law with a public sector mission (if applicable)

N/A for DG DIGIT

ANNEX 12: EAMR of the Union Delegations (if applicable)

N/A for DG DIGIT

ANNEX 13: Decentralised agencies and/or EU Trust Funds (if applicable)

N/A for DG DIGIT

ANNEX 14: Reporting on the Recovery and Resilience Facility

N/A for DG DIGIT