



Management Plan 2014

Communications Networks, Content and Technology Directorate-General

Public version



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1. MISSION STATEMENT

The DG helps to harness information and 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.

To help achieve this, we:

- Support high-quality research and innovation that delivers imaginative, practical and value-enhancing results;
- Foster creativity through a European data value-chain in which anyone can share knowledge;
- Promote greater use of, and public access to, digital goods and digital services, including "cloud" computing, in order to boost the European single market;
- 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;
- Work with partners globally to support an 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.

(Source: <http://ec.europa.eu/dgs/connect/en/content/mission-and-priorities> - Accessed 24/10/2014)

2. THIS YEAR'S CHALLENGES

This year ahead will see the culmination of the 5 years legislative programme of Barroso II, with both a burst of energy ahead of the European Parliament elections and (we trust) early continued momentum from the Committees of the new Parliament. We shall also handle the significant challenges inherent in the work of Horizon 2020, based on a fresh innovation strategy, new roles for executive agencies and new software tools. These and other tasks will be executed against the back-drop of the biggest shift of resources out of the DG in its history. And in parallel we shall prepare with a new Commissioner–designate the strategy for the next college.

Robert Madelin, Director-General of the Communications Networks, Content and
Technology DG

- Key performance indicators

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| KPIs |
| The difference between roaming and national tariffs to approach zero by 2015. |
| The entire EU to be covered by broadband above 30 Mbs by 2020. |
| By 2030, greenhouse gas emissions should be reduced by 40% compared to 1990. The share of renewable energy sources in final energy consumption should be increased to 27%. (for DG CONNECT, mainly linked to ICT R&D&I outcomes) |
| To halve the proportion of the population that has never used the internet from 30 % to 15 % by 2015. |
| 3% of the EU's GDP should be invested in R&D. |

3. GENERAL OBJECTIVES OF THE POLICY

3.1. Policy and regulatory activities

| | | |
|--|---|---|
| General objective (definition): Improving the EU's global competitive position in the transition towards a 'smart' Internet economy as set out in Europe 2020 and as implemented notably through the European Semester by completing the digital single market. | | <input type="checkbox"/> Spending programme <input checked="" type="checkbox"/> Non-spending |
| Impact indicator: Percentage of population buying online (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | | |
| Baseline 45% (2012) | Target By 2015, 50% of the population should be buying online. | |
| Impact indicator: Percentage of population buying cross-border online (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | | |
| 11% (2012) | By 2015, 20% of the population should buy cross border online. | |
| Impact indicator: Percentage of small and medium enterprises (SMEs) doing eCommerce (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | | |

| | |
|---|--|
| 13% (2012) | By 2015, 33% of SMEs should conduct online purchases/sales. |
| Impact indicator: Difference between roaming and national tariffs in mobile communications (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | |
| 33% (2012) | By 2015, the difference between roaming and national tariffs should approach zero. |
| Impact indicator: Broadband coverage (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | |
| 54% (2012) | By 2020, broadband internet access at or above 30 Mbps for 100% of EU citizens. |
| Impact indicator: Ultra-fast broadband coverage (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | |
| 2% (2012) | By 2020, 50% of EU households should have subscriptions above 100Mbps. |

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| General objective: Promote the access and use of ICT to the benefit of EU society. <input type="checkbox"/> Spending programme <input checked="" type="checkbox"/> Non-spending | | |
| Source: DAE | | |
| Impact indicator: Percentage of population using internet regularly (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | | |
| Baseline (year) | Milestone | Target |
| 70% of the population used internet regularly (2012) | | by 2015, 75% of the population should be using internet regularly |
| Impact Indicator: percentage of disadvantaged people using internet regularly (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | | |
| 54% of the persons with disadvantages used internet | Adoption of the proposal for Web-accessibility (Q4, 2014) | By 2015, 60% of people with disadvantages should use internet regularly |

| | | |
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| regularly (2011) | | |
| Impact Indicator: percentage of population that has never used internet (Source: DAE, http://ec.europa.eu/digital-agenda/en/scoreboard) | | |
| 22% of population never used internet (2011) | | By 2015, the proportion of population that has never used internet should be halved to 15% |

3.2. Horizon 2020

| | | |
|---|---|---|
| General objective: To build a society and a world-leading economy based on knowledge and innovation across the whole Union, while contributing to sustainable development. | | <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending |
| Impact indicator: The Europe 2020 R&D target (3 % of GDP) (Source: Annex I – Horizon 2020 regulation) | | |
| Baseline 2.03 % of GDP (EU-27, 2011) | Target 3% in 2020 | |
| Impact indicator: The Europe 2020 innovation headline indicator (index with reference 100 in 2010) (Source: Annex I – Horizon 2020 regulation) | | |
| Baseline 104.4 (2011) | Target Pending decision in the context of the European Semester (source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) | |
| Impact indicator: Share of researchers in the EU active population (Source: Annex I – Horizon 2020 regulation) | | |
| Baseline 0.99% (2009) | Target 1.15% in 2020 | |

3.3. Connecting Europe Facility

| | | |
|---|--|---|
| <p>General objective: <i>Contributing</i> to smart, sustainable and inclusive growth, <i>in line with the Europe 2020 Strategy</i>, by developing modern and high-performing trans-European networks <i>which take into account expected future traffic flows, thus benefiting</i> the entire Union in terms of <i>improving</i> competitiveness <i>on the global market</i> and economic, social and territorial cohesion in the internal market and creating an environment more conducive to private, public <i>or public-private</i> investment through a combination of financial instruments and Union direct support <i>where projects could benefit from such a combination of instruments and by appropriately</i> exploiting synergies across the sectors</p> <p>(Source: CEF regulation – Art. 3 a)</p> | | <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending |
| <p>Impact indicator: Volume of private investment in fast and ultra-fast broadband internet¹</p> <p>(Source: CEF Programme Statement DB2014)</p> | | |
| <p>Baseline (year)</p> | <p>Target Projection of private investment until 2020: up to EUR 50bn (Investment need until 2020: up to EUR 270bn)</p> | |
| <p>Impact indicator: Volume of public and private investment in projects of common interest for fast and ultra-fast broadband internet funded by CEF, cumulative.²</p> <p>(Source: CEF Programme Statement DB2014)</p> | | |
| <p>Baseline</p> | <p>Milestone</p> <p>EUR 949m (2017)</p> | <p>Target EUR 1148m³ (2020)</p> |

¹ This is the forecast of investments made independent of and without CEF intervention.

² This is the forecast for what can be achieved with CEF.

³ This assumes limited CEF broadband funds leveraging private and (other) public investment by a factor of 7.

4. SPECIFIC OBJECTIVES FOR OPERATIONAL ABB ACTIVITIES

4.1. Policy and Regulatory framework for a completed digital single market

The Commission will continue its efforts to provide the appropriate regulatory framework aimed at completing a single market for electronic communications, in particular a dynamic and competitive telecoms sector in the EU, as the cornerstone of EU's digital economy and as necessary first step towards the completion of a vibrant Digital Single Market by 2015.

In this respect, Commission will continue to negotiate with the Council and the European Parliament the proposal for a Regulation laying down measures concerning the European single market for electronic communications and to achieve a Connected Continent, in view of a possible adoption by the co-legislators as early as possible in 2014.

The Commission will also put forward a revision of the Recommendation on relevant markets to ensure that, as competition develops, the ex-ante regulatory burden on operators is reduced appropriately. The application of the Recommendation on Costing Methodologies and Non-Discrimination will continue ensuring legal certainty to enhance investments in high-speed broadband.

To make such investments in networks easier and less costly, and to stimulate broadband coverage, the Commission will also continue to negotiate with the Council and the European Parliament the proposal for a Regulation of the European Parliament and of the Council on measures to reduce the cost of deploying high-speed electronic communications networks with a view of its adoption in the first half of 2014.

During 2014, the Commission will launch a review the scope of universal service. It will include assessing the economic and societal impacts of various scenarios of universal service obligations and both the potential inclusion of broadband in its scope as well as a possible reduction of some of the current universal service obligations, as appropriate.

In addition, the Commission will in 2014 pursue further preparatory steps to support the completion of the Digital Single Market by 2015. This will encompass targeted initiatives to foster digital service economy in areas such as cyber security, cloud and big data services, the competition between online services and traditional telecoms services, the impact of convergence between audio-visual and telecommunication services and markets, the digital interaction between citizens and governments, as well as the promotion of digital skills and the coordination of digital initiatives in Member States.

Pressing health and health systems challenges are being addressed through the **eHealth Action Plan** (2012-2020) through four main areas of action: 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. Concretely, the Green Paper on mHealth planned for 2014, is a first step in addressing legal issues in the practice of medicine and public health, supported by mobile devices.

Audiovisual Media Services. The Commission will further monitor the implementation of the Audiovisual Media Services Directive (AVMSD) governing both traditional TV broadcasts and on-demand audiovisual media services (VOD and OTT services). The DG will support the implementation of the provisions on the promotion of European works

with regard to on-demand audiovisual media services (DAE action 82) with a best practice paper. DG CONNECT will establish working methods and set up the Working Group of Regulatory Authorities on media pluralism and media freedom.

The DG will prepare for decisions in 2015 under REFIT regarding the AVMSD. It will equally reinforce cooperation with the Council of Europe on media pluralism and with DG EAC on facing the challenges brought by the digital era for cinemas and film heritage institutions. The 4th report on the application of the Film Heritage Recommendation will be published.

Moreover, this activity is supported by research and innovation projects that will be launched under Horizon 2020 in 2015¹ on convergence and integration between broadcasting, broadband Internet-based services, audio-visual and social media, searching technologies answering to the new demands from the content side and new forms of experiencing environments.

Adoption of the proposal for a Regulation on electronic identification and trust services for electronic transactions in the internal market - COM(2012)238 final (foreseen for the end of the current parliamentary cycle). The Regulation aims at delivering a predictable regulatory environment for electronic identification (eID) and trust services (eTS) for electronic transactions in the internal market (COM(2012)238 final) to boost the user convenience, trust and confidence in the digital world. This regulatory environment will keep pace with technological developments, promote innovation and stimulate competition.

Adoption of the proposed Directive on Web-Accessibility of Public Sector Bodies' Websites foreseen for beginning of 2014. The implementation of the Directive should ensure that by 2015 public sector websites are fully accessible, also for the elderly or the disabled. Furthermore, it would create better conditions in the market for web development and more jobs, while making it cheaper for governments to make and keep their websites accessible to all.

Implementation of a cybersecurity strategy for Europe to ensure a safe, secure, trustworthy and resilient digital environment. This includes the adoption by co-legislators of the Directive on Network and Information Security, the adoption of a Commission Recommendation on good cyber security practices and the implementation of the ePrivacy Directive. Furthermore, cross-cutting research and innovation projects will address technological and industrial issues that derive from the NIS policy.²

DG CONNECT is coordinating the development and implementation of a strategy for the **European data value chain** leading to a set of actions that will help to nurture a coherent European data ecosystem and that will contribute to increased efficiency in a range of data-intensive sectors as well as to the emergence of a high number of innovative data-related products and services. In 2014, efforts will focus on the implementation of the Public Sector Information Directive of 2013 and will be complemented by strategic research and innovation projects under the Horizon 2020 framework programme as well as a pilot open data pan-European portal.

¹ Call ICT 19 in 2015 on Technologies for creative industries, social media and convergence in the ICT Work Programme for Industrial Leadership.

² See also outputs related to the LEIT ICT Work Programme, p. 41, and Societal Challenges, p.45

The Commission is also continuing its efforts to ensure that all **scientific information is available free of charge** in order to accelerate scientific discovery, enable new forms of data-intensive research and allow research findings to be taken-up by businesses and contribute to the development of new products and services. The Framework Programme for research and innovation Horizon 2020 makes open access to scientific publications issued from EU funded research activities mandatory. The Commission will also follow-up on the Recommendation C(2012) 401 to the Member States on access to and preservation of scientific information.

The Commission has launched a **Pilot on Open Research Data in Horizon 2020**. This Pilot, covering roughly 20% of the 2014-15 Work Programme, will require participating projects to open up the research data needed to validate the results presented in their scientific publications. Other research data will be opened up on the basis of a Data Management Plan to be developed by each project. It is expected that opening up research data can lead to better and more efficient science and improved transparency for citizens and society. It will also contribute to economic growth through open innovation.

While successive **Roaming Regulations** have brought tangible benefits to consumers in the form of price reductions for roaming services, roaming charges continue to be an important cost to citizens and businesses and, as such, constitute an important impediment to mobility within the Single Market. However, customers as of yet can't confidently replicate their consumption behaviour in their home Member State when travelling within the EU.

To this end, the Connected Continent proposal includes provisions on roaming which complement the existing roaming regulation. In particular, it introduces an optional regime aiming at providing further incentives for roaming providers to find agreements which allow them to reduce wholesale costs and thus enable them to provide roaming services at the level of domestic prices. The Commission is engaging with the Council and the European Parliament on this basis to find a sustainable solution to the roaming issue in the context of Connected Continent negotiations.

The European Innovation Partnerships (EIP) are a new approach to EU research and innovation developed under the Innovation Union 2020 flagship. EIPs are challenge-driven, focusing on societal benefits and a rapid modernisation of the associated sectors and markets. They are a framework to streamline, simplify and better coordinate existing instruments and initiatives and complement them with new actions where necessary. This should make it easier for partners to co-operate and achieve better and faster results compared to what exists already. Horizon 2020 will be one of the key financing mechanisms for actions but other funds include European Structural Funds and other available national and regional funding instruments. DG Connect is working on two EIP areas: 'Active and Healthy Ageing' and 'Smart Cities and Communities'.

European Innovation Partnership on Active and Healthy Ageing is concerned with improving health, demographic change and wellbeing, with an overall target of adding two more healthy years by 2020 to the lifespan of EU citizens. Partners from all over Europe (end users, public authorities, industry, healthcare professionals and others) cooperate on concrete actions to improve elderly's quality of life, the long term sustainability of health and social systems and EU industry expansion in the field. This EIP was launched in 2012 and is co-managed with DG SANCO. By now we can count over 500 commitments, with over 1000 regions and municipalities, 3000 partners and 1 billion Euros mobilised.

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.

The Commissions will also continue other initiatives designed for supporting competitiveness and growth in Europe through initiatives like the Cloud Computing Strategy and related research actions or the Start Europe initiative, aiming at creating opportunities for web entrepreneurs.

- Resources

| ABB activity: Regulatory Framework for the Digital Society | | | | | |
|---|---|------------|--------------------------|---|-------|
| Financial resources (€ in commitment appropriations) | | | Human resources | | |
| Operational expenditure | Administrative expenditure (managed by the service) | Total | Establishment plan posts | Estimates of external personnel (in FTEs) | Total |
| 18,026,248 | | 18,026,248 | 140 | 23 | 163 |

| Relevant general objective(s): Regulatory environment for a completed digital single market | |
|---|--|
| Specific objective (definition): Bring forward rules to support a competitive telecom single market fostering innovation and investment | |
| <input checked="" type="checkbox"/> Non-spending | |
| Result indicator (definition): Increased investment by telecoms' operators; growing market shares and numbers of alternative providers; higher broadband penetration, lower prices and development of new technologies and take-up of digital services (Digital Agenda Scoreboard, BEREC annual reports on developments in the sector). | |
| Baseline | Target |
| Fragmentation of national general authorisation regimes (2013) | Full entry into force for new <i>and</i> existing operators (2016) |
| Inconsistency of <i>ex ante</i> remedies on European operators (2013) | Full entry into force of the Regulation (2014) |
| Lack of standardised EU virtual access products across the EU (2013) | Full entry into force of implementing acts specifying technical features of virtual access products (2016) |
| Main outputs in 2014 | |
| | indicator |
| | target |

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| Negotiation: Building on the proposal for a Regulation, outreach activities and negotiation of the legislative proposal with European Parliament and Council. | First Reading in European Parliament Common position in Council Adoption of the proposal | 2014 |
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| Relevant general objective(s): Regulatory environment for a completed digital single market | | |
| Specific objective (definition): Reduce the cost and increase efficiency in the deployment of fixed high-speed broadband, to facilitate the roll-out of EU-wide high-speed broadband so that all parts of the European Union can be connected ¹ | | <input checked="" type="checkbox"/> Non-spending |
| Result indicator (definition): Increase in sharing infrastructure, including cross-sector, increase of coordination of civil engineering works, number of high-speed broadband-ready houses, transparency and timeliness in granting administrative permits. | | |
| Baseline | Milestone | Target |
| Several measures to facilitate broadband roll-out are being adopted in Member States, yet they remain scarce and scattered (with different scope and obligations, deployed on a regional or even local basis) | Adoption of proposed regulation (2014) | After adoption/transposition date: 6 months: Public sector bodies to make available information in electronic format to a Single Information Point (SIP) 12 months: The SIP to ensure that access to minimum information is available 36 months: Commission to present a report on the implementation of this Regulation |
| Main outputs in 2014 | | |
| Negotiation Outreach activities and negotiation of the legislative proposal | indicator First reading by the EP Common position by Council Adoption of the Proposal for a Regulation | target 2014 2014 |

¹ This specific objective is equally supported by actions under CEF, see p. 47

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| Relevant general objective(s): Regulatory environment for a completed digital single market | | | |
| Specific objective (definition): Support wireless broadband communications in the EU through most efficient use of spectrum to meet the target of 1200 MHz of spectrum available throughout the Single Market for wireless broadband (Radio Spectrum Policy Programme's (RSPP)) | | | <input checked="" type="checkbox"/> Non-spending |
| Result indicator (definition): Ensuring sustainable wireless connectivity by identifying and allocating sufficient and appropriate spectrum. Achieving a predictable development path for terrestrial broadcasting and encouraging convergence. | | | |
| Baseline | Milestone | | Target |
| | Q1/Q2 2014 | Q3/Q4 2014 | |
| Spectrum for Wireless Broadband (990 MHz currently available) Conflicting demand for broadband and broadcasting (2013) Monitoring of Implementation | Stable text in RSC for harmonised conditions in the 3.4-3.8 GHz band Mandates to CEPT on 1.5 GHz and 2.3 GHz High Level Group on the UHF band Launch of study on broadcast-broadcast convergence Adoption of Decision on PMSE Update of spectrum assignments of already harmonised spectrum | Adoption of Amendment of Decision on 3.4-3.8 GHz Follow CEPT work Follow up discussion with stakeholders and Member States (RSPG) Update of situation of derogations to assign the 800 MHz band | Reach 1200 MHz for wireless broadband in RSPP; Adoption of EC Decision on 2.3 GHz in 2015 Adoption of EC Decision on 1.5 GHz in 2016 (after WRC-15) Political Decision on the UHF band in 2015/2016 |
| Main outputs in 2014 | | | |
| Description Co-ordinated EU position for WRC-15 PMSE Decision | indicator | | target |
| | State of WRC-15 preparations | | A coordinated EU position for WRC-15 at end of Q4 |
| | State of adoption process in RSC of PMSE Decision | | EC Decision on spectrum for PMSE |

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| Relevant general objective(s): Regulatory environment for a completed digital single market | | | |
| Specific objective (definition): To establish a policy framework consistent throughout the Union that provides legal certainty regarding spectrum sharing conditions and incentives to use spectrum more efficiently (Radio Spectrum Policy Programme's (RSPP)) | | | <input checked="" type="checkbox"/> Non-spending |
| Result indicator (definition): Identification of spectrum for coordinated sharing conditions across Europe. | | | |
| Baseline | Milestones | | Target |
| 2012 Communication on "Promoting the shared use of radio spectrum resources in the internal market". | Q1 2014 Positive vote of RSC on amendment of UWB decision. | Q2 2014 Adoption of Report on the inventory by the Commission. | Growing number of Member States in favour of sharing. Member States provide more national data into the inventory |
| Main outputs in 2014 Amendment of UWB Decision 2007/131/EC. Report and Staff Working Paper on the spectrum inventory. Discussion in RSC on Review of RLAN Decision 2005/513/EC (5 GHz). Discussion in RSC on Review of SRD Decision 2006/771/EC. | | | |
| Description | indicator | target | |
| Specific measures in the RSC | Review of UWB Decision 2007/131/EC. Promotion of Licensed Shared Access (LSA) concept in concrete frequency bands Facilitate studies on RLAN (WiFi) expansion in the 5 GHz band | EC Decision amending Decision 2007/131/EC on UWB. Mandate to CEPT on the 2.3 GHz band for LSA Keep CEPT work in response to the mandate on track and liaise with other services (JRC, ENTR, MOVE) as appropriate | |
| Measures under the RSPP | Identification of bands that can be used more efficiently through sharing or reallocation | Report to EP and Council on the Inventory | |

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| Relevant general objective(s): Regulatory environment for a completed digital single market | |
| Specific objective (definition): Ensure that all Europeans have access to digital services through a review of the current scope of universal service at EU level | <input checked="" type="checkbox"/> Non-spending |
| Result indicator (definition): Completed fact finding exercise to assess whether | |

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| broadband and mobile services should be included within the scope of universal service at EU level to avoid social exclusion and a digital divide in case the market does not provide them at affordable prices. Overall, the aim is to ensure broadband access for all citizens and businesses in the Union without hampering private investments and placing unreasonable burden on the telecoms sector. (please add source) | | |
| Baseline | | Target |
| In November 2011, the Commission reported on the last review of the scope of universal service. According to Article 15 Universal Service Directive, the Commission has to periodically review the scope of universal service. | | To report on the review of the scope of universal service at EU level by end of Q1/2015 |
| Main outputs in 2014 | | |
| Description | indicator | target |
| 1. BEREC questionnaire on demand and impact of the current universal service obligations | Timely delivery | Q2/Q3 2014 |
| 2. Study on universal service (SMART 2014/0011) | | End of 2014 |
| 3. Public consultation on the review of universal service | | Q3/2014 |

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| Relevant general objective: Promote the access and use of ICT to the benefit of EU society. | |
| Specific objective (definition): Preserving an open Internet in which citizens have the right to access and run applications of their choice | <input type="checkbox"/> Spending programme <input checked="" type="checkbox"/> Non-spending |
| Result indicator (definition): Percentage of Internet users affected by usage restrictions in the form of deliberate blocking or throttling should be zero and the actual fixed broadband speeds should be at least 90% of advertised speeds. | |
| Baseline (please indicate the corresponding year ¹) | Target (please indicate the corresponding year ² ; please explain) |
| 1-In May 2012 a BEREC investigation on traffic management practices showed that more than 36% of all mobile users and more than 21% of all fixed network users in the EU are affected by restrictions on peer-to-peer traffic at peak times. In addition, more | 0% of internet users, fixed and mobile, are affected by internet usage restrictions by end 2014. |

¹ 2013 for the objectives related to spending programmes, but different years may be indicated for reasons related to data availability.

² For the new generation of spending programmes, targets should be set for 2020 (see section 2.1).

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| <p>than 21%, and 12% of all mobile users are affected by restrictions on VoIP and other specific traffic, respectively.</p> <p>In June 2013 an EC study showed that on average EU consumers get around 74% of the advertised broadband speed.</p> | <p>100% of internet consumers get 90% of advertised speed by end 2014.</p> | | | | | | |
| <p>Main outputs in 2014</p> | | | | | | | |
| <p>Description</p> <p>1) Adoption of the Connected Continent Regulation</p> <p>2) (poss.) Adoption of Implementing Act to define uniform conditions for setting quality of service requirements</p> | <table border="1"> <tr> <td>Indicator</td> <td>target</td> </tr> <tr> <td>1-Regulation published in the OJ</td> <td>1) Q2/2014</td> </tr> <tr> <td>2-Implementing Act adopted by the EC</td> <td>2) Q4/2014</td> </tr> </table> | Indicator | target | 1-Regulation published in the OJ | 1) Q2/2014 | 2-Implementing Act adopted by the EC | 2) Q4/2014 |
| Indicator | target | | | | | | |
| 1-Regulation published in the OJ | 1) Q2/2014 | | | | | | |
| 2-Implementing Act adopted by the EC | 2) Q4/2014 | | | | | | |

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|--|---|-----------|--------|----------------------------------|------------|--------------------------------|------------|
| <p>Relevant general objective: Regulatory environment for a completed digital single market</p> | | | | | | | |
| <p>Specific objective (definition): To reduce the difference between roaming and domestic tariffs by providing incentives to market actors to offer roaming at the level of domestic service price. <input checked="" type="checkbox"/> Non-spending</p> | | | | | | | |
| <p>Result indicator (definition):</p> <p>Availability of commercial 'roam-like-at-home' offers in the market by Q4 2014 by fostering greater competition in the market through "decoupling" and by incentivising operators to phase-out of roaming charges in Europe altogether.</p> | | | | | | | |
| <p>Baseline</p> | <p>Target</p> | | | | | | |
| <p>Q4 2013. RLAH offers are not yet available covering the whole of the EU. Smaller in scale 'on-net' roaming offers offer a very limited geographical coverage.</p> | <p>By the end of 2014, roam-like-at-home offers are available in at least 17 MS. When offered, roaming at domestic prices should cover the whole of the EU.</p> | | | | | | |
| <p>Main outputs in 2014</p> | | | | | | | |
| <p>Description</p> <p>1) Adoption of the Connected Continent Regulation</p> <p>2) Gradual introduction of offers including roaming services at domestic</p> | <table border="1"> <tr> <td>Indicator</td> <td>target</td> </tr> <tr> <td>1-Regulation published in the OJ</td> <td>1) Q2/2014</td> </tr> <tr> <td>2- Availability of RLAH offers</td> <td>2) Q4/2014</td> </tr> </table> | Indicator | target | 1-Regulation published in the OJ | 1) Q2/2014 | 2- Availability of RLAH offers | 2) Q4/2014 |
| Indicator | target | | | | | | |
| 1-Regulation published in the OJ | 1) Q2/2014 | | | | | | |
| 2- Availability of RLAH offers | 2) Q4/2014 | | | | | | |

| | | |
|---|---|--|
| Relevant general objective(s): Regulatory environment for a completed digital single market | | |
| Specific objective (definition): 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)¹ | | |
| Spending programme <input checked="" type="checkbox"/> Non-spending | | |
| Result indicators (definition): <ul style="list-style-type: none"> - ICT security policies in place in EU enterprises - MS national NIS (Network and Information Security) legislation in place - MS national NIS capabilities and policies in place - Citizens' confidence in online government services established - Full and consistent implementation of e-Privacy legal framework - Coverage of industry-led online behavioural advertising (OBA) framework - Cooperation on cyber security existing beyond the EU | | |
| Baseline | Milestone | Target |
| 26% of EU enterprises have in place ICT security policy in 2012 (<i>Eurostat</i>) | NIS platform issues the guidance on cybersecurity best practices (2014) | 30% of enterprises have ICT security policy by end 2016 |
| MS either lack a national NIS framework or have divergent requirements among each other (<i>ENISA studies; Commission Impact Assessment on the proposal for a Directive on NIS</i>) | Adoption of NIS Directive (2014) | Transposition of NIS Directive in national law (Q3 2016) |
| MS have varying levels of preparedness to prevent, detect and respond to NIS incidents, threats and risks: only 13 MS have national cybersecurity strategies; only 10 MS cooperate with each other operationally (<i>ENISA studies; Commission Impact assessment on proposal for a Directive on NIS</i>) | Adoption of NIS Directive (2014) | All MS to have national capabilities in place; 14 MS to cooperate cross-border via the network of national competent authorities(<i>Q1 2017</i>) |
| 21% of EU citizens quote data protection | | Decreased proportion of EU citizens having concerns with |

¹ This specific objective is also supported by research and innovation projects under Horizon 2020; see p.41 and p.45

| | | |
|--|--|--|
| and security concerns as reasons for not using online government services (Eurostat 2009) | | using online government services (from 21% to 20%)(Q4 2016) |
| Implementation of ePrivacy Directive in only 4 MS (May 2011) | | Full and consistent implementation in all MS by end 2014. |
| International cooperation on cybersecurity is embryonic (<i>Commission impact assessment on proposal for a Directive on NIS</i>) | Adoption of NIS Directive (2014) | EEA/EFTA countries and like-minded third countries participating in the NIS network cooperation mechanism(Q4 2017) |
| Main outputs in 2014 | | |
| description | indicator | target |
| Implementation of the EU Cybersecurity strategy | Adoption of the NIS Directive by the co-legislators | Directive adopted (2014) |
| | Commission Recommendation on good cybersecurity practices | Adopted (Q4 2014) |
| Facilitating correct transposition and monitoring of ePrivacy Directive implementation | Application of technical implementing measures on data breach common notification form | Ready by end 2014 |
| | Implementation of ePrivacy Directive | Full and consistent implementation in all MS by end 2014. |

Relevant general objective(s): Regulatory environment for a completed digital single market

Specific objective (definition): To provide a comprehensive and predictable legal framework for the mutual recognition and acceptance at EU level of electronic identification schemes and of electronic trust services (including electronic signature). Once adopted, the eIDAS Regulation will help strengthen the EU Single Market by boosting trust, confidence and convenience in cross-border and cross-sector electronic transactions (DAE Actions 8 and 83)

Spending programme
 Non-spending

Result indicator : Number of Member States that have an eID scheme and, upon adoption of the eIDAS Regulation, notify it to the Commission

| | | |
|---|---|---|
| Baseline | Target | |
| eID cards exist in 7 MS and other forms of eID are used in 10 MS (2011) | 16 MS to notify an eID scheme to the Commission by end 2015 ¹ . | |
| Result indicator: Percentage of SMEs using/relying on electronic identification, authentication and signature (eIDAS) | | |
| Baseline | Target | |
| 61% of SMEs use eIDAS technologically based services (2011) | 65% of SMEs by end 2015 | |
| Result indicator: Percentage of SMEs receiving or sending e-invoices | | |
| Baseline | Target | |
| 22% of SMEs receive/send e-invoices (2009) | 80% (by 2015) | |
| Result indicator: Percentage of enterprises submitting a proposal in a public electronic tender system (eProcurement) | | |
| Baseline | Target | |
| 11.3% of enterprises use e-procurement (2011) | 100% (by mid 2016) | |
| Main outputs in 2014 | | |
| Description | indicator | target |
| Electronic identification and trust services for electronic transactions in the internal market | Negotiations on the proposal for a Regulation on electronic identification and trust services for electronic transactions in the internal market COM(2012)238 final | Adopted by the co-legislators (Q2 2014) |
| | Relevant secondary legislation | |
| | Follow-up of the legislative process with MS-ensure the coherence of national legislative process vis-a-vis | Adopted by the EC 2014/2015 Ongoing activity |

¹ A distinction needs to be made between the date of entry into force and the date of entry into application. It seems that a date of entry into application will be introduced into Regulation. be likely to be introduced.

| | | |
|--|----------------------|--|
| | European legislation | |
|--|----------------------|--|

| Relevant general objective(s): Regulatory environment for a completed digital single market | | |
|---|---|--|
| Specific objective (definition): 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 Member States 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) and if necessary starting infringement proceedings to ensure implementation (DAE action 4, 5, 10 and 82) | Spending programme <input checked="" type="checkbox"/> Non-spending | |
| Result indicator (definition): Number of audiovisual media services in Europe (linear and non-linear) (Source: European Audiovisual Observatory) | | |
| Baseline | Target | |
| 2013 – 5200 broadcaster services and 1300 video on demand | Stable or increasing | |
| Main outputs in 2014 | | |
| description | indicator | Target |
| Analysis of transposition measures to the AVMSD notified by Member States | Number of Member States having fully and correctly transposed the AVMSD. | Analyse 100% of the notified measures mid 2014. When appropriate, infringement procedures to be launched as result of the screening of national measures transposing the AVMSD. |
| Monitoring of Legal Compliance (application of <i>acquis communautaire</i>) | Timely and appropriate handling of infringements detected either by complaints or independent studies | Launch a study in 2014 to define a new framework for the monitoring of advertising rules in the MS in order to maximize the overall added value of such monitoring |

| | | |
|---|---|---|
| <p>Benchmarking of enlargement (candidate and potential candidate) countries' (and possibly some European Neighbourhood countries') readiness with regard to the implementation of the AVMSD and the alignment with European standards;</p> <p>Follow-up of implementation of Cultural Cooperation Protocols and preparation of new agreements on audiovisual cooperation</p> | <p>Analysis on case by case of alignment or readiness to implement the AVMSD in the respective countries</p> | <p>Full alignment of audiovisual legislation with AVMSD in Montenegro, Turkey, Iceland, Bosnia and Herzegovina, Serbia and the former Yugoslav Republic of Macedonia prior to accession of these countries to the EU.</p> <p>Continue the work supporting the alignment for Kosovo (under UN Resolution 1244/1999) and Albania.</p> <p>Conclusion of further agreements covering audiovisual cooperation with third countries and Switzerland (in cooperation with DG EAC and TRADE).</p> |
| <p>Monitoring report on the share of European audiovisual services transmitted by TV channels in the EU between 2011-2012</p> | <p>The average share of EU audiovisual services</p> | <p>Target set in the directive (Art. 16 & 17 AVMSD): Share of European audiovisual works 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> |
| <p>Guidance document on best practices to implement Art. 13 AVMSD on the promotion of European works on-line</p> | <p>Exact form of the document still to be decided (Staff working paper / Contact Committee document etc.)</p> | <p>Adoption planned for the first quarter of 2014.</p> |
| <p>Follow up to the public consultation on the independence of audiovisual media regulatory bodies - adoption of Commission Decision establishing the European Regulators Group for Audiovisual Media Services</p> | <p>Quality and timeliness of proposal</p> <p>Launch of interservice consultations in 2013.</p> | <p>Adoption of the Decision in the first quarter of 2014</p> <p>Adoption of the rules of procedure and election of the Chairperson during the first meeting of the Regulators Group (1st quarter 2014)</p> <p>4 meetings of the Regulators Group in 2014</p> |

| | | | |
|---|-------------------------------------|--|---|
| Relevant general objective(s): Promote the access and use of ICT to the benefit of EU society. | | | |
| Specific objective (definition): To improve web accessibility in Europe through a common approach (DAE action 64) | | Spending programme <input checked="" type="checkbox"/> Non-spending | |
| Result indicator (definition): Public sector bodies' websites accessible according to harmonised requirements (DAE Action 64) | | | |
| Baseline less than 40% of public websites are accessible (2011) | Milestone | | Target 100% of public websites are accessible (end 2015) |
| | Adoption of the directive (Q1 2014) | Harmonisation of the market for web-developers (by the end 2015) | |
| Main outputs in 2014 | | | |
| Description | indicator | target | |
| The adoption of the proposed Directive on the Accessibility of Public Sector Bodies' Websites | Adoption of the proposal | Adopted (Q4) | |

| | |
|--|---|
| Relevant general objective(s): Regulatory environment for a completed digital single market | |
| Specific objective (definition): Better framework conditions (favourable policy and legal environment, standardisation, infrastructure and skills) for the development of the data value chain in Europe.¹ | Spending programme x Non-spending |
| http://ec.europa.eu/dgs/connect/en/content/data-value-chain-european-strategy | |
| Result indicator (definition): Number of data-related jobs in Europe | |
| Baseline (first measurement expected in 2015) | Target Increase the number of data-related jobs (at least 250.000 new data-related jobs in Europe in 2017) |

¹ This specific objective is further complemented by targeted interventions through Horizon 2020 and CEF; see p.38 and p.49

| Main outputs in 2014 | | |
|---|--|--------------------------------|
| | indicator | target |
| PSI guidelines on charging and licensing | Availability of the PSI guidelines on charging and licensing | PSI guidelines adopted in 2014 |
| Correct transposition of the revised Directive in all Member States | Member States that transpose the Directive into national legislation | 28 Member States in 2014 |

| Relevant general objective(s): Promote the access and use of ICT to the benefit of EU society. | | |
|--|---|---|
| Specific objective (definition): Ensure open access to scientific publications | | <input type="checkbox"/> Spending programme <input checked="" type="checkbox"/> Non-spending |
| Result indicator (definition): percentage of literature that is open access (of all scientific literature) (source: on-going ScienceMetrix study managed by DG RTD) | | |
| Baseline 20% (2013) | Target 60% (2016) | |
| Main outputs in 2014 | | |
| | indicator | target |
| Follow up on Recommendation C(2012) 401 to the Member States on access to and preservation of scientific information | number of Member States with national policies or strategies on open access | 28 Member States in 2014 |

| | | |
|--|--|---|
| Relevant general objective: Promote the access and use of ICT to the benefit of EU society. | | |
| Specific Objective: To use The eGovernment Action Plan (2011-2015) as a tool for innovation of Public Administrations within the Digital Single Market. | | <input type="checkbox"/> Spending programme <input checked="" type="checkbox"/> Non-spending |
| Impact indicator: Degree of take-up of eGovernment services – percentage of citizens and businesses using digital services and the availability of such services across borders (DAE, eGovernment Action Plan) | | |

| Baseline (year) | Milestone | | Target |
|--|--|---|--|
| Citizens and businesses using eGovernment (baseline 2011: 42% of citizens; 85 % of businesses) | 2012: 44% citizens using eGovernment, of which 22% to send filled in forms 87% enterprises using eGovernment | 2014: 46% citizens using eGovernment, of which 22% to send filled in forms; 88% enterprises using eGovernment | target for 2015: 50% of citizens to use eGovernment by 2015, with more than half returning completed forms (DAE target); 90% enterprises using eGovernment |
| Availability of digital services across borders, baseline 2012: nothing operational ; all in post piloting stage | 2014 Benchmarking report will provide figures | | target for 2015: 5 key cross-border public services available online by 2015 |
| Main outputs in 2014: | | | |
| Mid-term evaluation of the eGovernment Action Plan | Indicator | | Target |
| | Completion of the evaluation | | Q2 2014 |

Relevant general objective: Regulatory environment for a completed digital single market

Specific Objective: Establishing effective framework conditions for competitiveness and growth through cloud software and services or measures to support entrepreneurship. Spending programme Non-spending

Impact indicator: By 2020, one third of all Europe's ICT business investment in ICT R&D in the EU should come from companies created within the last two decades.

(source: Horizon 2020)

| | |
|---|--|
| Baseline | Target: : By 2020, one third of all Europe's ICT business investment in ICT R&D in the EU should come from companies created within the last two decades |
| New indicator. No baseline currently available. | |

Main outputs in 2014

| | | |
|--|---|--|
| Implement the European cloud computing strategy | indicator | target |
| | Codes of conduct on data protection for cloud providers | Launch code of conduct on data protection for cloud providers |
| | Model terms for service level agreements | Proposal for cloud model contract terms and conditions of service level agreements |
| | Cloud computing voluntary certification | List of certification schemes relevant for cloud computing |
| Promoting software interoperability (DAE Action #25) | Soft measures to ensure the sharing of interoperability information | Provide internal recommendations on appropriate follow-up steps |
| Promoting the <i>StartupEurope</i> initiative | Number of participants in the <i>StartupEurope</i> actions | 1000 |

Relevant general objective(s): Promote the access and use of ICT to the benefit of EU society.

Specific objective (definition): Through the European Innovation Partnership on Active and Healthy Ageing (EIP AHA) add, by 2020, two healthy life years to the average healthy life span of European citizens.

Spending programme
 Non-spending

Additional objectives ('the triple win'):

-Improving health status and quality of life of European citizens

-Supporting long-term sustainability and efficiency of health and social care systems

-Enhancing the competitiveness of EU industry.

Result indicator (definition):

- Increase in healthy life years (HLY) as a result of the EIP AHA Activities

Tentative indicators (for the 'triple win'):

- improvements in Quality of Life
- reduced mortality, hospitalisation and/or institutionalisation
- increased deployment of ICT services (like telecare, telemonitoring etc.)

(source: EUROSTAT / JRC - Monitoring and Assessment Framework for the EIP on Active and Healthy Ageing (MAFEIP))

Baseline: HLY at birth in EU 27 in 2010:

Target: HLY at birth in EU 27 in 2020

| | |
|-------------|-------------|
| Men: 61.9 | Men: 63.9 |
| Women: 62.3 | Women: 64.3 |

Main outputs in 2014

| Targets for 2014: | indicator | target |
|--|--|----------------|
| - Communication or Staff Working Document on next steps | Adoption | June 2014 |
| | Delivered and presented at | May 2014 |
| - EIP AHA Action Groups achieving deliverables according to Work Plan | - e-Health forum (Athens) with significant focus on the EIP AHA | |
| - Enhancing industry involvement in EIP AHA | - Third EIP Conference of Partners (Brussels) | November 2014 |
| - Scaling up innovation for Active and Healthy Ageing by Reference Sites | Increased number of Industry representatives actively participating in the Action Groups | End of year |
| | EIP Conference involving industry | September 2014 |
| | Publish joint scaling up strategy for Reference Sites | End of year |
| | Twinning workshops | Q1, Q2 2014 |
| | Scale up event | May-July 2014 |

Relevant general objective(s): Promote the access and use of ICT to the benefit of EU society.

Specific objective (definition): Through the European Innovation Partnership on Smart Cities and Communities speed up creation of a market for smart city solutions by integrating technologies across the ICT, energy and mobility sector to enable cities to outperform 20/20/20 targets while strengthening local job creation and become more responsive to the citizens' needs.

Spending programme
 Non-spending

Result indicator: Number of cities outperforming 20/20/20 targets.

| | |
|---|---|
| Baseline (2013) Not available, work in progress (Coordination & Support Action in WP2014/15) | Target: At least 20 cities outperforming 20/20/20 targets |
|---|---|

Main outputs in 2014

| | | |
|-----------------------------------|-------------|-------------|
| - Operational Implementation Plan | indicator | target |
| | Publication | March 2014 |
| - Invitation for Commitments | Launch | Spring 2014 |

Relevant general objective(s): Promote the access and use of ICT to the benefit of EU society.

Specific objective (definition): To improve health and wellbeing of EU citizens and to ensure innovation, quality and sustainability of health systems by the use of ICT and to support growth and competitiveness of the EU eHealth related industry. Non-spending

Result indicator (definition): Number of Healthy Life Years, Number of Member States committed to eHealth

| | |
|--|---|
| Baseline HLY at birth in EU 27 in 2010: Men: 61.9 Women: 62.3 | Target: HLY at birth in EU 27 in 2020 Men: 63.9 Women: 64.3 |
|--|---|

Main outputs in 2014

| | | |
|--|--------------------|--------------------|
| <ul style="list-style-type: none"> - Green paper on mHealth - Recommendations of the eHealth Stakeholder Group -recommendations in 2014 on interoperability, deployment of telemedicine, (eHealth) workforce skills and inequalities - Guidelines and a roadmap on interoperability of ePrescriptions presented to the eHealth Network - Sets of common indicators to measure added value and benefit of eHealth solutions - Large scale deployment of interoperable eHealth services – draft Governance Structure for the large scale deployment of interoperable eHealth services (Connecting Europe Facility) - Development and publication of an eHealth interoperability framework to accelerate standards adoption. - Analysis of the international interoperability of electronic health records | Indicator: Adopted | Target: March 2014 |
|--|--------------------|--------------------|

| | | |
|--|--|--|
| information and create a needs analysis in health IT workforce skills (within the EU-US Memorandum of Understanding) | | |
|--|--|--|

4.2. Horizon 2020

- Resources

| ABB activity: Horizon 2020 | | | | | |
|--|---|---------------|--------------------------|---|-------|
| Financial resources (€ in commitment appropriations) | | | Human resources | | |
| Operational expenditure | Administrative expenditure (managed by the service) | Total | Establishment plan posts | Estimates of external personnel (in FTEs) | Total |
| 1,411,814,619 | 17,868,053 | 1,429,682,672 | 381 | 156 | 537 |

- Specific objectives, results indicators and outputs

4.2.1. *Future & Emerging Technologies: Delivering excellent exploratory research*

In the context of the implementation of the Horizon 2020 research and innovation programme, the priority is to optimally realise the public investment in the high-risk research necessary for Europe to explore all future technologies, including ICT that are of long-term benefit for citizens, the economy and society. The FET-Open and FET Proactive funding schemes managed by DG CONNECT are instrumental to the launch and continuous renewal of a vast portfolio of high-risk research projects and community support projects spanning across all technologies. This includes monitoring the successful implementation of its portfolio of research projects and their output as well as of assessing the long term impact of the research conducted. DG CONNECT manages the two new large-scale FET flagship projects, Human Brain Project and GRAPHENE, and devises a coherent, effective, light and flexible implementation strategy and appropriate governance for FET flagships, using existing funding instruments which combine and coordinate a variety of diverse financial contributions. By doing so, DG CNECT ensures the best usage of public investment in the execution of the research policy roadmap necessary to reach the specific objective below.

| | | |
|--|--|--------------------------------|
| Relevant general objective: To build a society and a world-leading economy based on knowledge and innovation across the whole Union, while contributing to sustainable development. | | |
| Specific objective: Excellent science – Future and Emerging Technologies – to foster radically new technologies by exploring novel and high-risk ideas building on scientific foundations | | |
| <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending | | |
| (Source: Horizon 2020 regulation) | | |
| Result indicator: Publications in peer-reviewed high impact journals (Source: Annex II – Horizon 2020 specific programme) | | |
| Baseline: New approach | Target: 50% of all FET publications are published in high impact peer reviewed journals (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) | |
| Result indicator: Patent applications and patents awarded in Future and Emerging Technologies (Source: Annex II – Horizon 2020 specific programme) | | |
| Baseline: New approach | Target: 1 patent application per € 10 million funding (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) | |
| Main outputs in 2014 | | |
| Description | Indicators | Targets (2014 and 2015) |
| Portfolio of FET research projects | New FET proactive initiatives launched | 4 |
| | Investment in FET research on High Performance computing | 97,4M€ |
| | Investment in FET research in other domains | 35M€ |
| Flagship stakeholder engagement | Number of Member States represented by partners in the Flagship projects | 24 (end 2014) |
| | Number of Member States participating in FLAG-ERA ERANET. | 20 (2014) |

4.2.2. eInfrastructures

The wide area of Research Infrastructures constitutes a separate Work Programme within the Horizon 2020 research and innovation programme. eInfrastructures is part of this Work Programme, both in the form of a targeted eInfrastructure call, and as an integral

part of all the main topics and calls of the Work Programme, as more and more of European research activity is partly or entirely digital.

The priority is to put optimally into effect the public investment on e-Infrastructures with the aim of integrating e-infrastructure resources and services across all layers (networking, computing, data, software, user interfaces), in order to provide seamless services tailored to user needs.

The four priority areas for eInfrastructures are data-centric science and engineering; computational infrastructure; connectivity – support to GÉANT – and e-Infrastructures for virtual research communities and e-Science environments. All of these will be covered in the Horizon 2020 Work Programme for Research Infrastructures within the eInfrastructure call as follows:

Data centric science and engineering

An e-infrastructure for scientific data supports seamless access, use, re-use and trust. The physical and technical infrastructure is invisible and data themselves is the infrastructure - thus it constitutes a valuable asset for science, technology, the economy and society. This area is covered by several Horizon 2020 priorities targeting the e-infrastructure to ride the wave of "big data", on the basis of the policy orientations provided by the High-Level Group on Scientific Data and the "framework for action" published in March 2013 and the key role of software and seamless distributed computing capacity for modern research.

Computational infrastructure

Europe leads in the supply and use of computational infrastructure and services in industry and academia, generating new knowledge and industrial innovation. This area is covered by several Horizon 2020 priorities implementing the e-infrastructure part of the EU strategy on High Performance Computing (HPC), in particular the provision of services, the infrastructure for computing applications (Centres of Excellence) and a network of HPC Competence Centres for SMEs. A Public-Private Partnership (PPP) in HPC provides the framework for the implementation of the HPC strategy, addressing in particular the Centres of Excellence in computing applications and the development of HPC technologies towards exascale (supported in the FET part of the Excellent Science pillar).

GÉANT platform

GÉANT is the European "communications commons"¹ for research, education and public service, with advanced services for European users to access talent and resources anywhere in the world. It is the pan European data network dedicated to the research and education community, an entire ecosystem including the EU/national level backbone and services. <http://www.geant.net/>. GEANT has a key role to European research also due to its global footprint which requires international coordination. This area is covered by a key Horizon 2020 priority intended to establish a partnership with the selected consortium, based on the agreed action plan, through entering into a Framework Partnership Agreement (FPA).

¹ The Géant Expert Group refer to "communications commons" which allows talents to collaborate with their peers around the world and to have instantaneous and unlimited access to any resource for knowledge creation, innovation and learning, unconstrained by the barriers of the pre-digital world.

e-Infrastructures for virtual research communities and e-Science environments

Support to capacity building in interdisciplinary research communities to empower researchers through development and deployment of service-driven digital research environments, services and tools tailored to their specific needs. These virtual research environments (VRE) integrate resources across all layers of the e-infrastructure (networking, computing, data, software, user interfaces), foster cross-disciplinary data interoperability and should functions allowing data citation and promoting data sharing and trust.

Support to key Horizon 2020 European policies for research

Horizon 2020 e-Infrastructure actions will be critical to the implementation of the Open Access and Data Pilot policies. This area is covered by several Horizon 2020 priorities providing support to the e-infrastructure for Open Access as defined in the Communication on Scientific Information, in particular for the implementation of the Open Access mandate (covering all Horizon 2020 publications output) and the Open Data Pilot, and for federating researcher electronic identities as defined in the ERA Communication.

In 2014, eInfrastructure work will focus on actions required for the implementing of Horizon 2020, with emphasis on informing stakeholders in form of information days and call preparations as well as concrete managing of two Subcalls with deadlines in 2014. The first of these, with a deadline in April, relates to providing support to the e-infrastructure for Open Access as defined in the Communication on Scientific Information¹. The second subcall, ending in the beginning of September 2014, consists of all key topics in our priority area of data centric science and engineering as well as two topics of the priority computational infrastructure. Policy development and international cooperation will also be part of a call common with DG RTD in 2014.

The priority area VRE and a topic Centres of Excellence for HPC concerning the priority area of computational infrastructures are planned for 2015 as well as a topic on development of eInfrastructure skills and professions.

Relevant general objective: To build a society and a world-leading economy based on knowledge and innovation across the whole Union, while contributing to sustainable development.

Specific objective: Excellent science - Research infrastructures - to endow Europe with world-class research infrastructures which are accessible to all researchers in Europe and beyond and fully exploit their potential for scientific advance and innovation Spending programme
Non-spending

(Source: Horizon 2020 regulation)

Result indicator: Trend of cross border Data traffic over the research networks
(Source: DG CNECT)

¹ COM(2012)401 final, http://ec.europa.eu/research/science-society/document_library/pdf_06/era-communication-towards-better-access-to-scientific-information_en.pdf

| | |
|---|--|
| Baseline: 42.806Tb per month (Date: December 2013 Source: DG CNECT) | Milestone 56.200 Tb per month (April 2014) |
| Result indicator: Total bandwidth available in GÉANT (Source: DG CNECT) | |
| Baseline: 3.335.053 GbpsKm (Date: 31.06.2013 Source: DG CNECT) | Milestone 4.170.413 GbpsKm (in 2014) |
| Result indicator: Computing cycles available for open transnational access (Source: DG CNECT) | |
| Baseline: last PRACE call 1273 million core hours awarded; (Date: 2012 Source: DG CNECT) | Target: 12 billion core hours per PRACE Call (Year: 2020) |
| Result indicator: European companies' share of the HPC market (systems and software) (Source: DG CNECT) | |
| Baseline: 4% (Date: 2009 Source: DG CNECT) | Target: 20% (Year: 2020) |
| Result indicator: Awarded projects in PRACE (Source: DG CNECT) | |
| Baseline: 57 awarded projects per PRACE call (Date: Source: DG CNECT) | Target: 150 awarded projects per PRACE Call (Year: 2020) |
| Result indicator: Percentage of TOP20 supercomputers located in Europe (Source: DG CNECT) | |

| | | |
|---|---|--|
| Baseline: 6/20 (Date: 2013 Source: DG CNECT) | Target: 33% (Year: 2020) | |
| Main outputs in 2014 | | |
| Outputs (Source: CNECT) | Indicators (with related activities) | targets |
| EUDAT services public roll-out http://www.eudat.eu/ | EUDAT services publicly available <i>EINFRA-1-2014 – Managing, preserving and computing with big research data</i> | All available end 2014 |
| Requirements of international research organizations for the procurement of cloud services in the framework of the Helix Nebula initiative | Helix Nebula Public Private Partnership (PPP) launch of procurement based on the common requirements <i>EINFRA-1-2014 – Managing, preserving and computing with big research data</i> | End of 2014 |
| Implementation plan for HPC strategy based on HPC Communication, combining supply (exascale), applications (Centres of Excellence addressing societal challenges) and services/infrastructure (PRACE – including services and training to academia and industry). | Launch and implementation of PPP on HPC in Horizon 2020 Launch of Study "High Performance Computing in the EU: progress on the implementation of the European HPC Strategy " <i>EINFRA-4-2014 – Pan-European High Performance Computing infrastructure and services</i> <i>EINFRA-6-2014 – Network of HPC Competence Centres for SMEs</i> <i>EINFRA-5-2015 – Centres of Excellence for computing applications</i> | End of 2014 End of 2014 End of 2014 End of 2014 Beginning 2015 |
| Establishment of a GÉANT Framework Partnership Agreement | EINFRA-8-2014 GÉANT Research and Education Networking | End of 2014 |

4.2.3. *Industrial leadership*

ICT underpins innovation and competitiveness across a broad range of private and public markets and sectors. ICT also enables scientific progress in all disciplines.

The potential and capabilities of modern ICT systems are still growing exponentially fuelled by the progress in electronics, microsystems, networking, the ability to master increasingly complex cyber-physical systems and robots and progress in data processing and human machine interfaces. These developments provide major opportunities for Europe to develop the next generation of open platforms on top of which a multiplicity of innovative devices, systems and applications can be implemented.

These new solutions will enable a wealth of new business developments in particular for SMEs and will contribute to boosting competitiveness, creating jobs and supporting growth.

The first **LEIT-ICT Work Programme under Horizon 2020** provides a balanced response to the main challenges faced by Europe in the field: firstly, the need to maintain a strong expertise in key technology value chains; secondly, the necessity to move quicker from research excellence to the market.

It combines a strong support to industrial roadmaps with new mechanisms to encourage disruptive innovation. The former will reinforce medium to long term commitment to industrial strategies and provide continuity and stability. The latter will offer flexibility and openness and will help develop dynamic eco-systems in which innovators can operate. Both strands will require the involvement of new actors, on one hand to exploit and leverage new technologies and on the other to initiate and drive change.

Six main activity lines have been identified in the ICT-LEIT part of the Work Programme, in accordance with the Specific Programme:

- (1) A new generation of components and systems
- (2) Advanced Computing
- (3) Future Internet
- (4) Content technologies and information management
- (5) Robotics
- (6) Micro- and nano-electronic technologies, Photonics

In addition the Work Programme has four cross-cutting topics on research on cybersecurity, Internet of Things and Platforms for Connected Smart Objects, together with research on Digital Social Sciences and Humanities. All activities are complemented with support to Innovation take-up, International cooperation and a dedicated action for SMEs to propose bottom up innovative ideas using the SME instrument.

ICT is also a key enabler for modernising Europe's manufacturing capabilities, and research and innovation are a strong pillar in the European industrial policy. This is

reflected in the **ICT component of the Factories of the Future PPP**, addressing in 2014 the process optimisation of manufacturing assets and following it up in 2015 with ICT-enabled modelling, simulation, analytics and forecasting technologies and ICT innovation for manufacturing SMEs (I4MS).

| | | |
|---|---|---|
| Relevant general objective: To build a society and a world-leading economy based on knowledge and innovation across the whole Union, while contributing to sustainable development. | | |
| Specific objective: Industrial leadership – To boost Europe's industrial leadership through research, technological development, demonstration and innovation in the following enabling and industrial technology: information and communication technologies. | | |
| <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending | | |
| Result indicator: Patent applications and patents awarded in the different enabling and industrial technologies (Source: Annex II – Horizon 2020 specific programme) | | |
| Baseline: New approach | Target: 3 patent applications per € 10 million funding (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) | |
| Result indicator: Share of participating firms introducing innovations new to the company or the market (covering the period of the project plus three years) (Source: Annex II – Horizon 2020 specific programme) | | |
| Baseline: new approach | To be developed on the basis of first Horizon 2020 results (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) | |
| Result indicator: Number of joint public-private publications (Source: Annex II – Horizon 2020 specific programme) | | |
| Baseline: new approach | To be developed on the basis of first Horizon 2020 results (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) | |
| Main outputs in 2014 | | |
| A new generation of components and systems & Factories of the Future PPP | | |
| description | indicator | target |
| Handling of legacy projects Organisation of calls Launch & monitoring of projects | Budget allocated for grants signed in 2014. | 142 m€ for the Calls under the LEIT ICT Work programme 34 m€ for the Factories |

| | | of the Future Calls |
|---|--|---|
| Awareness raising and coverage of the Horizon 2020 | Industrial participation (including SME participation) | At least 50% of industrial participation in Horizon 2020 calls, with 20% SMEs (2013 to 2015) |
| Project success stories in Organic and Large Area Electronics and Photonics | major technology breakthroughs per year from running projects (in terms of functionality or performance, e.g.: achieving world record performance in optical data transmission, sensitivity / speed of detection of diseases, etc.) (2013 to 2015) | At least 3 |
| Contribution to standards | % of projects contributing to standards in ICT | At least 20% of projects contributing to standards(2013 - 2015) |
| New research and innovation capabilities | Open access pilot manufacturing lines | Extent to which at least 2-3 open access pilot manufacturing lines could be established by 2015 |
| European Strategy for R&I on embedded and cyber-physical systems | Timely delivered | 2014 |
| Project success stories related to embedded systems | Project success stories | Minimum 5 project success stories, 1 programme success story per year |
| Establishment of Networks of Europe's competence centres collaborating horizontally across application field and industrial sectors as well as vertically from HW components to applications. | Number of design centre networks | Establish minimum 1 of such networks per year(2014 2015) |
| Projects success stories in the field of ICT for manufacturing | Number of project success stories and programme success stories | Minimum 5 project success stories, 1 programme success story per year |
| <i>I4MS connect innovation initiative</i> connecting | Number of large scale | Extend I4MS by 3 large scale projects with > 70 |

| | | |
|---|--|--|
| innovators across value chains and stimulating the adoption of advanced ICT in manufacturing | projects | SMEs on use and supply side |
| Strategic Research and Innovation Agenda with priorities for implementation by the ECSEL JU and commensurate with announced budgets | Strategic Annual Work Programme | Every year |
| Industrially-relevant R&D&I projects in the field of smart system integration | Industrial participation (including SME participation) | At least 45% of industrial participation in Horizon 2020 calls, with 20% SMEs (2014 to 2018) |
| Common industrial strategy for Europe for electronic components and systems | ELG proposes a common industrial strategy for Europe | 2014 |
| | Promote smart specialisation, by holding annual meeting with the most active clusters to share best practice and coordinate activities | 1 in 2014 |
| Joint Technology Initiative on Electronic Components and Systems | Adoption of Electronic Components and Systems for European Leadership (ECSEL) regulation and derogation | Early 2014 |
| Favourable engineering environments for electronics in Europe | Mapping the facilities and one annual event for sharing best practices and coordination and presentation of the mapping | At least one sharing event and At least 5 mapping-presentation events in 2014 |
| Market-pull strategy : Public Procurement Instrument | Implementation of Public Procurement Instrument (PcP) | 1 in 2014 |
| Future Internet | | |
| Description | indicator | target |
| Handling of legacy projects Organisation of calls Launch & monitoring of projects | Budget allocated for grants signed in 2014. | 193,5 m€ |

| | | |
|---|---|---|
| Leadership in network technologies | Maintain competitiveness by keeping the share of global market that is accessed by EU manufacturers in network equipment | 40% |
| 5G PPP – projects resulting from the first call | Industry participation | At least 55% industry participation |
| | Share of budget allocated to technological SMEs | At least 15% of total budget allocated by the EC |
| | Number of framework strategic projects with spin off plans in the standardisation and spectrum areas | At least one |
| Future Internet PPP delivering innovative services for businesses and citizens | Large scale trials (e.g. in energy, logistics, content, smart manufacturing, wellbeing, etc.) | 13 |
| Experimental platforms for Future Internet | Average evaluation by experimenters | 4 (ranked from 0 to 5) |
| Content technologies and information management | | |
| Description | indicator | target |
| Handling of legacy projects Organisation of calls Launch & monitoring of projects | Budget allocated for grants signed in 2014. | 128 m€ |
| Data Value chain Strategy ¹ (2013): European PPP on data | The European Data Forum approves the draft Strategic Research and Innovation Agenda leading towards a European PPP on data (March 2014) | A European public-private partnership on data set up by Autumn 2014 |
| Strategic Research and Innovation Agenda on data | Draft Strategic Research and Innovation Agenda approved by stakeholders in the | Strategic Research and Innovation Agenda on data approved by |

¹ The European PPP, the strategic research and innovation agenda and the European data market monitoring tool are complemented by better framework conditions for the data value chain, see p.22 as well as by a contract for the pan-European open data portal financed under CEF, see p. 49

| | | |
|---|---|---|
| | European Data Forum in March 2014 | Autumn 2014 |
| European data market monitoring tool | A European data market monitoring tool is to be set up in 2014 to measure the size and trends of the European data economy | A European data market monitoring tool set up and functional in 2014 so that first measurements can be made in 2015 |
| Creative industries: Research on new creative experience tools | Number of scientific papers and patents generated by projects funded under FP7 in 2014 and 2015, [as measured centrally by the eScience unit] | 20 scientific publications per 10 Mio €. |
| Robotics | | |
| Description | indicator | target |
| Handling of legacy projects Organisation of calls Launch & monitoring of projects | Budget allocated for grants signed in 2014. | 74 m€ |
| Awareness raising and coverage of the Horizon 2020 work programme regarding robotics | Industrial participation (including SME participation) | At least 50% of industrial participation in Horizon 2020 innovation calls |
| Establishment of the Robotics PPP | See Key Performance Indicators in the contractual arrangement. | As per contractual arrangements |

| | | |
|---|--|--|
| Communication and Awareness raising on ethical, legal and societal issues related to the deployment of robotics | relevant events, consultations, task forces, workshops related to ELS issues (contribution to legislative processes by active participation in inter-service consultations, participating in relevant working groups and task forces, dedicated consultation workshops with robotics stakeholders and with other related constituencies, participation in conferences and other events); | |
| Plan for Action to tackle ethical, legal and societal issues (ELS) | Degree of development of such a plan for action. | |
| Micro and nano-electronic technologies, Photonics | | |
| Description | indicator | target |
| Handling of legacy projects Organisation of calls Launch & monitoring of projects | Budget allocated for grants signed in 2014. | 65 m€ |
| Establishment of the Photonics PPP | See Key Performance Indicators in the contractual arrangement. | As per contractual arrangements |
| Awareness raising about the Photonics PPP | major information days (2013 to 2015) | At least 5 |
| New players in the SSL value chain | Participation of new organisations in Horizon 2020 project consortia. | Double the participation of new players in FP7 and in Horizon2020 projects in the period 2013-2015 |
| Awareness and information actions addressing players beyond the lighting industry | Major EU-wide actions addressing players beyond those of the lighting industry (2013 to 2015) | At least 3 |
| Cross-cutting Activities | | |

| | | |
|--|--|---|
| Handling of legacy projects Organisation of calls Launch & monitoring of projects on human-centric Digital Age, Cybersecurity ¹ and trustworthy ICT, and trans-national cooperation among National Contact Points | Budget allocated for grants signed in 2014. | 49 m€ |
| Horizontal ICT Innovation actions | | |
| Organisation of calls Launch & monitoring of projects | Budget allocated for grants signed in 2014. | 7 m€ for Innovation and Entrepreneurship Support 45 m€ for Open Disruptive Innovation Scheme |
| ODI (open disruptive innovation) open call | Collaboration with executive agency for SMEs. | Good collaboration with Executive agency and contribution to their operational readiness |
| ODI (open disruptive innovation) open call | Promotion of scheme and dissemination of information regarding ODI | ODI stakeholders (proposers and evaluators) well informed and participating in the programme. |

4.2.4. Societal challenges

The following result indicators apply to each of the societal challenges below:

| | |
|---|--|
| Specific objective: Societal Challenges | <input checked="" type="checkbox"/> Spending programme Non-spending |
| Result indicator: Number of patent applications and patents awarded in the area (Source: Annex II – Horizon 2020 specific programme) | |

¹ This is equally supported by policy actions, see p.17, and other research & innovation activities under Horizon 2020 Societal Challenges, p. 45

| | |
|---|---|
| Baseline: New approach | Target On average, 2 patent applications per EUR 10 million funding (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) |
| Result indicator: Number of prototypes and testing activities in the area of the various societal challenges (Source: Annex II – Horizon 2020 specific programme) | |
| Baseline: New approach | Target To be developed on the basis of first Horizon 2020 results (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) |
| Result indicator: Number of joint public-private publications in the area of the various societal challenges (Source: Annex II – Horizon 2020 specific programme) | |
| Baseline: New approach | Target To be developed on the basis of first Horizon 2020 results (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) |

| | | |
|---|--|---|
| Specific objective: Societal Challenges – Health, demographic change and well-being <input checked="" type="checkbox"/> Spending programme Non-spending | | |
| Main outputs in 2014 | | |
| description | indicator | target |
| Self-management of health and disease: citizen engagement and mHealth | Number of research projects | 3-5 research projects in 2014 |
| e-health Interoperability | Number of coordinated support actions | 4 CSAs |
| Innovation and support to deployment projects in the area of active ageing and independent living | Number of pilots Number of research projects Number of Ambient Assisted Living (AAL2) projects | 4-5 pilots in 2014 6-8 research projects 2 CSAs |
| Coordination actions for JP More Years, Better Lives | Number of coordinated support actions | |

| | |
|--|---|
| Result indicator: Publications in peer-reviewed high impact journals in the area of the various societal challenges (Source: Annex II – Horizon 2020 specific programme) | |
| Baseline: New approach | Target On average, 20 publications per EUR 10 million funding (Year: 2020, source: DG RTD's framework for monitoring, evaluation and reporting on Horizon 2020) |

| | | |
|--|---|---|
| Specific objective: Societal Challenges – Secure, clean and efficient energy <input checked="" type="checkbox"/> Spending programme Non-spending | | |
| Main outputs in 2014 | | |
| Description | indicator | target |
| Horizon 2020 projects on smart grids where ICT requirements for smart grids are defined jointly with telecoms | Number of projects | 6-9 projects launched in 2014 |
| Energy efficiency related to apps to change consumer behaviour | Number of projects | 4-5 projects launched in 2014 |
| Coordination action on data centres | Number of Coordinated Support Actions | 1 CSA launched in 2014 |
| Smart Cities and Communities | Number of projects, including lighthouse projects | 4 Innovation actions involving at least 16 cities. - 1 CSA to reach consensus on data management issues in Smart Cities. - 1 CSA to stimulate public procurement of innovative applications and services for Smart Cities |

| | | |
|--|-------------------------------|---------------------------|
| Specific objective: Societal Challenge – Smart, green and integrated transport <input checked="" type="checkbox"/> Spending programme Non-spending | | |
| Main outputs in 2014 | | |
| description | indicator | target |
| Cooperative Intelligent | International cooperation for | At least one Coordination |

| | | |
|--------------------------------|---|--|
| Transportation Systems (C-ITS) | C-ITS standardization | Support Action |
| | New R&I actions on provision of real-time ITS services and mechanisms to provide seamless connectivity and interoperability for multimodal transport services, safety applications and hazard warnings. | At least two Research and Innovation Actions |

| | | |
|--|-----------------------|--|
| Specific objective: Societal Challenge – Climate action, environment, resource efficiency and raw materials | | <input checked="" type="checkbox"/> Spending programme Non-spending |
| Main outputs in 2014 | | |
| description | indicator | target |
| research initiatives developing and deploying innovative ICT solutions | Number of initiatives | 1 research action launched in 2014 |
| research initiatives developing and deploying innovative ICT solutions and roadmaps addressing electronic waste | Number of initiatives | 1 coordination action launched in 2014 |
| research initiatives developing and deploying advanced ICT solutions for water | Number of initiatives | 1 new research activity launched in 2014 1 support action launched |

| | | |
|---|--------------------|--|
| Specific objective: Societal Challenge – Europe in a changing world - Inclusive, innovative and reflective societies | | <input checked="" type="checkbox"/> Spending programme Non-spending |
| Main outputs in 2014 | | |
| Description | indicator | target |
| Organising the Societal challenge Call REFLECTIVE-7 on "Advanced 3D modelling for accessing and understanding | Evaluation process | Successful completion of the selection process. |

| | | |
|--|--|-------------------------------|
| European cultural assets" | | |
| Pilot projects under Horizon 2020 Societal Challenge 6: inclusive, innovative and reflective societies implementing elements of Open Government (transparency, eParticipation, collaborative production of services, etc), including the use of emerging technologies and SME actions (for mobile eGov apps) | Number of projects launched after the evaluation process | 10-15 pilot projects launched |

| Specific objective: Societal Challenge – Secure societies - Protecting freedom and security of Europe and its citizens¹ | | |
|---|----------------------------|---|
| <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending | | |
| Main outputs in 2014 | | |
| description | indicator | target |
| Cybersecurity strategy implementation in relation to R&D | Number of new projects | 30 projects/year (2014-2020) Selection of 15 new projects/year (2014-2020) |
| ICT security certified products | ICT security certification | 50% of all ICT products should have ICT-security certification (2020) |

4.3. CEF

4.3.1. Introduction

The Connecting Europe Facility (CEF) will contribute to European growth and competitiveness and enhance the digital single market. It will facilitate the cross border interaction between European public administrations, businesses and citizens and stimulate the deployment and modernisation of high speed internet networks in line with the Digital Agenda. By supporting the deployment of concrete trans-European

¹ This specific objective is equally supported by other policy and research objectives, see p. 17 and p.41

infrastructures based upon mature technical and organisational solutions, CEF is expected to foster the deployment of networks and stimulate exchanges and collaboration with (and within) the public sector, across the EU. The CEF's umbrella regulation covering transport, energy and telecommunication infrastructure was adopted in mid-2013, while the specific telecommunication guidelines are expected to be adopted in March 2014. This is due to the delays caused by the large budget cuts and the consequent modifications to the original proposal.

Financing high speed broadband roll-out

The key goal in 2014 is to set up - together with partner institutions such as the EIB, the debt and/or equity platform through which the CEF budget will be channelled to its recipients. Moreover, the *ex-ante* evaluation of the CEF is currently on-going; the role of the evaluation will be to prove the necessity of the CEF telecom instruments, with a special emphasis on the broadband part.

It is understood that the CEF resources for broadband (150 million euro over the 7 years) will represent the minimum necessary to establish credible instrument(s) at the EU level to attract long term funds. The instrument(s) will benefit a limited number of broadband projects directly, but will also constitute a mechanism for the use of public and private promoters of broadband initiatives. This will allow for the emergence of economically efficient financing structures and for better alignment of private and public interest in broadband deployment.

Digital service infrastructures developed and deployed across Europe

CEF is devoted to stimulate and support projects of common interest for the deployment of digital service infrastructures (DSI). These projects are to contribute to improving the competitiveness of the European economy, to promote the interconnection and interoperability of national, regional and local networks, as well as access to such networks, thus supporting the development of a Digital Single Market.

In particular, DSI are to facilitate the cross-border and cross-sector interaction between European public administrations, This, in turn, will enable the provision of essential services for businesses and citizens in areas as diverse as electronic identification and procurement, accessing European heritage, and cross-border cooperation on cybersecurity. Funding will be used for procurement and grants to build infrastructure needed to roll-out selected DSIs across Europe. The funds would serve to ensure interoperability and meet the costs of running the infrastructure at European level, linking up Member States' infrastructures. The DSIs considered for 2014 can be divided in three groups:

- Those for which funding is identified in the CEF Telecommunications Guidelines: Europeana and Safer Internet. These are established and funding will ensure their continued operation in accordance with the legal obligations.
- Mature DSI's selected on the basis of the criteria established by the CEF Telecommunications Guidelines: Open data, eIdentification and eAuthentication, eInvoicing and eDelivery.
- Those DSIs which are close to maturity but for which further preparatory work is required in 2014: Cyber security and Automated Translation. These will be closely monitored to regularly re-assess their readiness.

CEF Telecom is designed to deploy concrete service infrastructures across the EU based on mature technical and organisational solutions to support exchanges and collaboration between citizens, businesses and public administrations. These services are aimed to be mutually reinforcing and complementary.

- Resources

| ABB activity: Connecting Europe Facility | | | | | |
|--|---|------------|--------------------------|---|-------|
| Financial resources (€ in commitment appropriations) | | | Human resources | | |
| Operational expenditure | Administrative expenditure (managed by the service) | Total | Establishment plan posts | Estimates of external personnel (in FTEs) | Total |
| 83,915,000 | 188,003 | 84,103,003 | 61 | 15 | 76 |

- Specific objectives, results indicators and outputs

4.3.2. Financing high speed broadband roll-out

| | | |
|---|--------------------------------|------------------------------|
| Relevant general objectives: Contributing to smart, sustainable and inclusive growth, in line with the Europe 2020 Strategy, by developing modern and high-performing trans-European networks. | | |
| Specific objective: Accelerating the deployment of fast and ultrafast broadband networks and their uptake, including by small and medium sized enterprises (SMEs)¹ | | |
| <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending | | |
| (Source: CEF Programme Statement DB2014) | | |
| Result indicator (definition): Level of fast broadband coverage (30 Mbs) (Source: CEF Programme Statement DB2014) | | |
| Baseline Ca. 50% of households (2013) | Milestone 75% (2017) | Target 100% (2020) |
| Result indicator: Level of subscription to broadband connections above 100 Mbs (Source: CEF Programme Statement DB2014) | | |
| Baseline | Milestone | Target 50% |

¹ This specific objective is also complemented by other policy initiatives, see p.12

| | | |
|---|---------------------------------|---|
| <1% (2010) | 20% (2017) | (2020) |
| Main outputs in 2014 | | |
| Set up of funding platforms with the EIB and initiate expenditure process | indicator | target |
| | Established financing platforms | Memorandum of Understanding signed with the EIB on financing platforms and instruments to be used |
| | Established PBI platform | 20m EUR in project bond issuing |

4.3.3. *Digital service infrastructures developed and deployed across Europe*

| | | |
|---|--|---|
| Relevant general objectives: Contributing to smart, sustainable and inclusive growth, in line with the Europe 2020 Strategy, by developing modern and high-performing trans-European networks. | | |
| Specific objective: Promoting the interconnection and interoperability of national public services online as well as access to such networks. | | |
| <input checked="" type="checkbox"/> Spending programme <input type="checkbox"/> Non-spending | | |
| (Source: CEF Programme Statement DB2014) | | |
| Result indicator: Citizens and businesses using public services on-line ¹ (Source: CEF Programme Statement DB2014) | | |
| Baseline 41,2% of citizens 75,7% of businesses (2010) | Milestone 50% of citizens 85% of businesses (2017) | Target 60% of citizens 100% of businesses (2020) |
| Result indicator: Availability of cross-border public services ² (Source: CEF Programme Statement DB2014) | | |
| Baseline 0 (2012) | Target >6 (2020) | |
| Main outputs in 2014 | | |
| | indicator | target |

1 As measured: citizens and businesses using eGovernment services

2 Cross-border public services: this cannot yet be measured, as the list of services is still under definition by Member States (Digital Agenda Action No. 91, to be completed by end-2011)

| | | |
|--|---|---|
| <p>The first series of CEF DSI core service platforms are operational for the provision of cross border services in the following areas: eID, eDelivery and eInvoicing</p> | <p>Number of CEF DSIs launched for eGovernment cross border services</p> | <p>2014: Adoption of the 1st CEF work programme (WP2014), with the aim to deploy 3 core service platforms in the eGovernment domain (eID/eSignature, eDelivery, eInvoicing)</p> <p>2015:</p> <p>Adoption of the 2nd CEF work programme (WP2015), with the aim to deploy 3 additional core service platforms and to launch 'generic services' to encourage Member States to promote the take up of the CEF DSIs.</p> <p>2020: by the end of the programme all eGov DSI core platforms deployed; critical mass in terms of take up achieved.</p> |
| <p>Europeana platform</p> | <p>Number of innovative added-value products or services based on Europeana content.</p> | <p>From 30 by end 2013 to 40 services using the Europeana API and/or based on the results of CIP projects by end 2014</p> |
| <p>Pilot version of the pan-European open data portal available online¹</p> | <p>Successful and stable core platform of the beta open data portal, as measured by the volume of data accessible through European data infrastructure and the number of visitors</p> | <p>Finalisation of the contract for the pan-European open data portal under CEF by end 2014</p> |
| <p>Contract for the pan-European open data</p> | <p>Finalisation of the contract for the pan-European open data</p> | <p>Contract finalised by end 2014</p> |

¹ This output contributes to a broader set of research & innovation and regulatory measures that support the development of a European Data Value Chain; see also p.22 and p.38

| portal | portal under CEF | |
|--------------------------|---|---|
| Safer Internet platform | Number of Safer Internet Centres (SICs) established and maintained in the MS/EEA and priority countries for promoting safer use on the internet by children, in 2013 SICs in 27 MS+NO, IS, SR and RU) | In 2014, to maintain full coverage of SICs in Member States |
| Safer Internet Day (SID) | Number of countries taking part in Safer Internet Day, 103 countries in 2013 | In 2014, to maintain coverage of countries celebrating SID; |
| | Number of children and young people reached by SID campaigns, 2,7 million reached in 2013 | In 2014, to maintain number of children reached by the SID campaign |

5. HORIZONTAL ACTIVITIES

5.1. Policy support and coordination

The horizontal Activity “Policy strategy and co-ordination” covers both the definition of the **strategic and cross sectorial policy orientation** of the Directorate-General and **the activities 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 policy 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 by putting in place an effective **External communication and Stakeholders engagement strategy** as well as **Dialogue with other Institutions and Member States**.

Based on Europe’s experience with the policies in the Digital Agenda for Europe, this activity also includes the Governance of the Internet, International ICT 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.

Under this activity DG CONNECT will continue to play a central role in the Governance of Internet policy. As part of the development of an overall EU strategy for internet policy, the Commission will pursue her effort in the development of an effective and efficient multi-stakeholder, multilateral framework for global internet governance and will publish a **Communication on Internet Policy and Governance – Making the best of Internet** which will pave the way for an EU Internet Policy. The Communication will build in particular on the Digital Agenda for Europe and the 2009 Communication “Internet Governance – the next steps”¹. Acknowledging the importance of the open and dynamic character of the Internet, this communication proposes action to further develop the Internet as a tool for democracy and growth.

The Commission will also launch in 2014 the development of the **Global Internet Policy Observatory (GIPO)** following the conclusion of a feasibility study launched in 2013 and discussion with global stakeholders.

The Commission will continue in the period of 2014 to strengthen its development assistance programmes to support technological, policy and regulatory capacity-building related to the Internet.

In addition the Commission will further promote the use of **.eu Top level Domain** and will continue to follow the activities related to the Internet Assigned Numbers Authority (IANA) contract, currently assigned to **Internet Corporation for Assigned Names and Numbers (ICANN)** in particular to push the reforms that are necessary for the internationalisation of ICANN and the functioning of the GAC.

It will also actively work on Internet and wider Information society issues in the framework of International fora such as the **Internet Governance Forum (IGF)**, the **G8**, **G20**, the **OECD**, **ITU** and others.

¹ COM(2010) 245, 26.8.2010; COM(2009) 277, 18.6.2009

| ABB activity: Policy support and coordination | | | | | |
|--|---|-----------|--------------------------|---|-------|
| Financial resources (€ in commitment appropriations) | | | Human resources | | |
| Operational expenditure | Administrative expenditure (managed by the service) | Total | Establishment plan posts | Estimates of external personnel (in FTEs) | Total |
| | 1,492,879 | 1,492,879 | 125 | 38 | 163 |

| | | |
|--|--|--|
| Specific objective: To successfully promote and safeguard EU policy in the follow up to the World radio conference on International Telecommunications (WCIT), and other multilateral fora dealing with eCommunication and ICT issues (IGF, ICANN, ITU). To promote the EU position on Internet governance globally along with the COMPACT principles, as well as manage DotEU enabling the ccTLD to grow further | | |
| Indicator: Commission proposal for global Internet Governance Communication on Internet Policy and Governance – Making the best of Internet | | |
| Baseline (new initiative) | Milestone IG Summit in Brazil (April 2014) | Target Timely adoption of Communication on Internet Policy and Governance – Making the best of Internet |
| Indicator: Proposal to the Council on EU enhanced status | | |
| Baseline | Target 2014 Plenipotentiary meeting of the ITU, acknowledging special position for the EU | |
| Indicator: Global Internet Platform Observatory (GIPO) and number of like-minded countries participating | | |
| Baseline 10 Like-minded countries (Brazil, Japan, Argentina, African Union etc etc) Launch and management of the feasibility study | Target 2014: Launch and implementation of the GIPO Increased number of like-minded countries participating in GIPO | |
| Indicator: Management of DotEU domain name | | |

| | |
|-------------------|-----------------------------|
| Baseline | Target |
| DotEU domain name | 2014: New contract on DotEU |

Specific objective: Timely and effective coordination of actions, governance, monitoring and evaluation of Digital Agenda for Europe contributing to the Europe 2020 strategy.

Indicator: Digital Single Market (DSM) completion by 2015 – shared goal with operational units and other DGs.

| | |
|----------|--|
| Baseline | Target |
| 2013 | 2015 |
| | DSM completion by 2015. Contribution to achieving 4% GDP gain in 2020 through the completion of the DSM. (Potentially measured by follow-up study to the digital Copenhagen economics report). Goal shared with operational units and other DGs. |

Indicator:

- Elaboration of one overarching key policy initiative based on new sources of growth by DG CONNECT
- Clear identification of new sources of growth and their potential policy replies
- Number and relevance of contacts with stakeholders

| | |
|------------------|--|
| Baseline | Target |
| (new initiative) | <ul style="list-style-type: none"> • Elaboration of one overarching key policy initiative based on new sources of growth by DG CONNECT (By mid 2014) • Clear identification of new sources of growth and their potential policy replies (By mid 2014) • One study on crowd sourcing for new sources of growth (ready 2014). |

Indicator:

- A Data Strategy for DG CONNECT - Number of quality datasets published in the 2014 Digital Agenda Scoreboard on time, through open data functionality
- Open data - Migration and enrichment of the visualization part of the Scoreboard by increasing the number of indicators, adding mapping functionalities and making the Scoreboard more interactive by adding a blog.
- Data analysis for policy support: Number of policy briefs to management

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| Currently: DAE Scoreboard | <ul style="list-style-type: none"> • 4 data sets published in 2014 • 120 indicators in the DAE Scoreboard by end 2014 • 8 policy briefs to management in 2014 |
| Indicator – European Semester and Grand Coalition for Digital Jobs | |
| <ul style="list-style-type: none"> • Number of countries monitored in the European Semester • Number of National Reform Programmes including a part of ICT)related policies • Number of country-specific recommendations on ICT (number of recommendations, not countries) • Number of organisations making pledges to Grand Coalition • Number of going Local exercises addressing ICT and jobs | |
| | <ul style="list-style-type: none"> • 8 countries monitored in the European Semester • 20 National Reform Programmes • 10 country-specific recommendations • 70 organisations • 10 Going Local exercises |
| Indicator: Completion of the DAE targets in 2015 and 2020. | |
| DAE Scoreboard: http://ec.europa.eu/digital-agenda/en/scoreboard | |

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| Specific objective: Coordinating and carrying out evaluation activities relevant to the DG's objectives and making proposals for strategic orientations of the DG's evaluation policy. |
| Indicator: % of evaluation recommendations a) acknowledged by senior management and, b) implemented, if within the remit of DG decision making |
| Target |
| a) 100 |
| b) 80 |
| Indicator: number of pilot projects per year for improved evaluation approaches. |
| 2 (2014) |

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| Indicator: Number of ex-post evaluations carried out according to Commission best practices |
| 6 (2014) |

| Specific objective: Coordination of standardisation activities in DG CONNECT | |
|---|---|
| Indicator: Standardisation Number of MSP meetings per year - Contribution to implementation of Standardization Regulation 1025/2012 and EC Decision 2011/C 349 by co-chairing MSP (Multi Stakeholder Platform) in order to identify technical specifications to be used in public procurement. | |
| Baseline | Target |
| New activity | Four (4) in total out of which 2 will be paid by Connect |
| Indicator: Number of identified technical specifications (TS) to be referenced in public procurement | |
| Baseline | Target |
| | At least 4 TS per year |
| Indicator: | |
| <ul style="list-style-type: none"> - Good flow of information regarding standardisation in DG Connect. - Strategic roadmaps of DG Connect units | |
| | <ul style="list-style-type: none"> - At least 6 meetings at CNECT Standardisation WG and 3 of the Connect IPR group - All units have developed their roadmaps and are actively executing them |

| Specific objective: Innovation environment for ICT – ICT Innovation vouchers & Pilot for co-investments by business angels in innovative ICT firms | |
|---|---------------------|
| Indicator: Number of regions deploying (ICT) innovation vouchers. | |
| Baseline | Target |
| New activity | At least 10 regions |
| Indicator: Total budget allocated to (ICT) innovation vouchers | |

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| New activity | Target At least 30 million € |
| Indicator: Support provided to regions that want to implement vouchers | |
| New activity | At least 3 events organised during 2014 |
| Indicator: Negotiation with EIB/EIF and business model/architecture of the pilot for co-investments by business angels in innovative ICT firms. | |
| New activity | Readiness of the scheme for deployment in 2015 |
| Indicator: Promotion and Dissemination of the scheme in the ICT Business Angels community | |
| | 75% of the total Commission budget (30M€) to be allocated to ICT companies (22,5M€) |
| Indicator: Open Innovation 2.0 <ul style="list-style-type: none"> - funding and policy opportunities in H2020 workprogramme 2015- and DAE actions incorporating open innovation 2.0 principles - number of projects in H2020 first calls applying modern (open) innovation in their project design (analysis of projects) | |
| 2013 WP | <ul style="list-style-type: none"> - Get substantial increase of open innovation actions in the workprogramme and in projects resulting from the workprogramme - Increase the number of projects containing Open Innovation 2.0 by 50% yearly |

Specific objective: Horizon 2020 coordination & work programmes

ICT Research and Innovation in Horizon 2020

| description | indicator | target |
|--|--|---|
| Overall coordination of Horizon 2020 within DG CONNECT | Wide participation across DG CONNECT, constant flow of information and coherent approach to orientations and Work Programmes preparation | All internal stakeholders fully involved and informed at all times, and a Work Programmes that is fit-for purpose and coherent in all its parts |

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| Inter- and intra-institutional coordination (representing DG CONNECT in Inter-service groups, preparing DGs meeting) | Uptake of DG CONNECT's position in Horizon 2020 strategic programming and orientations for future programming period (2016-17) | Strong coverage of ICT-relevant aspects in strategic programming and orientations |
| Coordination of ICT presence in Societal Challenges | Inclusion of ICT-relevant R&I activities in Societal Challenges Work Programmes | Work Programmes that take into account the contribution of ICT in all Societal Challenges |
| Coordination with stakeholders via CONNECT Advisory Forum (CAF) and FET Advisory Group (FET AG) | CAF and FET AG setup and running: constant involvement of CAF and FET AG members in the preparation and development of Horizon 2020 | Reports and recommendations delivered on time for preparation of orientation for next programming period |
| Coordination with stakeholders via ICT European Technology Platforms (ETPs) | Constant flow of information on the work of relevant ICT ETPs | All internal and external stakeholders fully informed of ETPs developments |
| Efficient operational inter- and intra- institutional coordination | Delivery of briefings/Inter Service Consultations / Contributions to speeches etc. | 100% on time and fit for purpose |
| ICT related Work Programmes | | |
| description | indicator | target |
| Coordination with internal and external stakeholders for the preparation/revision of Horizon 2020 Work Programmes | Active participation in Inter DGs working groups on the Work Programmes and preparation of Work Programmes draft | Delivery of Work Programmes draft on time for decision process |
| | Responsiveness to contributions from CONNECT Advisory Forum and FET Advisory Group | Taking into account of CAF recommendations and FET Advisory Group while preparing Work Programmes draft |
| Efficient implementation of Work Programmes | Monitoring of call evaluations | Monitoring of 80% of call evaluations held in Brussels/Luxembourg |
| Coordination between European Commission and Member States | | |
| description | indicator | target |
| Successful delivery of events (national launch events, information day in Italy under IT Presidency in 2014) | Active participation (presentations of the ICT part of the programmes) to national info days, delivery of the IT Presidency info day | Participate in all relevant launch events; attendance of 1500 participants at the information day in IT |
| Coordination of National Contact Points (NCPs) for | Constant flow of information to | Informed dissemination of Work Programmes in Member |

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|---|--|---|
| ICT LEIT and FET Work Programmes | NCPs on Work Programmes | States by NCPs |
| Coordination with DG RTD on ERA-related activities including Joint Programming | Active participation in Inter DGs working groups on ERA and JPI | All internal and external stakeholders informed of ERA and JPI-related developments at all time |
| Secretariat for ICT LEIT and FET Programme Committee | Organisation of Programme Committees meetings and preparation of background material | 100% delivery on time according to Programme Committees scheduling |
| Preparation of ICT 2015 Conference | Successful delivery of the ICT 2015 Conference | Attendance of 4000 participants at the ICT 2015 Conference |
| International cooperation | | |
| description | indicator | target |
| Strategy and coordination for ICT international research collaboration | Coordination with DG RTD as part of daily operations | One major contribution to the Strategic International Research and Innovation Cooperation (SIRIC) per semester in form of papers or presentations |
| Contribution of DG CONNECT in international S&T dialogues including CONNECT R&I dialogues | Contribution to ICT dialogues with third countries | Contribution to all ICT dialogues with third countries |

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| Specific Objective: Coordination of CEF related Work Programmes | |
| Indicator: Efficient coordination with relevant internal stakeholders for the preparation of the CEF Telecom Services Work Programme: ensure information flow to and from other DG CONNECT's Units | |
| Baseline New activity | All internal stakeholders fully informed at all times, and CEF orientations and Work Programme coherent with H2020 strategy |
| Indicator: CEF Telecom expert group setup and running: constant involvement of its members in the preparation and development of the CEF Telecom Work Programme | |
| Baseline New activity | Reports and recommendations delivered on time for preparation of orientations and Work Programme |
| Indicator: Secretariat for CEF Programme Committee - Organisation of Programme Committee meetings and preparation of background material | |

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| Baseline | 100% delivery on time according to Programme Committee scheduling |
| New activity | |
| Indicator: Delivery of the CEF Telecom Work Programme | |
| Baseline | On-time delivery of the CEF Telecom Work Programme |
| New activity | |

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| Specific objective: To ensure that the Directorate general's planning follows political guidelines, EU strategic objectives, with realistic timelines for delivery thereby preventing delays. | |
| Indicator: Time of delivery of CWP to SG | |
| Baseline | Target |
| CWP 2014 inputs delivered in time (July-October 2013) | CWP 2015 documents submitted within the SG deadlines in 2014 |
| Indicator: Delivery rate of initiatives included in the CWP (including catalogue) | |
| Baseline | Target |
| (with cancelled) 66,7% (3 out of 4) of items delivered | CWP 2014: 100 % adoption |
| (without cancelled) 100% (3 out of 3) items delivered | |

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| Specific objective: To support the delivery of the Digital Agenda for Europe; to implement and monitor the external communications strategy. | |
| Indicator: Constantly evolving communication strategy based around 100% digital approach. Active management of the Digital Agenda for Europe brand | |
| Baseline | Target |
| Web traffic: 250.000 unique browsers by October 2013 | End 2014: 350 000 |
| Indicator: Presence of EC and NK in online media coverage | |
| Baseline | Target |
| (20/11/2013) | NK Twitter (peak) 110.000 |
| NK Twitter followers: 85.000 | |

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|--|---|
| NK FB fans / likes: 8600 | NK FB (peak) 10.000 |
| NK YouTube views: 110,000 | NK YouTube views (peak): 120.000 |
| NK Dailymotion views: 5,600 | NK Dailymotion To be wound down as a negative priority |
| NK Blog views : 648.000 | NK Blog now integrated into the NK site, so new indicator is NK web site unique browsers: target is 27.000 at peak |
| YouTube channel views 290,000 | |
| DAE Twitter followers: 19,277 | DAE Twitter followers (based on normal growth + migration of at least 5% of follows from NK site as she approached end of mandate): 29.000 |
| DAE FB followers : 6000 / 7.300 | DAE FB followers : 9.250 |
| | New target for DAE Blog is to agree a policy for usage by all units of the Blog and the DAE "communities" features as part of their online stakeholder engagement |
| Indicator: Online presence incorporating more engagement tools | |
| Baseline | Target 1000 registered active user (once migrated the engagement activities) |

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| Specific objective: To support the Directorate's processes are based on free knowledge sharing and strengthen the collaboration and communication culture within the DG, notably through the usage of the social-media like intranet platform, CONNECTED. | |
| Indicator: Knowledge sharing usages of the platform extended and replicated across the Directorate-General. Usages can be related to information push, organic collaboration and/or business processes. | |
| Baseline | Target |
| No numeric data at this stage, but existing examples include production of briefings, "back to the office" reports, etc. | At least 8 usages fully implemented, out of which 4 new cases (by end 2014) At least two usages either DG-wide or cross-Directorates-General |
| Indicator: Adoption and engagement on the platform, measured through: - share of active users ¹ (within DG CONNECT) on the platform - number of users of the platform | |

¹ Users that create and/or comment on content in a given period of time

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|---|---|
| Baseline 2013: 60% of active users within DG CONNECT 5431 registered users | Target 2014: 70% of active users within DG CONNECT Increase by 15% the number of users on the platform |
| Indicator: Proposal of mobile view for CONNECTED ensuring: (1) minimum set of key features predefined, (2) availability on different platforms (iOS, Android, etc.) | |
| Baseline n.a. | Target Adoption by end 2014 |

Specific objective: 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

Indicator: Time to reply to European parliament (EP) questions
(Source: CNECT.D2)

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|--|--|
| Baseline 0% blacklisted (i.e. overdue / beyond SG final deadline) and 99,4% on time (2013 – till 19 November) | Target 0% EP questions blacklisted by SG and 100% replied on time |
|--|--|

Specific objective: Consistent implementation of the Stakeholder Engagement Approach, and dealing with stakeholder issues accordingly in a principled and structured manner.

Indicator: The Guidelines on stakeholder engagement are used consistently across the DG.

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|----------------------|---|
| Baseline n.a. | Target The stakeholder engagement actions prioritised by the Stakeholders Unit apply the Guidelines. |
|----------------------|---|

Indicator: Putting in place an IT stakeholder tool to support the implementation of a structured and transparent approach to stakeholders in DG CONNECT.

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| Business analyses. Adoption by DG CONNECT's Management team and IT board | Successful proof of concept; agreement and start introducing the IT stakeholders tool at DG CONNECT in 2014. |
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| (September 2013) | |
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| Specific objective: To launch and manage platforms (e.g. Corporate Social Responsibility - CSR) and multi-stakeholder initiatives such as Women in ICT, Digital Champions, Young advisors in Support of DG CONNECT and the Commissioner in achieving the objectives of the Digital Agenda for Europe | |
| Indicator: Cooperation amongst networks made up of key stakeholders thereby improving policy making processes (i.e. Young Advisors, Digital Champions, CSR multi-stakeholders platform) | |
| Baseline | Target |
| 5 meetings of Young Advisors, Digital Champions, Women and ICT took place in 2013. | Successful implementation of CSR ICT4Society platform |
| Digital Champions actively involved in Grand Coalition, Connected Continent and Opening Up Education in 2013. | Successful implementation of CSR ICT4Society platform |
| Young Advisors organised Code Week 25-30 November 2013 | Increase Digital Champions, Young Advisors and Digital Women involvement in DG CONNECT key initiatives |

5.2. 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.

| ABB activity: Administrative support | | | | | |
|--|---|---------|--------------------------|---|-------|
| Financial resources (€ in commitment appropriations) | | | Human resources | | |
| Operational expenditure | Administrative expenditure (managed by the service) | Total | Establishment plan posts | Estimates of external personnel (in FTEs) | Total |
| | 165,578 | 165,578 | 81 | 12 | 93 |

5.2.1. *People*

| Specific objective: Staff Engagement Strategy | |
|--|--------------------------------------|
| Lead Indicator : Overall job satisfaction (Source: Staff Satisfaction Survey 2013) | |
| Baseline | Target |
| 73% (2013) | Higher than EC average (72% in 2013) |
| Indicator : "I achieve an appropriate balance between my professional and private life" (Source: Staff Satisfaction Survey 2013) | |
| Baseline | Target |
| 62% (2013) | Higher than EC average (65% in 2013) |
| Indicator : Implement Staff Engagement and Equal Opportunities and Diversity strategic actions (Source: Staff Engagement Strategy, EO&D Action Plan) | |
| Baseline | Target |
| 59.5% (Aug 2013) | 100% of actions by 2014 |
| Indicator: Eligible staff applying for flexible working arrangements (Source: Sysper2) | |
| Baseline | Target |
| Access to remote scheme: 747 out of 1075 (Oct 2013) 69.5% | Increased use (%) |
| Flexitime: 59.1% (Jun 2013) | |
| Indicator : Women recruited as administrators (Source: Sysper2) | |

| | | | | |
|--|---|-------------|-------------|-------------------------|
| Baseline | Target | | | |
| 30% (Nov 2013) | Increased number of women to 50% of newly recruited staff as administrators | | | |
| Indicator : Management positions held by women (Source: Sysper2) | | | | |
| Baseline | Milestone | | | Target |
| 2010 | 2011 | 2012 | 2013 | 2014 |
| 18,2% | 16,7% | 23% | 25,0% | 25% for Middle Managers |
| 14.0% | 16.3% | 22.7% | 25.0% | 25% for Senior Managers |

| | |
|--|--------------------------------------|
| Specific objective: Staff development | |
| Lead Indicator: "Learning and Development activities I have completed in the last 12 months have helped to improve my performance" (Source: Staff Satisfaction Survey 2013) | |
| Baseline | Target |
| 56% in 2013 | Higher than EC average (64% in 2013) |
| Indicator: Satisfaction rate for training courses organised by the DG (Source: Syslog) | |
| Baseline | Target |
| 84.8% (1 st semester 2013) | Higher than 80% |
| Indicator: Training Attendance (enrolled and followed) (Source: Syslog) | |
| Baseline | Target |
| 86% (1 st semester 2013) | Higher than 85% |
| Indicator: Establishment and validation of annual objectives for all staff (Source: Sysper2) | |
| Baseline | Target |
| 77% (Nov 2013) | Close to 100% |

| Specific objective : Human Resource Strategy | | | | | |
|---|--------------------------------------|-------------|-------------|-------------|--|
| Indicator : Rate of administrative and support functions on total staff (Source: Sysper2) | | | | | |
| Baseline | Milestone | | | | Target |
| 2009 | 2010 | 2011 | 2012 | 2013 | Progressive reduction according to Research family targets from annual screening (10.2% in 2013) |
| 15% | 14.2% | 12.6% | 11.3% | 10.9% | |
| Indicator : Turnover rate (Source: Sysper2) | | | | | |
| Baseline | Milestone | | | | Target |
| ... | 2011 | 2012 | 2013 | | Detection of possible anomalies in entries/exits in Units |
| Entries | 11.9% | 9.8% | 6.6% (Oct) | | |
| Exits | 9.7% | 12.3% | 6% (Oct) | | |
| Indicator : "I have an acceptable workload" (Source: Staff Satisfaction Survey 2013) | | | | | |
| Baseline | Target | | | | |
| 55% (2013) | Higher than EC average (62% in 2013) | | | | |

| Specific objective (definition): Human Resources Legal Matters | |
|--|-----------------|
| Lead Indicator: Compliance with HR Internal Control Standards (Source: ICS Review) | |
| Baseline | Target |
| 100% (2013) | 100% compliance |

5.2.2. *Support systems and tools*

As from 2014, the recently created directorate in DG RTD, the Common Support Centre (CSC) together with DG DIGIT will become the single IT suppliers for the Research Family. Following this decision, DG CONNECT has agreed to contribute to the CSC by transferring all the staff in CNECT.R3 currently involved in Horizon 2020 developments and also the staff dealing with FP7 support, tasks that will also be taken over the CSC in DG RTD. Still under discussion whether the staff working for the legacy applications will stay in CNECT.R3 or will move as well.

This decision is perfectly in line with the EC-wide IT rationalization strategy and obviously has a significant impact on the IT strategy of the DG because of the radical

reduction of its development capacity. The residual development capacity will focus on the support to pilot projects, non-research applications and support to specific business needs e.g. in the area of human resources management.

Given that support to research programmes is out of scope, the five top priorities for 2014 are the following:

- External Communications and Digital agenda
- Pilot projects : Connected and Stakeholder Relationship Management (SRM)
- Legacy support for FP7 and Policy information systems (Noha, Sid,...)
- Support to operations
- Infrastructure and meeting rooms

Also the new role as IRM unit is to become change agents and business relationship managers within the DG.

| Specific objective: To ensure the correct functioning of infrastructures and I. S. underpinning the operations of DG CONNECT | |
|---|---|
| Indicator: Servers' availability (measured in % of the total service time) | |
| Baseline End 2013: 99.4% | Target 2014: >99% |
| Indicator: Number of bug fixes required to stabilise a release (ratio between bug fixes releases and normal scheduled releases) | |
| Baseline End 2013: 1.03 bug fixes per release | Target 2014: to be provided by the CSC |
| Indicator: Percentage of transactions requiring intervention of the I.T. Helpdesk (gives an indication of the quality of the systems) | |
| Baseline End 2013: 21% | Target 2014: to be provided by the CSC |
| Indicator: I.S. development indicators (% of time spent for the different I.S. areas, in comparison with the development time) | |
| Baseline In 2013: Project management: 19.7% Analysis: 14.5% User documentation: 8.9% | Target 2014: to be provided by the CSC |

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|---|----------------|
| Testing: 29.9% | |
| Support at unit level: 23% | |
| Other: 9.2% | |
| Indicator: User satisfaction (Source: Annual user satisfaction survey) | |
| Baseline | Target |
| End 2013: 90% of good/very good level of satisfaction for overall quality of IT systems | End 2014: >90% |

5.2.3. Compliance

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| Specific objective: Internal control: to provide assurance to the DG and to the Commissioner and input to the yearly Declaration of Assurance in the DG CONNECT Annual Activity Report (AAR) by providing evidence that an effective internal control system is in place, that the DG is compliant with the 16 Internal Control Standards, that it monitors and mitigates possible risks and that it is transparent via its reporting obligations on yearly activities, by contributing in liaison with the European Court of Auditors and the budgetary authorities to the yearly discharge procedures. | |
| Indicator: Compliance with the 16 Internal Control Standards in % | |
| Baseline | Target |
| 2013: 98 % compliance rate with the 16 ICS. | 2014: 100 % compliance rate with the 16 ICS. |
| Indicator: Number of deviations registered in the central register | |
| Baseline | Target |
| 2013: 113 Deviations recorded | 2014: 15 % reduction of Deviations recorded |
| Indicator: Number of critical or very important IAS recommendations overdue for more than 6 months | |
| Baseline | Target |
| End 2013: 1 overdue critical or very important recommendations overdue for more than 6 months | 2014: No overdue critical or very important recommendations overdue for more than 6 months |

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| Specific objective: Audit: to provide assurance to the DG that EU funds are spent in compliance with contractual provisions and regulations using sound financial management by carrying out external audits. | |
| Indicator: Annual FP7 Error rate | |
| Baseline 2013: Currently, a reservation is observed in DG CONNECT's AAR, as the FP7 error rate is above 2%. | Target 2014: No increase of the FP7 error rate. |
| Indicator: Timely launch and completion of audits as planned in a given year | |
| Baseline 2013: Audits launched: 139 Audits completed: 156 (of which 117 FP7 audits & 39 Non-research audits) | Target 2014: Audits to be launched: 41 Non-Research audits Audits to be completed: 210 |
| Indicator: Timely availability of reports on the financial adjustments on costs claimed by beneficiaries (error rate) | |
| Baseline 2013: 100% | Target 2014: 100% |
| Indicator: Number of audits undertaken per year on the basis of the FP7 audit strategy common to the Research Family and the single non-research audit strategy. | |
| Baseline 2013: No common audit sample in 2013 | Target 2014: Launch of the second common audit sample foreseen end of 2014 |
| Indicator: The legality and regularity of the ex-post audit operations and procedures are being audited by ECA and DG IAS giving rise to recommendations and action Plan | |
| Baseline 2013: Unit R4 is the Chef-de-file concerning the IAS audit on "FP7 | Target 2014: Improving the legality and regularity |

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| <p>Control Strategy – on the spot control and Fraud Prevention and Detention Strategy".</p> <p>In line with the IAS policy, a follow-up engagement has been carried out in 2013 as it had been announced on 21st December 2012.</p> <p>Following the conclusions of the above mentioned follow-up IAS audit, all recommendations (7 in total) have been successfully implemented.</p> <p>DG CONNECT as part of the Research family is concerned by the ECA Special Report 2/2013 titled "Has the Commission ensured efficient implementation of the Seventh Framework Programme for Research?". DG RTD is Chef-de-file and DG CONNECT is an "associated" DG in 5 recommendations.</p> | <p>of the EU funds spent by DG CONNECT.</p> <ul style="list-style-type: none"> - Smooth, short and effective contradictory proceedings in cooperative spirit. - Reduction by 50% of audit Recommendations derived from ECA and IAS audit activities |
| <p>Indicator: Need for a smooth discharge procedure by budget authorities</p> | |
| <p>Baseline</p> <p>2013: Discharge obtained. Some EP questions on agencies successfully handled</p> | <p>Target</p> <p>2014: Smoothly discharge procedure by budget authorities (reduction of EP amendments by 10 %)</p> |
| <p>Indicator: Safeguard the Commission's/ DG CONNECT's financial interest and reputation, and dealing with litigation: ombudsman complaints, court cases, Beneficiary's contestation to audit implementation by operational services</p> | |
| <p>Baseline</p> <p>2013: 17 court cases pending (before ECJ, stand: 31/12/2013). 6 judgments obtained by the ECJ/General Court. Ombudsman complaints pending: 3. Good number of difficult contradictory procedures in the area of audit</p> | <p>Target</p> <p>2014: 2014: Reduction of court cases and Ombudsman complaints.</p> <p>95% of judgements in favour of the Commission.</p> <p>Smooth and short contradictory procedures</p> |
| <p>Indicator: Intense coordination mechanism of audit activities with the DGs and Executive agencies (EA) of the Research family exist (sometimes different views), centralisation of common audit support functions foreseen for 1.01.2014; need to protect DG CONNECT interests by appropriate governance set-up</p> | |

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| Baseline | Target |
| 2013: Reinforced coordination with the Research Family | 2014: Centralisation of Audit/Legal (CSC) as of 01.01.2014, enhanced cooperation with the Research Family, consistent and common approaches and less fragmented views. |

Specific objective: Legal: to provide a comprehensive legal support service addressing all horizontal legal issues relevant to the achievement of DG CONNECT 's main objectives, on the basis of the unit's own resources and competences [or if appropriate by pulling competences within the DG]

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| Indicator: % of timely delivery of legal advice to DG CONNECT units and hierarchy | |
| Baseline | Target |
| 2013: Introduction of the ticket system | 2014: Smooth ticket system enabling close monitoring of follow-up of requests from operational services |
| Indicator: % of timely inputs provided to Legal Service in cases under litigation (deadlines agreed with LS) | |
| Baseline | Target |
| 2013: 90% | 2014: 90% |
| Indicator: % of inputs provided to the Secretariat General in the European Ombudsman complaints within the "date butoire" established in MEDiateur2 | |
| Baseline | Target |
| End 2013: 90% | 2014: 90% |
| Indicator: Ensure that the objectives of the DG can be managed in full respect of the obligations of the Treaties, the Financial Regulations, Data protection provisions and other legal obligations which are generally applicable to the Commission | |
| Baseline | Target |
| 2013: Need for notification on data handling | 2014: Reinforced attention to data protection issues. Nomination of a new Data Protection Coordinator (DPC) |
| Indicator: Quality legal input to contestations, litigation, complaints and requests for | |

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| redress procedures | |
| Baseline 2013: Good quality, with positive feedback from the Legal Service | Target 2014: Maintaining and further refining the high quality legal support and input, in order to successfully handle all contestations, litigation, complaints and redress procedures. |
| Indicator: Handling (own R4 requests) and coordinating 'access to documents' requests from operational services | |
| Baseline 2013: Difficulties with handling complex Access to Documents request within prescribed time limits | Target 2014: Shorter time periods to Handle efficiently Access to Documents requests |

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| Specific objective: Anti-fraud Strategy: to combat fraud and reduce risk within DG CONNECT beneficiaries by preventive, detective and corrective measures such as identifying risky beneficiaries, carrying out targeted audits on them, collaborating with OLAF and advising Operational Services on the results of our activities. We also support the operational services in data analysis and give training to raise awareness on how to detect fraud and high risk of mismanagement of EU funds. | |
| Indicator: Effective plagiarism tools available for the whole DG | |
| Baseline 2013: During 2013 we have performed 547 plagiarism checks | Target 2014: Maximum 477 plagiarism tests: - The counter to the Urkund checks was reset on 01/10/2013 to another 600 checks, until 30/09/2014. - After the counter reset, 123 checks were performed during the period 01/10/2013 – 31/12/2013 - Thus, the remaining checks for 2014 are now 477. |
| Indicator: Raise awareness on risk and fraud through a constant dialogue with the operational/ financial services and ways to identify them for the Operational services and to beneficiaries | |
| Baseline 2013: Reintroduction of the ex-post | Target 2014: Monthly EPAC meetings. Continuous |

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| audits correspondents (EPAC) meetings with representatives from all Directorates | constructive dialogue with operational services |
| Indicator: Continued excellent collaboration with OLAF and other bodies in combatting fraud and reducing risk. | |
| Baseline 2013: Very good contacts with OLAF | Target 2014: Continuation of very good contacts with OLAF. Opening of investigation requested by DG CONNECT |
| Indicator: Increased Assurance provided to the DG and reduction of reputational risk (as input to the Annual Activity Report). | |
| Baseline 2013: Positive Declaration of Assurance (with one reservation) | Target 2014: Positive Declaration of Assurance |
| Indicator: An efficient and effective common audit support function in the Research Family DGs after the centralization of the ex-post audit. | |
| Baseline 2013: Legal texts for CSC adopted | Target 2014: Smooth transition and start of CSC operation |
| Indicator: Training of operational units on early fraud detection and prevention | |
| Baseline 2013: Training provided on plagiarism and detection of anomalies | Target 2014: Trainings provided within the CSC |
| Indicator: Training of beneficiaries on correct application of financial provisions and on most common errors detected | |
| Baseline 2013: Training on detection of anomalies and presentation to National Contact Points (NCP's) | Target 2014: Trainings provided within the CSC |
| Indicator: Risk assessment on who are the high risk beneficiaries and subsequent audits | |
| Baseline 2013: Risk analysis done at regular intervals | Target 2014: Risk audits done in the CSC |

5.2.4. Programme operations

| | |
|---|-----------------------------|
| Specific objective: To coordinate the operational implementation of programmes managed by DG CONNECT and to support grant management | |
| Indicator: Percentage of questions answered within 5 working days | |
| Baseline 31/10/2013: 75% of 320 questions received were answered within the target of 5 working days. | Target End 2014: 80% |

6. ANNEXES

6.3. Prioritised internal control standards for effective management

| <i>Priority Control Issues</i> | | | <i>(4) Summarise the relevant requirements and/or effectiveness criteria</i> | <i>(5) Control issues and planned measures to improve or develop controls</i> |
|---|--|---|--|---|
| <i>(1) Prioritised in MP 2013</i> | <i>(2) Effectively implemented</i> | <i>(3) Internal Control Standards</i> | | |
| N | Y | 1. ICS 3 Staff Allocation & Mobility | <p>Whenever necessary – at least once a year – management aligns the organisational structures and staff allocations with priorities and workload.</p> <p>Staff job descriptions are consistent with relevant mission statements</p> <p>The DG has a policy to promote, implement and monitor mobility (e.g. publication of vacant post, list of specialist posts) in order to ensure that the right person is in the right job at the right time and, where feasible, to create career opportunities.</p> <p>Necessary support is defined and delivered to new staff to facilitate their integration in the team</p> | <p>This ICS has been put forward as a priority ICS for 2014 further to the mid-term review of Directorate Management Reports in June and the discussions in the Internal Control Coordination Group meeting of 26 September. The final Management decision to prioritize this ICS was taken in the ABC meeting of 25 October 2013.</p> <p>The recent decisions on the new management modes (transfer of files and staff to the Common Support Centre (CSC) and to the Executive Agencies) will have impacts in terms of workload and consequently on HR allocations.</p> <p>The Senior Management will continue to keep under review staff allocation during the monthly HR Committees and weekly MT meetings. Vacant posts will be checked against priorities and eventually considered for reallocation or publication when not set aside in view of taxation or externalisation.</p> <p>To support Senior Managers in the decision-making process, periodical reports will be provided, including analysis of relevant trends and elaboration of possible scenarios in staff evolution.</p> <p>Close monitoring of HR trends will allow a gap analysis linked to</p> |

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| | | | | possible retirements and staff mobility, as well as long-term HR forward planning in liaison with DG HR and DG BUDG. |
| N | Y | 2. ICS 10 Business Continuity | <p>Adequate measures - including handover files and deputising arrangements for relevant operational activities and financial transactions - are in place to ensure the continuity of all service during "business-as-usual" interruptions (such as sick leave, staff mobility, migration to new IT systems, incidents, etc.);</p> <p>Business Continuity Plans cover the crisis response and recovery arrangements with respect to major disruptions (such as pandemic diseases, terrorist attacks, natural disasters, etc.). They identify the functions, services and infrastructure which need to be restored within certain time-limits and the resources necessary for this purpose (key staff, buildings, IT, documents and other). DG Plans take account of the BCPs of the horizontal services in respect of their responsibilities for corporate services, completed as appropriate by measures specific to the DG concerned;</p> <p>Procedures are established for exercising, updating and validating the BCP. Reviews are at least annual, through the existing risk management process;</p> <p>Electronic and hardcopy versions of the BCP are stored in secure and easily accessible locations, which are known to relevant staff;</p> <p>Contingency and backup plans for information systems are established, maintained, documented and tested as determined by operational, business</p> | <p>The foreseen staff reduction, the centralisation and externalisation process and the resulting transfer of files and posts to the Common Support Centre (CSC) and to the Executive Agencies respectively could become a constraint on DG CONNECT's Business Continuity Policy. Above mentioned events merit additional supervision of this Internal Control Standard in 2014.</p> <p>Measures will focus on DG CONNECT's internal continuity of service procedures (handover arrangements, backup procedures, etc.) in order to make sure that they are sufficiently known, ready accessible and applied in practice. Action will be taken to remind all staff leaving DG CONNECT of the need to write a handover file to their successor, containing all the information necessary to an orderly closing of open files.</p> <p>Heads of Unit and Directors are required to ensure that staff have back-ups and to involve their staff in allocating back-ups. A consulting engagement on the effective implementation of the measures proposed to enhance the effectiveness of back-ups showed that there is room for improvement. Directorates are therefore encouraged to seek ways to further continue to strive for a complete implementation of the measures proposed by Directorate R to enhance the effectiveness of back-ups, in those cases where it is not yet done.</p> <p>Proposals to improve compliance with ICS 10 on Business Continuity will be published on CONNECTED to reach a maximum number of (new) staff.</p> |

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| | | | continuity and security needs. | |
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6.4. Planning of studies (evaluations and other studies)

| N° | Title | Context, Intended Use | Type of evaluation or study | | | Timing | | Associated DGs | Planned cost |
|---|--|-----------------------------|--------------------------------------|--|--|--------------------|------------------|----------------|--------------|
| | | | Prospective (P) or retrospective (R) | External (E), internal (I), internal with external support (I&E) | Expenditure programme (E), Regulatory instrument (R), Communication activity (O), Internal Commission activity (I) | Start (month/year) | End (month/year) | | |
| I. Ongoing evaluations (work having started in previous years) | | | | | | | | | |
| | Evaluation of the pertinence and impact of the EU support actions to research infrastructures in the 7th Framework Programme - SMART 2012/0045 - IAV | required by the legal basis | R | E | E | Q4 2012 | Q2 2014 | | |
| | Study for the mid-term evaluation of the eGovernment Action Plan 2011-2015 implementation - SMART 2012/0060 - IAV | required by the legal basis | R, P | E | R | Q4 2013 | Q1 2014 | | |
| | Evaluation of the Safer Internet programme (2009-2013) | required by the legal basis | R | I+E | E | Q4 2013 | Q3 2014 | | |
| | Assessing Impact of the European Innovation Partnership on Active and Healthy Ageing SMART 2012/0065 | required by the legal basis | R | E | R | Q4 2012 | Q1 2015 | | |
| II. Evaluations planned to start in 2014 or later | | | | | | | | | |
| | Intermediate evaluation of the eHealth Action Plan 2012-2020, including SMART 2014/0060 | required by the legal basis | R, P | E | R | Q4 2014 | Q2 2015 | | 200,000 |

| | | | | | | | | | |
|-----------------------------------|---|---|------|-----|---|---------|---------|------------------|---------|
| | High Performance Computing in the EU: progress on the implementation of the European HPC Strategy - SMART 2014/0021 - IAV | Report of the EC to the Parliament and the Council on the Action plan outlined in the Communication | R, P | I+E | R | Q3 2014 | Q2 2015 | | 200,000 |
| | (2nd) Interim Assessment of the Future Internet Public-Private Partnership | required by the legal basis | R, P | I | E | 2014 | 2014 | | |
| | Ex-post assessment of the current Digital Agenda - SMART 2014/0032 IAV | Other: Preparation of follow-up | R | I+E | R | Q3 2014 | Q1 2015 | | 225,000 |
| | Evaluation of Privacy and Electronic Communications Directive | Other: REFIT | P, R | I | R | Q2 2014 | | | |
| | Support to the ex post evaluation of the ICT FP7, including the study SMART 2013/0049 | required by the legal basis | R | I+E | R | Q1 2014 | Q3 2014 | DG RTD | 200,000 |
| | Final evaluation of eGovernment Action Plan 2011-2015 (SMART 2014/0064) | required by the legal basis | R | E | R | Q1 2015 | Q1 2016 | | |
| | Evaluation of Audio-visual Media Services Directive | Other: REFIT | R, P | I | R | Q1 2015 | | | |
| | Final Evaluation of ARTEMIS and ENIAC Joint Technology Initiatives (JTIs) | required by the legal basis | R, P | I+E | E | Q1 2017 | Q3 2018 | | |
| | Horizon 2020 Interim evaluation | required by the legal basis | R, P | I+E | E | 2017 | 2017 | DG RTD | |
| | Connecting Europe Facility (CEF) | required by the legal basis | R, P | I+E | E | 2017 | 2017 | DG MOVE, DG ENER | |
| III. Other planned studies | | | | | | | | | |
| | Participative development of inter-disciplinary research and innovation - SMART 2014/0001 | | P | E | E | 2014 | | | 275,000 |
| | Building a Foresight ecosystem - SMART 2014/0002 | | P | E | I | 2014 | | | 300,000 |
| | ICT and the Resilience Challenge - SMART 2014/0005 | | P | E | I | 2014 | | | 300,000 |

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| | Societal attitudes towards autonomous systems (Eurobarometer) - SMART 2014/0006 - DC | | P | E | I | 2014 | | DG COMM | 250,000 |
| | Eurobarometer household survey on eCommunications - SMART 2014/0014 - DC | | P | E | I | 2014 | | DG COMM | 300,000 |
| | Investigation into interoperability standards for the promotion of the internal market for electronic communications - SMART 2014/0023 | | P | E | R | 2014 | | DG COMM | 250,000 |
| | Review of the scope of universal service - SMART 2014/0011 - IAV/PC | | P | E | R | 2014 | | | 150,000 |
| | Study on future trends and business models in communications services and their regulatory impact - SMART 2013/0019 - PC | | P | E | R | 2014 | | DG MARKT, DG HOME, DG JUST, DG SANCO, DG COMP | 250,000 |
| | Research of the market with spectrum-dependent ICT equipment operating in unlicensed frequency bands - SMART 2014/0012 - DC | | P | E | R | 2014 | | DG ENTR.F5 | 150,000 |
| | The socio-economic benefits of network sharing - SMART 2014/0024 | | P | E | I | 2014 | | DG COMP | 150,000 |
| | European Broadband Portal (EBP) - SMART 2014/0015 - PC | | P | E | I | 2014 | | | 100,000 |
| | Mapping broadband infrastructures and services (phase II) - SMART 2014/0016 - PC | | P | E | I | 2014 | | DG REGIO, COMP, ENTR, AGRI | 550,000 |
| | Sources of investment in the telecom sector - SMART 2014/0017 - PC | | P | E | I | 2014 | | DG ECFIN | 250,000 |
| | Metrics and Data gathering for Digital science - SMART 2014/0007-DC | | P | E | I | 2014 | | DG RTD, JRC-IPTS | 200,000 |

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|--|---|--|---|---|---|------|--|------------------------------|---------|
| | Technical development of the online platform for the Global Internet Policy Observatory - SMART 2014/0026 | | P | E | I | 2014 | | | 500,000 |
| | Monitoring regulatory and market development for electronic communications and broadband in the EU enlargement countries - SMART 2014/0027 - DC | | P | E | I | 2014 | | DG ELARG, MARKT, COMP, TRADE | 250,000 |
| | Identification and quantification of key socio-economic data for the strategic planning of 5G introduction in Europe - SMART 2014/0008 - DC | | P | E | I | 2014 | | DG ENTR | 300,000 |
| | Measuring the economic impact of cloud computing in Europe - SMART 2014/0031 - DC | | P | E | I | 2014 | | | 150,000 |
| | Open Innovation in Smart Cities, design for successful innovation ecosystems - SMART 2014/0037 - PC | | P | E | I | 2014 | | | 275,000 |
| | Quantifying the impacts of PCP procurement in Europe based on evidence from the ICT sector - SMART 2014/0009 | | P | E | I | 2014 | | | 60,000 |
| | Promoting the impacts of PCP and PPI procurement in Europe to procurers of ICT solutions - SMART 2014/0018 -DC | | P | E | I | 2014 | | | 200,000 |
| | New ways to support Research and innovation in Europe - SMART 2014/0010 - PC | | P | E | I | 2014 | | DG RTD, ENTR, ECFIN | 60,000 |
| | Public sector innovation state of play SMART 2014/0040 - DC | | P | E | I | 2014 | | DG ENTR, RTD | 60,000 |
| | Collection and analysis of data, and exploration of new methodologies for the monitoring of Public Sector Innovation in 2014 - SMART | | P | E | I | 2014 | | | 400,000 |

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| | 2014/0042/43/44 - DC | | | | | | | | |
| | Vacancies for ICT - Online RepositorY (VICTORY) - SMART 2014/0045 - DC | P | E | I | 2014 | | DG EMPL, ENTR, EAC | 300,000 | |
| | ICT for work: digital tools and skills in the workplace - SMART 2014/0048 - DC/PC | P | E | I | 2014 | | DG EMPL, ENTR, EAC | 150,000 | |
| | Broadband coverage - SMART 2014/0046 - DC | P | E | I | 2014 | | DG REGIO, COMP | 100,000 | |
| | Broadband retail prices - SMART 2014/0047 - DC | P | E | I | 2014 | | | 150,000 | |
| | Mobile broadband prices - SMART 2014/0049 - DC | P | E | I | 2014 | | | 60,000 | |
| | Broadband investment - SMART 2014/0050 - DC | P | E | I | 2014 | | | 60,000 | |
| | ICT usage and eCommerce by micro enterprises, with less than 10 persons employed - SMART 2014/0057- DC | P | E | I | 2014 | | | 40,000 | |
| | ESTAT/NSI Enterprise survey 2014 - SMART 2014/0029 - DC | P | E | I | 2014 | | | 1,000,000 | |
| | ESTAT/NSI Household survey 2014 - SMART 2014/0030 - DC | P | E | I | 2014 | | | 1,000,000 | |
| | Minors and alcohol advertising in TV and online media services - SMART 2014/0051 - DC/PC | P | E | I | 2014 | | DG SANCO.C4 | 1,000,000 | |
| | Defining a new framework for the monitoring of AVMSD advertising rules in the MS - SMART 2014/0052 - DC | P | E | R | 2014 | | | 290,000 | |
| | Database for Video-on-demand services and related statistical analysis - SMART 2014/0053 - DC | P | E | I | 2014 | | DG COMM | 150,000 | |

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|--|--|--|---|---|---|------|--|------------------------------------|---------|
| | Self-regulation in the light of the results of the Green Paper consultation - SMART 2014/0054 - DC/PC | | P | E | I | 2014 | | | 380,000 |
| | Standardisation in the context of CONNECTED TV - SMART 2014/0055 - DC/PC | | P | E | I | 2014 | | | 120,000 |
| | Update on recent changes and developments in Member States and Candidate Countries that are relevant for the analysis of independence and efficient functioning of audiovisual media services regulatory bodies - SMART 2013/0083 - DC | | P | E | R | 2014 | | | 60,000 |
| | Eurobarometer on eHealth literacy - SMART 2014/0019 | | P | E | I | 2014 | | | 400,000 |
| | Monitoring methodologies for web-accessibility in the European Union - SMART 2014/0061 - DC/PC | | P | E | I | 2014 | | | 250,000 |
| | ePractice EU portal - SMART 2014/0063 - DC/PC | | P | E | I | 2014 | | DG MARKT, JUST, EMPL, REGIO, DIGIT | 350,000 |
| | Cost-benefit analyses of the new generation of eGovernment services and how public administrators can become agents of innovation through ICT - SMART 2014/0066 - DC/PC | | P | E | I | 2014 | | | 350,000 |
| | Synergies between the civilian and the defence cybersecurity markets - SMART 2014/0059 | | P | E | I | 2014 | | DG ENTR, ENISA to be consulted | 200,000 |
| | Big Data - SMART 2014/0004 | | P | E | I | 2014 | | | 200,000 |
| | CEF Broadband ex-ante assessment - SMART 2014/0068 | | P | E | R | 2014 | | | 35,000 |
| | Cullen report for international policy service support - | | P | E | I | 2014 | | | 50,000 |

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| | SMART 2014/0069 | | | | | | | | |
| | Study on the Internet Ready Regulation -SMART 2014/0071 | | P | E | I | 2014 | | | 12,000 |
| | Evaluation of the Connected platform and Knowledge Management -SMART 2014/0070 | | P | E | I | 2014 | | | 6,000 |

6.5. Framework for monitoring, evaluation and reporting on spending programmes in the MFF 2014-2020

6.5.1. Horizon 2020

| | | | | | | | |
|---|---|------|------|--|-------------------------|------|---|
| Title spending programme: | The Framework Programme for Research and Innovation (Horizon 2020) | | | | | | |
| Summary, general description of the logic and sequence of the overall progress and performance reporting framework | <p>The legal basis for Horizon 2020 specifies, for the first time in the history of EU Framework Programmes, explicit intervention logic and the Key Performance Indicators to be used in the final evaluation of Horizon 2020.</p> <p>Since funding of Horizon 2020 will support research and innovation activities, result-related information will only become available with a certain time lag, as findings and results are based on efforts covering several years and might take some extra years to fully materialise.</p> <p>Against this difficulty, which is inherent to research and innovation funding, the monitoring and reporting system for Horizon 2020 is based on three main components:</p> <ol style="list-style-type: none"> 1. A comprehensive system to collect all relevant data on the implementation of Horizon 2020 activities. Based on input from several IT-Tools, the CORDA Data Warehouse will be the one and only reference for Horizon 2020 reporting. 2. In line with Art. 25 of the Horizon 2020 Regulation the Commission will publish Annual Horizon 2020 Monitoring Reports, which will provide a systematic overview on implementation and, later during the lifetime of Horizon 2020, also on the key achievements. A particular focus will be on the reporting on cross-cutting issues as mentioned in Art. 13 (1) of the Horizon 2020 Regulation and Annex III of the Specific Programme. 3. The Key Performance Indicators as specified in Annex II of the Specific Programme will be a key element for the evaluation of Horizon 2020, notably for the Ex-Post evaluation in 2023. Since these Key Performance Indicators are focused on results, they will only become available in a statistically meaningful way as from 2018 onwards. | | | | | | |
| | General and specific objectives, indicators, milestones and targets | | | | | | |
| GENERAL OBJECTIVE | To build an economy based on knowledge and innovation across the whole Union, while contributing to sustainable development. | | | | | | |
| Impact indicator: | Current situation | | | Long term target 2020 | | | |
| The Europe 2020 R&D target (3 % of GDP) | 2.03 % of GDP (EU-27, 2011) | | | 3 % of GDP (2020) | | | |
| The Europe 2020 innovation headline indicator (index with reference 100 in 2010) | 1104.4 (2011) | | | Pending decision in the context of the European Semester | | | |
| Share of researchers in the EU active population | 0.99% (2009) | | | 1.15% | | | |
| SPECIFIC OBJECTIVE 1 | Excellent science – European Research Council (ERC) – to reinforce the excellence, dynamism and creativity of European research | | | | | | |
| Indicator 1 | Share of publications from ERC funded projects which are among the top 1 % highly cited | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| 0.9 (EU publications 2006-2008, cited until 2010-defined as an index) | | | | | 1.2 (citing year: 2018) | | 1.8 The objective is to double the EU baseline |
| SPECIFIC OBJECTIVE 2 | Excellent science – Future and Emerging Technologies – to foster radically new technologies by exploring novel and high-risk ideas building on scientific foundations | | | | | | |
| Indicator 1 | Publications in peer-reviewed high impact journals | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |

| | | | | | | | |
|---|--|------|------|------|--|------|--|
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | X | X | 50% of all FET publications are published in high impact peer reviewed journals |
| Indicator 2 | Patent applications and patents awarded in Future and Emerging Technologies | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | X | X | 1 patent application per € 10 million funding |
| SPECIFIC OBJECTIVE 3 | Excellent science – Marie Skłodowska-Curie actions – to ensure optimum development and dynamic use of Europe’s intellectual capital in order to generate new skills and innovation and, thus, to realise its full potential across all sectors and regions | | | | | | |
| Indicator | Cross-sector and cross-country circulation of researchers, including PhD candidates | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| 50.000 (2007-2013), out of which 20% PhD | | | X | X | X | X | 60.000 (2014-2020), out of which 40% PhD |
| SPECIFIC OBJECTIVE 4 | Excellent science – European Research infrastructures (including eInfrastructures)-to endow Europe with world-class research infrastructures which are accessible to all researchers in Europe and beyond and fully exploit their potential for scientific advance and innovation | | | | | | |
| Indicator | Number of researchers who have access to research infrastructures through Union support | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| 22000 researchers during FP7 (estimate of FP7 performance end 2013) | | | | | 12000 | | 20000 |
| SPECIFIC OBJECTIVE 5 | Industrial leadership – To boost Europe's industrial leadership through research, technological development, demonstration and innovation in the following enabling and industrial technologies: information and communication technologies; nanotechnologies; advanced materials; biotechnology; advanced manufacturing and processing; and, space | | | | | | |
| Indicator 1 | Patent applications and patents awarded in the different enabling and industrial technologies | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | 3 patent applications per € 10 million funding | | 3 patent applications per € 10 million funding (as a whole, i.e. for all six enabling and industrial technologies) |
| Indicator 2 | Share of participating firms introducing innovations new to the company or the market (covering the period of the project plus three years) | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |

| | | | | | | | |
|--|--|------|------|---|------|------|---|
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | | | To be developed on the basis of first Horizon 2020 results |
| Indicator 3 | Number of joint public-private publications | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | X | | To be developed on the basis of first Horizon 2020 results |
| SPECIFIC OBJECTIVE 6 | Industrial leadership – to help remedy market deficiencies in accessing risk finance for research and innovation | | | | | | |
| Indicator 1 | Total investments mobilised via debt financing and Venture Capital investments | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | To be determined at the occasion of Horizon 2020 interim evaluation in 2017 | | | To be determined at the occasion of Horizon 2020 interim evaluation in 2017 |
| Indicator 2 | Number of organisations funded and amount of private funds leveraged | | | | | | |
| Baseline (2013) | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| Number of organisations funded – 300 | | | | To be determined at the occasion of Horizon 2020 interim evaluation in 2017 | | | To be determined at the occasion of Horizon 2020 interim evaluation in 2017 |
| Amount of private funds leveraged - New approach | | | | To be determined at the occasion of Horizon 2020 interim evaluation in 2017 | | | To be determined at the occasion of Horizon 2020 interim evaluation in 2017 |
| SPECIFIC OBJECTIVE 7 | Industrial leadership – to stimulate growth by means of increasing the levels of innovation in SMEs, covering their different innovation needs over the whole innovation cycle for all types of innovation, thereby creating more fast-growing, internationally active SMEs | | | | | | |
| Indicator 1 | Share of participating SMEs introducing innovations new to the company or the market (covering the period of the project plus three years); | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |

| | | | | | | | |
|---------------------------------|---|------|------|------|--|------|--|
| New approach | | | | | X | X | 50% |
| Indicator 2 | Growth and job creation in participating SMEs | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | X | X | ? |
| SPECIFIC OBJECTIVES 8-14 | Societal challenges | | | | | | |
| Indicator 1 | Publications in peer-reviewed high impact journals in the area of the different societal challenges | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | 20 publications per EUR 10 million funding | | On average, 20 publications per EUR 10 million funding (for all societal challenges) |
| Indicator 2 | Patent applications and patents awarded in the area of the different societal challenges | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | On average, 2 patent applications per EUR 10 million funding | | On average, 2 patent applications per EUR 10 million funding |
| Indicator 3 | Number of prototypes and testing activities | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | X | X | To be developed on the basis of first Horizon 2020 results |
| Indicator 4 | Number of joint public-private publications | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | X | X | To be developed on the basis of first Horizon 2020 results |
| SPECIFIC OBJECTIVE 15 | Spreading excellence and widening participation – to fully exploit the potential of Europe’s talent pool and to ensure that the benefits of an innovation-led economy are both maximised and widely distributed across the Union in accordance with the principle of excellence. | | | | | | |
| | | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| New approach | | | | | | | To be developed |
| SPECIFIC OBJECTIVE 16 | Science with and for society – to build effective cooperation between science and society, to recruit new talent for science and to pair scientific excellence with social awareness and responsibility | | | | | | |

| | | | | | | | |
|---|--|-----------|-----------|-----------|-----------|-----------|--------------------|
| Indicator 1 | Share of projects including a Civil Society Organisation (CSO) | | | | | | |
| Baseline (2013) | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| 1.8% | | | | 3.6% | | | 7.2% |
| SPECIFIC OBJECTIVE 17 | Non-Nuclear Direct Actions of the Joint Research Centre – to provide customer-driven scientific and technical support to Union policies, while flexibly responding to new policy demands | | | | | | |
| Indicator 1 | Number of occurrences of tangible specific impacts on European policies resulting from technical and scientific support provided by the Joint Research Centre | | | | | | |
| Baseline (2012) | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| 211 (according to the PS) | 215 | | | 220 | | | 230 |
| Indicator 2 | Number of peer reviewed publications in high impact journals | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | |
| ? | X | X | X | X | X | X | ? |
| Monitoring and reporting arrangements | | | | | | | |
| Describe how progress on achieving milestones and targets of each objective is tracked | Monitoring and reporting for Horizon 2020 will be essentially based on information provided by the grant applicants at the time of proposal submission and by grant recipients through a continuously open reporting tool during the lifetime of the grant. This information will be complemented through other sources, as for example flagging by Commission services, or the use of surveys carried out up to three years after the end of grants to identify their impacts. | | | | | | |
| Actors involved in monitoring (e.g. Member States, stakeholders) | Grant Applicants; Grant Recipients; Commission services; additional sources for specific information needs (e.g. impact factor of scientific journals) | | | | | | |
| Issues covered in subsequent monitoring reports (e.g. implementation aspects, immediate results) | Annual Horizon 2020 Monitoring Reports will cover a wide range of implementation aspects, including notably the cross-cutting issues as specified in Annex III to the Specific Programme Decision and the respective mandatory targets related to those issues. Information on these issues will become available from 2015 onwards on a constant basis. Information on outputs, outcomes and results will be systematically monitored as from the start of the programme. However, due to the very nature of the research and innovation activities supported, reporting on a meaningful number of observations can only be expected as from 2018 onwards. | | | | | | |
| Planned use of information (e.g. AARs, spending programme adjustments) | Information provided through the monitoring and reporting system will be used for the preparation of sub-sequent Work Programmes and might be relevant for a possible revision of Horizon 2020. | | | | | | |
| Frequency of reporting (e.g. annual, or every 2 years) | Annual Horizon 2020 Monitoring Reports Constant reporting on key implementation aspects through the CORDA Data Warehouse | | | | | | |
| Indicate the availability of reports in the timeline <i>Please note: Reports published in the years marked with X will report on activities in (and up to)</i> | 2014 | 2015 X | 2016 X | 2017 X | 2018 X | 2019 X | 2020 X |

| <i>the previous year (e.g. the first report, covering activities in 2014, will become available in 2015)</i> | | | | | | | |
|---|--|--|--|--|--|--|--|
| Evaluations of the spending programme | | | | | | | |
| <p>Per evaluation indicate:</p> <p>1. Deadline (e.g. 2017)</p> <p>2. Type (e.g. mid-term or ex-post, incl. ex-post evaluations of previous MFF period!)</p> <p>3. Main issues addressed (e.g. effectiveness, efficiency, EU added value) and coverage (e.g. spending programme, priorities, themes)</p> <p>4. Planned use of evaluation results (e.g. remedial action, preparation of a successor)</p> <p>5. Actors involved</p> | | | | <p>Horizon 2020 Interim Evaluation</p> <ol style="list-style-type: none"> 1. Deadline 2017 2. Interim Evaluation 3. the achievements (at the level of results and progress towards achieving an impact, based, where applicable, on the indicators outlined in Annex II of the specific programme) of the objectives of Horizon 2020 and continued relevance of all related measures; the efficiency and use of resources, with particular attention to cross-cutting issues and other elements referred to in Article 13(1); and Union added value Full coverage of all Horizon 2020 activities 4. Possible use for a mid-term revision of Horizon 2020 Input for the preparation of a possible successor programme as from 2020 onwards 5. Independent experts; stakeholders; community at large; Member States <p>Horizon 2020 Ex-Post Evaluation</p> <ol style="list-style-type: none"> 1. Deadline 2023 2. Ex-Post Evaluation 3. rationale, implementation and achievements, as well as the longer-term impacts and sustainability Full coverage of all Horizon 2020 activities 4. Possible use for remedial action in the successor programme in light of specific issues identified during the evaluation of Horizon 2020 5. Independent experts; stakeholders; community at large; Member States <p>FP7 Ex-Post Evaluation</p> <ol style="list-style-type: none"> 1. Deadline 2015 2. Ex-Post Evaluation 3. Rationale, Implementation and Impact Full coverage of all FP7 activities 4. Possible use for a mid-term revision of Horizon 2020 5. Independent experts; stakeholders; community at large; Member States | | | |

6.5.2. CEF

| | |
|---|--|
| Title spending programme: | Connecting Europe Facility (CEF) Lead DG: MOVE Associated DGs: CNECT, ENER |
| Summary, general description of the logic and sequence of the overall progress and performance reporting framework | The monitoring and evaluation framework for CEF will assess the achievements (at the level of results and progress towards impacts), effectiveness (at the level of results and impacts), and efficiency (use of resources) of the Connecting Europe Facility. It will assess its impact on economic, social and territorial cohesion, its European added value, as well as its contribution to the Union priorities of smart, sustainable and inclusive growth. The results of the evaluation shall feed into the design of a possible successor programme. In addition, it will address the scope for simplification, its internal and external coherence and the continued relevance of all objectives. |
| | General and specific objectives, indicators, milestones and targets |

| | | | | | | | |
|---|--|------|------|--|------|------|--|
| SPECIFIC OBJECTIVE 1 | Accelerating the deployment of fast and ultra-fast broadband networks and their uptake, including by small and medium sized enterprises (SMEs), to be measured by the level of broadband and ultrafast broadband coverage and the number of households having subscribed for broadband connections for above 100 Mbps. The number of additional households connected to Broadband per year through the measure is expected to grow from 1 million in 2014 to 12,8 million and reach a total of 45,6 million by 2020. | | | | | | |
| Indicator: | Level of coverage of fast broadband coverage (30 Mbps) | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| 2010: 28.7% of households | 2014 | 2015 | 2016 | 2017 60% | 2018 | 2019 | 100% |
| Indicator: | Level of subscriptions to broadband connections above 100 Mbps | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| 2010: <1% | 2014 | 2015 | 2016 | 2017 20% | 2018 | 2019 | 50% |
| SPECIFIC OBJECTIVE 2 | Promoting the interconnection and interoperability of national public services online as well as access to such networks. This objective will be articulated further in the future. | | | | | | |
| Indicator: | Citizens and businesses using public services on-line ²³ | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| 2010: 41,2% of citizens, 75,7% of businesses | 2014 | 2015 | 2016 | 2017 50% of citizens 85% of businesses | 2018 | 2019 | 60% of citizens; 100% of businesses |
| Indicator: | Availability of cross-border public services ²⁴ | | | | | | |
| Baseline | Milestones | | | | | | Target 2020 |
| n/a | 2014 | 2015 | 2016 | 2017 80% | 2018 | 2019 | 100% |
| Monitoring and reporting arrangements | | | | | | | |
| Describe how progress on achieving milestones and targets of each objective is tracked | <i>MONITORING</i> : The on-going programme will be monitored via annual monitoring reports and an interim evaluation of the CEF Regulation including a performance review. In addition, mid-term reviews of multi-annual work programmes will be carried out. | | | | | | |

²³ As measured: citizens and businesses using eGovernment services

²⁴ Cross-border public services: this can not yet be measured, as the list of services is still under definition by Member States

| | |
|--|--|
| | <p><i>EVALUATION:</i> Mid-term and ex-post evaluations should be carried out by the Commission in order to assess the effectiveness and efficiency of the funding and its impact on the overall goals of the Facility and the Europe 2020 Strategy's priorities.</p> <p>No later than mid-2018, an evaluation report shall be established by the Commission on the achievement of the objectives of all the measures (at the level of results and impacts), the efficiency of the use of resources and its European added value, in view of a decision on the renewal, modification or suspension of the measures. The evaluation shall additionally address the scope for simplification, its internal and external coherence, the continued relevance of all objectives, as well as the contribution of the measures to the Union priorities of smart, sustainable and inclusive growth. It shall take into account evaluation results on the long-term impact of the predecessor measures.</p> <p>The Commission shall carry out ex-post evaluation in close cooperation with the Member States and beneficiaries. The ex-post evaluation shall examine the effectiveness and efficiency of the Connecting Europe Facility and its impact on economic, social and territorial cohesion as well as contribution to the Union priorities of smart, sustainable and inclusive growth and the scale and results of support used for climate change objectives. The ex post evaluation shall feed into a decision on a possible renewal, modification or suspension of a subsequent measure.</p> <p>Evaluations shall take account of progress against performance indicators and the Commission shall communicate the conclusions of these evaluations to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions.</p> <p>The Commission and the Member States, assisted by the other possible beneficiaries, may undertake an evaluation of the methods of carrying out projects as well as the impact of their implementation, in order to assess whether the objectives, including those relating to environmental protection, have been attained.</p> <p>The Commission may request a beneficiary Member State concerned by a project of common interest to provide a specific evaluation of the actions and the linked projects financed under this Regulation or, where appropriate, to supply it with the information and assistance required to undertake an evaluation of such projects.</p> |
| <p>Actors involved in monitoring (e.g. Member States, stakeholders)</p> | <p>The Regulation draws on extensive consultation with stakeholders, EU institutions and bodies, Member States, regional or local authorities, social and economic partners, academic experts and international institutions. The results of mid-term evaluations carried out on the 2007-13 programmes as well as a broad range of studies and expert advice were used as input.</p> <p>On the level of the actions, beneficiaries will provide on a regular basis and on the terms of the agreements/decisions reports on the actions to be implemented. The CEF regulation provides furthermore for the possibility to request Member States specific evaluations of actions and linked projects</p> |
| <p>Issues covered in subsequent monitoring reports (e.g. implementation aspects, immediate results)</p> | |
| <p>Planned use of information (e.g. AARs, spending programme</p> | <p>AARs, spending programme adjustments, DG CNECT evaluation and</p> |

| | | | | | | | |
|--|---|------|------|------|-----------|------|------|
| adjustments) | monitoring feeding into leading DG's evaluations | | | | | | |
| Frequency of reporting (e.g. annual, or every 2 years) | Internal monitoring: annual Studies: One monitoring study for mid-term evaluation and one for final evaluation at an estimated cost EUR 300.000 each: 2*300.000=600.000 Evaluation: Interim evaluation in 2017, Final (ex post) by 2022 | | | | | | |
| Indicate the availability of reports in the timeline | 2014 | 2015 | 2016 | 2017 | 2018 x | 2019 | 2020 |
| Evaluations of the spending programme | | | | | | | |
| Per evaluation indicate: 1. Deadline (e.g. 2017) 2. Type (e.g. mid-term or ex-post, incl. ex-post evaluations of previous MFF period!) 3. Main issues addressed (e.g. effectiveness, efficiency, EU added value) and coverage (e.g. spending programme, priorities, themes) 4. Planned use of evaluation results (e.g. remedial action, preparation of a successor) 5. Actors involved | See above. | | | | | | |

6.6. Communication strategy

Executive summary

The Communication activities of DG CONNECT for 2014 will adopt the following approaches:

- To ensure **continuity** with some 2013 topics with the aim of either supporting legislative processes (Connected Continent regulation, NIS Directive, eIDAS) or expanding the visibility of initiatives which are key for the EU policy priorities such as growth and jobs, quality of life, cost of life, etc.
- to focus on the **new initiatives** that are in the 2014 DG CONNECT agenda such as Horizon 2020 and its universe (establishment of Joint Undertakings and contractual Partnerships – cPPPs - in some ICT fields)
- Use a comprehensive narrative which links DAE actions within **corporate** priorities
- Keep the **100% digital** approach and limit the organisation of events to the minimum
- Make use of **all channels** with a particular attention to the use of integrated tools such as social media (Twitter, Facebook, Blogs, YouTube, online communities...) and graphics/audio-visual material to build clear messages and stimulate engagement.

COMMUNICATION PRIORITIES 2014

The research and innovation programme Horizon 2020

This topic will be central to 2014 and will require coordination with the research family DGs. Given the structure of the programme, DG CONNECT will focus on the ICT-related parts of the programme which are present in most of the three pillars (Excellence in science, industrial leadership and Societal Challenges), with particular attention to the following angles:

- Impact of **investments** in ICT research and innovation will not be limited the ICT sector itself, it will contribute to the progress and growth of many other sectors
- **Instruments** such as cPPPs reinforce the investments from private sector and leverage the effect and the scope of research in fields such as Photonics, Robotics, Factories of the Future, High performance computing, 5 G Infrastructure for telecommunications
- New **SME** instruments

- FP7 projects' results will also serve as a basis for communicating about the **impact** of research and will be continued along 2014 in various formats (feature stories, Memos accompanying press releases, press releases, social media items, videos)
- A look into the future, to demonstrate that what we are doing now is good for the world envisaged in the Digital **Futures** vision
- **Industrial leadership** in ICT, with particular attention to the electronics and nano-electronics Joint undertakings and the impact on growth and jobs.

Digital Single Market

This topic embraces a set of initiatives all oriented to create a favourable environment to increase competitiveness and business opportunities. As follow-up to the conclusions of the European Council of October 2013, communications will accompany the legislative process for the Connected Continent and the eIDAS regulation, the Cyber security directive and any other future initiatives on taxation in the digital economy (timeline not yet confirmed). Furthermore the implementation of the new instruments linked to the Connecting Europe Facilities (CEF-DSI) related to the cross border functioning of digital public services will be a relevant topic for DSM.

Skills and jobs

In this topic the approach is the continuation and integration of communication actions on:

- Grand coalition: there will be some developments in 2014 still under discussion
- Open up Education: launched October 2013
- StartUp Europe: 2014 communication campaign to advertise success stories in those countries suffering from high youth unemployment
- Silver economy and contribution of the European Innovation Partnership on Active and Healthy Ageing (EIP AHA).

Services and data

Services and data are core to many policy objectives, including modernisation of the public administration, reduction of red tape for enterprises, reuse of public sector information, access to all. Communications in 2014 will take into account progress made in Cloud Computing strategy, Big Data and Open data, new mHealth debate (Green paper expected in February 2014), open government and eServices (CEF funds), the EIP on Smart Cities and Communities (EIP SCC first commitments expected in 2014) and the adoption of the web-accessibility directive.

LINK TO CORPORATE COMMUNICATION PRIORITIES

| Corporate communication themes | Corresponding DG CONNECT PRIORITIES |
|--|--|
| 1. Tackling unemployment & creating jobs | Web entrepreneurs, Grand coalition, Data Value chain and big data, high speed services, Open up education, Horizon 2020 (innovation part), EIP AHA |
| 2. The EU makes doing business easier and better | Digital single market, cross border services, Innovation in Horizon 2020, new instruments for SMEs, eIDAS, Connected Continent, Cloud Computing |
| 3. The EU makes sure that the efforts to come out of the crisis are spread in a fair way | Taxation in the digital economy |
| 4. The EU makes the cost of living cheaper | Roaming, Connected continent (more competition) |
| 5. The EU makes the quality of life better | Societal challenges in Horizon 2020, ICT for energy and transport, ICT for climate change, eHealth/mHealth, cross – border eServices, Horizon 2020 investment, EIP SCC, EIP AHA, web-accessibility |
| 6. With the EU we are playing a unique and crucial role in the world to tackle global challenges | Societal challenges in Horizon 2020; GIF, Global Internet Policy Observatory (GIPO), Internet Governance, world-wide excellence with the FET Flagships (Graphene & Human Brain Project), Digital Future project, Horizon 2020 research, contribution to the challenge of demographic ageing (EIP AHA) and 20/20/20 targets (EIP SCC) |
| 7. An EU that protects its citizens | Cyber Security, eHealth, Human Brain Project, eIDAS |

6.7. Acronyms

| Acronym | Definition |
|----------|--|
| AAI | Authentication and Authorisation Infrastructure |
| AAL | Ambient Assisted Living |
| ACP | Application Content Providers |
| ACP | Africa, Caribbean, Pacific |
| ACTA | Anti-Counterfeiting Trade Agreement |
| ADC | Access Deficit Cost |
| ADSL | Asymmetric Digital Subscriber Line |
| AGS | Annual Growth Survey |
| AHA | Active and Healthy Ageing |
| ALLEA | All European Academies |
| API | Application Programming Interface |
| ARE | Applied Research Enhancement (Centres) |
| ARTEMI S | Advanced Research & Technology for Embedded Intelligence & Systems |
| AT | Assistive Technology |
| ATM | Asynchronous Transfer Mode |
| AVMSD | Audiovisual Media Services Directive |
| BEREC | Body of European Regulators for Electronic Communication |
| BIK | Better Internet for Kids |
| BNCI | Brain-Neutral Computer Interfaces |
| BONUS | Baltic Sea Research and Development Programme |
| BTO | Back to Office |
| CAD | Computer Aided Design |
| CAE | Computer Aided |

| | |
|-------|--|
| | Engineering |
| CAF | CONNECT Advisory Forum |
| CaON | Converged and Optical Networks |
| CAS | Collective Adaptive Systems |
| CCN | Content-centric networking |
| ccTDL | Country code top level domain |
| CDMA | Code-Division Multiple Access |
| CEF | Connecting Europe Facility |
| CEPT | European Conference of Postal and Telecommunications Administrations |
| CERT | Computer Emergency Response Team |
| CFD | Computational fluid dynamics |
| CI | Critical Infrastructure |
| CII | Critical Information Infrastructure |
| CIIP | Critical Information Infrastructure Protection |
| CIP | Competitiveness and Innovation Framework Programme |
| CLI | Calling line identification |
| CMOS | Complementary metal-oxide semiconductor |
| COCOM | Communication Committee |
| CoE | Centres of Excellence |
| CoE | Council of Europe |
| COSME | Programme for Competitiveness of Enterprises & SMEs |
| COTS | Components off the shelf |
| CPS | Cyber-Physical Systems |
| CRI | Colour Rendering Index |

| | |
|-------------|---|
| CSA | Coordination and Support Actions |
| CSA | Chief Scientific Adviser |
| CSIRT | Computer Security Incident Response Team |
| CSR | Corporate Social Responsibility |
| CSS | Complex Systems Science |
| CWG | Connected Working Group |
| DAA | Digital Agenda Assembly |
| DAE | Digital Agenda for Europe |
| DAITF | Data Access and Interoperability Task Force |
| DANTE | Delivery of Advanced Network Technology to Europe |
| DDos attack | Distributed Denial of Service attack |
| DDT | Digital Terrestrial Television |
| DF | Digital Futures |
| DMTF | Dual Tone Multi Frequency |
| DNT | Do not track |
| DRM | Digital Rights Management |
| DSA | Dynamic Spectrum Access |
| DSE | Design Space Exploration |
| DSI | Digital Services Infrastructure |
| DSO | Distribution Systems Operators |
| DVB | Digital Video Broadbanding |
| EAR | Experimentation and Application Research |
| ECI | European Citizens' Initiative |
| ECI | European Critical Infrastructure |
| ECP | European Cloud Partnership |
| ECS | Electronic Components and |

| | |
|----------|---|
| | Systems |
| ECS | Electronic Communications service |
| ECSEL | Electronic Components and Systems for European Leadership |
| ECTT | European Convention on Transfrontier Television |
| EDCTP | European and Developing Countries Clinical Trials Partnerships |
| EDPS | European Data Protection Supervisor |
| EFII | European Future Internet Initiative |
| EFIS | European Frequency Information System |
| EFMS | European Forum of Members States |
| EGCI | European Green Car Initiative |
| EGEA | Expert Group on Emergency Access |
| EGEE | Enabling Grids for e-Science |
| EGI | European Grid Infrastructure |
| EIB | European Investment Bank |
| EIF | European Investment Fund |
| EIP | European Innovation Partnership |
| e-IPF | e-Infrastructures Policy Forum |
| e-IRG | e-Infrastructures Reflexion Group |
| EIS | European Innovation Scoreboard |
| EIT KICS | European Institute of Technology Knowledge and Innovation Communities |
| EMI- | Electromagnetic |

| | |
|-------------|---|
| EMC | Interference / Electromagnetic Compatibility |
| EMF | Electromagnetic Fields |
| EMRP | European Metrology Research Programme |
| ENIAC | European Nanoelectronics Initiative Advisory Council |
| ENISA | European Network & Information Security Agency |
| ENoLL | European Network of Living Labs |
| EoI | Equivalence of Inputs |
| EoO | Equivalence of Output |
| EP3R | European Public Private Partnership for Resilience |
| EPG | Electronic Programme Guide |
| EPOS | European Plate Observing System |
| EPoSS | European Technology Platform on Smart Systems Integration |
| EPRA | European Platform for Regulatory Authorities |
| ERA | European Research Area |
| ERA- NET | European Research Area Network |
| ERC | European Research Council |
| ERIC | European Research Infrastructure Consortium |
| ESA | Enterprise Software and Applications |
| ESFRI | European Strategy Forum on Research Infrastructures |
| ESCO | Energy Service Company |
| ETSI | European Telecommunications Standards Institute |
| ETP | European Technology Platform |

| | |
|-----------------|---|
| EURid | European Registry for Internet Domains |
| EV | Electric Vehicles |
| EVLIT | Evolving Living Technologies |
| EWSP | European Wide Service Platform |
| FAP | Femto access points |
| FD | Framework Directive |
| FET | Future and Emerging Technologies |
| FEV | Full Electric Vehicle |
| FIA | Future Internet Assembly |
| FI-PPP | Future Internet Public- Private-Partnership |
| FIRE | Future Internet Research and Experimentation |
| FOAK | First of a kind project |
| FoF | Factories of the Future |
| FOC | Field of Science and Technology |
| FP | Framework Programme |
| FPA | Framework Partnership Agreement |
| FPGA | Field-Programmable Gate Array |
| FR | Financial Regulation |
| FTA | Free Trade Agreement |
| FTI | Fast Track to Innovation |
| FTTH (C) (B) | Fibre to Home (Curb) (Building) |
| GAC | Governmental Advisory Committee |
| GATS | General Agreement on Trade in Services |
| GHG | Greenhouse Gas |
| GPF | Grant Agreement Preparation Form |
| GPU | Graphics Processing Unit |
| GSM | Global System for Mobile |

| | |
|-------|---|
| | communication |
| GSP | General Stream Processor |
| GSS | Global Systems Science |
| H2020 | Horizon 2020 |
| HBP | Human Brain Project |
| HEE | High-expectation entrepreneurs |
| HFSP | Human Frontier Science Program |
| HLIG | High Level Internet Group |
| HPC | High Performance Computing |
| HPSU | High Potential Start-Up |
| IA | Impact Assessment |
| IAB | Impact Assessment Board |
| IAC | Internal Audit Capability |
| IaaS | Infrastructure as a Service |
| IBOR | Integral Maintenance of Public Space |
| ICANN | Internet Corporation for Assigned Names and Numbers |
| ICDP | International Continental Scientific Drilling Programme |
| ICN | Information-centric Networking |
| ICPC | International Cooperation Partner Countries |
| ICTC | Information and Communication Technologies Committee |
| IETF | Internet Engineering Task Force |
| IGF | Internet Governance Forum |
| IMEI | International Mobile Equipment Identity |
| IMS | Intelligent Manufacturing Systems |
| IMSI | International Mobile Subscriber Identity |

| | |
|-------|---|
| IoT | Internet of Things |
| IP | Integrating Project |
| IP | Internet Protocol |
| IPD | Internet Policy Development |
| IPTV | Internet Protocol Television |
| IPR | Intellectual Property Rights |
| Ipv6 | Internet Protocol Version 6 |
| IR | Implementing Rules |
| ISP | Internet Service Provider |
| ISTAG | Information Society Technologies Advisory Group |
| ITA | Information Technology Agreement |
| ITRS | International Technology Roadmap for Semiconductors |
| ITS | Intelligent Transport Systems |
| ITU | International Telecommunication Union |
| IWRM | Integrated water resources management |
| JPA | Joint Programme of Activities |
| JTI | Joint Technology Initiative |
| KET | Key Enabling Technologies |
| KM | Knowledge Management |
| KPI | Key Performance Indicator |
| KS | Knowledge Sharing |
| KS&C | Knowledge Sharing and Collaboration |
| KT | Knowledge Transfer |
| LE | Legal Entity |
| LEAR | Legal Entity Appointed Representative |
| LED | Light Emitting Diode |
| LEIT | Leadership in Enabling and Industrial Technologies |

| | |
|-------|---|
| LIBER | Ligue des Bibliothèques Européennes de Recherche |
| LLU | Local Loop Unbundling |
| LRIC | Long-run incremental cost |
| LSPs | Large Scale Pilot Projects |
| LT | Legislation Team |
| LTE | Long Term Evolution |
| LTER | Long Term Ecological Research |
| LTT | Line to take |
| M2M | Machine-to-Machine |
| MFF | Multi-annual Financial Framework |
| MHP | Multimedia Home Platform |
| MNBS | Micro-Nano Bio Systems |
| MNO | Mobile Network Operator |
| MPEG | Moving Picture Experts Group |
| MPOC | Mobile Point of Care |
| MSEG | Member States Expert Group on Digitalisation & Digital Preservation |
| MSP | Multi Stakeholder Platform |
| MSS | Mobile Satellite Services |
| MTR | Mobile Termination Rate |
| MVNO | Mobile Virtual Network Operator |
| NBIC | Nano-Bio-Info-Cogno: an acronym for Nanotechnology, Biotechnology, Information technology and Cognitive science |
| NESSI | Networked European Software and Services Initiative |
| NGA | Next Generation Access |
| NGO | Non-Governmental Organisation |
| NG-OA | Next-generation Optical |

| | |
|-------|---|
| | Access |
| NIS | Network & Information Security |
| NoE | Network of Excellence |
| NPR | National Pension Registry |
| NRA | National Regulatory Authorities |
| NREN | National Research and Education Network |
| NTP | Network Termination Point |
| NUMA | Non-Uniform Memory Architecture |
| OA | Open Access |
| OBA | Online Behavioural Advertising |
| OCCI | Open Cloud Computing Interface |
| ODI | Open Disruptive Innovation |
| ODR | Online Dispute Resolution |
| OECD | Organisation for Economic Cooperation and Development |
| OFDMA | Orthogonal Frequency Division Multiple Access |
| OGF | Open Grid Forum |
| OISPG | Open Innovation Strategy and Policy Group |
| OLAE | Organic and large area electronics |
| OLED | Organic Light Emitting Diode |
| OMT | Online Monitoring Tool |
| OPV | Organic Photovoltaic |
| OSI | Open Service Innovation |
| OSS | Open Source Software |
| OTT | Over the top |
| OVF | Open Virtualization Format |
| P2P | Peer to Peer |
| PaaS | Platform-as-a-Service |

| | |
|--------|---|
| PCP | Pre-Commercial Procurement |
| PCS | Inter-process Communication |
| PEGI | Pan European Game Information |
| PGF | Participants' Guarantee Fund |
| PGS | Patient Guidance System |
| PHR | Patient Health Record |
| PHS | Personal Health System |
| PIA | Privacy Impact Assessment |
| PIC | Photonic integrated circuits |
| PL | Participatory Leadership |
| PLC | Power Line Communications |
| PON | Passive Optical Network |
| PPI | Public Procurement of Innovation |
| PPP | Public-Private Partnership |
| Psi | Public Sector Information |
| PVR | Private Video Recorder |
| PRACE | Partnership for Advanced Computing in Europe |
| QIPC | Quantum Information processing and communication |
| QoE | Quality of Excellence |
| QoS | Quality of Service |
| R2V | Road-to-Vehicle |
| RAB | Regulatory Asset Base |
| RAMIRI | Realising and Managing International Research Infrastructures |
| RAS | Radio Access and Spectrum |
| RDA | Research Data Alliance |
| RD&I | Research, Development and Innovation |
| REFIT | Regulatory Fitness and Performance Programme |

| | |
|-------|---|
| REM | Radio Environment maps |
| RES | Renewable Energy Systems |
| RFID | Radio Frequency Identification |
| RRI | Responsible Research and Innovation |
| RSC | Radio Spectrum Committee |
| RSPG | Radio Spectrum Policy Group |
| RSPP | Radio Spectrum Policy Programme |
| RRM | Radio Resource Management |
| RTD | Research and Technology Development |
| SBA | Small Business Act |
| SBIR | Small Business Innovation Research |
| SCR | Self- and Co-Regulation |
| SDK | Software Development Kit |
| SDN | Software Defined Networking |
| SESAR | Single European Sky Air Traffic Management Research |
| SFIT | Smart fabrics and Interactive textile |
| SiC | Silicon Carbide |
| SICA | Specific International Cooperation Actions |
| SIFT | Systemic Innovation for Teams |
| SLAs | Service Level Agreements |
| SME | Small- or Medium-sized Enterprise |
| SMP | Significant Market Power |
| SMP | Symmetric Multiprocessor |
| SOP | Standard Operational Procedures |
| SoP | State of Practice |

| | |
|--------|---|
| SoS | System of Systems |
| SPIRE | Sustainable Process Industries |
| SRA | Strategic Research Agenda |
| SSA | Specific Support Actions |
| SSL | Solid-State Lighting |
| SSH | Social Sciences and Humanities |
| SSME | Service Science Management and Engineering |
| STReP | Specific Targeted Research Project: medium-sized research project funded by the European Commission in the FP6 and FP7 funding programmes |
| TDMA | Time Division Multiple Access |
| TERENA | Trans-European Research and Education Networking Association |
| TM | Transactional Memory |
| TOLAE | Advanced Thin, Organic and Large Area Electronics technologies |
| TRIPS | Trade Related aspects of IPRs |
| TTG | Time to Grant |
| TVWF | Television without Frontiers |
| UMP | Unit Management Plan |
| UMTS | Universal Mobile Telecommunication System |
| URF | Unique Registration Facility |
| USO | Universal Service Obligation |
| UWB | Ultra Wideband |
| V2G | Vehicle-to-Grid |
| V2I | Vehicle-to-Infrastructure |
| V2V | Vehicle-to-Vehicle |
| VCE | Virtual Centre of Excellence |

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|--------|--|
| V-Chip | Violence Chip |
| VDSL | Very-high-bit-rate Digital Subscriber Line |
| VM | Virtual Machine |
| VO | Virtual Organisation |
| VoD | Video on Demand |
| VoIP | Voice over Internet Protocol |
| VPH | Virtual Physiological Human |
| VR | Virtual Reality |
| VRE | Virtual Research Environment |
| W3C | World Wide Web Consortium |
| WAI | Web Accessibility Initiative |
| WCAG | Web Content Accessibility Guidelines |
| WDM | Wave-length Division Multiplexing |
| WIPO | World Intellectual Property Organisation |
| WLL | Wireless local loop |