

Management Plan 2026

Directorate-General for Digital Services

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PART 1. Introduction

The **Directorate-General for Digital Services (DIGIT)** is the domain leader for Information Technology (IT) within the European Commission.

DIGIT interconnects people, data and processes across European Institutions and Member States. By leading IT procurement and delivering secure, reliable and scalable digital services, DIGIT enables the European Commission to work securely and effectively in a connected and digital world. It provides staff with digital tools for collaboration and productivity, supports digitally enabled policies and facilitates data-informed decision-making ⁽¹⁾.

Based in Brussels and Luxembourg, DIGIT relies on the support of approximately 560 statutory staff and manages a budget of circa EUR 600 million per year ⁽²⁾.

Strategic planning and programming is the cornerstone of the **Commission's performance management framework**. The [Commission's strategic plan for 2025-2029](#) translates the [political priorities](#) set in the [Political Guidelines of President von der Leyen](#) into general objectives. This process ensures institutional coherence, enhances accountability, and aligns the actions of all Commission services with the strategic vision of the mandate.

Within this framework, each Commission service has developed a **strategic outlook for 2025-2029** in the [DIGIT Management plan 2025](#). This outlook defines a set of multiannual objectives and indicators to measure progress towards their achievement. These will be used for planning and reporting on performance throughout the period.

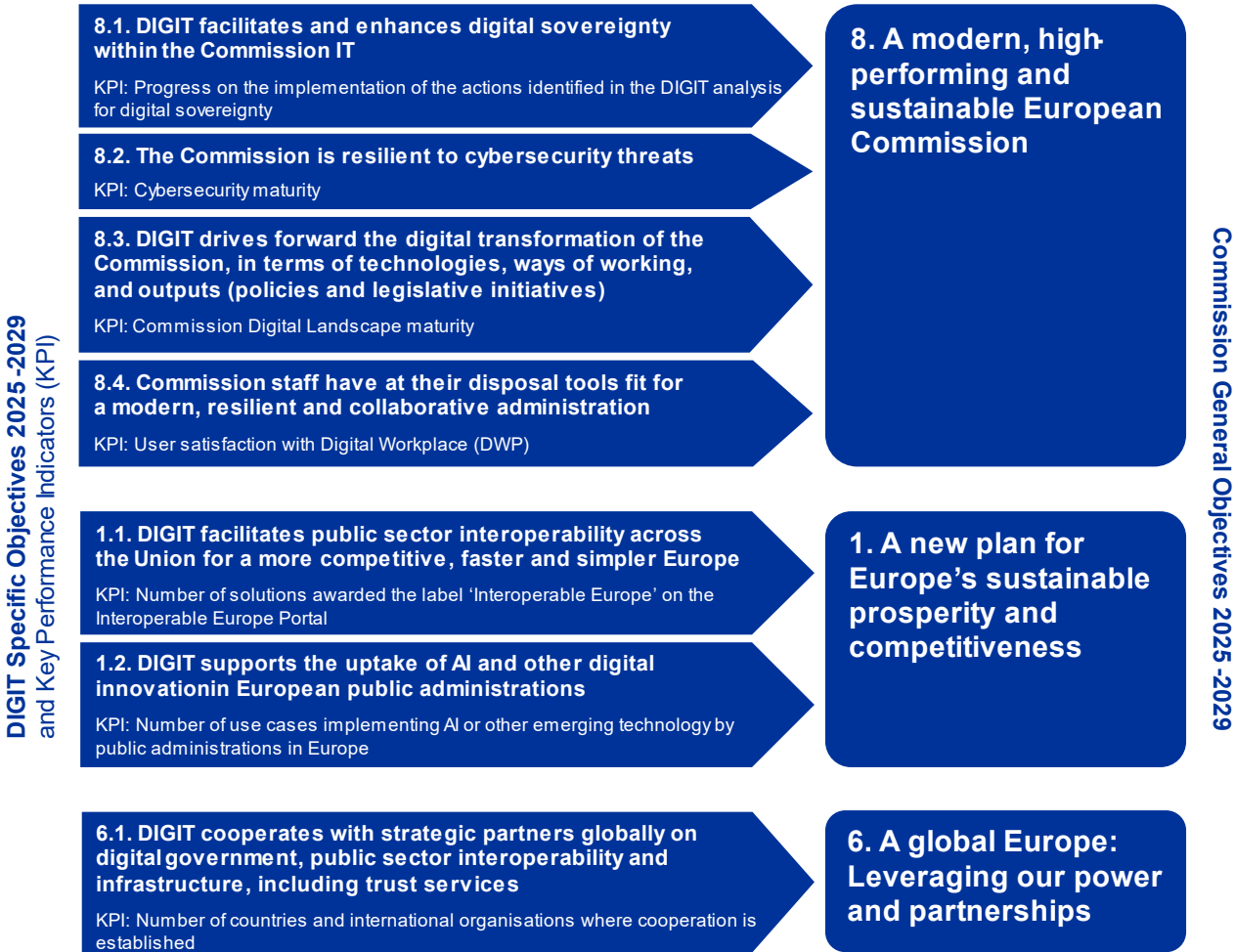
The **2026 management plan** sets out what DIGIT intends to deliver this year to contribute to these multiannual objectives (part 2). It also describes how DIGIT will contribute to the common objective of building a modern and sustainable public administration (part 3). The main outputs with their indicators and targets are presented in Annexes 1 and 2.

The chart below illustrates the performance framework for DIGIT.

⁽¹⁾ DIGIT Mission Statement, [Digital Services](#)

⁽²⁾ The figures do not include CERT-EU, the Cybersecurity Service for the Union institutions, bodies, offices and agencies. CERT-EU is an interinstitutional service established in 2012. Its mandate is to respond to information security incidents and cyber threats across all EUIBAs. While CERT-EU is an entity administratively attached to DG DIGIT, its activities are governed by and reported to the Interinstitutional Cybersecurity Board (IICB), hence are not covered in the remainder of this document. CERT-EU has 60 statutory staff and accounts for an expenditure of EUR 15 million in 2025.

Figure 1: DIGIT specific objectives to pursue the Commission's general objectives



Source: DIGIT Strategic Outlook 2025 -2029

Source: Commission Strategic Plan 2025-2029

PART 2. Delivering on the Commission's priorities in 2026

General objective 8: A modern, high-performing and sustainable European Commission

As DIGIT is the domain leader in providing digital services for the Commission, a major work stream of DIGIT is the continuous pursuit of an ever more **modern, high-performing and sustainable European Commission (General Objective 8)**.

When the current Commission took office in 2025, it made tech sovereignty and resilience an important policy objective. DIGIT is leading by example and is spearheading the implementation of the digital sovereignty paradigm within the Commission's technology landscape. To this end, in 2025 DIGIT developed an action plan to **facilitate and enhance digital sovereignty across the Commission IT**. The action plan foresees about 25 actions across seven relevant technical and administrative domains (cross-cutting issues and governance, digital solutions, digital workplace, cloud, data & Artificial Intelligence (AI), network security, cybersecurity, procurement), to be implemented in 2025-2027.

Specific actions and outputs in the context of digital sovereignty in 2026 include, among others:

- Provide a sovereign fallback video conferencing and chat solution, based on an open protocol for secure, decentralised communication.
- Explore and build a solution for document collaboration, based on Open Source.
- Establish a sovereign cloud and a sovereign infrastructure stack for the European Institutions, Bodies and Agencies.
- Through DIGIT's cloud brokering service, make sovereign cloud services available to the Commission and EU Institutions, Bodies and Agencies (EUIBAs).
- DIGIT has a long-established portfolio of DIGIT-developed sovereign digital building blocks, which it also makes available outside the Commission ⁽³⁾, including eID (eIDAS 1 and the forthcoming EUDI Wallet), eDelivery (Electronic Registered Delivery), eSignature, and others. Specifically for wallet technologies and attestations. DIGIT will in 2026 work on several pilot projects in the fields of Web3 technologies, Electronic Identification and Trust Services. EU Verify and EUDI Wallets will be at the core of these new generation of services, supporting a new wave of digital transformation in Commission's corporate and policy-oriented IT Systems and especially in B2C, B2B and G2G use cases. ⁽⁴⁾.

⁽³⁾ [Digital Building Blocks for Europe](#)

⁽⁴⁾ Regulation (EU) 2024/1183 — the “EUDI Regulation” establishing the European Digital Identity framework

In addition to these specific actions, the emphasis on sovereignty triggers a creative rethinking of the ways the Commission and its stakeholders work, what their IT requirements are, and how these can be met with innovation and technological opportunities (e.g. Open Source and Artificial Intelligence).

DIGIT is also in the process of replacing Testa, the Pan-European data network for the Commission, EUIBAs and member states, with its successor Testa-Eiris, a modular set of network services. For Testa-Eiris DIGIT will in 2026 procure underlay services (backbone and sites to backbone connectivity), launch selected services into operation, and transition first customers from Testa to Testa-Eiris. All these activities make the Commission and its digital landscape ever more modern, more performant and more sustainable.

Regarding **the Commission's cybersecurity**, DIGIT continuously needs to ensure that the Commission remains a modern, cybersecure and resilient institution. Pertinent actions and outputs for 2026, in line with the Commission's corporate cybersecurity strategy 2025-2026, include:

- continuous assessment of the cybersecurity maturity across the Commission and suggesting corrective action as needed. Over the course of 2026 this will result in an increased cybersecurity maturity level.
- an assessment of the maturity of DIGIT's Cybersecurity Operations Centre and the resilience of supporting services, and the implementation of corrective action as needed.
- the replacement of the current Endpoint Security solution on all Commission endpoints with an equivalent sovereign solution.

Another major line of work for DIGIT is - as in recent years - the **Digital Transformation of the Commission**. Major pertinent outputs in 2026 include:

- in the procurement domain, and following the successful establishment of a cloud broker service, evolving the broker concept further by launching a software broker, creating efficiencies in the procurement of software.
- also in the procurement domain, moving to a new contracting model for Professional Service, making the procurement of digital services overall more efficient and effective for the Commission.
- launching the AI@EC platform to Commission departments. This will allow departments to embed various reusable and sovereign generative AI components into the departments' own digital solutions, and will create value from the use of AI.
- making AI4DRPM available, an AI-enabled tool that supports policy officers in assessing the digital dimension of new policy proposals.
- together with other departments as clients, continuing to deliver solutions across the Commission's major digital transformation programmes in the domains of policymaking, human resources, procurement, business automation, and programme management.
- updating the Open Source Software Strategy, to strengthen the open ecosystem and by doing so contribute to digital sovereignty.

Not least, DIGIT will continue to provide staff at the Commission and at other EUIBAs with a modern, resilient, collaborative and efficient **digital workplace (DWP)**. DIGIT will in 2026 specifically enhance DWP support and security for Very Very Important Persons (VVIPs –

including Commissioners, Heads of Cabinet and deputies, Directors-General and deputies, and any other posts with Director-General level), as well as for sensitive missions.

For details of specific outputs see Annex 1.

General objective 1: A new plan for Europe's sustainable prosperity and competitiveness

Besides providing digital services to Commission departments and EUIBAs, DIGIT also works with Member States and with public sector entities to support the implementation of the Commission's policy objectives. The latter contributes to the Commission's **new plan for Europe's sustainable prosperity and competitiveness (General Objective 1)**.

DIGIT works with public sector institutions across Europe to improve **interoperability in the public sector**. Interoperability makes the public sector faster and simpler for businesses and citizens, it streamlines and accelerates administrative processes, reduces duplication, and lowers transaction costs. This is instrumental for European competitiveness as well as for the Commission's agenda to reduce administrative burden for businesses and especially for SMEs.

In this workstream DIGIT will in 2026 continue implementing the Interoperable Europe Act (Regulation (EU) 2024/903) and other regulations. Specifically, DIGIT will:

- For the implementation of the Interoperable Europe Act, publish the reusable elements of the Commission's digital-ready policymaking practice to facilitate Member States' compliance with the interoperability assessment requirement of the Act; finalise the revision of the European Interoperability Framework (EIF), based on its final evaluation ⁽⁵⁾; and award the first 'Interoperable Europe solutions' labels;
- Promote the adoption of digital wallet technologies and attestations across different policy domains and within the European Institutions, in at least 7 pilot projects, further to Regulation (EU) 2024/1183;
- Continue the promotion of Once-Only-enabled public digital services by Member States, according to Regulation (EU) 2018/1724, reaching at least 10 Member States with one or more such services;
- Enrich the European Trust Services infrastructure with new Trust Anchors needed for eIDAS2 (Regulation (EU) 2024/1183) and deliver the system EU/EEA Member States will use to notify and update domain specific information.

DIGIT will also continue to support **the uptake of Artificial Intelligence (AI) and other digital innovation in the European public sector**, and to this end will work on at least three

⁽⁵⁾ [COMMISSION STAFF WORKING DOCUMENT Final evaluation of the European Interoperability Framework \(EIF\) Accompanying the document Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL laying down measures for a high level of public sector interoperability across the Union \(Interoperable Europe Act\); SWD/2022/720 final.](#)

AI-focused GovTech incubator pilot projects throughout 2026, to be completed in mid-2027, under the Interoperability chapter of the Digital Europe Programme.

For details of specific outputs see Annex 1.

General objective 6: A global Europe: Leveraging our power and partnerships.

DIGIT also supports the Commission's objective for **a global Europe, leveraging our power and partnerships (General Objective 6)**. To this end, DIGIT cooperates with partners globally on digital government, public sector interoperability and infrastructure. In 2026, DIGIT will collaborate with non-EU countries on EU Trust Services. DIGIT will also collect information about the state-of-play of digital public administration in EU candidate countries and collate this information in factsheets, covering at least 10 candidate countries in 2026. This will help the candidate countries and the Commission work towards the goals set out in the International Digital Strategy for the European Union ⁽⁶⁾.

For details of specific outputs see Annex 1.

⁽⁶⁾ [The International Digital Strategy for the European Union](#)

PART 3. A modern and sustainable public administration: outputs in 2026

The internal control framework supports sound management and decision-making. In particular, it ensures that risks to the achievement of objectives are addressed and reduced to acceptable levels through cost-effective controls.

DIGIT has established an internal control system tailored to its particular characteristics and circumstances. The effective functioning of this internal control system will be assessed on an ongoing basis throughout the year and will be subject to an annual assessment covering all internal control principles.

A. Human resource management

As of 1 October 2025, 44% of DIGIT middle managers are female and 56% are male. DIGIT will continue to work towards gender balance, with a target of 50% female middle managers. To this aim, DIGIT will in 2026 continue to facilitate the appointment of women to leadership positions and provide coaching and training to help women progress into leadership roles.

DIGIT acknowledges the importance of a dedicated workforce and over the past years saw a positive trend in staff engagement. The staff engagement index of DIGIT, according to the results of the EC Staff Satisfaction Survey 2023, exceeds the Commission average, and this due to responsive action and development plans. DIGIT will continue its efforts in 2026, specifically taking into account the results of the 2025 Staff Survey (ongoing at the time of writing), from which a tailored action plan will be drawn up and implemented. These efforts will amplify and complement corporate measures and will align with the overarching principles of the EC HR Strategy.

For details of individual outputs in 2026 see ANNEX 2, section A (page 22).

B. Digital transformation and data management

Digital transformation

On digital transformation, the mandatory multi-annual indicators for each Commission department are:

- Indicator 1: Digital Culture: % of statutory staff that has completed at least one IT training course. The baseline value (2025) for DIGIT stands at 30% ⁽⁷⁾.

⁽⁷⁾ Source of data: Digital Commission Dashboard

- Indicator 2: Seamless digital environment: cloud adoption - % of IT systems utilising cloud infrastructure services compared to the total number of IT systems. The baseline value (2025) for DIGIT stands at 32% ⁽⁸⁾.

DIGIT is a major contributor to the Commission-wide digital transformation, in line with the objectives of the Corporate Digital Strategy ⁽⁹⁾. The pertinent activities are described in Part 2 of this plan. The section below describes additional activities for DIGIT's own digital transformation.

In 2026, DIGIT will enhance its IT portfolio management practices, e.g. by implementing solutions for Strategic Portfolio Management and Application Portfolio Management.

To modernise its IT environment, DIGIT will continue to consolidate its legacy systems, migrating or decommissioning them, based on business requirements and technical capabilities. DIGIT will also strengthen its resilience and sustainability in the cybersecurity domain, e.g. by replacing the current endpoint security solution on all Commission endpoints with an equivalent sovereign solution.

DIGIT will streamline and automate its business processes, i.e. carry out change management activities and implement pertinent integrations between its IT systems. Concrete actions are planned in several domains, for instance in Customer Relationship Management (CRM) through the introduction of new processes and a pilot digital solution, and in financial management through the revision of the charge-back process and implementation of a pertinent digital solution.

Data management

As of 2025, the overall current **data maturity level** in DIGIT is 'Developing' with the intention of moving towards the 'Established' level in 2026. Below is an overview of the actions in the four key areas of data policy:

- **Data management:** DIGIT will review and update its data inventory and metadata management, establish common definitions and a roles and responsibilities model.
- **Ownership and Responsibilities:** The updated roles and responsibilities model will establish clear roles for Data Owners (business accountability), and Data Stewards (quality management). All data assets will have assigned owners and stewards by mid-2026, supported by role-specific training if needed.
- **Data Quality and FAIRness:** DIGIT will implement a comprehensive data quality program starting with baseline assessments. The FAIR principles will be systematically adopted through Q2-Q3 2026, ensuring data is Findable (persistent identifiers), Accessible (standardized protocols), Interoperable (common formats), and Reusable (clear licensing).
- **Data skills:** A communication campaign will launch in 2026 to address the varying data literacy levels across DIGIT units - focusing on promoting corporate data training opportunities.

⁽⁸⁾ Source of data: Digital Commission Dashboard

⁽⁹⁾ [European Commission Digital Strategy](#)

Data protection

On data protection, the mandatory multi-annual indicator is '**Percentage of staff trained on data protection compliance, combined with the percentage of public records of processing operations reviewed within the last two years**'. The baseline value (2024) for DIGIT stands at an estimated 70% (Percentage of staff trained on data protection compliance: estimated 90%; percentage of public records of processing operations reviewed within the last two years: 50%) ⁽¹⁰⁾.

In 2026, to improve this metric, DIGIT will continue to train all newcomers on data protection and will continue to raise awareness on data protection among DIGIT staff.

For details of individual outputs in 2026 see ANNEX 2, section B (page 22).

C. Sound financial management

For the mandatory multi-annual indicator '**Estimated risk at payment for cost-based expenditure**', the baseline value for DIGIT at end of 2024 stands at 0.5% ⁽¹¹⁾.

In 2026, with the migration to SUMMA successfully completed, DIGIT will continue to focus on implementing financial operations within the objectives, procedures and controls already in place. DIGIT has set up internal control processes, aimed at ensuring the adequate management of the risks related to the **legality and regularity of the underlying transactions**, considering the multiannual character of programmes, and the nature of the payments concerned. The objective remains to ensure that the DG has reasonable assurance that the total amount of any financial operation authorised during the reporting year, which would not be in conformity with the applicable contractual or regulatory provisions does not exceed 2% of the total expenditure.

DIGIT also set up internal control processes aimed at ensuring the adequate management of the risks relating to the revenues, which concern services provided internally to other Commission departments and services, and those provided externally to other EUIBAs. This process consists essentially of the delivery of services, cost calculation and **charge-back**.

Regarding the safeguarding of **assets**, DIGIT is the Commission's 'management centre' (centre de gestion) for all IT equipment, installed in the premises of the Commission in Brussels, Luxembourg, Strasbourg, Dublin (Grange), Joint Research Centre (JRC) sites and Representations ⁽¹²⁾. The general policy is that all items must be recorded in the inventory.

⁽¹⁰⁾ Source of data: DIGIT. The compliance indicator is calculated with a 50% weight attributed to the following two values: first, the number of public records of the department reviewed in the last two years / public records of the department. Second, the percentage of staff in the department who have attended data protection awareness-raising activities.

⁽¹¹⁾ DIGIT Annual Activity Report 2024

⁽¹²⁾ At the time of writing (late 2025), IT asset management for JRC sites and Representations is being transferred to DIGIT as management centre. The transfer is expected to be completed by end of 2025.

Controls aim to safeguard the assets include physical checks, itemised checks when writing off obsolete, lost or damaged goods, as well as registration of all logistical movements (deliveries, moves, swaps, withdrawals, etc.), and the respect of formal procedures for disposal of assets.

Furthermore, a number of controls are in place to ensure the safeguarding of information. To avoid sensitive information being lost (abused, made public) or its integrity breached (data altered), DIGIT makes sure that internal rules on data protection are in line with sensitive information.

For details of individual outputs in 2026 see ANNEX 2, section C (page 24).

D. Fraud risk management

DIGIT contributes to the implementation of the Commission Anti-Fraud Strategy (CAFS), notably as Lead DG for Action 11. A) of the CAFS action plan ⁽¹³⁾.

In addition, DIGIT, with support from OLAF, implements its own anti-fraud strategy (AFS). The work on the revision of the current DIGIT AFS for the next period (2026-2028) started in 2025, and it is foreseen to be completed in Q1 2026.

For the mandatory multi-annual indicator '**Implementation of the actions -fraud strategy over the whole strategic plan lifecycle**' the baseline is set at 80%, corresponding to average yearly implementation of anti-fraud actions from the DIGIT AFS.

For details of individual outputs in 2026 see ANNEX 2, section D (page 25).

E. Sound environmental management

For the mandatory multi-annual indicator '**% reduction in emissions from staff professional travel (tCO₂eq)**', the baseline value (2019) for DIGIT stands at 193,81 tCO₂eq ⁽¹⁴⁾.

To pursue the reduction of emissions from staff professional travel, DIGIT will in 2026 organise at least one awareness raising activity.

DIGIT will also participate in corporate staff awareness actions about EMAS/greening and organise at least one action promoting environmentally friendly use of digital tools.

⁽¹³⁾ Further strengthen the Commission's IT to respond quickly and effectively to evolving cyber-security threats, including the threat of cyber-fraud, and minimise potential impacts, notably by regularly revising the IT security strategy and, as applicable, the IT security plans based on comprehensive risk assessments that take the possibility of cyber-fraud into account.

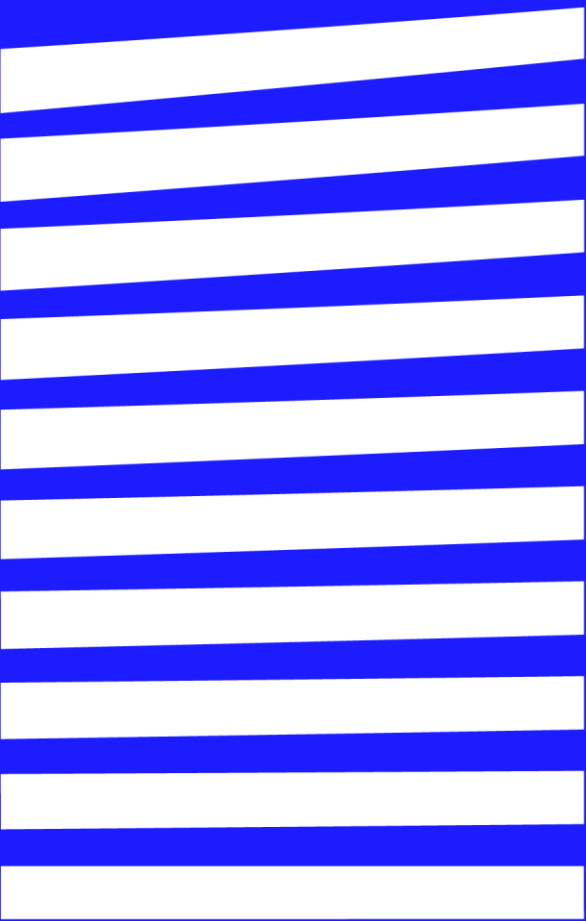
⁽¹⁴⁾ Source of data: Emissions records from Mips+

In 2026 DIGIT aims for 100% of its events to follow the EC guidelines for sustainable events and expects 100% of its relevant procurement procedures to consider GPP criteria.

It is also expected that 67% of DIGIT's buildings (two out of three) will participate in the summer and winter energy-saving actions.

For details of individual outputs in 2026 see ANNEX 2, section E (page 26).

ANNEXES



ANNEX 1: Performance tables – delivering on Commission priorities in 2026

General objective 8: A modern, high-performing and sustainable European Commission

Specific Objective 8.1: DIGIT facilitates and enhances digital sovereignty within the Commission IT

Related to spending programme(s): n.a.

Main outputs in 2026:

Other major outputs

Output	Indicator	Target
Provide a sovereign fallback video conferencing and chat solution based on an open protocol for secure, decentralised communication, with interconnection capabilities.	Availability of a Minimum Viable Product (MVP) for the sovereign video conferencing and chat solution, allowing validation at limited scale	End of Q2 2026
Explore and build an Open Source document collaborative solution (such as products already available on the market) to increase resilience and complement the Digital Workplace (DWP) Service offering.	A sovereign collaborative suite is identified, and an MVP is established to validate it at limited scale.	End of Q3 2026
Assess and propose alternative, more sovereign, offerings for corporate mobile phone devices	A recommendation is available for an alternative, more sovereign offering on corporate mobile phones. (The establishment of a procurement channel for this alternative remains out of scope of this action.)	End of Q2 2026
Establish a Proof-of-Concept (PoC) for a “super-sovereign” (institutionally sovereign) cloud foundation hosted within the internal Data Centre (DC) infrastructure and managed entirely within our DC region, to ensure strategic autonomy, reduce vendor lock-in, and safeguard against external dependencies	Realisation of a PoC for a super-sovereign on prem cloud environment, demonstrating feasibility and validating the approach	End of Q4 2026
Implement a sovereign on-premises infrastructure stack, exploring open-source technologies for virtualisation, storage and orchestration, to provide a foundation for hosting sovereign and hybrid workloads.	Work is underway on a production-ready, sovereign-ready infrastructure layer, enabling autonomous hosting for institutional workloads, for realisation in Q2 2027	End of Q4 2026
Provide sovereign cloud services to the Commission and EUIBAs through cloud brokering	2 to 4 sovereign cloud services made available through cloud brokering services	End of Q2 2026

Output	Indicator	Target
Testa-Eiris - Pan-European network connectivity services: Procurement	Testa-Eiris procurement activities are closed and contractors defined	End of Q2 2026
Testa-Eiris - Pan-European network connectivity services: Operations	Testa-Eiris operations have started	Q3 2026
Testa-Eiris - Pan-European network connectivity services: Migration	Migration out of Testa to Testa-Eiris for the existing Testa customers	From Q3 2026 onward

Specific Objective 8.2: The Commission is resilient to cybersecurity threats

Related to spending programme(s): n.a.

Main outputs in 2026:

Other major outputs

Output	Indicator	Target
Replace the current Endpoint Security solution on all Commission endpoints with an equivalent sovereign solution	The new solution is rolled out on all DWP workstations	End of Q4 2026
Cybersecurity Operations Centre's maturity level and the resilience of its critical supporting services are assessed against industry standard frameworks/practices and improved.	Maturity Level: Intermediate	End of Q4 2026
Cybersecurity Maturity: cybersecurity maturity assessment of the European Commission	Contribute to the cybersecurity maturity assessment of the Commission by producing and communicating four quarterly cybersecurity assessments to the Commission departments and agencies, and the cybersecurity governance bodies. Each assessment will evaluate and report the cybersecurity maturity level - including compliance, risk preparedness, and cyber awareness - at both corporate and department/agency levels relying on evidence-based reporting and harmonisation of maturity evaluation practices with the inter-institutional guidelines.	End of 2026

Specific Objective 8.3: DIGIT drives forward the digital transformation of the Commission, in terms of technologies, ways of working, and outputs (policies and legislative initiatives)

Related to spending programme(s): some outputs under Digital Europe Programme (DEP)

Main outputs in 2026:

Other major outputs

Output	Indicator	Target
State of the Digital Commission Report 2025	Adoption of Report by ITCB	Adoption of report by ITCB in the first half of 2026

Output	Indicator	Target
Establish foundations of a software brokering services for the Commission and the EUIBAs	Onboard 5 top tier software publishers in the software broker	End of Q4 2026
Establish the new Professional Service contracting model as the reference sourcing mechanism for the Commission	50 result-oriented contracts signed with the new procurement model	End of Q4 2026
Release the AI@EC Platform to offer a range of generative AI reusable and sovereign components to be embedded into the digital solutions of the Commission departments.	AI@EC Platform is in use	End of Q4 2026
Digital-ready policymaking (DRPM) tooling: keep improving and enriching the DRPM tooling to facilitate the Commission's policy teams to design truly digital-ready policy proposals	The AI4DRPM module that allows for the AI-assisted completion of the digital dimensions chapter of the Legislative Financial and Digital Statement is operational and integrated in the Commission's legal drafting tool. Proof-of concept launched to explore the possibility to build a DRPM data space of linked data.	End of Q4 2026
Digital-ready policymaking culture: maintain the DRPM local support network and link the policy design and IT implementation processes within the Commission	Regular DRPM local support network meetings organised to share good practices and to ensure that the DRPM process feeds the IT governance.	10 meetings in 2026
Ensure the timely and quality delivery of solutions in the domain of HR and legislation, in full alignment with DIGIT's clients, and across major strategic digital transformation programmes, including HRT, HAN, Decide, PMO Solution and the European Crisis Management Platform.	HRT: flagship projects Virtual Agent, Job Matching, Selection and Recruitment delivered in production European Crisis Management Platform: first version MVP	End of Q4 2026
Ensure the timely and quality delivery of solutions in the domain of policy and business automation, in full alignment with DIGIT's clients, across major strategic digital transformation programmes, including IMI, Compass Corporate, the RSP, RAG, Arachne.	IMI: migrated to Tomcat Compass Corporate: new version including AI functionalities RSP Reform: implemented as per ITCB decision RAG Service: delivered and used by 5+ clients in prod Arachne+: delivered in production and replacing current Arachne	End of Q4 2026
Ensure the timely and quality delivery of solutions in the domain of procurement and programme management, in full alignment with DIGIT's clients, and across major strategic digital transformation programmes, including, eProcurement, SEDIA MAPP.	Implement all DIGIT actions as agreed in the workplans for all the programmes and solutions mentioned.	End of Q4 2026

Output	Indicator	Target
Provision of User Experience (UX) services to support EC digital transformation.	Organise four UX Community of Practice events. Deliver five UX training sessions.	End of Q4 2026
Provision of a suite of EC-specific IT management methodologies, along with supporting services, to support digital transformation and corporate IT portfolio management	Adopt Digital Solution Methodology Framework within DIGIT's Digital Transformation practice. Organise four Community of Practice events on IT management methodologies and digital transformation. Organise two interinstitutional meetings of Portfolio/Programme/Project Management Offices (PMOs).	End of Q4 2026
Deliver the first version of the reference architecture for software engineering practice. This first reference architecture will cover most of the needs of the existing Java-based Information Systems.	Delivery first reference architecture	End of Q2 2026

Specific Objective 8.4: Commission staff have at their disposal tools fit for a modern, resilient and collaborative administration

Related to spending programme(s): n.a.

Main outputs in 2026:

Other major outputs

Output	Indicator	Target
High and sustained (stable) user satisfaction with corporate Digital Workplace	IT Annual Survey result for user satisfaction at least 80% for regular users and at least 85% for VVIPs	End of Q4 2026
Adapting resilience of the VVIP IT Support	Adapting the number of VVIP Support to 5 FTEs and doubling the availability of the sensitive complex missions equipment (e.g. 600 iPhones available for sensitive complex missions VVIP support)	End of Q4 2026
Reinforcement of resilience of sensitive and complex missions for Central Services and IT Support	Preparation, execution and onsite support of sensitive complex missions for up to 12 such missions per year is offered as a stable service package	End of Q4 2026
Adapting the corporate Digital Workplace maturity to the large-scale EC modernisation initiatives and to the next generation workforce	1. Transition of the business processes for the IT support and the IT Helpdesk to modern, AI-underpinned improved processes 2. Preparation of a modern and innovative successor to the EUSS framework contract and of a fit for purpose procurement process 3. Preparation of stable transition foundations before the end of the EUSS framework contract 4. Further testing of applied AI use cases for improvement of the IT support operations and processes.	End of Q4 2026

Output	Indicator	Target
Further roll-out of Digital Workplace as a Service (DWPaaS) DWPaaS is a DIGIT offering towards EUIBAs, to have the EUIBA's Digital Workplace managed by DIGIT.	Three entities are onboarded to DWPaaS	End of Q4 2026

General objective 1: A new plan for Europe's sustainable prosperity and competitiveness

Specific Objective 1.1: DIGIT facilitates public sector interoperability across the Union for a more competitive, faster and simpler Europe

Related to spending programme(s): some outputs under Digital Europe Programme (DEP)

Main outputs in 2026:

Initiatives linked to regulatory simplification and burden reduction

Output	Indicator	Target
Promote the adoption of wallet technologies and attestations across different policy domains and within the European Institutions in view of the upcoming EUDI wallets (Regulation (EU) 2024/1183 — the "EUDI Regulation" establishing the European Digital Identity framework).	Pilot wallet technology and verifiable (non-qualified) attestations in at least 7 pilots.	End of Q4 2026
Continue promoting Once-Only-enabled public digital services by Member States according to Regulation (EU) 2018/1724, establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services.	Reach at least 10 Member States with one or more such services by December 2026.	End of Q4 2026

Major implementation activities and enforcement actions

Output	Indicator	Target
Enrich the European Trust Services infrastructure with new eIDAS2 Trust Anchors part of Regulation (EU) 2024/1183 – the "EUDI Regulation" establishing the European Digital Identity framework.	Deploy 8 EUDI specific Trusted Lists and provide enhanced capabilities in the eIDAS Dashboard.	End of Q4 2026

Other major outputs

Output	Indicator	Target
Implementation of the Interoperable Europe Act: identify and share publicly the reusable elements of the Commission's digital-ready policymaking practice, thus support Member States to ensure compliance with the interoperability assessment requirement of the Act	Open digital-ready policymaking framework published on the Interoperable Europe Portal	End of Q4 2026
Implementation of the Interoperable Europe Act: Revision of the European Interoperability Framework (EIF).	Revised EIF is adopted by the European Commission	End of Q4 2026

Output	Indicator	Target
Implementation of the Interoperable Europe Act: the second Annual Report on Interoperability in the Union published	Annual Report on Interoperability is adopted by the European Commission and is published	End of Q4 2026
Implementation of the Digital Europe Programme - Interoperability Chapter: sign the grant agreement for a multi-country project (MCP) 'Accelerating the best use of technologies' to support the implementation of the Interoperable Europe Act	Grant agreement for the MCP signed	End of Q4 2026
Implementation of the Interoperable Europe Act: First interoperability solutions receive the label 'Interoperable Europe solutions'	Number of solutions awarded the label and published on the Portal – 3 solutions	End of Q2 2026
European Open Digital Ecosystems strategy	A new European Open Digital Ecosystems strategy is adopted	End of Q2 2026

Specific Objective 1.2: DIGIT supports the uptake of AI and other digital innovations in European public administrations

Related to spending programme(s): Digital Europe Programme (DEP)

Main outputs in 2026:

Other major outputs

Output	Indicator	Target
Implementation of the Digital Europe Programme - Interoperability Chapter: Implementation of AI-focused GovTech Incubator pilots (https://interoperable-europe.ec.europa.eu/collection/eugovtech/govtech4all)	Number of AI-driven pilots under development: 8 pilots	End of Q4 2026

General objective 6: A global Europe: Leveraging our power and partnerships

Specific Objective 6.1: DIGIT cooperates with strategic partners globally on digital government, public sector interoperability and infrastructure, including trust services

Related to spending programme(s): Digital Europe Programme (DEP)

Main outputs in 2026:

Other major outputs

Output	Indicator	Target
Expand the collaboration with third countries under the Third Countries Trusted List (TC TL) programme	Establish bilateral collaboration with at least 2 new countries outside EU	End of Q4 2026
Annual digital public administration factsheets	Number of candidate countries included in the digital public administration factsheets - 10 candidate countries	End of Q4 2026

ANNEX 2: Performance tables – A modern and sustainable public administration

A. Human resource management

Objective: DIGIT employs a skilled, diverse and motivated workforce to deliver on the Commission's priorities.		
Main outputs in 2026:		
Output	Indicator	Target
Staff Engagement: Targeted follow-up actions in areas for improvement identified in the latest staff survey	Number of follow-up actions / events	Organise at least 3 follow-up actions / events, by end of 2026
Gender Balance: Leadership development: Provide leadership training / coaching to aspiring managers, specifically encouraging female staff to participate	Number of leadership trainings / coachings offered	Offer at least 2 leadership trainings to DIGIT staff, by end of 2026

B. Digital transformation and data management

Objective: DIGIT is using innovative, trusted digital solutions for better policymaking, data management and administrative processes to create a digitally transformed, user-focused and data-driven Commission.		
Main outputs in 2026:		
Digital Transformation		
Output	Indicator	Target
Enhance processes and tools with focus on strategic goal setting, demand management, DIGIT Information System portfolio management and prioritisation of initiatives and activities: development and integration	Strategic Portfolio Management solution (Goal framework): Minimum Viable Product (MVP) is delivered Application Portfolio Management (APM) solution: Minimum Viable Product (MVP) is delivered Demand management solution: full integration	End of Q3 2026
Facilitate and further support service management	Service Catalogue v2 with additional integrations is in production	End of Q2 2026

Output	Indicator	Target
Enhance, streamline and automate the charge-back process	A new digital solution for charge-back is in production	End of Q2 2026
Enhance and automate DIGIT's acquisition request process	Acquisition Request tool in production	End of Q3 2026
Customer Relationship Management (CRM) in DIGIT	CRM pilot in production	End of Q4 2026
Improve DIGIT's positioning in the Cybersecurity Risk Management Quadrant (RMQ)	Improve by one level in the RMQ	End of Q4 2026
Data Management		
Output	Indicator	Target
An up-to date DIGIT data catalogue	Review and update is completed	End of 2026
Data ownership and stewardship	All identified data assets have assigned owners and steward	End of 2026
Data quality is improved	At least 10 data assets comply with FAIR principles (Findable, Accessible, Interoperable, Reusable)	End of 2026
Communication campaign	At least one communication action takes place	End of 2026
Data Protection		
Output	Indicator	Target
	<p>Percentage of staff trained on data protection compliance combined with the percentage of public records of processing operations reviewed within the last two years.</p> <p>The compiled compliance indicator is calculated with a 50% weight attributed to the following two values:</p> <p>First, the number of public records of the department reviewed in the last two years / public records of the department.</p> <p>Second, the percentage of staff in the department who have attended data protection awareness-raising activities.</p>	<p>Percentage of staff trained on data protection compliance: 90%</p> <p>Percentage of public records of processing operations reviewed within the last two years: 50%</p> <p>Combined compliance indicator: 70%</p>
Provide a mandatory training for newcomers on data protection awareness. Personal invitation of staff listed in the newcomer section of MyDIGIT.	12 training sessions (1 per month)	End of 2026

Output	Indicator	Target
Provide ad hoc advisory on data protection principles and compliance to staff, by means of dedicated session on data protection records (DPMS), privacy statements, data subject rights request and personal data breaches	% of requests for advisory are dealt with	95%
Percentage of public records of processing operations reviewed within the past two years	% of records reviewed within 2 years	60%

C. Sound financial management

Objective: The authorising officer by delegation has reasonable assurance that resources have been used in accordance with the principles of sound financial management and that cost-effective controls are in place which give the necessary guarantees concerning the legality and regularity of underlying transactions.

Main outputs in 2026

Output	Indicator	Target
Effective controls: legal and regular transactions	Estimated risk at payment	remains < 2 % of relevant expenditure ⁽¹⁵⁾
	Estimated risk at closure	remains < 2 % of relevant expenditure
Effective controls: - Safeguarded assets	(In)tangible assets and inventories follow formal procedures for disposal of assets.	Ensure correct imputation in accounting system and compliance with regulatory provisions
- Safeguarded information	Data breaches reported to the EDPS within the 72-hour deadline from detection	100% data breaches reported within the 72-hour deadline from detection
Efficient controls	Timely payments	remains 95% of payments (in value) made on time
Economy of controls	Overall estimated cost of controls	remains < 1% of funds managed

⁽¹⁵⁾ For the Research, industry, space, energy and transport family of departments, it is necessary to make a distinction between Horizon 2020 and Horizon Europe since they have different materiality criteria. The relevant departments should use a common approach.

D. Fraud risk management

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission anti-fraud strategy ⁽¹⁶⁾ aimed at the prevention, detection and correction ⁽¹⁷⁾ of fraud.

Main outputs in 2026:

Output	Indicator	Target
Identify and assess fraud risk and update DIGIT risk register accordingly	The risk register is updated, considering the risk of fraud	Yearly completion, by end of 2026
Raise anti-fraud awareness within DIGIT (through awareness-raising actions)	Number of anti-fraud awareness-raising actions	1 awareness-raising action, by end of 2026
Strengthen fraud prevention in the procurement process	Review that the preventive actions have been followed during the year	Yearly completion, by end of 2026
Strengthen ex post controls to detect potential fraud	Implement the ex post controls procedure	Yearly completion, by end of 2026
Continue the implementation of action 11.A of CAFS action plan	Implementation of the actions in the European Commission Corporate Cybersecurity Strategy 2025-2026 according to the associated planning	100% of actions foreseen for 2026

⁽¹⁶⁾ Communication from the Commission 'Commission Anti-Fraud Strategy: enhanced action to protect the EU budget', COM(2019) 176 of 29 April 2019; Communication from the Commission "Commission Anti-Fraud Strategy Action plan – revision 2023" COM(2023) 405 of 11 July 2023 – “the Communication on the 2023 revision” – and the accompanying revised action plan, SWD(2023) 245– “the revised Action Plan”.

⁽¹⁷⁾ Correction of fraud' is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

E. Sound environmental management

Objective: Reaching climate neutrality by 2030 and a reduced environmental footprint for the Commission.

Main outputs in 2026

Output	Indicator	Target
Actions to reduce emissions from staff professional travel: <ul style="list-style-type: none"> - Promotion of more sustainable travel options - Reduction of staff professional travel emissions 	Deliver at least one internal campaign promoting more sustainable travel options Reduce CO2 emissions from missions by 50% compared to 2019 baseline	End of 2026 End of 2026
DIGIT-specific indicators		
Energy saving actions	% of department buildings participating in the annual BEST energy saving actions (summer action) % of department buildings participating in the annual BEST energy saving actions (winter action)	Participation rate maintained at 67%
Staff awareness actions	Number of staff awareness actions in line with EMAS/greening corporate campaigns or from local initiatives	1 action by end of 2026
Sustainable events	% department's events, incorporating the EC Guidelines for sustainable events	100%
Digital hygiene	Number of actions promoting environmentally friendly use of IT resources	1 action by end of 2026
Green Public Procurement (GPP)	% of procurement procedures where GPP criteria are considered (whether implemented or not)	100% of relevant contracts

