



Management Plan 2013

Communications Networks, Content and Technology Directorate-General

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1. MISSION STATEMENT

The DG helps to harness information & communications technologies in order to create jobs and generate economic growth; to provide better goods and services for all; and to build on the greater empowerment which digital technologies can bring in order to create a better world, now and for future generations. Digital is for everyone, everywhere, whenever they want. It also underpins a plural, forward-looking and open European society.

To help achieve this, we:

- 1) Promote the roll-out across Europe of high-speed broadband networks to help get "Every European Digital" and as the backbone for new, job creating, digital businesses;
- 2) Support the kind of high-quality research & innovation which delivers imaginative, practical and value-enhancing results;
- 3) Foster creativity through a European data value-chain in which anyone can share knowledge, and in which content circulates freely;
- 4) Promote greater use of, and public access to, digital goods and digital services, including "cloud" computing, in order to boost the European single market;
- 5) Ensure that those goods and services are more secure, that people can trust the rapidly evolving technologies which surround them, and that people have the right skills and confidence to use them as part of everyday life;
- 6) Work with partners globally to support a free and open Internet.

We live our values as a creative, responsible and open European Union public service. We work on the best available evidence, and we cooperate closely with all our stakeholders. Our procedures are fully transparent, and we assume accountability for our actions. We seek value for the taxpayer's money in all we do.

2. THIS YEAR'S CHALLENGES

Europe continues to face the effects of the sovereign debt crisis and economic turmoil. A robust growth strategy is needed to face these challenges: productivity has to be enhanced to generate new business opportunities and create jobs. Internet and Communication Technologies can contribute to this objective by acceleration of the delivery of the Digital Single Market and lowering barriers to internet take up.

The dynamic impact of better networks creates exponential growth. It is estimated that a 10% increase in high-speed internet penetration leads to a 0,9-1,5% increase in growth GDP: a 10% increase in Information and Communication Technologies (ICT) investment leads on average to 0,6% higher growth¹. On a business level, a recent study found that, for example, German "high-net" SMEs that tailor their business processes to fully use the web have grown 15% more than those who have yet to do so, even in recent years (Boston Consulting Group)". Many other studies come to similar results.

Better networks help society as a whole. We connect to compete; we also connect to cooperate. Networks enable social innovation at local level across the Union, create rapid mutual learning between otherwise distant groups of local actors. Networks multiply social as well as economic capital.

With a view to implementing the Digital Agenda, a Flagship initiative of the Europe 2020 strategy, which the Commission reviewed at the end of 2012, DG CONNECT has proposed in the Commission Work Programme 2013 the following initiatives, which will provide further essential steps towards delivering the Digital Single Market by 2015:

- (1) A proposal for a Council Regulation on **reducing the cost of broadband infrastructure** deployment, which aims at substantially reducing the cost of deploying high speed broadband networks across the EU. This would incentivise investment in line with Digital Agenda high speed internet targets (Q1 2013).
- (2) A Commission Communication: **Action Plan on Wireless Communications** for a Connected Europe, which aims at laying down policy actions to meet the challenges, which the EU is facing in the next few years with regard to dynamic market developments and exponential traffic growth in wireless services (Q1 2013).
- (3) A Council Regulation Setting up a **Public Private Partnership for Electronics Components and Systems** and a Communication on "**Electronics in Europe for the European Economy**" setting out an action plan to strengthen the competitiveness and growth capacity of electronics industry in Europe and increase Europe's attractiveness to investments in design and production in the field. This action plan is closely linked to the Key Enabling Technologies (KET) strategy adopted in June 2012 by going a step further in proposing a specific implementation strategy (Q3 2013).

¹ Czernich et al. (2009), Broadband Infrastructure and Economic Growth (online: <http://onlinelibrary.wiley.com/doi/10.1111/j.1468-0297.2011.02420.x/full>)

With regard to **audiovisual** policy DG CONNECT will launch a public consultation to prepare for a **fully converged audiovisual world : growth, creation and values**.

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

- Set-up a results-oriented partnership with stakeholders to address bottlenecks in copyright licensing, while preparing, in parallel, legislative measures to modernise copyright (subject to political decision in 2014).
- Proposals for a code of EU online rights and a platform for EU online trustmarks (DAE Action 16 and 17).
- Follow up to the Green Paper "Towards an integrated European market for card, internet and mobile payments".

DG CNECT will work together with DG MARKT on those issues.

As regards **telecom regulation**, the main objective for 2013 is to ensure the correct implementation of the revised regulatory framework, which will benefit consumers through strengthened competition and improved broadband access and next generation networks deployment. This will include, amongst other, guidance in the application of cost methodologies for pricing of key access products and of non-discrimination remedies and functional separation, and propose a revision of the Recommendation on relevant markets in electronic communications (2007/879/EC) further to a public consultation. In addition, following the results of the traffic management investigation by BEREC which demonstrates an undeniable problem regarding the open Internet and net neutrality, DG CONNECT will provide guidance on transparency, switching and the responsible use of traffic management tools. As a follow-up to the Commission Communication "**Universal service in e-Communications**", a Recommendation on universal service in the broadband era is scheduled for 2013.

With a view to implementing the **Radio Spectrum Policy Programme** the Commission will monitor closely national procedures for the award of spectrum to wireless broadband and will adopt an **Implementing Decision on the Spectrum Inventory** by 1 July 2013, with a view to ensuring a more efficient use of spectrum and satisfying spectrum demand for electronic communications services and other important internal market policies.

To address **lack of interoperability**, DG CONNECT, cooperating with DG ENTR, DG DIGIT and DG MARKT, will propose in 2013 a Communication on guidelines for standards-based public procurement for ICT systems (DAE action 23). In addition DG CONNECT will examine the feasibility of measures that could lead to encouraging enterprises to license interoperability information (DAE action 25).

For the challenges in the area of **trust and security**, there is a need for having a truly EU-wide approach to rapidly and efficiently preventing and countering attacks against networks and information systems in the European Union, in order to safeguard the proper functioning of the single market and hence foster growth and jobs. To this effect the Commission will in early 2013 present a step-change

approach through a **European Cyber Security Strategy** accompanied by a proposal for a Directive concerning measures to ensure a high level of network and information security across the Union. The overall policy objective of the initiative is to put in place, by 2015, a robust line of defence across the EU against cyber disruptions and attacks. The EC will also negotiate with the Council and the European Parliament the proposal for a Regulation on "**electronic identification and trust services** for electronic transactions in the internal market" in view of a possible adoption by the co-legislators ideally by end 2013.

To promote **fast and ultra-fast internet access**, in the context of the next Multiannual Financial Framework the Commission will follow up on its proposal for a new fund, the **Connecting Europe Facility** (CEF). This facility aims at increasing our chances to reach the 2020 goals in high speed internet (DAE action 43) and to foster the deployment of cross-border digital services infrastructures.

To address the challenges of insufficient **research and innovation** efforts, proposals to leverage more private investment, reinforcement of coordination and pooling of resources and measures for "light and fast" access to EU research funds in ICT (DAE actions 50, 51 and 52) are part of the **Horizon 2020** package, adopted by the Commission on 30 November 2011. ICT will continue to play a strong role in the next framework for EU research and innovation. In order to leverage industrial commitment and achieve a greater impact in photonics and robotics, DG CONNECT plans to support two public-private partnerships (PPP) in the respective domains. The photonics PPP aims at securing EU leadership in photonics, a high growth global market, in particular in those application areas where photonics is driving innovation and Europe is strong or where there is the potential for creating new markets. The robotics PPP aims at reinforcing and improving the EU position in industrial and service robotics. Both PPP are planned for the second or third quarter of 2013. In late 2013, DG CONNECT also plans to publish a Communication that will seek to provide a vision as to how ICT RDI will be managed under H2020 in order to produce greater and earlier value for money.

In 2013, DG CONNECT will implement the **EU strategy on cloud computing** (linked to DAE Action 53) in particular the three key actions:

- (1) A map of the cloud computing standardisation landscape and work towards identification of effective certification systems.
- (2) Identification of fair contractual terms at both corporate level (service level agreements) and for consumers and small firms.
- (3) Move the European Cloud Partnership onto an operational footing with the launch of a pre-commercial procurement action.

The outputs of these exercises will be adopted as Commission policy proposals in a Communication in the last quarter of 2013

The Communication on "High-Performance Computing – Europe's place in a Global Race" (COM(2012)45) presents a strategy for gaining, by 2020, a European leadership in the area of **high-performance computing** (HPC) for science and innovation by strengthening both European supply and use of HPC systems and services. 2013 planning concerns mainly the preparation of actions in Horizon 2020 for the establishment of centres of excellence on highly parallelised application

software and for the creation of a network of centres of competence on HPC for SMEs; as well as the preparation of a PPP, integrating industrial supply (basic R&D and PCP for exascale development), HPC services (PRACE) and HPC applications. In addition, the Competitiveness Council is expected to adopt its conclusions on the Communication in May 2013.

Lack of **digital literacy, skills and inclusion** also creates challenges for a level playing field for all Europeans to participate in the information society. In 2013 DG CONNECT, in cooperation with relevant DGs, will follow up on the Grand Coalition on ICT and jobs announced in 2012, to take practical steps to address the ICT skills shortfall. In early 2013, DG CONNECT will follow up on its proposal for a Directive to make sure that public sector websites (and websites providing basic services to citizens) are fully accessible by 2015 (DAE action 64).

A number of challenges relating to the **ICT-enabled benefits** for EU society will also be addressed in 2013. The eHealth Action Plan is forecasted to be adopted in December 2012 to address several of the most pressing health and health systems challenges of the first half of the 21st century. DG CONNECT will also submit a legislative proposal on the Participation of the Union in the follow-up to the **Ambient Assisted Living Programme** (DAE Action 78). In the field of e-government, the Commission will focus in 2013 on bridging activities related to deployment of large scale pilot projects in the proposed CEF. For them the CEF present opportunities for wider roll-out in Member States. A specific focus will be given in 2013 to the eSens Large Scale Pilot in the cross border digital public services domain, by shaping reusable e-government building blocks.

By 2012, a number of international standards have been developed and the ICT-industry has tested their compatibility and workability under the supervision of the European Commission. Following these initiatives and in view of accelerating the uptake of a **common measurement framework by the ICT-sector**, at the end of 2012 the Commission launched an impact assessment to provide a basis for any next legislative or non-legislative action in the field. In parallel, the Commission is closely involved in the development of international standards focusing more on the enabling effect of ICT in reducing the environmental footprint of other sectors (notably in the context of cities). The first standards in this context are expected to be developed by the end of 2013 – beginning of 2014.

As a follow-up to the Green Paper "**Lighting the future – accelerating the deployment of innovative lighting technologies**" (COM(2011)889 of 15.12.2011) and the results of the public consultation on policy options for accelerating the deployment of highly efficient **Solid State Lighting** and strengthening the role of European industry in this field, DG CONNECT plans to

- (1) Launch with CEN/CENELEC standardisation in the field addressing existing standardisation gaps in LEDs which were identified in the open consultation.
- (2) Finalise its works with the Cities Task Force which was set up in 2012 and deliver a roadmap for deploying SSL in European cities.
- (3) Continue to closely work with other DGs on regulatory and legislative initiatives of relevance to SSL deployment, such as for example Ecodesign, or Green Public Procurement.

- (4) Continue to closely monitor the take-up (market penetration) of SSL in Europe.
- (5) Launch a number of specific actions for fostering cooperation and innovation of lighting stakeholders along the SSL value chain and addressing issues related to consumer health and well-being, as part of the ICT work programme 2013.

DG CONNECT will continue to ensure the implementation of the provisions of the **Audiovisual Media Services Directive** on cultural diversity and creative content (DAE action 82). In this framework, the Commission has proposed a sustainable model for financing **Europeana** and digitisation of cultural heritage (DAE Action 79 / Key action 15) under the provisions for pan-European e-services infrastructures in the CEF proposal. Negotiations of this proposal and preparatory work for its implementation would represent major challenges for 2013. With regard to audiovisual policy DG CONNECT will launch a public consultation to prepare for a fully converged audiovisual world: growth, creation and values.

Delivering the actions of the Digital Agenda and ensuring its success is the responsibility not just of DG CONNECT and the other Directorates-General of the European Commission - Member States, the industry and other stakeholders are essential active participants. The Digital Agenda has a significant international aspect as progress on many of its actions can only be achieved at global level. DG CONNECT will also continue to promote the EU's values and interests as set out in the Digital Agenda and the COMPACT principles² throughout the world. To this effect, the Commission will implement its **international ICT strategy**. In the context of this Management Plan, and, as in the previous year, only those actions of the Digital Agenda under the direct responsibility of DG CONNECT will be addressed. They will be reported upon in 2014 in the Annual Activity Report for 2013.

² Civic responsibility – One internet – Multi-stakeholder – Pro-democracy – Architecturally sound – Confidence-inspiring - Transparent

3. GENERAL OBJECTIVES BY POLICY AREA

The general objectives of DG CONNECT in 2013 remain the same as in 2012 and incorporate the ambitious programme of the Digital Agenda with its 101 targeted actions and the ABB activities as can be seen in the Figure below. They set a long-term framework for the activities of DG CONNECT to fulfil its mission statement.

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

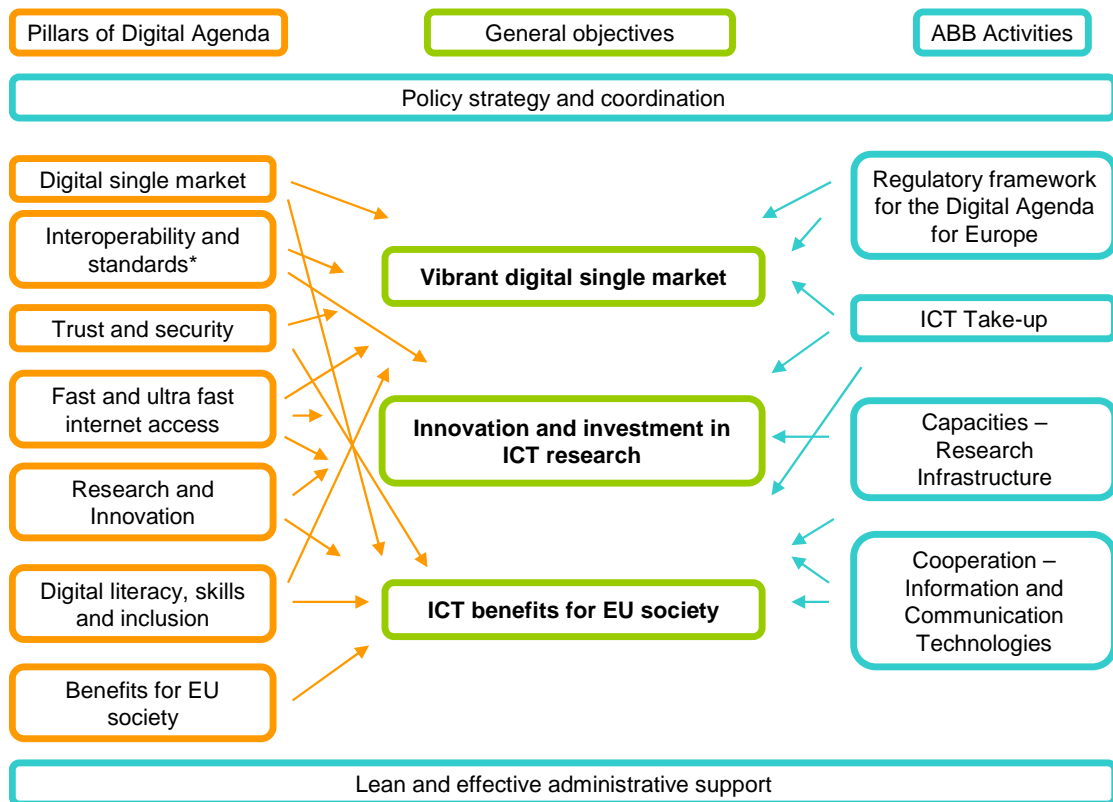


Figure 1. ABB Activities and the pillars of the Digital Agenda contributing to the General Multi-Annual Objectives

POLICY AREA: COMMUNICATIONS NETWORKS, CONTENT AND TECHNOLOGY						
GENERAL OBJECTIVES	DAE PILLAR	INDICATOR NAME	LONG-TERM TARGET	MILESTONES (2013) INCLUDING <i>COMMISSION LEGISLATIVE OR NON-LEGISLATIVE OUTPUTS</i>	CURRENT SITUATION	
0.1	Establish a vibrant digital single market with a stable legal framework that stimulates competition and investment in order to deliver sustainable economic and social benefits	Pillar 1: Digital Single Market Pillar 3: Trust and Security Pillar 2: Interoperability and standards Pillar 4: Fast and ultra fast Internet Access	0.1.1 % of the population buying online Owner: F4	By 2015, 50% of the population should be buying online	Code of EU Online Rights	In 2011, 43% of the EU population ordered goods or services online in the last 12 months
			0.1.2 % of the population buying cross-border online Owner: F4	By 2015, 20% of the population should buy cross border on line	European Cyber Security Strategy and Directive on high-level of network and information security	In 2011, 10% of the population ordered goods or services from sellers from other EU countries in the last 12 months
			0.1.3 % of small and medium enterprises (SMEs) doing eCommerce Owner: F4	By 2015, 33% of SMEs should conduct on line purchases/sales	Cloud Computing: a policy framework	In 2011, 28% and 1% of SMEs respectively were purchasing/selling online
			0.1.4 Difference between roaming and national tariffs in mobile communications Owner: B2	By mid-2014, the separate sale of roaming services is fully implemented By 2015, the difference between roaming and national tariffs should approach zero		In 2012, the roaming tariffs are still much higher than domestic tariffs for voice, SMS and data (see specific objective 1.1)

			<p>0.1.5 Broadband coverage Owner: B5, F4</p>	<p>By 2020, broadband internet access at or above 30 Mbps for 100% of EU citizens</p>	<p>By 2013, 100% coverage with basic broadband</p> <p>Communication "An Action Plan on Wireless Communications for a Connected Europe" and several technical legislative acts</p> <p>Recommendations on cost methodologies for key access products; non-discrimination remedies including functional separation; relevant markets and specific aspects of transparency, traffic management and switching in an Open Internet</p>	<p>In December 2011, 95.7% of the EU population has basic broadband coverage</p>
			<p>0.1.6 Ultra-fast broadband coverage Owner: B5, F4</p>	<p>By 2020, 50% of EU households should have subscriptions above 100 Mbps</p>	<p>Connecting Europe Facility</p> <p>Proposal for and EP and Council Regulation on reducing the costs for broadband infrastructure deployment</p>	<p>In 2011, 1,3% of all fixed broadband subscriptions provided speed equal or above 100 Mbps</p>

0.2	Reinforce Europe's competitiveness by increasing innovation and investment in ICT research as a main driver of the digital economy	Pillar 2: Interoperability and standards Pillar 4: Fast and ultra-fast internet access Pillar 5: Research and innovation	0.2.1 Level of investments in research and development in key ICT fields Owner: F3, F4	By 2020, double annual public investment in ICT R&D to €11 billion	Communication "ICT Research to 2020" Communication "Electronics in Europe" Council Regulation Setting up a Public-Private Partnership for Electronics Components and Systems Preparing Public Private Partnerships in photonics and robotics under Horizon 2020	In 2009, ICT government budget appropriations or outlays on R&D was €5.3 billion (estimated)
0.3	Promote the access and use of ICT to the benefit of EU society	Pillar 3: Trust and Security Pillar 4: Fast and ultra-fast internet access Pillar 5: Research and innovation Pillar 6: Digital literacy Pillar 7: Benefits for EU society	0.3.1 % of population using Internet regularly Owner: F4, G4	By 2015, 75% of population should use Internet regularly	Commission Recommendation on application of certain elements of the Universal service Directive Update of the Commission's interpretative communication on the Audiovisual and Media Services Directive	In 2011, 67% of the population used internet regularly.
0.3.2 % of disadvantaged people using Internet regularly Owner: F4, G4	By 2015, 60% of persons with disadvantages should use Internet regularly	In 2011, 51% of the persons with disadvantages used internet regularly.				
0.3.3 % of population that has never used Internet Owner: F4, G4	By 2015, the proportion of population that has never used Internet should be halved to 15%	In 2011, 24% of population never used internet.				
0.3.4 Reduction of energy use by deployment of solid state lighting (SSL) Owner: A1	By 2020, at least 20% overall reduction in energy use on lighting (when compared to lighting in 2010)	In 2011 the SSL market share increased to 12.8% (from 6.2% in 2010). In 2009, lighting was consuming 14% of all electricity in Europe and the SSL market share was 0.3%.				

			<p>0.3.5</p> <p>% of citizens and businesses using eGovernment services</p> <p>Owner: F4, H3</p>	<p>By 2020, 50% of EU citizens using eGovernment and 80% of business using eGovernment</p>	<p>Between 2011-2015, implementation of the eGovernment Action Plan</p>	<p>In 2011, 41% of the population and 84% of businesses used eGovernment services</p>
			<p>0.3.6</p> <p>Availability of cross-border public services</p> <p>Owner: H3</p>	<p>By 2015, on line availability of all key cross-border public services included in the list to be agreed by MS by 2012</p>	<p>MS agree on a number of key cross-border services to be rolled out between 2012 and 2015</p>	<p>Some pilots for cross border public services are in place (e.g. for electronic identity and e-Procurement)</p> <p>EC prepared an opinion for MS on the list of services. MS are now working on a common position regarding this list</p>

4. SPECIFIC OBJECTIVES FOR OPERATIONAL ACTIVITIES

4.1. ABB Activity: Regulatory Framework for the Digital Agenda for Europe

Under this activity, a number of the DAE actions that cut across the responsibilities and activities of a number of DG CONNECT's directorates will be addressed. They are presented in the following sections, grouped according to the pillars of the Digital Agenda. DG Connect will increasingly look at the effects of convergence both as it develops its regulatory framework for electronic communications and its audiovisual policy.

4.1.1. *A vibrant digital single market*

This DEA pillar concerns the update of the single market to bring it into the internet era. The effects of the implementation of the **e-communications regulatory framework** will lead to substantially strengthened competition and consumer rights on Europe's telecoms markets, accelerate broadband access for all Europeans, and encourage competition and investment in next generation access networks. In this context, in 2013 DG CONNECT will continue to **design, monitor and enforce** existing and new legislation in the **e-communications** field in the Member States working towards a more integrated single market and taking account of the rapidly evolving converging technological developments. (DAE action 10). ()

To boost competition and investment in the single market for e-communications, the Commission will issue a Recommendation under Art. 19 of the Framework Directive, to provide national regulators with clarity on how to calculate prices and impose non-discrimination on market dominating operators and ensure a level playing field.

The Commission will negotiate with the Council and the European Parliament the proposal for a **Regulation on "electronic identification and trust services for electronic transactions in the internal market"** in view of a possible adoption by the co-legislators ideally by end 2013 (DAE actions 8 and 83).

DG CONNECT will follow up on its Communication on **universal service in e-Communications** adopted in November 2011. It envisages adopting a Recommendation on universal service providing guidance on the application of universal service rules, particularly in broadband environment.

DG CONNECT will monitor the implementation of structural measures stemming from the new **Roaming Regulation** adopted in 2012. In this respect, DG CONNECT will coordinate, together with BEREC, industry cooperation platform to ensure effective implementation of the separate sale or regulated retail roaming services.

An investigation into **the cost of non-Europe in telecom** (DAE action 20) has demonstrated that the lack of EU interoperability solutions prevents the exploitation of economies of scale, hinders entries into national markets and inhibits the development of innovative services in the Single market. The Commission will engage in 2013 with public stakeholders involved in standard making, including by means of a public workshop, before deciding on the most appropriate legal and

regulatory actions to be initiated to foster the development of interoperable solutions.

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

The Commission will in 2014 launch a review of the 2007 Recommendation on relevant product and service markets within the electronic communications sector susceptible to ex ante regulation to adapt it to the evolution of the competitive situation and to technical and commercial developments. It will analyse the results of a public consultation running till January '13 and consult BEREC in the second half of 2013.

DG CONNECT will continue to contribute to the efficient and **transparent governance of the Internet**. As part of the development of an overall EU strategy for Internet Policy, the Commission will develop a structured proposal towards an effective and efficient multi-stakeholder, multi-lateral framework for global Internet governance, fulfilling inter alia the World Summit on the Information Society (WSIS)³ commitments on implementing enhanced cooperation. It will also actively pursue the work on Internet and wider information society issues in the framework of international fora such as the Internet Governance Forum, the G8, G20, the OECD and others. It will pursue its work around the principles governing the Internet as follow-up to the **COMPACT** speeches delivered by VP Kroes in June 2011 and September 2011. In addition, it will further promote the use of .eu Top Level Domain.

In addition, the Commission will continue to very closely follow the activities related to the Internet Assigned Numbers Authority (IANA)⁴ contract, currently assigned to Internet Corporation for Assigned Names and Numbers (ICANN), in particular to push for reforms that are necessary for the sustainability of the multi-stakeholder model. The Commission will do so too in representing the EU public interest, respect for applicable law, etc. in the Governmental Advisory Committee. In doing so, the Commission ensures EU coordination.

The Commission will follow up on the Communication on the **Open Internet and Net Neutrality in Europe** adopted in April 2011. In this respect, DG CONNECT envisages adopting a Recommendation on specific aspects of transparency, traffic management and switching in an open internet.

In the domain of **data protection and privacy**, DG CONNECT will support the review of the Data Protection Directive (DAE action 12, with DG Justice in the lead). The Commission will also issue technical implementing measures to harmonise application of the regulatory framework, in particular regarding data breach notifications (DAE action 35). Furthermore, we will facilitate self-regulation

³ The World Summit on the Information Society (WSIS) was held in two phases. The first phase took place in Geneva hosted by the Government of Switzerland from 10 to 12 December 2003, and the second phase took place in Tunis hosted by the Government of Tunisia, from 16 to 18 November 2005

⁴ IANA controls numbers for protocols, the Country Code Top Level Domains and maintains the IP Address allotments.

and support the development of technical solutions in the area of privacy. The Commission will then ensure full implementation of the revised ePrivacy Directive (of 2009) but also start preparatory work to review it to bring it in line with the future EU Data Protection Framework.

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

The Commission proposed on 4 June 2012 a Regulation "on electronic identification and trust services for electronic transactions in the internal market" (DAE actions 8 and 83). The Regulation will contribute to unlocking the potential offered by the internet revolution. It will provide a comprehensive and predictable legal framework for the development of a trustworthy environment to facilitate and enable cross-border secure services and to stimulate business opportunities, thus creating growth and jobs and making the Single Market flourish.

To this end, the proposal provides for the mutual recognition and acceptance at EU level of notified electronic identification schemes and of electronic trust services (including electronic signature). The holistic approach which includes consistent and coherent provisions on electronic identification and trust services is needed to overcome the deficiencies of the current eSignatures Directive. It will also provide legal measures on cross-border mutual recognition and acceptance of national eIDs and thereby make it possible for Europeans to enjoy all the convenience and benefits of the online world. ()

4.1.2. Interoperability and standards

This DAE pillar addresses the need for effective interoperability between IT products and services to build a truly digital society.

In this context, DG CONNECT will propose a policy framework to address the challenges of human-to-object and object-to-object communications, following up to the work of the **Internet of Things (IoT)** Expert Group. In August 2010, the Commission adopted a decision to create an expert group on the **Internet of Things**, comprising some 45 members from industry, academia, civil society, and government, in order to explore the challenges and opportunities of an emerging Internet-based information architecture facilitating the exchange of goods and services in global supply chain networks and eventually enabling object-to-object communications. In 2012, the expert group addressed policy and associated self- and co-regulation on issues such as identification/naming/addressing, privacy/data protection/security, ethics, architectures, and standards. The expert group will provide advice to the development of a Commission Recommendation on the governance of the IoT, which is scheduled for mid-2013. An impact assessment study, planned to complete in the first half of 2013, will assess the nature of further activities. The envisaged activities range from an EU communication or publication summarizing the opportunities and risks related to the emerging IoT to more concrete policy steps such as a recommendation on IoT governance.

Regarding radio-frequency identification (RFID), the Commission is actively monitoring progress in the follow-up to the Recommendation on the implementation of privacy and data protection principles in applications supported by RFID. In the first quarter of 2013, the Commission will produce a report, based primarily on inputs received from the EU Member States, on the implementation of the RFID Recommendation, its effectiveness and its impact on operators and consumers. This monitoring report will illustrate if additional actions are needed to make the recommendation operational. The recommendation will need to be adapted to the new data protection legal framework.

Based on the preliminary results a few actions are already identifiable:

- Phase 2 of the standardisation mandate will have to complete the European Norm that indicates the presence of RFID readers (and tags). The current planning of the normalisation task force at CEN foresees to complete this work in 2014.
- The standardisation task force working on a European standard to support the complex Privacy Impact Assessment process needs to finish its work. This is foreseen for end 2013.

4.1.3. Trust and security

The goal of this DAE pillar is to ensure that users are safe and secure when they connect online. The rise of the Internet as a, if not the, key infrastructure for our economies and societies is unfortunately going hand in hand with a rise of the number of attacks and the boldness of such attacks. As a result a step change in dealing with the security network and information systems in the European Union is called for and which will be set out as part of the upcoming **European Cyber-Security Strategy** and thereafter implemented notably through EU legislative action to ensure the proper functioning and protection of the internal market notably through the forthcoming legislative initiative on Network and Information Security

As part of this strategy, the European Network and Information Security Agency (**ENISA**) will continue to support the Commission, Member States and the private sector notably by increasing cooperation and exchanging best practices. The Commission will keep pursuing its policy on Critical Information Infrastructure Protection (CIIP) and the implementation of the actions under trust and security pillar of the DAE. The Commission will also continue its work in supporting functioning of a CERT dedicated to prevent and respond to cyber incidents affecting the EU institutions and bodies. (DAE Action 28) .

In addition, the Safer Internet programme will continue implementing the **Better Internet for Kids strategy** (BIK), adopted in May 2012, to improve the quality of content, opportunity and experience of the Internet for children. Through the Safer Internet programme the Commission will keep on coordinating cross-border cooperation and stimulating best practice in Member States by providing support to European level benchmarking and networking and continuing the fight against the distribution of child sexual abuse material on-line. The programme will also stimulate the creation of quality content for children, and in 2013, a second edition of the European Award for Best Children's On-line content will be held.

The implementation of the BIK strategy relies on a combination of instruments including self-regulation and the Commission will continue to engage with industry

stakeholders who have a particularly important role to play in developing and implementing measures in this field. In 2013, the programme will work actively with the CEO Coalition of ICT companies, launched by VP Kroes in December 2011, in order to promote self-regulatory approaches in furthering its commitments, including to monitoring and review (DAE actions 36, 37 and 40).

Finally, DG CONNECT will monitor the implementation of the **Recommendation on the privacy and data protection** aspects of radio-frequency identification (RFID) usage.

4.1.4. Fast and ultra-fast internet access

This DAE pillar addresses the need for a very fast Internet for the economy to grow strongly and to create jobs and prosperity, and to ensure citizens can access the content and services they want. Actions concerning this pillar are mainly related to the radio spectrum policy and the deployment of high-speed broadband.

Following the formal adoption of the Radio Spectrum Policy Programme (RSPP) in March 2012, the Commission will press for rapid application of the principles and objectives of the RSPP to contribute to the Digital Agenda objectives (DAE action 44), including:

- Monitoring closely the deadlines for national **spectrum awards for wireless broadband**, including for the 800 MHz band, and launch administrative procedures where appropriate.
- Developing the **spectrum inventory** to promote efficient spectrum usage and to satisfy demand.
- Following up the Communication on the **shared use of spectrum** to ensure additional flexibility and innovation.

Regarding high speed broadband, in the first quarter of 2013, DG CONNECT is planning to come forward with a proposal for a regulation aimed at **reducing cost and increasing efficiency in the deployment of high-speed broadband** (DAE action 47). The proposal is focused on civil engineering, which can take up to 80% of the total deployment costs, and on fully exploiting synergies between electronic communications networks and the networks of other utilities.

In addition, DG CONNECT will propose an **action plan for wireless communications** in order to further support the rollout of fast broadband infrastructure and the achievement of the Digital Agenda broadband targets and provide guidance on the application of **universal service** rules, in particular in a broadband environment .

Finally, DG CONNECT will also take action and adopt measures supporting the financing of the rollout of **fast and ultra-fast broadband infrastructure** (DAE action 43), in particular, through the proposed Connecting Europe Facility – CEF, and through the support of the relevant provisions of the Common Strategic Framework which is due to be adopted in 2013 for entry into force in 2014 as part of the Multi-annual Financial Framework 2014-20.

4.1.5. Research and innovation

This DAE pillar builds on the recognition that Europe must invest more in R&D and ensure our best ideas reach the market.

In addition to the activities under ABB activities ICT Cooperation and Capacities (see sections 4.3 and 4.4), DG CONNECT will contribute to and support policy in **Open Access** (following up on the Communication and Recommendation on the “access to and preservation of scientific information” of July 2012) and the Digital ERA (following up on the Communication "A Reinforced European research Area Partnership for Excellence and Growth"). In this, it addresses Pillar V "Research and innovation" of DAE and the "Delivering European Research Area" action of Innovation Union. It also contributes to several other actions under DAE and IU by improving engagement of citizens through Digital science approaches and by improving the science base of policies through Global Systems Science.

4.1.6. Enhancing digital literacy, skills and inclusion

This DAE pillar aims at ensuring that the digital era is about empowerment and emancipation; background or skills should not be a barrier to accessing this potential.

Web accessibility aims at ensuring that web sites can be used by everybody and especially by people with disabilities. For more than 10 years, the Commission has been actively promoting progress in this area, through political and financial actions. The level of web-accessibility remains poor, due to the fragmentation of the web-accessibility market and diverging web-accessibility regulation in EU member states. In view of the increasing importance of the internet for citizens, society and economy, this problem needs to be addressed. In accordance with DAE-action 64, the Commission is currently preparing a proposal on web-accessibility, which will be presented by the end of 2012. The main operational objective is to achieve by 2015 full web-accessibility for all public sector websites on a minimum list of 12 types of commonly used websites. This way the internal market for web-accessibility-related products and services would be improved, and the number of accessible websites enhanced. Specific objectives include harmonised requirements for a minimum list of types of public sector websites and the promotion of web-accessibility for public sector websites beyond this list. (H2)

4.1.7. ICT-enabled benefits for the EU society

Through this DAE Pillar, the Commission intends to encourage the smart use of technology and exploitation of information to help us to address the challenges facing society like climate change and the ageing population.

DG CONNECT aims at promoting the competitiveness of European creative content, **audiovisual and media industry**, through the realisation of a digital single market by 2015 aimed at encouraging the free circulation of creative content and audiovisual works and increase cultural diversity, as well as promoting freedom of expression and media pluralism (both in the EU Member States and beyond) (DAE action 82 and 10).

The Digital Agenda for Europe seeks to facilitate the **circulation of digital creative content in the internal market**. This is also the main goal of the Audiovisual

Media Services (AVMS) Directive. It governs both traditional TV broadcasts and on-demand services and thus it provides a modern, flexible and future-oriented set of rules to govern the audiovisual media services industry and to foster its development in Europe.

The Commission continuously monitors the implementation of the AVMSD with the first General report on the application of the AVMS Directive, adopted on 04/05/2012. The close monitoring of correct implementation of the AVMS Directive is a specific objective of the DAE, action 82, namely to "ensure the implementation of the provisions of the Audiovisual Media Services Directive concerning cultural diversity, where appropriate through co- and self-regulation and request information from Member States on their application". This concerns more specifically the provisions of the AVMS Directive relating to the promotion of European works in television and on-demand services. It also relates to DAE action 10, "Implement swiftly and coherently the key Directives supporting the digital single market" and feeds into two top-level objectives, the development of a single market for online content and trust in online services.

The AVMSD is accompanied by a number of recommendations, policy work to enhance the prospects for content online and international initiatives in support of European audiovisual policy. This includes the Recommendations on the protection of minors and on the protection and promotion of film heritage. Furthermore, the goals of the DAE relate to the work on convergence between traditional broadcast and internet services which leads to a continuous transformation of the audiovisual media sector. This phenomenon gains increasing visibility with the wider spread of devices facilitating access to audiovisual content online including connected TV sets. A public consultation in form of a Green Paper is planned to explore the impact of this transformation on growth and innovation in Europe, as well the implication for European values and possibly the institutional architecture.

The Commission may also update its interpretative communication on certain aspects of the provision on televised advertising in the "television without frontiers" Directive in order to address new legal issues following the change in the rules introduced by the AVMSD.

4.1.8. International aspects of the Digital Agenda

Although not strictly as a part of any specific DAE pillar, the international activities of DG CONNECT recognise that the European Digital Agenda aims to make Europe a powerhouse of smart, sustainable and inclusive growth on the global stage, and in that sense, the seven pillars in the Digital Agenda all have international dimensions.

The success of DAE as well as the Communications Networks, Content and Technology policy is by nature dependent on worldwide developments. In light of the objectives of the DAE, the DG has been continuing to work according to its coherent **international agenda of priorities and actions**. This agenda aims to: strengthen EU competitiveness and address market access issues; identify and tackle global challenges, and promote EU values, from those embodied in regulation to those reflecting cultural diversity.

To this end, in 2013, the Commission will continue to intensify its efforts towards the implementation of the international agenda, namely in the following priority areas:

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

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>								
<p>1.1.1</p> <p>Degree of correct transposition and application of the regulatory framework (DAE action 10)</p> <p>Owners: B1/B2</p>	<p>In November 2012 full transposition of the revised regulatory framework has been notified by 25 Member States.</p>	<p>By end 2013 at the latest, receive notifications of transposition measures for the revised regulatory framework from all 27 Member States.</p> <p>In 2013 administrative and infringement proceedings should be launched related to the key implementation priorities</p>								
<p>1.1.2</p> <p>Further reduce the difference between domestic and roaming prices by approaching the DAE target. (DAE action 101)</p> <p>Owner: B2</p>	<table border="1"> <tr> <td></td> <td>Roaming averages</td> </tr> <tr> <td>Outgoing calls</td> <td>Q2 2011: 35,9 €/min Q2 2010: 39,6 €/min</td> </tr> <tr> <td>SMS</td> <td>Q2 2011: 10.3 €/SMS Q2 2010: 10,6 €/SMS</td> </tr> <tr> <td>Data</td> <td>Q2 2011: 138,1 €/Mb Q2 2010: 139,4 €/Mb</td> </tr> </table>		Roaming averages	Outgoing calls	Q2 2011: 35,9 €/min Q2 2010: 39,6 €/min	SMS	Q2 2011: 10.3 €/SMS Q2 2010: 10,6 €/SMS	Data	Q2 2011: 138,1 €/Mb Q2 2010: 139,4 €/Mb	<p>By end 2013, roaming prices decrease by at least 10% compared with previous year.</p>
	Roaming averages									
Outgoing calls	Q2 2011: 35,9 €/min Q2 2010: 39,6 €/min									
SMS	Q2 2011: 10.3 €/SMS Q2 2010: 10,6 €/SMS									
Data	Q2 2011: 138,1 €/Mb Q2 2010: 139,4 €/Mb									
<p>1.1.3</p> <p>Degree of consistency in the draft regulatory measures (market definition, market analysis, remedies)</p> <p>Owner: B3</p>	<p>Number of serious doubts letters/100 notifications (2012) : 12</p> <p>Number of 'no comments letters'/100 notifications (2012): 22</p> <p>Number of veto decisions, Art.7a Recommendations and withdrawals by national regulatory authorities</p>	<p>By end 2013, number of serious doubts letters/100 notifications: less than or equal 10</p> <p>By end 2013, number of 'no comments letters'/100 notifications: more than or equal 30</p> <p>By end 2013, number of veto decisions and withdrawals by NRAs/100 notifications: less</p>								

	(NRAs)/100 notifications: (2012): 14	than or equal 15
<i>Main policy outputs in 2013</i>		
<p>Technical implementing measures to harmonise application of the regulatory framework, in particular regarding data breach notifications (DAE action 34).</p> <p>Scoreboard on European Electronic Communications Regulations and Markets (part of DAE scoreboard)</p> <p>Adoption of the Roaming III Regulation.</p> <p>Recommendation on cost methodologies for key access products.</p> <p>Recommendation on non-discrimination remedies including functional separation.</p> <p>Code of EU online rights (DAE action 16)</p>		
<i>Main expenditure-related outputs in 2013</i>		
<p>Study on Future regulation of electronic communications markets subject to ex ante regulation (Recommendation on relevant markets): 320.000 €</p> <p>Studies and other supporting actions: 2,10 M €(amount shared with objective 1.2)</p>		

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.2.1</p> <p>Harmonised spectrum in the EU for wireless broadband</p> <p>Owner: B4</p>	<p>990 MHz</p>	<p>1200 MHz by 2015</p>
<p>1.2.2</p> <p>Degree of implementation of Article 6 of the Radio Spectrum Policy programme, in particular, carry out authorisation process in relevant bands by end 2012 and progress towards the introduction of tradability of rights in relevant bands</p> <p>Owner: B4 (B1/B2)</p>	<p>In November 2012, MS have authorised rights of use in</p> <p>800 MHz: 8 MS;</p> <p>900 MHz: 27 MS;</p> <p>1800 MHz 27 MS</p> <p>2.6 GHz: 17 MS</p> <p>3.4 GHz: 24 MS</p> <p>3.6 GHz: 12 MS</p>	<p>By end 2013, number of Member States that carried out the authorisation process in all relevant bands in conformity with the technically harmonised conditions: 20</p> <p>By mid 2015, number of MS that have introduced spectrum trading in all relevant bands: 27</p>
<p>1.2.3</p> <p>Degree of correct implementation of the 'acquis' in relation to radio spectrum as declared to the Radio Spectrum Committee by Member States and indicated in the internal SID (spectrum implementation database)</p> <p>Owner: B4 (B1/B2)</p>	<p>86,9%⁵ based on the 17 spectrum harmonisation Decisions⁶ in force and requiring implementation by end 2012.</p>	<p>By end 2013, degree of 17 EU spectrum harmonisation measures currently in force (taking due account of national derogations) implemented in 27 Member States, including the 900/1800 MHz Decision: 97%</p>

⁵ Decisions 2010/268/EU on Short Range Devices and 2010/166/EC on Mobile Communications onboard Vessels are excluded from this statistics, because the data on their implementation will be collected at the beginning of 2011.

⁶ Some Decisions (such as the ones on short range devices, 169 MHz band and ultra wide band) have been amended, with the result that of the 23 Commission Decisions adopted, 15 are in force.

Main policy outputs in 2013

Implementing Decision on the Spectrum Inventory

Revision of Commission Decisions on Short Range Devices and Ultra Wideband applications

Action Plan on Wireless Communications

Impact assessment and possible Commission Decision on wireless microphones

Revision of the Commission Decision on Mobile Communications on board Aircrafts

Main expenditure-related outputs in 2013

Studies : 2,10 M €(amount shared with objective 1.1)

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.3.1</p> <p>Level of commitment of structural and rural development funds earmarked for broadband (DAE action 48)</p> <p>Owner: B5</p>	<p>By the end of 2011, out of EUR 2.3 billion of Structural Funds for broadband in the 2007-2013 period, 57.8% have been committed, compared to 59.3% for ICT and 68% for all Structural Funds.</p>	<p>By end 2013, level of committed EU funds for broadband should approach the average for all measures keeping re-programming to duly justified cases.</p> <p>Value of Structural Funds allocated to broadband should be increased in the new programming period compared to the current EUR 2.3 billion.</p> <p>The Commission will update its guidelines on investment models for PPP investments in NGA infrastructures.</p>
<p>1.3.2</p> <p>Operational national broadband strategies with concrete implementing measures to realise the targets (DAE action 46).</p> <p>Owner: B5</p>	<p>Almost all Member States have a broadband strategy but few have fully operational plans for ultra-high speed networks.</p>	<p>By end 2013, all Member States/regions should have operational broadband plans for basic and superfast broadband coverage and take-up. This will be assessed as part of the ex-ante conditionalities on ICT through the smart specialisation (S3) plan.</p>
<p>1.3.3</p> <p>Proposals on funding of high-speed broadband under CEF (DAE action 43).</p> <p>Owner: B5</p>	<p>CEF digital pilot project bonds have been adopted by the Council and Parliament and the agreement with the EIB signed. After the announcement of VP Neelie Kroes on 12 July 2012, the pipeline of projects funding high-speed broadband has increased by around 20% according to EIB estimates.</p>	<p>By the end of 2013, obtain Council and EP agreement on the legal basis for CEF.</p> <p>Based on the budget negotiations on the MFF, the first Work Programme will be drafted in 2013.</p>
<p>1.3.4</p> <p>Measures to facilitate broadband investment (DAE action 47).</p>	<p>Civil works can amount to 80% of the total costs. 20 -30% of this cost can be saved by measures such as the use of existing passive infrastructure, and co-deployment across utilities,</p>	<p>By Q1/2013, the Commission will make a proposal for a legislative measure to reduce the cost and increase efficiency in the deployment of high speed</p>

<p>Owner: B1, B4</p>	<p>streamlined permit procedures and equipping new buildings NGA ready. Measures at national level emerge but remain scarce and scattered.</p> <p>Spectrum allocations (with exception of existing Commission Decisions on harmonised frequency bands) remain MS activity with the risk of fragmentation. Wireless broadband used as means to boost competition, consumer choice and to provide broadband internet access in areas where the deployment of wired broadband is difficult or economically unviable in a number of MS.</p>	<p>communication infrastructure</p>
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Main policy outputs in 2013

Adoption of a proposal for a legislative measure to reduce the cost and increase efficiency in the deployment of high speed communication infrastructure

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

- Update the guidance document on broadband for management authorities (together with REGIO, COMP and AGRI);
- Issue guidance on Digital Growth measures.

Main expenditure-related outputs in 2013

Studies: Review the EU mapping initiatives (0,35 M)

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.4.1</p> <p>Number of Member States taking part in the European Network and Information Security Agency's (ENISA) efforts to support implementation of Article 13 a of the Framework Directive for Electronic Communications regarding the development of harmonised incident reporting mechanisms (DAE action 34)</p> <p>Owner: H4</p>	<p>All Member States involved in the ENISA working groups on Article 13a implementation</p>	<p>By end 2013, all Member States have in place a scheme for annual incident reporting based on material produced by ENISA</p>
<p>1.4.2</p> <p>Number of Member States having established well-functioning National/Governmental CERTs (DAE action 38)</p> <p>Owner: H4</p>	<p>In 2012, 24 Member States</p>	<p>By mid-2013, all Member States</p>
<p>obsolete</p>		
Main policy outputs in 2013		
<p>A European Cyber-Security Strategy accompanied by a proposal for a Directive concerning measures to ensure a high level of network and information security across the Union.</p>		
Main expenditure-related outputs in 2013		
<p>ENISA subsidy (Staff, Administrative expenditure, Operating Expenditure): 8.5 M €</p>		

SPECIFIC OBJECTIVE 1.5: To foster the development and stability of the internet so that European consumers and businesses can fully exploit its potential and to promote the use of the .eu top level domain.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
1.5.1 Number of .eu domain names (which put additional space in the Internet at the disposal of European consumers and businesses) Owner: D1	3.717.000 (December 2012)	4.009.000 (by end 2013)
1.5.2 Introduction of internationalised domain names (IDN) at the top level for the .eu top level domain Owner: D1	Cyrillic version has been approved, while the Greek version is still under consideration in ICANN	Introduction of IDN variants of .eu in Greek
<i>Main policy outputs in 2013</i>		
Amendment of Commission Regulation 874/2004 to reflect the introduction of homoglyph bundling and IDNs bis. EU strategy for Internet Policy		
<i>Main expenditure-related outputs in 2013</i>		
N/A		

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.6.1</p> <p>Adoption of Regulation on "electronic identification and trust services for electronic transactions in the internal market"(DAE Actions 8 and 83)</p> <p>Owner: TF eIDAS</p>	N/A	By Q4 2013, adoption of the Commission's proposal by the co-legislators.
<i>Main policy outputs in 2013</i>		
Adoption of Regulation on "electronic identification and trust services for electronic transactions in the internal market" (DAE Actions 8 and 83)		
<i>Main expenditure-related outputs in 2013</i>		
N/A		

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

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.7.1</p> <p>Number of Safer Internet Centres (Hotlines/Awareness centres/help-lines) established and maintained in Member States, Iceland and Norway and priority countries (DAE action 36 and 40)</p> <p>Owner: G4</p>	<p>In 2012, 30 European countries covered by Safer Internet Centres (27 Member States + Iceland and Norway as well as Russia)</p> <p>Hotlines were included in 28 of the safer Internet Centres and help-lines in 30 countries.</p>	<p>In 2013 to maintain full coverage of Safer Internet Centres and to create bridges to future activities through the launch of a small-scale pilot for future services</p> <p>Serbia to join the European network of Safer Internet Centres</p>
<p>1.7.2</p> <p>Number of countries taking part in Safer Internet Day</p> <p>Owner: G4</p>	<p>99 (in February 2012)</p>	<p>In 2013, maintain coverage</p>
<p>1.7.3</p> <p>Number of children reached by Safer Internet Day campaigns</p> <p>Owner: G4</p>	<p>4,2 million in 2012</p>	<p>In 2013, minimum target is to maintain coverage</p>
<p>1.7.4</p> <p>Budget execution for Safer Internet</p> <p>Owner: G4</p>	<p>In 2012 (forecast):</p> <p>Commitments: 98%</p> <p>Payments: 99%</p>	<p>In 2013:</p> <p>100% implementation of commitment appropriations;</p> <p>100% implementation of payment appropriations</p>
<p>1.7.5</p> <p>Time to contract</p> <p>Owner: G4</p>	<p>In 2012:</p> <p>53% of contracts signed within 272 days</p>	<p>In 2013:</p> <p>100% of contracts to be signed within the limits imposed by the 2012 financial regulation.</p>

1.7.6 Time to payment Owner: G4	In 2012: 93% payments within 30 days	In 2013: 100% of payments carried out within contractual time-limits
<i>Main policy outputs in 2013</i>		
Outputs of CEO coalition for a better internet for children (DAE actions 36, 37 and 40)		
<i>Main expenditure-related outputs in 2013</i>		
Projects funded under the 2013 budget (2013 calls for proposals): 1.975.600 €		

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

Comments: The transposition period of the Audiovisual and Media Services Directive (AVMSD) elapsed in 2009 and by 2012 all MS have adopted measures transposing the Directive at least partially.. Work in 2013 will continue to focus on monitoring the correct implementation and possible infringement procedures. Work will also be pursued on the interface with other policies and address the challenges of connected devices and OTT services.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.8.1</p> <p>Quality of monitoring of Legal Compliance. Analysis of transposition measures to the AVMSD notified by Member States</p> <p>Owner: G1</p>	<p>At the end of the transposition period (Dec 2009) only 3 MS notified transposing measures. By November 2012, 25 MS had notified full transposition of AVMSD and 2 MS had notified partial transposition measures of AVMSD (BE and PL (seizure of the Court for PL))</p> <p>By November 2012, 26 MS had been asked detailed questions with regard to their transposition of the AVMSD. and bilateral meetings had taken place with 20 MS.</p>	<p>Follow-up of 100% of the cases where MS have not notified transposing measures by mid 2013.</p> <p>Analyse 100% of the notified measures mid 2013.</p> <p>When appropriate, Infringement procedures to be launched as result of the screening of national measures transposing the AVMSD.</p>
<p>1.8.2</p> <p>Quality of monitoring of Legal Compliance (application of <i>acquis communautaire</i>) measured through the timely and appropriate handling of infringements detected either by complaints or independent studies</p> <p>Owner: G1</p>	<p>In 2012 all complaints have been handled in time and in an appropriate manner; 5 independent studies have been followed up.</p>	<p>In 4 Member States independent monitoring studies on advertising rules will be launched in 2013 and followed up, if necessary with infringement procedures.</p>
<p>1.8.3</p> <p>Benchmarking of enlargement (candidate and potential candidate) countries (and possibly some European Neighbourhood countries) readiness with regard to the</p>	<p>Croatia expected to join the EU in July 2013.</p> <p>Montenegro continued efforts towards further alignment of its audiovisual legislation with the AVMSD; accession talks with</p>	<p>100% alignment of audiovisual legislation with AVMSD in Montenegro, Turkey, Iceland, Bosnia and Herzegovina, Serbia and the former Yugoslav Republic of Macedonia prior to accession.</p> <p>Continue the work supporting the</p>

<p>implementation of the AVMSD and the alignment with European standards and preparation of new agreements of audiovisual cooperation</p> <p>Owner: G1</p>	<p>Montenegro on June 29th 2012.</p> <p>Iceland; Media Law of March 2011 largely aligned with the AVMSD and committed to transpose the remaining AVMSD provisions.</p> <p>Turkey: adopted revised Law on Broadcasting in February 2011; not yet fully aligned and does not comply with the closing benchmark of Chapter 10 (Information Society and Media).</p> <p>Bosnia and Herzegovina: almost aligned its legislation with the AVMSD with remaining provisions (art. 14 and art. 30) to be incorporated by additional legal instruments (pending approval from the Council of Ministers).</p> <p>Central Africa: willingness to conclude a Cultural Cooperation Protocol (in EPA framework); initial Commission proposal based on the text of the Protocol with CARIFORUM</p> <p>Working group on the implementation of the CCP with CARIFORUM proposed (chaired by EAC with participation from DEVCO, HOME, CONNECT, TRADE).</p> <p>Provisions related to cooperation in the audiovisual and media fields were provisionally settled within the future agreements with Moldova, Russia and Armenia.</p>	<p>alignment of audiovisual legislation with the AVMSD and European standards in Kosovo (under UN Resolution 1244/1999) and Albania.</p> <p>Conclusion of further agreements covering audiovisual cooperation with third countries (in cooperation with EAC, TRADE).</p>
<p>1.8.4</p> <p>Share of European audiovisual services transmitted by TV channels in the EU</p> <p>Owner: G1</p>	<p>The average share of EU audiovisual services reached 63.8% in 2009 and 64.3% in 2010 (latest reliable figures available) and independent productions 34.1% in 2009 and 33.8% in 2010 (also latest reliable figures available).</p>	<p>Target set in the directive: Share of European audiovisual services transmitted by TV channels in the EU larger than 50% of total transmission time, and 10% of transmission time or programming budget for independent works.</p> <p>There is no deadline set in the legal framework.</p>

Main policy outputs in 2013

Possible update of interpretative Communication on certain aspects of the provision on televised advertising in the "television without frontiers" Directive
Proposal for a Recommendation of the Council on digital film (DG CONNECT is co-chef-de-file with DG EAC and DG MARKET).
Follow up of the recommendations of the High Level Group on Media Freedom and Pluralism and of the EU Media Futures Forum..

Main expenditure-related outputs in 2013

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

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.9.1</p> <p>Quality of Commission orientation on how to use the potential of online distribution of creative content in the Digital Single Market.</p> <p>Owner: G1 (input Directorate B)</p>	<p>The July 2011 Audiovisual Green Paper, which contributes towards identifying relevant Commission orientation</p>	<p>Set-up results-oriented partnership with stakeholders to address bottlenecks, while preparing, in parallel, legislative measures (subject to political decision in 2014)</p>
<p>1.9.2</p> <p>Quality of monitoring of policy initiatives linked to the DAE and decisions taken by other DGs with an impact on audiovisual and media sector (e.g. COMP, EAC, SANCO, ENTR, ENV, RELEX, TRADE, MARKT)</p> <p>Owner: G1</p>	<p>The systematic examinations in ISC and through working-level contacts with other DGs, e.g. on Collective Management of Copyrights of policy initiatives met quality requirements. Close involvement in preparing new initiatives such as the Communications on State aid to Cinema or notice and action procedures for illegal online content exemplifies the good monitoring of policy initiatives linked to the DAE.</p> <p>The systematic monitoring of through the technical measures notification procedure, e.g. the Spanish regulation proposal on website blocking in relation to IP infringements, has proven to meet the expected quality requirements in assessing the impact of draft national technical measures.</p>	<p>Action plan on advertising</p> <p>Control 100% of relevant ISC and to be involved in all policy initiatives with an impact on the media and audiovisual sectors</p> <p>Monitoring of 100% of relevant draft national technical regulations with an impact the audiovisual media sector</p>
<p>1.9.3</p> <p>Quality of managing the relevant CIP projects</p> <p>Owner: G1</p>	<p>Following 2 workshops on ICT and management of creative content, an industry alliance has applied for CIP financing for a project aiming at the establishment of standard interoperability for rights information exchange (RDI –</p>	<p>Successful implementation of the relevant projects</p>

	"Rights Data Integration").	
<i>Main policy outputs in 2013</i>		
<p>Work with DG MARKT on non-legislative initiatives – to adapt copyright and licensing practices to the digital age</p> <p>Work with DG MARKT on the Communication following-on the Audiovisual Green Paper (DAE action 5)</p> <p>Green Paper on "Connected TV"</p>		
<i>Main expenditure-related outputs in 2013</i>		
N/A		

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>1.10.1</p> <p>Compliance of the websites concerned with the web accessibility requirements in the Directive. (DAE action 64)</p> <p>Owner: H2</p>	<p>The latest results from web accessibility benchmarking indicate that the level of compliance of websites from public sector remains low, less than half of sampled web sites are compliant with the Web Content Accessibility Guidelines from World Wide Web (W3C) Consortium. Commission is proposing the Directive at the end of 2012.</p> <p>In a selection of websites from European Commission (2009), the level remains medium-high.</p>	<p>Progress in 2013 on the adoption of the proposal on Web-Accessibility by Parliament and Council.</p> <p>By 2015, public sector websites (and websites providing basic services to citizens) are fully accessible</p>
<i>Main policy outputs in 2013</i>		
Develop an online consumer education tool on new media technologies (DAE action 61)		
<i>Main expenditure-related outputs in 2013</i>		
N/A		

4.2. ABB: ICT Take up

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

In the framework of CIP ICT – PSP, DG CONNECT will launch the call for proposals following the finalisation and adoption of the 2013 Work Programme. The following important actions launched in previous years will be pursued:

- Cloud of public services and smart cities
- Digital content, open data and creativity
- ICT for Health, ageing well and inclusion
- Trusted eServices
- Open objective for innovation

Details about the first three ones are presented in the next sections.

4.2.1. *Cloud of public services and smart cities*

Advocacy in Member States and inter-institutionally in support of the proposed **Connecting Europe Facility** (CEF) programme will be pursued in 2013. The ongoing CIP – ICT PSP Large Scale Pilots will focus in 2013 on bridging activities related to their deployment in the proposed CEF. A specific focus will be given in 2013 to the eSens **Large Scale Pilot** in the public sector area. For all these large scale pilot projects, the CEF will present opportunities for wider roll-out in Member States. The CIP ICT PSP work programme 2013 will focus on innovation pilots in the area of clouds of public services – supporting also the implementation of the proposed European cloud computing strategy.

The cloud computing strategy adopted in 2012 (COM(2012)529) outlined a range of actions to put Europe on the path of being "Cloud active". It launched three new key actions on standards, contract terms and procurement (European Cloud Partnership) as well as reinforcement of the relevant actions in the Digital Agenda on bringing forward the digital single market as well as complementary actions on stimulating cloud computing through support for research and innovation and promoting international dialogue. The full set of actions will be carried forward in 2013 leading to concrete proposals in a Communication by the end of 2013.

The Digital Agenda also recognises that the ICT sector has a key role to play in working towards a **low carbon economy**. On the one hand it offers the potential for

a structural shift to less resource-intensive products and services, notably in the context of **cities** (e.g. through energy savings in buildings and electricity networks, as well as more efficient and less energy consuming intelligent transport systems). The development and uptake of a common measurement framework to quantify the industry's energy and carbon footprints is a priority in this context. By 2012, a number of international standards have been developed and the ICT-industry has tested their compatibility and workability under the supervision of the European Commission. Following these initiatives and in view of accelerating the uptake of a common measurement framework by the ICT-sector, the Commission launched an impact assessment exercise (expected to be completed in early 2013) to provide a basis for any next legislative or non-legislative action in the field. In parallel we are closely involved in the development of international standards focusing more on the enabling effect of ICT in reducing the environmental footprint of other sectors and notably in the context of cities. The first standards are expected to be developed by the end of 2013 – beginning of 2014.

4.2.2. Digital content, open data and creativity

In 2013, the Commission will follow up the **Recommendation on Digitisation and Digital Preservation** adopted in October 2011 and the related Council Conclusions adopted in May 2012. The Recommendation asks the Member States to step up their efforts, pool their resources and involve private actors in digitising cultural material and make it available through **Europeana**. The Commission will monitor how Member States are implementing the provisions of the Recommendation, and will favour the exchange of best practices in the context of the Member States Expert Group on Digitisation and Digital Preservation (MSEG). The Commission will also make the arrangements necessary to extend the current mandate of the MSEG, which will expire at the end of 2013.

In December 2011, the Commission adopted an important package of measures intended to stimulate the knowledge economy and to enhance transparency and accountability of government action. The proposal for the review of **the Public Sector Information Directive** is currently being discussed by the co-legislators who aim at a first-reading agreement in Q1/2013. The new rules on the re-use of information held by the European Commission are already effective. In terms of deployment measures to make it easier to access and reuse Commission information, an open data portal was developed by the Commission and made available to the public in December 2012. Preparations for a pan-European portal site, federating content from the EU portal and portals at national, regional and local level will continue.

4.2.3. ICT for Health, ageing well and inclusion

The eHealth Action Plan (forecast to be adopted in December 2012) will address several of the most pressing health and health systems challenges of the first half of the 21st century. It aims to do this through: achieving wider interoperability of eHealth services; supporting research, development and innovation in eHealth and wellbeing to address the lack of availability of user-friendly tools and services; facilitating uptake and ensuring wider deployment; and promoting policy dialogue and international cooperation on eHealth at global level. As such, all of the actions outlined in 2013 concerning eHealth are closely linked to the aims and objectives of the action plan.

The European Innovation Partnership on Active and Healthy Ageing (EIP-AHA), launched under the **Innovation Union flagship**, aims to improve the large scale uptake of research and innovation in response to the demographic challenge. It is co-managed by DG CNECT and DG SANCO and will build on all the available instruments at EU and national level, including FP7, AAL, Joint Programming Initiative "More Years - Better Lives", CIP, structural funds and the European Investment Bank. The EIP adopted its Strategic Implementation Plan in 2011 setting concrete actions to pursue in 2012-2015. In 2012 260 commitments comprising over 3000 partners were made, covering all the areas of active and healthy ageing, from prevention, to care & cure, to independent living, The commitments represented close to 1,000 regions and municipalities in the EU and we estimate that over 4 million European citizens could directly benefit from the Partnership. Over 50 locations applied as candidate 'Reference Sites'.

On the first Conference of Partners (November 6, 2012), the Six Actions Groups presented their Action Plans, in which they set out how, with whom and what they would deliver on the SIP specific actions.

In June 2013 the final selection and presentation of Reference Sites will take place and in November 2013, during the second Conference of Partners, the first EIP AHA overall assessment will be presented, with an overview of results and impacts on the way to 2015. New invitations to new Action Groups will possibly be announced.

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

Comments: This objective covers policy development and implementation in the following areas: ICT for Health and wellbeing, Ageing well and Inclusion, eGovernment, ICT for sustainable growth and smart mobility, digital content and libraries, Public Sector Information, open innovation.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>2.1.1</p> <p>Number of cultural digital items accessible through Europeana (DAE action 79)</p> <p>Owner: G2</p>	<p>From 4.5 million digital items (by the end of 2008, at the launch of Europeana) to 22 million at the end of 2012.</p> <p>The metadata describing these 22 million objects are now available for re-use, e.g. in innovative added-value products or apps, under Creative Commons CC0 open licenses</p>	<p>Progress toward the targets of 30 million digital items by 2015 (including two million of sound or audiovisual objects), with an intermediate target of 25 million items in 2013.</p>
<p>2.1.2</p> <p>Number of selected projects contributing to Europeana and Creativity (DAE action 79)</p> <p>Owner: G2</p>	<p>An additional 9 projects with a budget of 27MEUR were selected under the 2012 ICT-PSP Call for proposals, under the objective 2.1 Europeana and Creativity addressing enriching and improving the Europeana content base, experiments with the use of Europeana for creativity, European Rights Information management and new business models for publishing in the digital age.</p>	<p>In 2013, successful conclusion of negotiations of proposals selected under ICT-PSP call 2013, targeting coordination of Europeana, aggregation of content for Europeana (with preference for AV content) and the promotion of the use of Europeana by the creative industries –6 new projects are expected for a budget of 16MEUR</p>
<p>2.1.3</p> <p>Implementation in Member States of the Re-use of Public Sector Information Directive (DAE action 3)</p> <p>Owner: G3</p>	<p>Full transposition achieved, but not all MS have transposed the Directive correctly.</p> <p>2 infringement procedures opened for incorrect transposition and dealt with by the Commission at different stages (2 reasoned opinions). Legislative procedures in both countries concerned are at an advanced level.</p>	<p>Closing the pre-litigation stage in the 2 cases (by closing or sending to the Court).</p>
<p>2.1.4</p> <p>Conclusion of the legislative work on the revision of the PSI Directive (DAE action 3)</p>	<p>The proposal to revise the Directive was tabled on 12 December 2011. Discussions are on-going between the</p>	<p>Adoption of the revised PSI Directive by the co-legislators.</p>

Owner: G3	co-legislators.	
2.1.5 Single access web portal for available public sector information from open data portals throughout the EU27 ('pan-European open data portal') Owner: G3	Pilot developed under FP7 research project: www.publicdata.eu .	Maintain www.publicdata.eu as an interim solution and further taking development of the site forward under the CEF Digital Service Infrastructure component.
2.1.6 Reusable Commission information available through a web portal (EU Open Data Portal) Owner: G3	EU Open Data Portal running in test phase with more than 5,000 datasets from 10 DGs.	Make EU Open Data Portal available to public; additional datasets from 8 more DGs, bodies or services.
2.1.7 STORK 2.0 project activities Owner: H3	19 MS and associated countries take part in the three pilots of STORK 2.0; 17 MS involved in the Large Scale Pilot, other MS are involved in the reference group of STORK	<ul style="list-style-type: none"> – By end 2013, involve more than 17 Member States in the use of STORK 1.0 results and their rollout. – Extend pilot results to the private sector
2.1.8 eSens project launched Owner: H3	20 MS and associated countries take part in the piloting activities; 4 different areas identified for piloting	By the end of 2013 project ready for launching piloting activities in 4 different areas /sectors.
2.1.9 Number of pilot actions of interoperable service solutions across Member States/Associated Countries in areas of public interest such as eGovernment, eInclusion, eHealth (DAE action 56) Owner: H3	<p>8 large scale pilots have been launched (5 have been extended) or are in negotiation (electronic identities; eProcurement; emergency medical data sets; implementation of the Services Directive, eCall and eJustice)</p> <p>The extensions of the pilot eCodex on eJustice and of HeERO on eCall were effective in 2012.</p> <p>A new pilot eSENS integrating the results of the previously launched pilots A in different public services areas (STORK, epSOS, PEPPOL, eCodex and SPOCS) and consolidating the building blocks being provided by these pilots has been selected in 2012.</p>	<p>New pilots (A, B or PPI) to be launched in 2013:</p> <ul style="list-style-type: none"> – for progressing towards an infrastructure of interoperable cross border e-gov services, – in the eHealth and ageing well domains

<p>2.1.10</p> <p>Degree of implementation of the European eGovernment Action Plan</p> <p>Owner : H3</p>	<p>After the adoption of the European eGovernment Action Plan 2011-2015 (15.12.2010), actions of the Action Plan launched in each of its 4 priority areas.</p> <p>Monitoring of the MS actions and progress (MS do self-assessment and annual eGov benchmarking)</p>	<p>Member States list of key cross-border services to be identified in 2013 (DAE action 91)⁷.</p> <p>Launch and complete mid-term evaluation of eGovernment Action Plan by end of 2013.</p> <p>New eGov benchmarking methodology: first results expected early 2013.</p> <p>Increased take-up of eGovernment services</p> <ul style="list-style-type: none"> – by businesses (DAE target 80%, 2011 data:84%) – by citizens (DAE target 50%, 2011 baseline 42%) <p>Increased user satisfaction (baseline available end 2012 by benchmarking exercise)</p>
<p>2.1.11</p> <p>Existence of cross border services policy and on-line cross border eGovernment services in Large Scale Pilots (LSPs)</p> <p>Owner : H3</p>	<p>Negotiation of, the eSens Large Scale Pilot (resulting from CIP ICT WP2012), which will consolidate the results of the previous Large Scale Pilots</p> <p>Negotiation for the extension of the eJustice LSP eCodex</p>	<p>Growing number of agreed cross border services to be deployed, starting with those 5 to be agreed by MS at the beginning of 2013</p> <p>Completion of study on 'cross border services: the needs and demand, and the cost/benefits of cross-border services</p> <p>Completion of 'LSP sustainability' study by end of 2013</p>
<p>2.1.12</p> <p>Preconditions for CEF DSI (Digital Services Infrastructures) established and ready for 2014</p> <p>Owner : H3</p>	<p>First analysis and estimation of costs for DSIs under CEF completed</p> <p>Development of different Governance options for the CEF DSI partly completed</p>	<p>Successful adoption of the CEF by Council and Parliament in 2013</p> <p>First work programme (for 2014) for CEF DSI agreed in 2013</p>
<p>2.1.13</p> <p>Involvement of member or associated states in pilot actions supporting cross-</p>	<p>10 to 23 Member States are involved in these pilots supporting interoperability</p>	<p>More than 14 in all pilots</p>

⁷ Additionally, there are two DAE actions (89 and 91) that need to be implemented by the Member States to achieve this objective.

border interoperability Owner: F3		
2.1.14 Number of operational pilot services stimulating the uptake of innovative ICT based innovation in areas of public interest Owner: F3	150 pilots or best practice networks have been launched or are under negotiation for the period 2007-2012 for ICT PSP (and 6 pilot or best practice network under <i>eContentplus</i>)	Around 45 additional pilot actions (or best practice network) through ICT PSP Subject to approval of the new CIP ICT WP2013 expected on November 29 and Commission decision to follow in December, about 2-4 PPI pilots, experimenting the new instruments for Public Procurement for Innovative solutions in the areas of eHealth and Inclusion.
2.1.15 Number of stakeholder fora for experience sharing and consensus building on ICT policy measures Owner: F3	40 networking actions launched or under negotiation for 2007-2011 under ICT PSP and 2 under <i>eContentplus</i>	11 additional networking actions through ICT PSP

<p>2.1.16</p> <p>Degree of improvement of the pan-European deployment of the in-vehicle emergency call (eCall) measured by</p> <ul style="list-style-type: none"> - the number of new signatures from Member States and relevant stakeholders and - degree of completion of standards - number of Member States participating in pre-deployment pilots on eCall - legislation on eCall proposed/ adopted <p>Owner: H5</p>	<p><u>In 2012</u></p> <p><u>Signatures:</u> 24 MS + 5 Associated States 105 organisations (relevant stakeholders)</p> <p><u>Standards:</u> ETSI: 5 standards out of 5 have been adopted + 2 conformance test specifications CEN: 3 standard out of 3 have been adopted, one conformance test under development</p> <p><u>Pre-deployment:</u> 8 MS and 1 associated country participating in eCall pre-deployment Pilots (through the ICT-PSP Programme project HeERO)</p> <p><u>Legislation:</u></p> <ul style="list-style-type: none"> - Recommendation to MNO (mobile network operators) adopted on 8/09/2011 - PSAPs (public safety answering points) specifications in final approval stage (MOVE cdf) - Type-approval regulation under preparation (ENTR cdf) 	<p><u>Pre-deployment:</u></p> <p>Participation of 14 MS and 2 associated countries in eCall pre-deployment Pilots (through the ICT-PSP Projects HeERO and HeERO2)</p> <p><u>Legislation:</u></p> <ul style="list-style-type: none"> - PSAPs specifications adopted (MOVE cdf) - Type-approval regulation proposed (ENTR cdf) - Directive on PSAPs upgrade proposed (MOVE cdf)
<p>2.1.17</p> <p>Degree of increased deployment of eHealth and interoperable services in Member States (DAE actions 75, 76 and 77)</p> <p>Owner: H1</p>	<p>e-Health Network:</p> <p>The Article 14 (Directive 2011/24/EU on the application of patients' rights in cross-border healthcare) voluntary eHealth Network met twice in 2012, adopted its rules of procedures, its Multiannual Workprogramme and the conclusions on "eIdentification EU Governance for eHealth Services"</p> <p>The eHealthGovernance Initiative (eHGI) provided discussion papers on "Implications of the proposed general regulation on data protection for health and eHealth" and on "Semantic and Technical Interoperability".</p> <p>The eHealth Stakeholder Group was launched in 2012; 3 meetings., agreed work programme for 2013. Key areas focus on DAE actions 75,76,77 and on skills, equity and legal issues.</p>	<p>By end 2013 the e-Health Network should adopt:</p> <ul style="list-style-type: none"> - a non-exhaustive data set for patient summaries that can be exchanged electronically across Member States; - a roadmap for strategic approach to common measures on eID for eHealth and analysis of its implications; - semantic and technical interoperability roadmap; - a roadmap on interoperability of electronic prescriptions; - recommendations on the governance of the CEF; <p><u>The eHealth Stakeholder Group</u> reports on "state of play, obstacles and recommendations" for DAE actions 75 and 76.</p>

	<p>Concept paper related to Green paper on mHealth and health and wellbeing applications prepared.</p> <p>eHealth at global level: Policy discussions in 2012 to foster interoperability, the use of international standards, develop ICT skills, compare evidence of the effectiveness of eHealth, and promote ecosystems of innovation in eHealth. In particular, several meetings with US. An outline roadmap to achieve EHR (Electronic Health Records) interoperability agreed.</p> <p>Negotiations of the Thematic Network Antilope and the pilot A United4Health being finalised.</p> <p>FP7/ICT Call 10: Objective 11.5 (c) - Legal advice for ICT SMEs, startups and entrepreneurs – has been included.</p> <p>CIP ICT_PSP WP2013 (Call 7): Five relevant objectives under Theme 3 (3.1 a+b, 3.2 and 3.3) have been included</p> <p>epSOS working on relevant work packages concerning sustainability and governance – to be completed in 2013</p>	<ul style="list-style-type: none"> - Draft Green paper on mHealth and health and wellbeing applications in 2013 (adoption for 2014). <p>Final agreement on an EU-US roadmap to achieve EHR interoperability.</p> <p>Launch:</p> <ul style="list-style-type: none"> - the Thematic Network on interoperability (Antilope) - the Pilot A United4Health aiming at further deployment of innovative telemedicine services - actions to improve market conditions for entrepreneurs developing products and services in the fields of eHealth and ICT for wellbeing. - projects (specified in eHealth action plan) to increase digital health literacy, boost eHealth deployment and innovation and ensure cost-effectiveness in health care. - epSOS plan for sustainability of epSOS and eHealth deployment under the CEF, including governance aspects endorsed by the EC and MS.
<p>2.1.18</p> <p>Production of a map of the cloud computing standards landscape</p> <p>Owner: E2</p>	<p>ETSI (European Telecom Standards Institute) is launching a broad stakeholder mapping process in late 2012</p>	<p>This should yield its first results in mid 2013</p>
<p>2.1.19</p> <p>Launch a European Cloud Partnership (ECP)</p> <p>Owner E2</p>	<p>The Steering Board of the ECP has been formed and will meet in late 2012. A pre-commercial procurement action for common user requirements in cloud was included in Call 10 of the FP7</p>	<p>ECP should become operational by mid-2013 (award of contract first call for user requirements, establishment of MS collaboration platform and launch of supporting CSA actions).</p>

<p>2.1.20</p> <p>Wide adoption of guidelines favouring standard adoption in public procurement favouring interoperability and multi source / multi vendor procurement.</p> <p>Owner F2</p>	<p>Consultation with stakeholders launched. Study has been launched to identify best practices across EU MS.</p>	<p>In 2013, publication of a Communication with guidelines helping national or regional authorities to run public procurement of open ICT systems maximising interoperability and reducing vendor lock in. (DAE action 23)</p>
<p>2.1.21</p> <p>Implementation of the Privacy Impact (PIA) Assessment methodology in Member States for what concerns the deployment of RFID based systems</p> <p>Owner H4</p>	<p>In 2012 individual exercises in Member States (PIA Tool by GS1 and German BSI Guideline).</p>	<p>In 2013 development by industry and adoption by stakeholders of a standard pursuant to the RFID Recommendation of 2009.</p>
<p>2.1.22</p> <p>Execution by CEN of standardisation work on RFID privacy and security as identified during the first phase of the Mandate M/436.</p> <p>Owner H4</p>	<p>In 2012 standards gaps were identified in the areas of signage, device privacy, PIAs, security, and extended RFID device capability. Phase 2 of Mandate M/436 started in 2012 and is ongoing.</p>	<p>By 2014 complete the European Norm that indicates the presence of RFID readers (and tags).</p>

Main policy outputs in 2013

Implementing the European Cloud Computing Strategy **(DAE action 53) (CWP 2013)**

Communication on guidelines for standards –based public procurement for ICT systems **(DAE action 23)**

Report, on the implementation of the RFID Recommendation, its effectiveness and its impact on operators and consumers.

An Impact Assessment study to assess the nature of further activities needed in the Internet of Things community will be concluded in 2013

Main expenditure-related outputs in 2013

The budget for the following action is still to be finalised.

Surveys on socio-economic impact of ICT, conferences and events (Budget shared with Objective 2)

Studies (Preparing for the transition to the CEF- DSI, Practical aspects of Cloud computing use, survey on

BB coverage and use))

Support to the Irish and Lithuanian Presidencies for the organisation of the eHealth (DG CNECT part 300 000 €foreseen) and eGovernment (estimation 50 000€) conferences.

The overall envelope for all procurements activities covered under the CIP budget for 2013 (including those listed here above as major expenditures) is around 9 M€

Pilots, best practice networks and thematic networks in CIP ICT PSP : about 126 M€covering

- Theme 1: Cloud of public services and smart cities (around 32 M€)
- Theme 2: Digital content, open data and creativity (around 36 M€)
- Theme 3 : ICT for Health, ageing well and inclusion (around 39 M€)
- Theme 4: Trusted eServices (around 7 M€)
- Theme 5: Open objective for innovation and other actions (around 11 M€)

SPECIFIC OBJECTIVE 2.2: To ensure throughout 2013 effective management and implementation of the ICT PSP work programmes.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
2.2.1 Budget implementation Owner: R2	As of 30 November, 2012 budget implementation of commitment appropriations is 98% As of 30 November, 2012 budget implementation of payment appropriations is 74,7%	100% implementation of commitment appropriations 100% implementation of payment appropriations
2.2.2 Time to contract Owner: R5	50% of contracts were signed in call 5 within 272 days.	100% of contracts to be signed within the limits imposed by the 2012 financial regulation.
2.2.3 Time to payment Owner: R2	As of 30 November 2012, 90,5% of payments carried out within contractual time-limits	100% of payments carried out with contractual time-limits
<i>Main policy outputs in 2013</i>		
N/A		
<i>Main expenditure-related outputs in 2013</i>		
N/A		

SPECIFIC OBJECTIVE 2.3: To contribute to the improvement of ICT for energy efficiency

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>2.3.1</p> <p>Commonly recognised ways of transparently measuring the ICT industry's energy and carbon footprints and environmental enabling potential.</p> <p>Owner: H5</p>	<p>In 2012 pilot-tests by industry on compatibility and workability of international standards on measuring the energy and environmental effect of the ICT-sector (focus on ICT-products, -services and -organisations) were carried out under EC supervision.</p> <p>Launch of an impact assessment exercise on follow up measures that would lead to an increased uptake of these standards.</p> <p>In parallel, launch of international standardisation efforts (instrumental role of the Commission) on measuring the enabling environmental effect of ICT in other sectors (ICT for projects and ICT for Smart Cities).</p> <p>Smart Cities and Communities Innovation Partnership (SCC EIP) Communication adopted in July 2012 (prepared in cooperation with ENER and MOVE).</p> <p>A study on 'Methodologies to Measure the Potential of Smart Grids for Green House Gas Reductions' commissioned by the EC was finalised in 2012. The study concluded that the use of Smart Grid functionalities to deliver effective demand-side programmes can produce emission savings up to 6% by 2020 compared to baseline scenarios.</p>	<p>Acceleration of the deployment of a common measurement framework of ICT's own environmental footprint. New measures to be decided after completion of the impact assessment exercise (expected to happen in 2013). (DAE action 69).</p> <p>Partnerships between the ICT sector and major emitting sectors (notably the energy and transport / mobility sectors in a city context – cf SCC EIP) to improve the energy efficiency and greenhouse gas emissions of these sectors by 2013 (DAE action 70).</p> <p>Acceleration of development and deployment of ICT solutions that allow an EU-wide shift to clean sources of energy, and improved efficiency in generation, transmission and distribution. In this context:</p> <ul style="list-style-type: none"> - Achievement of consensus around standards (plug n play standards) and an overall architecture for a smart EU electricity grid; incentivise investment in its roll-out. - Development of Staff Working Document on telecom requirements for smart grids and regulatory implications.(DAE action 71)

Main policy outputs in 2013

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

Main expenditure-related outputs in 2013

Study on Reducing energy consumption in buildings with ICT (60 000€).

4.3. ABB: Cooperation – ICT

The objective of the **ICT theme of the FP7 Cooperation programme** is to enable Europe to master and shape the future developments of ICTs so that the demands of its society and economy are met. In 2013, which is the last year of implementation of FP7, activities will continue to strengthen Europe's scientific and technology base in ICTs, help drive and stimulate innovation through ICT use and ensure that ICT progress is rapidly transformed into benefits for Europe's citizens, businesses, industry and governments.

An important orientation guiding DG CONNECT's activities is a **better coordination of the ICT research** effort between the Member States, the Commission, industry and the academic research community. This should attract more private investments in Europe, and facilitate the emergence of new public and private markets for innovative ICT products and services. Efforts in 2013 will build on several actions already undertaken to mobilise stakeholders across Europe around common research goals and agendas. This includes the European Technology Platforms (ETPs), Joint Technology Initiatives (JTIs), Public-Private Partnerships (PPPs), ERA-NETs and Joint research Programmes (JP) and European Innovation Partnerships (EIPs).

Other (sector specific) coordination activities are also relevant such as the Future Internet Assembly that regularly brings together more than 300 European research stakeholders and Future Internet Forum of EU Member states and associated states representatives that share knowledge and experience, identify key national activities and devise common approaches.

The following sections describe these actions in more detail.

4.3.1. *Calls for proposals for FP7-ICT WP 2013*

The FP7-ICT work programme for 2013 was published in July 2012. It includes Call 10 with a total budget of €705 million, Call 11 with a total budget of €236 million, Call for FET Flagships with a budget of 110 million and the final Call for Future and Emerging Technologies (FET) Open with a total budget of €65 million. In addition to this there will be calls targeting more specific activities (e.g. international cooperation with Brazil and Japan, support to PPPs).

As stated earlier these calls for proposals in WP2013 will also be supporting the implementation of the initiatives (JTIs, PPPs, JP, EIPs) specific to some of the areas of ICT research.

4.3.2. *JTI and PPPs in ICT for Components and Systems*

In 2013 the Joint Undertakings ENIAC and ARTEMIS will undergo a second interim Evaluation. The final evaluation report is expected in December 2013.

As 2013 is a transition year to Horizon 2020, particular efforts will be dedicated to actions which prepare and reinforce a critical mass, impact and industrial commitment in key sectors such as electronics and embedded systems, photonics and robotics. These efforts will later translate into launching, under Horizon 2020, a Joint Technology Initiative covering domains previously dealt with by ENIAC and ARTEMIS Joint Undertakings as well as the EPOSS ETP (European Technology

Platform on Smart Systems Integration), and public private partnerships in the domains of photonics and robotics.

4.3.3. *Other PPPs*

Two Public-Private Partnerships (PPP) that were launched in 2008, as part of the European Economic Recovery Package, will continue to be supported in 2013. These PPPs aim to increase the investment in industry-led research and innovation and to align research agendas in the areas of **Green Cars and Factories of the Future**. The foreseen budget for those initiatives amounts to €110 million.

A third PPP **on Future Internet**, a fully CONNECT-coordinated activity, was launched in May 2011 with an EC funding budget of €300 million over 2011-13. It aims at advancing Europe's competitiveness in Future Internet technologies, systems and services. After 18 months of operation, the integrated, operational and industry-driven programme will move into phase 2 during 2013 by launching large scale trials of Generic Internet Enablers (<http://www.fi-ware.eu>) all over Europe. In addition, during 2013 the old and new stakeholders will prepare for the last and most crucial 3rd phase of the FI-PPP; the expansion and innovation take-up phase across thousands of Internet innovators to take place in 2014.

4.3.4. *Joint Programming and European Innovation Partnerships (EIPs)*

The **Ambient Assisted Living (AAL)** joint research programme (based on Article 185 of the Treaty) will continue to be supported in 2013. The programme contributes to leverage investment on technology solutions for the elderly population. This is a key piece of the Commission's action plan on "ageing well in the information society", addressing one of the major challenges facing Europe in the coming years: ageing and its implications (increasing health and social care costs, declining workforce, etc). In 2012, the Commission put forward a proposal for a joint EP and Council Decision on the Participation of the Union in the follow-up to the AAL Joint Programme for the period 2014 – 2020 (**DAE action 78**). According to the preferred option, the scope of the programme would be aligned with that of the **EIP on Active and Healthy Ageing** (for more information on the EIP on Active and Healthy Ageing see the chapter on ICT Take-up), in order for both initiatives to fully benefit from each other. Moreover, in the follow up to the current AAL JP more focus will be given to the involvement of users and service providers in all stages of the projects.

The Smart Cities and Communities European Innovation Partnership launched under the Innovation Union flagship in July 2012, aims to accelerate industrial-scale take-up of smart city solutions at the intersection of the ICT, energy and transport/mobility sectors with the goal to reduce **energy consumption and related emissions**, thus achieving a significant contribution to the 20/20/20 energy and climate goals. It is co-managed by DG CONNECT, DG ENER and DG MOVE and will build on all the available instruments at EU and national level, including FP7, Joint Programming Initiative "Urban Europe", CIP, structural funds and the European Investment Bank.

Besides co-financing lighthouse projects (through existing funding mechanisms) and streamlining mentioned and other initiatives, a major focus is on addressing horizontal bottlenecks (questions of citizen engagement, measurability of economic and environmental returns, access to finance, etc.) to better market take-up. Smart

Cities are identified as a target research and innovation area in Horizon 2020. In order to prepare the constituency for Horizon 2020 the themes Energy and ICT have defined in a coordinated way a set of activities, in each respective Work-Programme 2013, addressing jointly Smart Sustainable Cities. The foreseen budget for those initiatives in the ICT WP2013 amounts to 95 million. The Strategic Implementation Plan of the Innovation Partnership on Smart Cities and Communities should also be adopted in the course of 2013.

4.3.5. Frontier Research

The high-risk breakthrough research supported under Future and Emerging Technologies (FET) will also be continued in order to seed long-term scientific-based innovation in Europe and to prepare the European industrial and academic community to lead the development of future ICT. During 2013, the first wave of two large-scale science-driven FET Flagship projects will be launched. Work will continue, to prepare for the launch of further waves of Flagships during the course of the H2020 Programme.

4.3.6. International Cooperation

Projects stemming from the joint calls with Brazil and Japan will be launched by mid-2013. These joint calls were agreed respectively in EU-Brazil and EU-Japan Dialogues on ICT and have been implemented as coordinated calls for proposals for R&D cooperation on ICT published in late 2012. The foreseen budget for the Brazil joint call is €10 million and for the Japan joint call is €9 million. Projects from these joint calls will combine efforts from EU and Brazilian/Japanese organisations both from academia and industry.

4.3.7. Innovation

Additionally, the Commission will prepare a sweeping and comprehensive review of its **Internet related innovation policies and activities** in view of a new orientation under Horizon 2020 and further strengthen the contributions to the DAE objectives. A Staff Working Paper outlining measures to boost European innovation and entrepreneurship on the web is planned for spring 2013. The comprehensive strategy will build on on-going and new initiatives fostering web-entrepreneurship in Europe, how best to use the Internet for citizens and user driven societal change using collective awareness, together with initiatives aiming at improving the competitiveness of European industry in a global Internet economy.

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

4.3.8. Research and Innovation policy initiatives - Horizon 2020

The Commission proposal for **Horizon 2020** adopted at the end of 2011 has been object of inter-institutional negotiation and is expected to be approved in the course of 2013, most likely towards the end of the first semester. A major task to be undertaken in this context is the preparation of the whole structure supporting the implementation of H2020 (e.g. Commission steering groups, programme

committees, external advisory groups) and the preparation of the first wave of work-programmes. As part of this process DG CONNECT will be putting in place at the very beginning of 2013 the CAF – CONNECT Advisory Forum (CAF). The CAF will be informing DG CONNECT about the orientations for future ICT research and innovation and the choice of EU's priorities in this area and also advising on the linkages and coherence of the ICT across all the three priorities of H2020.

The European Innovation partnerships (EIP) are bringing together different funding mechanisms and represent holistic and integrated approach to societal challenges. In 2013 Smart cities EIP should become operational and launch first actions that correspond to challenges identified in H2020 (energy, transport and climate action-resource efficiency). The same is valid for the EIP on Active and Healthy Ageing concerning health, demographic change and wellbeing, where first commitments have been made in 2012. Horizon 2020 will be one of the key financing mechanisms for actions identified under these two Innovation partnerships. There is also synergy between both for instance with respect to digital innovation for age-friendly cities.

ICT aspects of secure societies would encompass cyber security, ensuring privacy and protection of human rights and freedom of information on-line. This societal challenge and LEIT will implement the R&I dimension in the upcoming European Strategy for Cyber Security.

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>3.1.1</p> <p>Adoption and launch of actions bridging R&D, innovation and deployment to address key societal challenges</p> <p>Owner: H, H3, H5</p>	<p>Active and Healthy Ageing Innovation Partnership (EIP AHA): Strategic Implementation Plan adopted, 6 Action Groups formed and their Action Plans presented: actions launched</p> <p>Smart Cities Innovation Partnership: launched, operational set-up in preparation</p>	<p>Active and Healthy Ageing Innovation Partnership (EIP AHA):</p> <ul style="list-style-type: none"> – Implementation of six Action Plans – Self-assessment and selection of Reference Sites and the first EIP overall assessment, with an overview of results and impacts on the way to 2015. – Possible launch of new actions and new invitation to commitment. <p>Smart Cities Innovation Partnership:</p> <ul style="list-style-type: none"> – Commission Communication and Council endorsement of the Strategic Implementation Plan of the Innovation Partnership on Smart Cities and Communities – Actions launched in 2013
<p>3.1.2</p> <p>Degree of progress towards wider implementation more intensive use of Pre-Commercial-Procurement</p> <p>Owner: F2</p>	<p>In 2007, less than 1.5% of the total EU wide tendered procurement budget (€2,5 billion) was spent on R&D procurement, around 20% of this (€0,5 billion) on ICT R&D.</p> <p>2012 achievements:</p> <ul style="list-style-type: none"> – Start of first cross-border PCP projects of ICT 2011-12 WP in ICT for health, robotics for ageing well, embedded ICT for fire fighter gear, traffic management and virtual construction of roads, with total €15 million funding for PCP – First results (situation in 10 	<p>Long term objective: Tripled use of pre-commercial procurement in ICT by 2020, amounting to €1,5 billion of pre-commercial procurements tendered EU wide annually.</p> <p>2013 targets:</p> <ul style="list-style-type: none"> – Raise higher political awareness of PCP opportunities and the link with PPI (public procurement targeting the deployment of innovative solutions) afterwards – Launch second batch of EC-financed transnational pre-commercial procurements in

	<p>Member States) of study to quantify the expenditure of public procurement on ICT R&D across Member States and areas of public interest (2011)</p> <ul style="list-style-type: none"> – A number of new Member States have been encouraged to start national PCP initiatives (e.g. Italy awarded € 170 million to a PCP program to be rolled out by the Italian digital agenda agency, 5 Nordic countries signed a ministerial agreement to undertake cross-border PCPs and PPIs and launched their first cross-border procurement initiative in healthcare). 	<p>ICT in other domains called for in FP7 ICT 2013 (e.g. cloud computing, healthcare, digital preservation, e-learning)</p>
<p>3.1.3</p> <p>Degree of facilitation of access to finance for innovative SMEs</p> <p>Owner: F2</p>	<ul style="list-style-type: none"> – Through three two-year projects launched in 2010 and ended in May 2012 – Around 2500 SME (as well as intermediaries) were reached through awareness raising activities – More than 400 organisations participated in investment readiness workshop and individual training – More than 100 SMEs/start-ups were individually coached and met investors. – 5 to 10 companies have been invested or are still under discussion with investors. 	<ul style="list-style-type: none"> – By mid-2013 a follow-up initiative will be launched – Reach around 1000 SMEs through awareness (end of 2013) – Coach more than 100 SMEs and with meetings with investors (end of 2013)
<p>3.1.4</p> <p>Work with stakeholders to develop a new generation of web-based applications and services through EU-funded programmes. (DAE action 54)</p> <p>Owner: E3</p>	<p>Adoption of a strategy comprising 5 elements: Action Plan, Preparation of Innovation actions under Horizon 2020, leveraging the third phase of the FI-PPP, mainstreaming web entrepreneurship within EU policies and using the draft staff working document as a resource.</p>	<p>By mid 2013:</p> <p>Have launched all 6 actions of the action plan, defined possible innovation actions under Horizon and started work on all other aspects of the web entrepreneurship strategy.</p>
<i>Main policy outputs in 2013</i>		
<p>Launch of the second phase – large scale trial phase - of the Future Internet PPP</p>		

Internet Innovation policy approach and initiative towards Horizon 2020.

Launch and implementation of the web entrepreneurs strategy, notably the action plan in a highly visible mode.

Communication "Shaping leadership in Future and Emerging Technologies through large-scale flagship initiatives.

Main expenditure-related outputs in 2013

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

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>3.2.1</p> <p>Balance of industry and academia participation in the programme</p> <p>Owner: F4</p>	<p>37.1% private commercial organisations,</p> <p>36.7% universities,</p> <p>21.1% research organisations (private and public),</p> <p>5.1% other (source: STREAM 2011 report⁸)</p>	<p>Maintaining balanced industry/academia participation. Increase significantly participation of public procurers (potential users/first buyers)</p>
<p>3.2.2</p> <p>Level of participation of SMEs in the programme, in line with the objectives of the 7th framework programme decision</p> <p>Owner: F4</p>	<p>14.0% of total funding</p> <p>16.1% of total number of participations.</p> <p>(source: STREAM 2011 report)</p>	<p>At least 15% of funding</p> <p>Increase level of SME participations</p>
<p>3.2.3</p> <p>a) Number of patents applied by projects and number of articles published in refereed journals</p> <p>b) % of active projects in a year applying for at least one protected application (patent, trademark, registered design etc)</p> <p>c) % of active projects in a year with at least one peer-reviewed publication</p> <p>Owner: F4</p>	<p>The statistics are based on the 2011 survey on patents and publications⁹ and the initial results of the Study: SMART 2011/0039 "Analysis of publications and patents of ICT research in FP7".</p> <p>a) 205 patents were reported by 75 projects in the survey. Only 69 patents (35%) could have been linked to the PATSTAT database (September 2011 version), out of which 15 were applied for in 2010, while 27 were applied for in 2009 and the rest were applied for earlier.</p> <p>4231 articles and 5991 papers stemming from FP7 projects were reported in the survey. 3574 publications of 2011 were</p>	<p>Improvement over previous year (2012 as measured in 2013)</p>

⁸ Published March 2012

⁹ The survey is carried out by unit F.4 (INFSO/C.3). Please note that about 40% of projects did not respond to the survey.

	<p>validated in Scopus, out of which 1244 were articles and 2330 conference papers.</p> <p>b) Around 2% of the projects applied for patents in 2010 (PATSTAT validated).</p> <p>a) c) Around 35% of the projects had in 2011 at least one article and 49% at least one proceedings paper (Scopus validated).</p>	
<i>Main policy outputs in 2013</i>		
<p>Launch of Horizon 2020 and establishment of governance structure for Horizon 2020 (eg Programme Committees, Advisory Group – CAF)</p>		
<i>Main expenditure-related outputs in 2013</i>		
<p>Implementation of FP7-ICT work programme:</p> <ul style="list-style-type: none"> - Call 10 (€705 million) – deadline Jan 2013, - Call 11 (€236 million) – deadline April 2013, - Call for FET Flagships (110 million) – Deadline Oct 2012 - Final Call for Future and Emerging Technologies (FET) Open (€65 million). - Calls targeting more specific activities (e.g. international cooperation with Brazil and Japan, support to PPPs) 		

SPECIFIC OBJECTIVE 3.3: To increase the level of investment in ICT research and development in the EU and facilitate the coordination of the public and private research efforts through Joint Technology Initiatives, Joint Research Programmes, Joint Programming Initiatives and other Public-Private-Partnerships (PPP) in key fields of Information and Communication Technologies and their applications (DAE action 50 and 51)¹⁰.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>3.3.1</p> <p>Capacity to leverage investments from industry and the Member States in</p> <ul style="list-style-type: none"> - Two Joint Technology Initiatives (JTIs): ARTEMIS and ENIAC <p>Owner: A4</p> <ul style="list-style-type: none"> - AAL Joint Programme involving 23 European countries (DAE action 78) <p>Owner: H2</p>	<p>In 2012, the contributions to:</p> <p>ARTEMIS*: 40 M€(Joint Undertaking) + 73 M€(MS)</p> <p>ENIAC*: 114 M€(Joint Undertaking) + 200 M€(MS)</p> <p>*Estimate as final data not available</p> <p>AAL: 50M€(EU) + 62 M€(MS)</p> <ul style="list-style-type: none"> - Call 5 (2012): 23 M€(EU) + 26M€(MS) + 33M€(private) = 85M€ - All AAL calls 2008-2012: 116M€ (EU) + 165M€ (MS) + 180M€(private) = 461M€ - People from 23 MS collaborated on 102 projects, as presented in the Catalogue of Projects on Ambient Assisted Living 2012, published by the AAL Association. 	<p>ARTEMIS: 67 M€ (Joint Undertaking¹¹) + 121 M€(MSs)</p> <p>ENIAC: 113 M€(Joint Undertaking¹²) + 217 M€ (MS)</p> <p>(Based on BFS2013 planning)</p> <p>AAL: 50 M€(EU) + 60 M€(MS) Target is to move the project outputs further towards marketable results by</p> <ul style="list-style-type: none"> - Ensuring a continued SME participation of 40% - Close cooperation with the implementation of the European Innovation Partnership on Active and Healthy Ageing - Developing impact assessment for a follow-up programme through a new co-decision for 2014-2020, with special attention to turning societal challenges in economic opportunities (in line with the Digital Agenda action 78 and as requested by the Interim Evaluation and by

¹⁰ Additionally, there is one DAE action (55) that needs to be implemented by the Member States for the achievement of this objective.

¹¹ Including EFTA contribution

¹² Including EFTA contribution

		the Council)
3.3.2 Level of European industry participation in the activities and projects of the 4 PPP Owner: F3	<p>Green Vehicles (former Green Cars): 66% industry, 18% SME</p> <p>Factories of the Future : 58% industry, 50% SME</p> <p>Energy-efficient buildings: 65% industry and 19% SMEs</p> <p>Future Internet: 65% industry and 10% SMEs</p>	Significant industrial participation (at least 65% in each PPP – at budget level)
<i>Main policy outputs in 2013</i>		
<p>Proposal for a EP and Council Decision on the Participation of the Union in the follow-up to the Ambient Assisted Living Joint Programme (AAL).</p> <p>Memorandum of cooperation between the Commission services and Japan on a coordinated call for proposals on the topic Future Internet.</p> <p>ARTEMIS and ENIAC Work Programmes 2013 with emphasis on pilot lines and Innovation Pilot projects.</p> <p>AAL JP 2013 Work Programme</p> <p>Launch of a Joint Programming Initiative on Demographic Change</p>		
<i>Main expenditure-related outputs in 2013</i>		
<p>Projects funded under ARTEMIS Joint Technology Initiative in 2013: 67M€</p> <p>Projects funded under ENIAC Joint Technology Initiative in 2013: 113M€</p> <p>Green Car and Factory of the Future, Public-Private Partnerships: 110M€</p> <p>Smart Cities coordinated Call: 95M€</p>		

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
3.4.1 Budget implementation for legacy (FP5, FP6, etc) Owner: R2	As of 30 November 2012 budget implementation of payment appropriations is 82,2%	100% implementation of payment appropriations
3.4.2 Budget implementation for FP7 Owner: R2	As of 30 November 2012 budget implementation of commitment appropriations is 99% As of 30 November 2012 budget implementation of payment appropriations is 94,1%	100% implementation of commitment appropriations 100% implementation of payment appropriations
3.4.3 Time to contract Owner: R5	50% of contracts were signed within 250 days for call 7 and within 266 days for call 8	100% of contracts to be signed within the limits imposed by the 2012 financial regulation.
3.4.4 Time to payment Owner: R2	As of 30 November 2012, 93,7% payments carried out within contractual time-limits.	100% payments carried out within contractual time-limits
<i>Main policy outputs in 2013</i>		
NA		
<i>Main expenditure-related outputs in 2013</i>		
NA		

4.4. ABB: Capacities – Research Infrastructures

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

Research infrastructures and access to them are necessary to increase the quality and efficiency of research. Such infrastructure is indispensable for the formation of innovation clusters that enable multidisciplinary collaboration. Europe will benefit enormously from hosting such infrastructures and world-renowned clusters in dynamic ICT-intensive sectors. The **communication on "ICT infrastructures for e-Science"** (COM(2009)108) laid down a solid basis for the future developments in the area and framed the course of actions. It put in context the relation of modern science (e-Science) and ICT-based infrastructures (e-Infrastructures) and presented a renewed strategy to to develop world-class e-Infrastructures in order to achieve leadership in e-Science, and at the same time exploit the innovation potential of e-infrastructure, positioning Europe as a hub of scientific excellence and a truly global scientific partner.

Moreover the European Commission endorsed a communication on "Unleashing the Potential of Cloud Computing in Europe" (September 2012) that aims at enabling and facilitating faster adoption of cloud computing throughout all sectors of the economy in order to boost the productivity, growth and jobs. In science cloud based services will accelerate the emergence of e-Science and make the scientific process more effective and open. In line with VP Kroes's **cloud computing strategy** (DAE action 53), the e-infrastructure activity, in particular by means of the Helix Nebula project, will pave the way for the **development and exploitation of a cloud computing infrastructure for science** through public-private partnerships.

In February 2012, the Commission adopted a Communication on "**High Performance Computing – Europe's place in a Global Race**" (COM(2012)45). It presents a strategy for gaining, by 2020, a European leadership in the area of high-performance computing (HPC) for science and innovation by strengthening both the European supply and use of HPC systems and services. The Competitiveness Council is expected to adopt its conclusions on the Communication in February 2013. A set of actions to be taken by the Commission will be presented in the Roadmap for the implementation of the European HPC strategy. Main actions that will be planned in 2013, to be implemented in H2020 and through possible PPP on HPC, are (1) establishment of centres of excellence on scientific highly parallelised software, (2) creation of a network of centres of competence on HPC for SMEs, (3) consolidation of a complete European HPC ecosystem (including adequate educational background) and (4) reinforcing the European supply industry (PCP and exascale research).

A High-Level Group of Experts on **Scientific Data**, convened by the European Commission, delivered in October 2010 its final report titled "**Riding the Wave:**

How Europe can gain from the rising tide of scientific data"¹³. This landmark report has drawn a wide attention to the data challenge and has initiated a range of actions addressing European-level coordination and funding, development of a scientific data policy and global cooperation.

Several e-infrastructure projects, selected from the call FP7-CAPACITIES-INFRASTRUCTURES 2011-2, are coordinating and developing data infrastructures for Europe. The EUDAT project will deliver a generic collaborative data infrastructure that will meet future researchers' needs in a sustainable way.

In order to further develop the European policy and strategy for scientific information, the Commission adopted a **Communication and Recommendation on the access to and preservation of scientific information**¹⁴ in July 2012. This strategy, coordinated between DG RTD and DG CONNECT, asks Member States to step up their activities on **open access to scientific information** on the basis of a concrete set of measures. In parallel, the Commission details the way in which it will deal with results from research funded by the European Union. It also specifies further support for research infrastructure underpinning open access to research data and publications. This will be part of the DG CONNECT strategy on Open Data and it will converge in the Roadmap on e-Infrastructures for Open Science that will be approved in 2013 (mid).

As science is increasingly global and interdisciplinary, the EC cannot act in isolation. This makes it necessary to develop as soon as possible an action plan for an **"International Framework for a Collaborative Data Infrastructure"** as defined by the High Level Expert Group on Scientific Data. In November/December 2011, scientific data were discussed in the G8+O5 Senior Officials' Meeting on research infrastructures, based on a report prepared by the working group chaired and supported by DG INFSO/CONNECT. The resulting action plan has been discussed and refined in 2012. Furthermore, the coordinated call 10 in 2012 gave rise to set of international projects in data. In particular, the iCORDI project will support the setting up of the **Research Data Alliance (RDA)**. It will be a bottom-up organised forum, inspired by the Internet Engineering Task Force (IETF) for global cooperation in data infrastructures. The first RDA event will take place in March 2013 in Sweden.

There are strong synergies between research infrastructures and infrastructures for public services especially those based on ICT: Research Infrastructures have been often precursors of technology solutions and testbeds for public infrastructures, leveraging their implementation, as shown by the experience from Géant network and its broadband solutions. In his State of the Union speech, President Barroso highlighted the need for modern interconnected infrastructures in energy, transport and ICT. The Digital Service Infrastructures field of the **'Connecting Europe Facility' (CEF) programme** includes an objective on trans-European high-speed backbone connections for public administrations. In the context of the launch of CEF and in particular the establishment of a wide dedicated network for public services, it is essential to take stock of existing experience in governance and services (Géant) and to make an analysis of the readiness of Member States to

¹³ <http://cordis.europa.eu/fp7/ict/e-infrastructure/docs/hlg-sdi-report.pdf>

¹⁴ C(2012) 4890

participate to such infrastructure. For this purpose, in 2012 a study has been launched with the objective to provide recommendations to the Commission by some specific actions: (1) analyse the existing public services infrastructures at national (inc. Regions) and European levels, (2) create possible scenarios for 2014-2020, (3) evaluate possible funding schemes (grants and financial instruments) and (4) mobilise stakeholders (governmental, telecom operators, international institutions). The final results will be available by the end of 2013.

2013 will be a year during which the transition from FP7 to Horizon 2020 has to be pursued, in particular with the preparation of the first work programme for Research Infrastructures (in cooperation with DG RTD).

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
4.1.1 e-Infrastructures capacity building indicators: – Géant bandwidth in Gbps-Km – Data traffic (between NRENs and between EU and RoW) – Core-hours ¹⁵ awarded by PRACE to access PetaFlop systems (tier-0) for research projects Owner: C1	In January 2012: – Géant bandwidth: 1.127.150 Gbps-km – n.a. – Core-hours awarded by PRACE: 1.803 million	In 2013: – Géant bandwidth: 2.830.000Gbps-km – 10% increase – Core-hours awarded by PRACE: 1.900 million

Main policy outputs in 2013

Adoption of the Work programme 2014-2015 of the Research Infrastructures Activity of H2020 Excellent Science in cooperation with DG RTD.

Implementation of (1) the Communication and Recommendation on the access to and preservation of scientific information (in cooperation with DG RTD), (2) public consultation on the Roadmap on e-Infrastructures for Open Science.

Support to the pilot public/private consortium on clouds for science promoted by the HelixNebula project. Study for digital service infrastructure in the framework of Connecting Europe Facility (CEF)

Main expenditure-related outputs in 2013

One project will be funded under Call 11: GEANT (€1,8 million):

One study (launched in 2012) will address the Impact of Research Infrastructures under FP7; one or more studies on the scope and road-mapping of RIs (including e-Infrastructures)

¹⁵ Processor-core-hours is a measure of supercomputer resource consumption

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
4.2.1 – Number of TOP20 supercomputers located in Europe – European companies' share of the HPC market (systems and software) Owner: C1	– November 2012: 6 installations (5th, 6th, 9th, 11th, 16th, 20th) – ca. 4% in 2009 [IDC study on HPC]	– 2020: 1/3 of the top 20 Supercomputers located in Europe – 2020: 20%

Main policy outputs in 2013

Implementation of the Communication on High Performance Computing towards a PPP on HPC. In this framework: (1) support to the pilot PCP for PRACE 3IP as example of needs aggregation and industry involvement to build a European HPC ecosystem; (2) Legal, financial and governance framework in place for the creation of a new generation of high performance computing facilities; (3) promote the development of HPC Centres of excellence in different fields.

Council conclusions on the HPC Communication are expected under the Irish presidency.

Main expenditure-related outputs in 2013

The Third implementation phase of the European High Performance Computing (HPC) service PRACE (€9 million) mentioned in Specific Objective 4.1

Exascale projects outcomes of the ICT Call 2013: 3-5 projects and 1 support action launched by 2013.

Stimulate European exascale research promoting projects to develop exascale computing systems: 3

SPECIFIC OBJECTIVE 4.3: To implement and manage efficiently the FP 7 actions and projects from earlier FPs in order to contribute to Europe world leadership in ICT (Capacities)

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
3.4.1 Budget implementation for FP7 Owner: R2	As of November 30th, budget implementation of commitment appropriations is 100% As of November 30th, budget implementation of payment appropriations is 86%	100% implementation of commitment appropriations 100% implementation of payment appropriations
3.4.2 Time to contract Owner: C1	57% of contracts were signed within 260 days for RI Call 10 (target was 50%)	100% of contracts to be signed within the limits imposed by the 2012 financial regulation.
3.4.3 Time to payment Owner: R2	As of November 30th, 100% of payments carried out within contractual time-limits.	100% payments carried out within contractual time-limits
<i>Main policy outputs in 2013</i>		
NA		
<i>Main expenditure-related outputs in 2013</i>		
NA		

5. ABB: POLICY STRATEGY AND CO-ORDINATION

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

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

SPECIFIC OBJECTIVE 5.1: Timely and effective coordination of actions and governance of Digital Agenda for Europe contributing to the Europe 2020 strategy.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>5.1.1</p> <p>Progress made towards the 13 Key Performance Targets (KPT) as defined in Digital Agenda for Europe</p> <p>Owner: F1</p>	<p>13 targets defined in Digital Agenda for Europe</p>	<p>2013: one target to be reached, almost done already in 2012</p> <p>2015: 9 targets to be reached, by 2012 good progress with 6 of them and moderate progress with the 3 others (roaming, SMEs selling online, cross-border e-commerce by individuals)</p> <p>2020: 3 remaining targets to be achieved, by 2012 moderate progress</p>
<p>5.1.2</p> <p>Timely adoption by the Commission of the policy actions listed in the Digital Agenda for Europe</p> <p>Owner: F1</p>	<ul style="list-style-type: none"> • 5 legislative proposals adopted in 2012 (CRM, e-signature/ e-ID, data protection,) • No further proposals scheduled to be adopted before end 2012 	<p>Adoption of all actions according to time plan within Digital Agenda for Europe and the Commission Work Programme in 2012</p>
<i>Main outputs in 2013</i>		
<ul style="list-style-type: none"> – Digital Agenda Scoreboard 2013 – Digital Assembly 2013 		
<i>Main expenditure-related outputs in 2013</i>		
<p>Digital Assembly: €0,6M (estimation)</p>		

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>5.2.1</p> <p>Level of participation by third countries in FP7 Calls for proposals</p> <p>Owner: D1/F3</p>	<p>131 third country participants in 2012 calls (ICT Calls 8, 9 + PPPs, Joint Calls + Research Infrastructures)</p> <p>2 Joint calls agreed (Brazil and Japan)</p>	<p>150 (annual average of third country participants during ICT Workprogramme) 2012/13</p>
<p>5.2.2</p> <p>Number of</p> <ul style="list-style-type: none"> – Information society dialogues and – Science & Technology Joint Committee meetings held with 3rd countries <p>Owner: D1/F3</p>	<p>In 2012:</p> <ul style="list-style-type: none"> – 5 CONNECT-led Information Society Dialogues – 10 S&T Joint Committee meetings with 3rd countries 	<p>In 2013:</p> <ul style="list-style-type: none"> – 7 Information Society Dialogues – 12 S&T Joint Committee meetings with 3rd countries
<p>5.2.3</p> <p>Degree of country compliance, as expressed in the country progress reports (Chapter 10) from DG ELARG and DG RELEX</p> <p>Owner: D1</p>	<p>Activity relates to 3 groups of countries:</p> <ul style="list-style-type: none"> – countries with official candidate status – countries which will apply for candidate status – ENP (Eastern and Mediterranean) countries <p>Reporting on degree of compliance with the EU framework generally relates to the country's proximity to accession benchmarks, in particular in relation with the alignment and implementation of EU rules to bring competition in the sector</p>	<p>2013:</p> <ul style="list-style-type: none"> – 9 Annual Enlargement Progress – Reports (one for each 'enlargement' country) which track countries' progress on <i>acquis</i> alignment for Chapter 10 (electronic communications, information society services and audiovisual policy) – 3 Accession Negotiation reports (Draft Common Positions of the Council) between EU and candidate countries; and – 12 Annual Countries Progress Reports on the implementation of the information society by ENP countries

Main outputs in 2013

Development of DG CONNECT strategy for international cooperation in ICT research and innovation

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
5.3.1 Timely delivery of CWP to SG Owner: D2	CWP 2013 inputs delivered in time (July-October 2012)	Documents within the SG deadlines in 2013
5.3.2 Timely delivery of MP to SG Owner: R2	Management Plan 2012 delivered in time (December 2011)	Documents within the SG deadlines in 2013
5.3.3 Timely delivery of AAR to SG Owner: R4	AAR 2011 delivered in time (March 2012)	Documents within the SG deadlines in 2013
5.3.4 Delivery rate of initiatives included in the CWP Owner: D2	CWP 2012: 66% of items delivered	CWP 2013: 100 % adoption
<i>Main outputs in 2013</i>		
<ul style="list-style-type: none"> – Annual Activity Report 2012 – Input to Commission Work Programme 2014 – Management Plan 2014 		

SPECIFIC OBJECTIVE 5.4: To develop, implement and monitor an external communications strategy to actively promote the main policies and initiatives of the DG and make them more visible and understandable to different audiences. To that end, develop, and operate the necessary tools and services, strengthen the communication culture within the DG and improve internal communications.

<i>Result Indicators</i>	<i>Original target for end of 2012</i>	<i>Target for end 2013</i>
<p>5.4.1</p> <p>Greater coverage of DAE-related topics in traditional and online media through the take-up by the media of press support and event activities (articles) in countries monitored</p> <p>Owner: D3</p>	<p>Target end of 2012 was: 68,000 (all themes 2012 monitored in EU + Croatia)</p> <p>Latest result 8th Nov 2012:</p> <p>62,760</p> <p>Predicted overall coverage end 2012</p> <p>72,500</p> <p>press coverage to 8th Nov 2011 /45 (week 45) *52 rounded-up</p>	<p>79,000</p> <p>(Based on a 10% increase in total volume of coverage)</p>
<p>5.4.2</p> <p>Stronger presence of EC and NK in traditional and online media coverage</p> <p>Owner: D3</p>	<p>Target audience end of 2012</p> <p>Neelie Kroes accounts:</p> <p>Twitter circa 40,000</p> <p>Facebook circa 5,000</p> <p>YouTube channel views: 200,000</p> <p>DailyMotion 10,000 video views</p> <p>Blog 520,000 views</p> <p>Latest results 8th Nov 2012:</p> <p>Neelie Kroes accounts:</p> <p>Twitter 55,000</p> <p>Facebook ca. 5000 likes</p> <p>YouTube 65,000 video views/channel views 290,000 views</p> <p>Blog 83 posts in 2012</p> <p>648, 000 total views, avg 7500 views per blog post</p> <p>DAE accounts 2012 targets:</p> <p>Twitter: 5000 followers</p> <p>Facebook: 2,500 followers</p> <p>Blog: 10,000 views</p> <p>overall; 1% interaction rate across all social media DAE accounts:</p>	<p>Neelie Kroes accounts:</p> <p>Twitter circa 85,000</p> <p>Facebook circa 6,000 likes</p> <p>YouTube channel views: 80,000</p> <p>Blog 80 + posts with 800,000 + views</p> <p>DAE accounts:</p> <p>Twitter: 16,000 followers</p> <p>Facebook: 6,000 fans/likes</p> <p>Blog: TBD</p>

	<p><i>Situation November 8th</i></p> <p>Blog: n/a</p> <p>Twitter: 9,300 followers</p> <p>Facebook: 4,175 fans/likes</p> <p>linkedIN; 1,010 members</p>	
<p>5.4.3</p> <p>Stronger online presence incorporating more engagement tools.</p> <p>Owner: D3</p>	<p>Target end of 2012 was: 2,000,000 visits</p> <p>Latest result 31st Oct 2012 for 2012 3,999,590</p>	<p>For 2013 we propose to add additional metrics to the simple "visits":</p> <ul style="list-style-type: none"> - 8,000,000 "page views" - 4,000,000 "visits" - 1000 registered active user (once migrated the engagement activities)
<p>5.4.4</p> <p>Production and targeted distribution of paper publications</p> <p>Owner: D3</p>	<p>Target end of 2012 was: 47 proposals expected to be registered in POP in 2012.</p> <p>Latest results Nov 2012: 52 proposals within the Ordinary Publications Programme (POP), of which, in November 2012:</p> <p>4 printed</p> <p>7 in progress</p> <p>41 not yet published</p>	<p>+/- 50 inscriptions expected to be registered in POP in 2013.</p>
<p>Main policy outputs in 2013</p>		
<ul style="list-style-type: none"> - Web: new web presence incorporating online stakeholder engagement tools (via Drupal development framework); archiving all old websites. - Integrated media strategy: high-quality content for speeches, articles, press material, blog posts, social media and online platforms; strengthened social media presence of the Commissioner, the DAE; daily and weekly media and social media monitoring reports. - Planning and coordinating communication activities: a series of implemented communication actions guided by commonly agreed plans, executed either by the units concerned or by D3. - New CONNECTED platform: a new collaborative platform; all profiles completed; all unit pages completed; groups CONNECTED; changing mentality and way of working together. - Coordination: with other units in DG; the CONNECT network of communicators; the CONNECT social media network; with other DGs (Research family / "Flagships" / DG COMM etc.) 		

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
5.5.1 Timely replies to EP questions - Baselines: 0% blacklisted (i.e. overdue / beyond SG final deadline) and 89% on time (i.e. DG internal deadline) (2011) Owner: D2	0% blacklisted (i.e. overdue / beyond SG final deadline) and 89% on time (2011)	0% EP questions blacklisted by SG and 100% replied on time

Main policy outputs in 2013

- Answers to EP written and oral questions and petitions (493 in November 2012)
- Coordinated briefings for EP Committees and Plenary meetings, for the Council, for bilateral meetings with Members of European Parliament and Council Presidencies and for Hearings or relevant international events (49 till November 2012)
- Coordination briefings and participation of DG CONNECT at CoR and CES 'meetings related to DG CONNECT dossiers (11 meetings attended, 9 follow-ups and other contributions in 2012)
- Coordination of the official replies to be given to the National Parliaments' opinions (18 in 2012)

SPECIFIC OBJECTIVE 5.6: To support strategic decision-making on new initiatives by appropriate and timely evaluation and impact assessment, acknowledged by DG CONNECT senior management and based on long-term priority planning. The implementation of DG CNECT's evaluation plan (cf. annex) in 2013 will take full account of the forthcoming "Smart Regulation Review" and the update of the evaluation guidelines by the Commission's Secretariat-General.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
5.6.1 % of evaluation recommendations acknowledged by senior management and , if falling within the remit of DG decision making, implemented Owner: F4	100%	100 %
5.6.2 Number of timely evaluation exercises (realised vs. planned) carried out according to Commission best practice. Owner: F4	100%	100%

Main policy outputs in 2013

- Implementation of (or support for) independent monitoring and evaluation of programmes and initiatives
- Support to impact assessments, including better feed-back loop between evaluations and impact assessments
- Development of DG CONNECT evaluation charter, in line with SG guidelines
- Initiate design of evaluation of a sectorial area of regulation
- Contribution to the development of know-how and expertise for the evaluation of regulatory instrument

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

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
5.7.1 Number of economic / statistical analysis or data supplied to services internal or external to DG CONNECT, which have been used in support of or in relation with ICT related policies Owner: F4	In 2012: -Digital Agenda Scoreboard 2012 including sector analysis - 127 contributions to Interservice consultations - 95 briefing/speech or input to them	Maintain same level of timely and quality delivery of economic and statistical contributions
<i>Main policy outputs in 2013</i>		
Digital Agenda Scoreboard plus sector analysis in different pillars		

SPECIFIC OBJECTIVE 5.8: To establish and maintain dialogue and cooperation in specific multi-stakeholder initiatives and platforms namely: ICT and women; Digital Champions, Young Advisors; Corporate Social Responsibility (CSR) and ensure adherence to Sec Gen guidelines for Expert Groups within DG CONNECT services

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>5.8.1</p> <p>Number of platforms fully established and functioning</p> <p>Owner: D4</p>	<p>Currently no platform is fully established</p> <p>In 2012, 2 meetings of the Digital Champions held but not all MS represented.</p>	<p>By end 2013, all platforms are fully established and functioning:</p> <p>100% representation of MS in the Digital Champions initiative.</p> <p>Members in all platforms represent full diversity of interests.</p>
<p>5.8.2</p> <p>Number of Expert Groups, where individual experts are nominated in their personal capacity or to represent an interest, where the gender balance is achieved (at least 40% of minority gender)</p> <p>Owner: D4</p>	<p>In 2012, in none of the groups the minority gender was 40% of members</p>	<p>All newly created expert groups respect the gender balance condition</p>
<i>Main policy outputs in 2013</i>		
<p>Organise roundtables and stakeholder events with Digital Champions ICT & Women Study completed and ICT-EC event held.</p>		

SPECIFIC OBJECTIVE 5.9: To develop and ensure the application of a strategic approach to stakeholder engagement across the DG which will help achieve DG CONNECT goals and Digital Agenda for Europe (DAE) actions and objectives through informed decision-making.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
5.9.1 Ensure a more structured and transparent approach in DG CONNECT to stakeholders The Stakeholder Engagement Strategy is implemented in DG CNECT Owner: D4	N/A in 2012	Endorsement of the Stakeholder Engagement Strategy by the Management Team
<i>Main policy outputs in 2013</i>		
<ul style="list-style-type: none"> – A Stakeholder Engagement Strategy – A concept for the mapping of CNECT Stakeholders will be completed. 		

SPECIFIC OBJECTIVE 5.10: To provide advice, support and encourage the exchange of best practices to DG CONNECT Units to facilitate cooperation and relations with external stakeholders.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
5.10.1 Number of DG CONNECT units using the set of Principles/Guidelines in their consultation with Stakeholders Owner: D4	N/A in 2012	At least 1 unit per directorate uses the set of Principles/guidelines in their consultations with Stakeholders

Main policy outputs in 2013

- A survey related to the technical requirements/needs of DG CONNECT Units will be undertaken, an analysis and options will be proposed in 2013.

6. ABB: ADMINISTRATIVE SUPPORT

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

SPECIFIC OBJECTIVE 6.1: To recruit, train, assess, motivate and retain highly qualified staff so that effective and efficient operation of the DG as well as achievement of the HR objectives set by the Commission are ensured

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
6.1.1 Turnover rate Owner: R1	Data not yet available	95% of Units in line with DG average on entries rate; 90% of Units in line with DG average on exits rate
6.1.2 Vacancy rate Owner: R1	Average vacancy rate for period 1/1/2012 - 1/8/2012: 4.8%.	Lower than EC average (6%) and progressive reduction
6.1.3 Rate of administrative and support functions on total staff Owner: R1	Jan 2012 validated by DG HR: 11.3% (all staff, vacancies included).	Progressive reduction according to EC targets from annual screening (9.6% at Jan 2012) and family average (10.7% at Jan 2012)
6.1.4 Management positions held by women Owner: R1	At 01/11/2012, 23.1% of senior management and 21.7% of middle management (HoU) were women.	To increase the number of female managers in order to reach the targets set by DG HR for 2014 (25% women in Senior Management and 25% in Middle Management).
6.1.5 Rate of women recruited as administrators Owner: R1	In the period 01/01/-15/10/2012, 39% of newly recruited AD staff were women.	To increase the number of women to 50% of newly recruited AD staff.
6.1.6 Staff applying flexible working arrangements Owner: R1	As of 01/10/2012: Flexitime : 64.7% (statutory staff, contract agents and SNEs) Part time: 7.7% (statutory staff, contract agents and SNEs) Regular Telework : 10.4 % (statutory staff, contract agents and SNEs)	To increase %. To raise awareness of the management to support flexible working arrangements. To promote a more comprehensive and inclusive approach to telework.
6.1.7 Satisfaction rate for training courses organised by DG CNECT	In the period 01/01-01/10/2012, the satisfaction rate expressed by DG CNECT staff on training organised by DG CNECT was	Higher than 80%

Owner: R1	80% (excluding teambuilding).	
<p>6.1.8</p> <p>Average number of training days per staff member</p> <p>Owner: R1</p>	<p>At 15/10/2012, DG CNECT statutory staff had followed on average 5.5 days of training during the period 01/01/2012 - 15/10/2012. In this respect, it should be noted that the target set by DG HR of an average of 10 days/year includes 2.5 days of on-the-job learning, which cannot be measured.</p>	<p>Higher than EC target (10 days/year including at least 7.5 days of training courses per staff member).</p>
<i>Main outputs in 2013</i>		
<ul style="list-style-type: none"> - To pursue the HR strategy to optimise the planning and allocation of Human Resources including implementation of internal mobility policy, skills mapping, UMP, screening, workforce planning, job quota management. - To assist the MT in defining the externalisation process as regards HR aspects - To develop, implement and promote the staff engagement strategy and equal opportunities policies of the DG. - To design and implement Learning & Development (L&D) priorities set-out in 2013 Learning and Development Framework (LDF) of DG CNECT. 		

SPECIFIC OBJECTIVE 6.2: To define, plan, set up, maintain and develop high quality Information and Communication Technology (ICT) infrastructures, tools and services so that the staff is adequately supported in their operation

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
6.2.1. Servers' availability (averaged over one year) Owner: R3	99,3% (as of end Oct 2012)	Target end 2013 > 99%
6.2.2. Helpdesk first line resolution rate Owner: R3	51.92% (as of end Oct 2012)	not applicable because of ITIC (under DIGIT management)
6.2.3. Number of bug fixes required to stabilize a release Owner: R3	1.7 (as of end Oct 2012)	Target end 2013 : 1.5
6.2.4. % of transactions which require intervention of the IT help desk Owner: R3	25% (as of end Oct 2012)	Target end 2013 : 18%
6.2.5. In comparison with the development time, % of time spent for : – Project management – Analysis – User Documentation – Testing – Support at unit level Owner: R3	In 2012 (end Oct 2012) – Project management = 19.7% – Analysis = 14.5 – User Documentation = 8.9% – Testing = 29.9% – Support at unit level = 23% – Other : 9.2% The "Other" category is due to the DG reorganisation. This had an impact on "Analysis" (-> lower) and on "Support" (-> higher). We are on target in terms of Testing, Project Management	Target end 2013 – Project management = 20% – Analysis = 20% – User Documentation = 10% – Testing = 30% – Support at unit level = 20%

	and documentation.	
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Main outputs in 2013

- DG CONNECT Information Systems (IS) support: FP7 requirements, CIP requirements, programme legacy, embedded signatures and electronic exchange of documents with the programme participants
- Administrative processes are supported by paperless workflows.
- DG CONNECT IS compliant with the IS security communication and the data protection directive
- R3 follows the methodologies proposed by DIGIT for software development and service management and maintains a business continuity plan
- The user interfaces of DG CONNECT Information Systems share the same graphic charter and usability standards - DG CONNECT management information is integrated and available in real time
- Project development for a common Grant Management System (SyGMA) for the whole Research family
- Project development for a common Workflow System (COMPASS) for the whole Research family and its extension to a corporate dimension
- Quarterly reports on Service Levels performance are produced
- An improved implementation of the disaster recovery facilities to support the high availability level
- A high First Line Calls Resolution Rate at Service Desk level to enhance the quality and speed of service provided to the users
- An improved implementation of the disaster recovery facilities to support the high availability level
- A high First Line Calls Resolution Rate at Service Desk level to enhance the quality and speed of service provided to the users

SPECIFIC OBJECTIVE 6.3: To coordinate the operational implementation of programmes managed by DG CONNECT and to support grant management

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
6.3.1. % of timely delivery of advice to DG CONNECT units and hierarchy Owner: R5	Data not yet available	80%
<i>Main outputs in 2013</i>		
<ul style="list-style-type: none"> – Coordination and Support of submission and evaluation of FP7 and CIP ICT calls – Coordination and support of project negotiation and management and grant administration – Adaptation of grant agreements, procedures and guidelines to the revised FR – Preparation of transition to H2020 (rules, guidelines, processes) 		

SPECIFIC OBJECTIVE 6.4: To support the implementation of the Digital Agenda for Europe through legal assistance on the DG's policy initiatives and on institutional issues

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
6.5.1. % of inputs provided to the Secretariat General in the European Ombudsman complaints within the "date butoire" established in MEDiateur2 Owner: R4	In 2012 , 5 inputs to Secretariat General – 80% within time allocation	80%
<i>Main outputs in 2013</i>		
– Drafting comments for legislative policy initiatives implementing the DAE		

SPECIFIC OBJECTIVE 6.5: To implement and maintain an effective and reliable internal control system and monitor and report on its performance so that common understanding and ownership are ensured, risk of errors in operations is minimised and reasonable assurance is obtained on the legality and regularity of transactions and on the sound management of resources.

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
6.5.1. Degree of compliance to ICS requirements Owner: R4	95%	Full compliance
6.5.2. Degree of implementation of mitigating measures for critical risks Owner: R4	100%	100%
<i>Main outputs in 2013</i>		
<ul style="list-style-type: none"> – (Monthly and) quarterly reporting on the implementation of IAC & IAS audit recommendations, – Report on the Review of the state of internal control and follow-up of audit recommendations in DG CONNECT in 2012, – Internal Control Standards Review for 2013, – High Level Risk Assessment- 2013 & 2014, – Annual Activity Report for 2013 Part 2, – Bi-annual Management Reports for the Commissioner 		

SPECIFIC OBJECTIVE 6.6: To contribute to the protection of the DG's financial interests, by reducing the financial risks linked to the execution of cost-shared contracts

<i>Result Indicators</i>	<i>Latest known result</i>	<i>Target</i>
<p>6.6.1.</p> <p>Timely launch and completion of audits as planned in the year</p> <p>Owner: R4</p>	<p>Audits launched as of 31.10.2012: 112 (56% of original year target, 100% of target updated in October AICB)</p> <p>Audits completed as of 31.10.2012: 146 (73% of year original target, 97% of updated target)</p>	100%
<p>6.6.2.</p> <p>Timely delivery of audit results and reports concerning required financial adjustments on costs claimed by beneficiaries (error rate).</p> <p>NB: the representative error rate will be calculated at the end of the year and from 2012 onwards only at the level of the whole research family.</p> <p>Owner: R4</p>	100%	100%
<i>Main outputs in 2013</i>		
<ul style="list-style-type: none"> – Timely Audit reports on beneficiaries' compliance and financial management – Periodical reports on main indicators - costs adjustments, error rates, launch and closures of audits – Residual error rate derived from the Common Audit Sample 2012 for the Declaration of Assurance in the AAR and corrective audits in 2013 – Audit recommendations used as basis for recovery orders 		

SPECIFIC OBJECTIVE 6.7: To assess the quality and effectiveness of control systems in place, recommend and advise the Director-general in an independent and objective manner on sound and efficient management of the operations and resources within the DG

<i>Result Indicators</i>	<i>Latest known result¹⁶</i>	<i>Target</i>
6.7.1 Degree of implementation of the IAC annual work plan Owner: 01	90%	100%
6.7.2 Level of acceptance by the auditees of the "critical " or "very important" recommendations Owner: 01	100%	90%
6.7.3 % of accepted recommendations implemented within deadlines Owner: 01	57% ** **Result is calculated only for "critical" or "very important" recommendations. The other "very important" recommendations (43%) were partially implemented, in progress or not implemented.	> 75%
Main outputs in 2012		
Assurance to the DG regarding the effectiveness and efficiency of risk management, control, and internal governance processes in the DG and recommendations for improvement.		

¹⁶ Latest known result is calculated for 31/12/2011.

ANNEX 1: PRIORITISED INTERNAL CONTROL STANDARDS FOR EFFECTIVE MANAGEMENT

Standard / requirements	Brief description of the reasons for prioritisation
<p>ICS-4 Staff Evaluation and Development</p> <p>Discussions are held individually with staff to establish their annual objectives, which fit with the DG's, Directorate's and Unit's objectives;</p> <p>Staff performance is appraised according to rules set by the Commission ;</p> <p>A yearly strategic training framework is developed at DG level based on needs deriving from the policy of the DG together with recommendations and instructions received from the central services. A global average of working days, set in the Commission's annual strategic Learning and Development framework, is devoted to learning and development activities;</p> <p>As part of the appraisal dialogue and report, the training needs of staff are discussed and recorded. The Training Passport, recording all training activities undertaken by the staff member, is kept up to date;</p> <p>Management ensures that every staff member attends at least the training courses of a compulsory nature as defined in the strategic frameworks (of the Commission and of the DG).</p>	<p>This ICS has been put forward as a priority ICS for 2013 further to the mid-term review of Directorate Management Reports in June and after discussions in the Internal Control Coordination Group meeting of 15.11.2012 and 29.11.2012. The Management Team endorsed ICS 4 as priority ICS for 2013 at their meeting of 03.12.2012.</p> <p>Staff Evaluation and Development have been and continue to be at the core of DG CONNECT activities. During the past years efforts have already been deployed to further align evaluation and Development of staff with the needs of DG CONNECT.</p> <p>The objective will be to ensure that the staff evaluation and development strategy of DG CONNECT enable the DG to maintain the highest level of its services to the citizens.</p> <p>Staff Evaluation and Development will also be reviewed in light of the Objectives and Performance Indicators of DG CONNECT.</p>

ANNEX 2: PLANNING OF EVALUATIONS AND OTHER STUDIES

The list of studies to be launched in 2013 is still under discussion by the management team.

No	Title of evaluation (possibly working title)	Intended use of the evaluation or study		Type of evaluation or study		Timing		Associated services
		CWP initiative/expenditure instrument that the evaluation or study will support	Other purpose*	Prospective** (P) or retrospective (R)	External (E), internal (I), internal with external support (I&E)	Start (month/year)	End (month/year)	

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

1	Second Interim Evaluation of the ARTEMIS and ENIAC Joint Technology Initiatives (JTIs)		Required by the legal base	R, P	I&E	06/2012	31/12/2013	A4
2	Future impact of ENIAC and ARTEMIS - SMART 2012/0050 - IAV	H2020	Future ENIAC/ARTEMIS JTI	P	E	05/2012	12/2012	A4
3	Evaluation report on the experience acquired as a result of the operation of BEREC and the Office – including: Study on the evaluation of BEREC and the BEREC Office - SMART 2011/0009 - IAV		Art. 25 of the Regulation	R, P	I&E	Q4 2011	Q4 2012	B2

4	Evaluation of the pertinence and impact of the EU support actions to research infrastructures in the 7th Framework Programme - SMART 2012/0045 - IAV	FP7	To inform DG RTD and DG CONNECT on the pertinence and impacts of the implementation of their activities regarding Research infrastructures' part of the FP7 Capacities programme.	R	E	Q4 2012	Q4 2013	C1
5	Assessing impact of the European Innovation Partnership on Active and Healthy Ageing - SMART 2012/0065 - IAV		To be used for Impact assessment of the European Innovation Partnership (EIP) on Active and Healthy Ageing	R, P	E (JRC/IPTS)	09/2012	02/2014	H2
6	Analyse the feasibility of the long term sustainability of the Large Scale Pilots, including an ex-ante evaluation - SMART 2012/0059 – IAV	CIP ICT-PSP	Input for detailed projects / activities to be implemented under the 'Connecting Europe Facility'	P,R	E	08/2012	05/2013	H3
7	Report on the implementation of the RFID Recommendation - including: Study on the monitoring of the implementation of the RFID Recommendation in the EU Member States -SMART 2011/0047 - DC		RFID Recommendation C(2009)3200 Clause 20	R	I&E	04/2012	Q1 2013	H4

8	Report on Communication and Recommendation on mobilising Information and Communication Technologies to facilitate the transition to an energy-efficient, low-carbon economy COM(2009) 111 & C(2009) 7604: including 1) pilots run with the industry (http://www.ict-footprint.com/) and 2) the study: Towards an overall measurement methodology of the carbon and energy foot prints of the ICT sector - SMART 2011/0073		Establish achievement of first half of Key Action 12 of DAE and potentially use as basis for future actions in the field of Green ICT	R, P	I&E	Q1 2012	Q4 2012	H5
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II. Evaluations planned to start in 2013 or later

1	Final Evaluation of ARTEMIS and ENIAC Joint Technology Initiatives (JTIs)		Required by the legal base	R, P	I&E	01/2017	30/06/2018	A4
2	Commission Communication reviewing the scope of universal service		Periodic review every 3 years in accordance with Art 15 Universal Service Directive (last Communication published on 22 November 2011)	P, R	I&E	Q4 2013	Q4 2014	B2
3	Commission Recommendation 2009/387/EC on the implementation of privacy and data protection principles in applications supported by radio- frequency identification, including the Study on the monitoring of the implementation of the RFID Recommendation in the EU Member States –SMART 2011/0047		Report of the EC required by the legal base	R, P	I&E	2012	Q2 2013	H4

4	Interim Assessment of the Future Internet Public-Private Partnership		Assess the progress of the Future Internet Public-Private Partnership. Follows the Interim Assessment released in May 2012.	R, P	E	2014	2014	E3
5	Ex-post evaluation of the Competitiveness and Information Programme - ICT Support programme (CIP ICT-PSP) - SMART 2013/0058	CIP ICT-PSP	As per the Multi-annual Plan for Evaluation and Monitoring (E&M) of the ICT-PSP and the Financial Regulation	R	I&E	Q2 2013	Q2 2014	F4
6	Support to the ex-post evaluation of the ICT research in the Seventh Framework Programme, including the study SMART 2013/0049	FP7	The overall FP7 ex-post evaluation, required by the legal base, will be conducted by DG RTD.	R	I&E	Q4 2013	Q4 2014	F4
7	Evaluation of the Safer Internet programme (2009-2013)		Required by the legal base	R	I&E	Q4 2013	Q4 2014	G4
8	Final Evaluation of the Ambient Assisted Living Joint Programme (AAL JP)		Required by the legal base	R	I&E	Q2 2013	Q4 2013	H2
9	Study for the mid-term evaluation of the eGovernment Action Plan 2011-2015 implementation - SMART 2012/0060 - IAV	CIP ICT PSP	The eGovernment Action Plan requires a mid-term evaluation to be conducted in 2013.	R, P	E	Q1 2013	Q4 2013	H3
10	Communication (2009)278 on the Internet of Things		Report on the implementation of the Communication	R	I	2013	2013	H4

11	Framework Contract for the Provision of Data gathering , impact Assessment and ex-post evaluation related services - SMART 2013/0065 - IAV		This Framework Contract intends to provide a facility for different DG CONNECT services to perform their impact assessment studies and analyses in a faster and simpler procurement procedure, while meeting EC requirements and standards for impact assessments.	R, P	E	2013	2016	02/F4
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III. Other ongoing or planned studies***

12	Eurobarometer household survey on eCommunications - SMART 2013/0010 - DC	eCommunication	To keep abreast of markets trends in e-communications and assess how EU households benefit from telecom liberalisation, in particular in the context of the Universal Service Directive	n/a	E	Q2 2013	Q4 2013	B1
13	State of play of SSL deployment and of the competitiveness of the SSL industry in Europe and the way ahead - SMART 2013/0002 - DC/PC	FP7	Describe and analyse the economic situation and competitiveness of the European lighting industry (general lighting applications only) in terms of: Europe's global market shares (production volume), size + importance, state of development of the value chains and their further development, growth potential, etc. and analyse the main challenges it is facing	n/a	E	Q3 2013	Q4 2013	A1
14	Model contract terms and conditions for cloud computing services - SMART 2013/0039 - PC	CIP ICT PSP	The study aims to serve as one of the bases of the legislative or non-legislative action related with the model contract terms and conditions for cloud computing services.	n/a	E	Q2/end of Q2 2013	Q4 2013	E2

15	Certification schemes for cloud computing - SMART 2013/0041 - PC	CIP ICT PSP	The desired outcome are possible models for cloud certification and auditing frameworks that can be promoted at the European level.	n/a	E	Q1 2013	Q3 2013	E2
16	Financial/tax aspects of cloud computing services - SMART 2013/0042 - PC	CIP ICT PSP	The study will examine tax/financial issues that could impede the future development of the cloud computing services. And which were identified in the Cloud Computing Communication as areas for further analysis. DG CNECT could be Chef of the File on these actions.	n/a	E	Q1 2013	Q3 2013	E2
17	ESTAT/NSI Enterprise Survey 2014 - SMART 2013/0051 - DC	CIP ICT PSP	The central aim is to support the collection of new statistics on the information society that will contribute to the Digital Agenda policy development.	n/a	E	Q3 2013	Q4 2013	F4
18	ESTAT/NSI Household survey 2014 - SMART 2013/0052 - DC	CIP ICT PSP	The central aim is to support the development of new statistics on the information society that will contribute to the Digital Agenda policy development.	n/a	E	Q2 2013	Q4 2013	F4
20	Strategic Intelligence Monitor on Personal Health Systems Phase 3 (SIMP3S3)- SMART 2013/0066 - FS	FP7	The study will carry out essential work on mapping of initiatives relevant to the needs of the European Innovation Partnership on Active and Healthy Ageing (EIP AHA). It will evaluate effectiveness of telecare and telehealth and will provide a comprehensive collection of evidence on health and economic outcomes of telehealth/ telecare/integrated care.	n/a	E	Q2 2013	Q2 2014	H1

ANNEX 3: ACTIONS STEMMING FROM THE AAR, AUDIT RECOMMENDATIONS AND THE SYNTHESIS

1. Actions stemming from reservations made in AAR						
Reservation	ABB activity	Actions	Expected result	Timetable for implementation	Responsible unit	Mid-term progress review
Reservation concerning the rate of residual error with regard to the accuracy of cost claims in the 7th Framework Programme's grant agreements.	09.01.05.03 Completion of the 7th EC framework programme (2009-2016)	(1) Development of audit certification based on "agreed upon procedures" and introduction of the possibility for ex-ante certification of the beneficiaries' accounting methodology; (2) Continuing efforts in ex-post auditing combined with additional publicity efforts focused on beneficiaries and certifying auditors; (3) Introduction in 2011 of simplification measures regarding eligibility of costs which will further reduce the error rate;	Residual error rate below the materiality threshold of 2%.	By the end of the 7th Framework Programme	R4	On track although it will not be possible to achieve by end of FP7

2. Actions taken to implement audit recommendations affecting the DoA

Recommendation	ABB activity	Actions	Expected result	Timetable for implementation	Responsible unit	Mid-term progress review
Improve coordination amongst Research Services - Common Audit Strategy and Coordination Issues	09.01.05.03 Completion of the 7th EC framework programme (2009-2016)	(1) Drawing of single representative audit sample for the Research Services; (2) Drawing of own risk based sample in order to address specific risk; (3) Coordinated planning for risk based audits including appraisal of a single audit service option;	Improved coordination amongst Research Services and consistency of approach	30/12/2012	R4	IMPLEMENTED. Appraisal for the need of single audit service foreseen for H2020.
Improve availability of documentation (DG's audit strategy, detailed Work Plan and Audit Plan) and performance monitoring	09.01.05.03 Completion of the 7th EC framework programme (2009-2016) and Non Research Programmes	(1) Definition of multi-annual plan mapping out the attainment of the quantitative targets. Application of KPIs to follow attainment.	Improved follow-up of the audit activity	30/12/2012	R4	PARTLY IMPLEMENTED. Audit activity follow-up well documented. KPI regarding time lapse for audit implementation still to be developed.
Harmonise the methodology for error rate's calculation amongst the Research Services	09.01.05.03 Completion of the 7th EC framework programme (2009-2016)	(1) Coordination with the other Research Services and the central services to bring consistency when reporting error rate (2) Compliance with the AAR's standing instructions containing guidelines for the calculation of the error rate.	Harmonized methodology for error rate calculation	30/12/2012	R4	IMPLEMENTED. DG CNECT is compliant with the DG BUDG AAR's standing instructions for error rate calculation and has contributed to the discussion on harmonization.

Ensure continuous quality improvement of the audit function	09.01.05.03 Completion of the 7th EC framework programme (2009-2016)	(1) Set up of working group at Research Services level in order to consider a Quality Improvement Programme. Internal and External peer reviews.	Existence of sound quality control of the audit function across Research Services	30/12/2012	R4	PARTLY IMPLEMENTED. Peer reviews between DG CNECT and DG RTD have already been carried out. Reviews of external audit firms' work will be completed by the end of February 2013.
Ensure clear guidelines on corrective mechanisms (extrapolation, sanction and penalties)	09.01.05.03 Completion of the 7th EC framework programme (2009-2016)	(1) Update of the FP7 implementation guidelines; (2) Development of audit specific criteria for EWS flagging	Existence of clear guidelines on corrective mechanisms	30/12/2012	R4	Risk of delay - Internal note defining audit specific criteria for EWS flagging is about to be presented to management. FP7 Implementation guidelines are still at working paper stage.
Assess the reliability and effectiveness of the audit certificates (CFS, CoM, CoMAv)	09.01.05.03 Completion of the 7th EC framework programme (2009-2016)	(1) Conduct an evaluation exercise concerning the reliability of CFS and share the obtained results with the other Research Services; (2) Evaluation of the reliability of the Certificates on the Methodology jointly with the other Research Services	Assurance on the reliability of ex-ante certificates	30/12/2012	R4	IMPLEMENTED. An analysis of CFS reliability was carried out at DG CNECT level. Joint with DG RTD information campaign for beneficiaries and certifying auditors was organized in order to increase efficiency of CFS and CoM.

Improve fraud prevention and detection	09.01.05.03 Completion of the 7th EC framework programme (2009-2016) and Non Research Programmes	(1) Develop a common fraud strategy for the research area as a whole; (2) Dissemination and better communication of the respective responsibilities as regards anti-fraud measures to operational staff. (3) Assessment of the specific risk concerning double funding;	Existence of efficient anti-fraud strategy	30/12/2012	R4	IMPLEMENTED. Anti Fraud Strategies exist for Commission, Research family and DG CNECT. Trainings for operational staff are organised regularly. Tools for tracking double funding are operational.
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3. On-going actions stemming from the Synthesis Reports

Action from Synthesis Report	ABB activity	Expected result	Timetable implementation for	Responsible unit	Mid-term progress review
N/A					

ANNEX 4: COMMUNICATION STRATEGY

Every European Digital! This motto remains the ultimate target of the integrated set of policies which DG CONNECT will focus on in 2013. To help accomplishing this goal and break down digital barriers all over Europe, each Member State has appointed a Digital Champion to promote the benefits of an inclusive digital society.

All external communication actions of DG CONNECT are linked with the corporate priorities. The matching with DG CONNECT priority topics and the narrative provided by DG COMM has been made during early September and circulated amongst the ECN.

Economy and **citizens** are the two umbrellas under which DG COMM has developed the narratives to maximise the impact of the Commission's key political messages. The contribution of DG CONNECT policies in making the economy stronger through increased competitiveness and stable public finance is central, as well its impact on citizens as consumers as well as individuals.

There is a clear, direct and substantial contribution of the refocused actions of DAE to the main Commission priorities, such as:

- Reforming labour markets
- Liberalise protected sectors
- Achieving the single market
- Help SMEs to reach a competitive position in the global markets
- Offer citizens a better quality of life and services (citizens as consumers, citizens as individuals, citizen' rights, inclusive technologies and web accessibility)
- Youth employment, but also active and healthy ageing
- Cutting the red tape and getting public finances under control
- Research as enabler of innovation and industrial competitiveness (the EU budget

The table below matches DG CONNECT communication priorities with the corporate communications.

Commission top level priorities	DG CONNECT PRIORITIES
Liberalise closed or protected sectors, Single Market, Reforming labour markets, SMEs, Citizens as consumers	Broadband & CEF; Radio Specturm Policy programme
Reforming labour markets, SMEs, Single Market	Cloud computing services
SMEs, Citizens as private individuals	Secure environment
Reforming labour markets, Youth unemployment	Entrepreneurship and ICT for jobs and skills (Grand coalition). Active and Healthy ageing and ICT for social inclusion
Single Market, Cutting red tape, The EU budget (CEF), Getting public finances under control, SMEs, Citizens rights as students, tourists, business travellers, Citizens as consumers	Digital Single Market
Research as enabler of innovation and industrial competitiveness (The EU Budget)	The research and innovation Programme, H2020 and an Industrial agenda for key enabling technologies

No	Communication Objective(s)	Messages (these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
Policy objective/Policy output <i>Research and innovation</i>								
	Prepare the ground for H2020	<p>ICT is both a major industrial sector and an enabler for innovation and productivity in many other sectors (manufacturing, energy, transport, healthcare, etc.)</p> <p>Strengthen the EU's position in science and industrial leadership in innovation eco-efficiency thanks to ICT for green economy</p> <p>Pooling resources: new forms of public-private innovation partnership</p> <p>Research and innovation programme: industries at the forefront</p> <p>Horizon 2020 will tackle societal challenges by helping to bridge the gap between research and the market</p> <p>Research addresses major concerns shared by citizens in Europe and elsewhere</p>	<p>(As appropriate)</p> <p>Min Fin / Budgetary decision-makers</p> <p>Research stakeholders</p> <p>ICT industry</p> <p>Citizens & professionals as early adopters</p> <p>Mainstream news journalists</p> <p>Popular science/tech media</p> <p>Researchers</p>	<p>Press material</p> <p>web content</p> <p>social media</p> <p>Joint campaign with DG RTD</p> <p>Audiovisual material</p>	<p>As appropriate (adoption of the programme for example)</p> <p>Throughout 2013</p> <p>Throughout 2013</p> <p>Throughout 2013</p> <p>Throughout 2013</p>	<p>SPP</p> <p>DG RTD contract for the Futuris series</p>	<p>Necessary preparatory work before the launch of the new Framework Programme</p> <p>New instruments and concepts</p> <p>Idem</p> <p>Idem</p> <p>Idem</p> <p>Idem</p>	

No	Communication Objective(s)	Messages (these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
				FET Flagship event	June-July 2013		Idem	
				ICT2013 event	Vilnius 7-8 November 2013		Idem	
Policy objective/Policy output <i>Trust and security</i>								
	Secure environment – European Cyber security strategy / Better internet for kids	Increase incentives for investment in security More investments in security, more attractive market for business activities (no disruption) Local approaches are not sufficient for guaranteeing an effective response to cyber attacks Europe needs to become a leading region as regards security, safety and privacy for the digital economy Only with an EU approach we can tackle the security challenges at global level Make a responsible use of the internet Fight against child sexual abuse on line	Policy makers in MS Industrial associations Associations of parents, schools, etc. Mainstream news journalists Internet Activist	Press material web content social media	As appropriate (proposal and adoption of the directive) Throughout 2013 Throughout 2013	SPP	Relevance of communicating about the overall strategy and the part related to DG CNECT	

No	Communication Objective(s)	Messages (these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
	(Connected TV, Copyright, eProcurement, etc)	<p><i>TV still under elaboration.</i></p> <p>Urgently implement the legislative proposals to eliminate the remaining obstacles to cross border transactions</p> <p>The completion of a true Digital Single Market could add 4% to the EU's GDP by 2020.</p> <p>Digital solutions make it simpler to move, look for a job, open a business, work remotely, lower the business management costs related to the digital infrastructure and services, identify oneself and access services in one stop shop mode.</p> <p>Up to 100 million households worldwide are projected to use connected TV by 2016</p> <p>Releasing public data could give an extra 0.5% annual growth.</p> <p>Digital means savings keeping the same high level of public services, which is the distinctive element of the European society</p>	<p>Sector stakeholders</p> <p>Mainstream media</p> <p>ICT entrepreneurs (incl. web commerce enterprises, telecoms)</p> <p>Institutional</p>	<p>web content</p> <p>Social media</p>	<p>Throughout 2013</p> <p>Throughout 2013</p>		review	

No	Communication Objective(s)	Messages (these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
		<p>Cutting the red tape has big impact on SMEs</p> <p>eProcurement alone can save 100 Billion Euros per year</p> <p>Savings in public administrations: cost can be reduced by 15-20%</p> <p>Simplify establishment of companies while improving public administrations and business environment</p> <p>CEF will support launch of new companies</p> <p>Eurobarometer survey: eCommunications Household survey for digital technologies, services and platforms in order to assess developments on the demand side.</p>	audience (regions, Ms institutions investing in infrastructures)					
<p>Policy objective/Policy output</p> <p><i>Cloud services and smart cities</i></p>								
	Cloud Computing	Digital technologies transform many different business sectors: music,	Industres, associations	Press material	As appropriate	SPP	Accompanyin g the Cloud computing	

No	Communication Objective(s)	Messages (these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
		<p>healthcare, science</p> <p>Cloud computing slashes ICT costs for companies</p> <p>SMEs using the web actively grow and export twice as much as others.</p> <p>In growth terms alone, cloud computing services could create 3.8 million new European jobs, and generate some €250 Billion by 2020 (against €88 billion if we stick to the status quo).</p> <p>Through cloud services, SMEs that are Europe's economic backbone can gain significant improvements in their competitive position in the global markets by enjoying unprecedented access to sophisticated customer and logistics management systems</p>	<p>Innovative SMEs</p> <p>ICT companies</p> <p>Mainstream</p>	<p>web content</p> <p>social media</p>	<p>Throughout 2013</p> <p>Throughout 2013</p>		<p>strategy implementation, also priority in the DAE review</p>	
<p>Policy objective/Policy output</p> <p><i>Digital literacy, skills and inclusion</i></p>								
	<p>Entrepreneurship & ICT for jobs</p>	<p>Digital is where the future jobs are</p>	<p>Mainstream news journalists</p>	<p>Press material</p>	<p>As appropriate</p>	<p>SPP</p>	<p>Launch of various</p>	

No	Communication Objective(s)	Messages (these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
	& skills (Grand Coalition) - Active and Healthy ageing	<p>Reformed labour markets are digital labour markets</p> <p>35% of all start-ups supported by venture capital are ICT –based</p> <p>Digital solutions help preserving jobs as well as creating jobs</p> <p>Jobs for ICT specialists have been growing by 3% a year even during the crisis and Europe will be short of 700,000 ICT practitioners by 2015.</p> <p>One in five workers now requires advanced ICT skills. 90% of workers require basic ICT skills</p> <p>A massive jobs surplus is emerging in the ICT sector. There will be up to 700,000 vacancies by 2015 unless more is done to direct more young people into computing degrees, retrain mid-career unemployed people, and attract more women into the sector</p> <p>Jobs held by highly-qualified people with ICT skills are expected to rise by 16 million by 2020, while those held by low-skilled worked will decline by 12 million.</p> <p>ICT is pervasive throughout all sectors of</p>		<p>web content</p> <p>Social media</p>	<p>Throughout 2013</p> <p>Throughout 2013</p>		<p>initiatives during 2013 in the mentioned policy priorities require visibility</p>	

No	Communication Objective(s)	Messages (<i>these messages are examples as they cannot be exhaustive. They will depend on the development (or progress) of the policies and need to be tailored to the audience and the specific purposes of the different communication activities</i>)	Audience	Proposed actions/ type of activity	Date/ location	DG COMM Services	Ex-ante evaluation	Budget (see separate table below)
		the economy, and is itself now one of the largest and fastest growing sectors of the European economy, even throughout the crisis. ICT skills lower risk of unemployment.						

The planned budget takes into consideration the needs for tools and services, and not been assigned to single topics. The budget devoted to events is particularly high as ICT 2013 event will take place.

Activity	description	€
Audio-visual services	including the Futuris series of videos (under DG RTD contract), opening video for ICT 2013	490.000
Press	Media monitoring including also special report on ICT 2013	725.000
Publications	with special support to ICT 2013 and launch of H2020, ebooks, publications on the different research topics, leaflets	80.000
Web services	Full roll out of the new Web site: complete development and testing, editorial work	620.000
Events	DAA, FET flagship, Future Internet Assembly, eHealth week (other might come)	1.500.000
(preliminary budget allocation)	ICT 2013 (tbc if budget commitment has been partially or entirely done in 2012)	4.000.000
Social Media	Management and analytics tools; support and animation of the SoMe network, integration of the SoMe in the web	127.000