



# Management Plan 2018

DG Interpretation



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## INTRODUCTION

As the Commission embarks on an ambitious voyage to deliver on its positive agenda with renewed optimism, DG Interpretation will contribute to achieving the bold vision set out in the State of the Union Address by President Jean-Claude Juncker.

The call for a more efficient and effective organisation has been integrated into DG Interpretation's long-term goals. This management plan translates the objectives and targets set out in DG Interpretation's strategic plan for 2016-2020 into specific objectives for 2018.

Although DG Interpretation has a number of novelties in the 2018 Management Plan, our Key Deliverables that are of particular note are:

- The launch of a **Knowledge Centre on Interpretation** which will offer a modern, dynamic web-based platform for managing, sharing and disseminating information on interpreting, standard setting and support to policy development (Public Service Interpretation in the context of migration, AI);
- As **Corporate domain leader in meeting room management**, we will continue to foster a Commission-wide standardisation of meeting rooms, covering the audio-visual equipment, their maintenance and the related support services. Moreover, we will provide a catalogue of support services to the Commission (and other Institutions) that will better address the differing needs in a more efficient and effective way;
- As **Corporate domain leader for conference and events management**, we will become a true centre of excellence, providing our expertise and practical guidance for organisation of conferences as well as the necessary tools, including a new generation of Framework Contracts. We will also continue to provide direct support to a limited number of conferences, and will serve in particular conferences dedicated to the Commission's political priorities.

By creating synergies and ensuring that we redirect our resources into key areas, collaborating with our internal and external stakeholders and responding to their needs, we are laying the foundations to become a truly agile and lean organisation. Through cooperation with other Commission DGs, we are helping to increase corporate efficiency in particular in the areas of conference organisation and room management with our active participation in a number of projects, detailed in this report, which take advantage of each DG's core skills and create a whole greater than the sum of its parts.

Providing high quality interpretation within the Commission and other EU institutions (notably the Council, the European Council, the Committee of the Regions, European Economic and Social Committee, EIB) remains a core business of DG Interpretation. DG Interpretation ensures, in accordance with real needs for multi-lingual communication, that each representative and each citizen who comes to Brussels or attends meetings held in Member States, can express their views and concerns in their mother tongue. In view of implementing a comprehensive and ambitious legislative programme as outlined by the President, we expect the demand for high quality interpretation to continue to increase. In this way, DG Interpretation plays an important role in realising President Juncker's aspiration for democratic policy-making in a Union of Equality and of Equals.

It is the commitment to European democracy and transparency that drives our commitment to serving the Commission and other Institutions in all our areas of competence.

Our long-term objectives and the specific actions summarised in the 2018 Management Plan, show how we intend to meet that demand, remain cost-effective and indeed, continue to contribute to building the European House.

## PART 1. MAIN OUTPUTS FOR THE YEAR

**Relevant general objective: To help achieve the overall political objectives, the Commission will effectively and efficiently manage and safeguard assets and resources, and attract and develop the best talents**

### Interpretation and related activities

**Specific objective 1: Interpreting services meet our clients' demand and are cost-effective**

Not related to a spending programme

The ambitious political agenda set out in President's Juncker State of the Union speech and in the President's Tusk Leader's Agenda, will most likely translate into **sustained high levels of demand** for interpretation in 2018. This would be in line with the trend of the last two years, during which the interpretation output - boosted also by the opening of Europa, the new European Council building - has increased by more than 10 %.

On the supply side during the same period, and exceeding the Commission's targets, DG Interpretation **reduced the number of staff interpreters** by over 5 %.

To cater for the increase in demand, DG Interpretation has stepped up the recruitment of freelance interpreters (AIC's) by almost 15%, bringing their contribution to the overall output to more than 50%. Despite this measure, DG Interpretation has struggled to satisfy the demand for some languages, while meeting the overall target of 95% set in the 2016-2020 Strategic Plan.

Against this background, in 2018, DG Interpretation will strive **to satisfy the demand** in a cost-effective way by:

- working closely together with the Commission DGs, the Council's and the Committees' secretariats, and other customers to better **anticipate their interpretation needs** and ensure optimal assignment of interpreters to each meeting and ensuring the best possible quality of interpretation;
- streamlining its approach for **recruitment of freelance interpreters** (ACIs) to better cope with periods of high demand;
- partnering with DG CONNECT and DG DIGIT to explore how **corporate solutions** in data analytics could be adapted to meet our needs, to support interpreters in their preparation for their meetings with documentation and terminology;
- carrying out internal competitions for 6 languages, including English to ensure **adequate succession planning** and strong **capacity in English**. As the number of posts is very limited, it is of the utmost importance that they are used in areas where they bring the best value for the service;
- steering the discussion with the interpretation services in the partner institutions about possible **improvements to the free-lance interpreters accreditation process**<sup>1</sup> so as to expand the pool of freelancers available for recruitment without compromising on quality.

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<sup>1</sup> The European Parliament, the European Commission, and the Court of Justice of the European Union each have an interpretation service but recruitment of staff interpreters and selection of freelance interpreters is carried out jointly. In order to work for the Institutions as a freelance interpreter, a candidate must first pass an inter-institutional accreditation test.

**Main outputs in 2018:**

Output	Indicator	Target
Streamlined approach for ACI recruitment to better cope with periods of high demand	Adoption of the streamlined approach	Q1
Adequate succession planning	Number of staff interpreters recruited in the internal competitions for 6 languages, including English	25
Review of the financing arrangements for interpretation in the Council	Contribution to the reflections about changes to the current system	Q4
Launch of the review of the interinstitutional accreditation process	Agreement with the interpretation services of the EP and the ECJ on the optimisation measures	Q4

**Specific objective 2: Quality of interpretation meets our clients' needs**

Not related to a spending programme

Quality of interpretation to support democratic, open and efficient policy-making in a "Union of equals" continues to be a major output for DG Interpretation. In 2018, the DG will reinforce and **streamline** a series of quality management procedures in order to maintain the high level of quality of its service while having to satisfy increasing demand with reduced resources.

DG Interpretation will launch the **Knowledge Centre on Interpretation**: a modern, dynamic, web-based platform for managing, sharing and disseminating information on interpreting, in combination with a collaborative space for both established and new partners. As a world-wide standard setter and driver, the DG has a strong convening role to play and aims to attract and connect the relevant people from different disciplines, and encourage them to **share information and knowledge and exchange best practices**.

The Knowledge Centre fits well into the Commission's approach of collaborative working and knowledge sharing and will have a positive impact on the quality of conference interpretation by pooling and publicising digital resources. By opening up an information space for other types of interpreting, such as **Public Service Interpreting** in particular in relation to migration and integration issues, it will indirectly be contributing to the Commission's priorities in the area of justice and fundamental rights and migration policy.

DG Interpretation will also draw up and start implementing an action plan to follow up the results of the **Customers' Satisfaction Survey** which will take place in November 2017. Actively responding to our customers' views is a cornerstone of our quality policy as it ensures that our service corresponds to their needs.

Moreover, DG Interpretation will maintain its focus on the quality of **professional support to interpreters** ranging from meeting documentation and terminology to language and thematic training in line with the priorities of the service.

In addition, the DG will continue to invest in **capacity development** by supporting universities which provide conference interpreting training, with a view to providing benchmarks and build a pool for future recruitments not only in the EU, but also in the

candidate countries to support Commission's commitment to maintain credible enlargement perspective for **Western Balkan** countries. DG Interpretation will also cooperate closely with DG Translation and the Irish authorities and academia to develop **Irish capacity** in a run up to phasing out the Irish language derogation by 2022, in line with the final decision about the derogation and the overall priorities of the service.

DG Interpretation will need to use resources in a flexible, efficient and innovative way to meet the challenge of combining actions in these areas with increasing demand for interpretation.

It will continue to implement **international cooperation programmes** in the field of interpretation training, providing pedagogical assistance and helping develop interpreting capacities in partner countries such as China, Macao, Russia and African countries, in line with the objective and priorities of the EU, as global actor, to strengthen relations with key international partners. Through its capacity building in interpretation with 3rd countries DG SCIC is also communicating EU values and facilitating EU relations in trade, research, security or other policy sectors. As far as Cuba is concerned, after the successful completion of the first cooperation programme in 2017, DG Interpretation will explore with DG DEVCO the possibility to extend training support activities in 2018.

Main outputs in 2018:		
Output	Indicator	Target
Launch of the Knowledge Centre on Interpretation 1.0	The prototype is made available to the community for testing	April 2018 ( <i>SCIC universities conference</i> )
Streamlined quality management procedures	Adoption of the streamlined procedures	Q4
Maintain quality of professional support to interpreters in line with service priorities	Implementation of the annual learning & development work plan for interpreters.	Q4
Capacity development through cooperation with Universities in the EU and candidate countries	Adoption of the annual work programme.	Q1
Customer satisfaction survey follow-up	Adoption of the action plan.	Q2

## Meeting room management

<b>Specific objective 3: Services provided in meetings meet Commission needs</b>	Not related to a spending programme
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The design and construction of a **flagship Conference Centre for the European Commission** is at the heart its mission to be able to continue to discuss and deliver policies fit for this century. With the Commission's current conference centre earmarked for decommissioning in 2022, the need to create a secure and appealing environment to welcome participants from around the world has never been more tangible.

Following the launch of the Call for Interest for the Conference Centre 2.0 planned for November 2017, DG Interpretation will work together with all stakeholders in leading this project. Through our active contribution to the competitive dialogue with the suppliers, we will ensure that the Conference Centre will be state of the art – with the latest

technology, interpretation facilities, amenities and versatile meeting space, helping the Commission connect with its global stakeholders.

Main outputs in 2018:		
Output	Indicator	Target
Contribution to the competitive dialogue managed by OIB regarding the Commission's Conference Centre 2.0	Participation in the competitive dialogue with OIB	December 2018
Coordination of the development of the ISO standard on conference systems (ISO 22259)	Publication of DIS ( <i>draft international standard</i> ) open to public scrutiny	September 2018

As the corporate meeting room management leader, SCIC will continue to foster a **Commission-wide standardisation of meeting rooms**, covering the audio-visual equipment, their maintenance and the related support services. This standardised way of working will foster a more efficient organisation through **cooperation between services** (and even institutions), will deliver **better prices** for the installation and maintenance and will **lower the costs** of maintenance and support of the meeting room infrastructure. In this context, SCIC will extend its proximity and maintenance services to additional corporate and local meeting rooms.

With a view to provide users throughout the Commission with an **enhanced booking system**, SCIC will cooperate with DIGIT to provide Outlook users with features such as a synchronisation of a central inventory of meeting rooms.

Main outputs in 2018:		
Output	Indicator	Target
Extend proximity and maintenance services to new corporate and local meeting rooms	Three extra corporate meeting rooms to be fully managed by SCIC. Propose extra maintenance and proximity services to non-corporate meeting rooms in line with SCIC AV standards.	Implemented by December 2018
Streamline the support processes and increase the responsiveness of the help desk service	Commission standard incident management system used by all services involved in meeting room management	June 2018
Catalogue of meeting room services	Publication of the catalogue of meeting room services on IntraComm	April 2018
Enhanced webstreaming capacity for Commission events	Webstreaming capacity can accommodate the audience of the #SOTEU	End of 2018
Provide Commission users with an enhanced booking experience	Propose to the IT Management Board, in cooperation with DIGIT and OIB, to launch a project aiming at: <ul style="list-style-type: none"> <li>- synchronising a central inventory of meeting rooms between WebDOR and Outlook</li> <li>- making available in Outlook the calendar of SCIC-managed meeting rooms</li> </ul>	1 <sup>st</sup> quarter 2018

## Conference and events

### Specific objective 4: DG Interpretation's conference organisation services meet Commission needs

Not related to a spending programme

Conference organisation services offered by DG Interpretation are widely appreciated by client DGs and the number of requests for support to events of different scale and complexity is on the rise. **As corporate domain leader in conference and event organisation**, in 2018 DG Interpretation will **maintain the level of excellence** in service provision and further professionalise the conference community across the Commission.. Further efficiency gains will be achieved notably by expanding the online tools for conference management and putting in place new framework contracts that are fit for purpose.

DG Interpretation plans to deliver greater efficiency gains. To do this without compromising on the quality of our work or the well-being of our staff, we will aim to increase our resources, if necessary by rolling out a **financial mechanism**.

DG Interpretation intends to invest in sharing its knowledge within the newly created network of in-house **Conference Correspondents**, and through other outlets. The network run by DG Interpretation will help to professionalise the community of practice, by engaging staff involved in conference organisation from all over the Commission. It will generate synergies by making sure that in-house resources and capacities relevant to conference organisation are known and accessible to staff involved in conference organisation. The network will help to make and keep conference organisation at the Commission modern, innovative and professional, also in the future. It will also ensure that Commission events demonstrate how our institution is actively engaging with and delivering for citizens all over Europe.

As domain leader, DG Interpretation will focus on serving conferences and events linked to the **Commission priorities**. To work more efficiently, greater emphasis will be put on providing direct organisational support with financial management and consultancy activities, reducing the share of full organisational support without financial management.

In addition, in 2018, DG Interpretation will focus on "**greening**" the Commission's conferences and events so as to match in practice the European Commission's' ambitious policy approach on green growth, high level of environmental protection and sustainability. Emphasis will be put on avoiding unnecessary negative impacts on the environment by always keeping in mind the maxim "reduce, reuse and recycle".

DG Interpretation will put in place a **new generation of Framework Contracts for conference and event management**, which will cover a wide range of conference-related services, brings together the points raised above in a series of practical outputs. The framework contracts will enable colleagues in the Commission to order goods and services that are reliable, show value for money and are of good quality whilst also delivering on our commitment to provide them in a green and ethical way.

#### Main outputs in 2018:

Output	Indicator	Target
Satisfaction rate of conference organisation client DGs in post-conference survey	Satisfaction rate	90%



Corporate register	Events	Prompt reaction (within 5 working days) to the requests and actual registration	100%
Engagement of Conference Correspondent Community		2 meetings a year followed by a newsletter, 2 dedicated working groups on specific topics	100%
Broadening of the web based catalogue of conference services offered by DG Interpretation		Level of satisfaction among the conference correspondents	85%
Elaboration, dissemination and application of a Green Events Checklist		Production of a checklist, obtaining approval from EMAS steering board	2018
New framework contracts in the field of conference or event organisation		Launching of at least one Framework Contract call for tender, covering at least two of the services regularly needed for conferences	2018
Achieve the level of resources necessary to fulfil the entire spectrum of domain leader responsibilities		Adding resources, if necessary by putting in place a financial mechanism	5 FTE by end 2018
Focusing on conferences with a theme linked to Commission priorities		Percentage of conferences organised with a theme that links directly to Commission priorities	60%
Updated SLAs signed with Commission DGs for co-delegation of conference organisation		Screening all existing SLAs for necessary updates	December 2018

## **PART 2. MAIN ORGANISATIONAL MANAGEMENT OUTPUTS FOR THE YEAR**

### ***A. Human resource management***

DG SCIC has exceeded its targets in female representation in middle management posts (54% vs. 50%) as well as the female representation in all management positions (44%), where the respective Commission target is 40%. In 2018 main emphasis will be put on reaching the established female quota for first assignment on management posts, i.e. six first appointments by 2019. This target was established in 2017 with a reference date of 1<sup>st</sup> may 2017. Since then SCIC has already appointed 2 female middle-managers and also identified other possibilities of potential appointments within the target period.

At the moment of Croatia accession in 2013, the Commission established quantified targets for Croat middle managers. The target assigned to SCIC is to appoint one Croat national as middle manager by July 2018. The organisation of an internal competition has been requested to DG HR in order to reach this target through the appointment of an Head of Croat language unit in Directorate SCIC A.

Managers play a key role in promoting inclusion and diversity. Following the Commission communication on Diversity and inclusion "*A better workplace for all: from equal opportunities towards diversity and inclusion*" DG SCIC will raise awareness across the organization to create an enabling environment that fosters tolerance of diversity and which ensures a 0-tolerance approach on inappropriate behaviour. An all-staff-day will be organised in order to develop in common a "Charter" and to train the line managers to support their staff, as individuals, in their development in a safe space.

The results of the most recent staff survey showed overall staff engagement at SCIC was at a higher level than the Commission average (employee engagement score 74%). On the other hand, dissatisfaction was recorded in job mobility opportunities and promotion of physical activity. In order to continue efforts in these areas, actions and support is to be organised in a form of a Mobility Plan.

Being the Domain Leader for Meeting Room Management and Conferences and Events organisation, SCIC has a role in gathering, analysing and sharing information and good practices as well as providing services in these domains. As the concerned Directorate and units carry a responsibility towards the customers as well as the community, they will play a key role in ensuring that the synergies are created in these domains. Greater alignment and professionalisation of the communities can be reached via network meetings and proposed trainings to the community members.

The HR Modernisation project as laid down in the Communication on Synergies and Efficiencies continues to be rolled out, the pilot phase finishing by July 2018. Operational HR services for DGs are now delivered by the Account Management Centres (AMCs). Within DG SCIC, the HR Business Correspondent coordinates strategic and sensitive HR matters and prepares the related decisions of the DG's management.

**Objective: The DG deploys effectively its resources in support of the delivery of the Commission priorities and core business, has a competent and engaged workforce, which is driven by an effective and gender-balanced management and which can deploy its full potential within supportive and healthy working conditions.**

**Main outputs in 2018:**

**Equal opportunities (female representation in middle management)**

In articulation with succession planning carry a specific talent management campaign to pursue the reinforcement of women appointed to management position for the 1st time.	Number of first time female middle-management appointments	2
Coordinated mentoring/coaching scheme to potential future managers, especially female	Availability of SCIC candidates and more especially success of female applicants to management positions	Mentees reach pre-selection and beyond

**Well-being of staff**

Following the wide framework of diversity strategy, conduct of an All-staff-Day and awareness raising actions on "Tolerating diversity" with the view of creating a matching enabling environment	Participation, of SCIC staff and engagement in the principles of the action	Common awareness (to be checked in 2018 via an iCat survey) Agreement on a voluntary set of values
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**Staff engagement**

Tailor made accompanying measures for SCIC candidates in preparation for the Assessment centre (management positions and competitions) to compensate for lacking of exposure to diverse professional environments which makes mobility difficult	Provide lunchtime session for the preparation. Propose one-to-one tutoring for all internal candidates for the preparation.	Candidates have access to knowledgeable advice.
Better communication on SCIC's core activities and more efficient information/orientation	Revision of current SCICNet in view to open it to all Commission staff and make it more user friendly for SCIC	First trimester 2018

of our client DGs inside the Commission via the development of our internal websites and the production of informative videos.	staff	
	Revision of "Interpretation" and "Room Management" websites on My Intracomm	By June 2018
	2 videos destined for our client DGs in the Commission:	By June 2018
	1. video on "room management"	By June 2018
	2. video on "interpretation"	By December 2018

### ***B. Financial Management: Internal control and Risk management***

DG Interpretation has set up internal control processes aimed to ensure the adequate management of the risks relating to the legality and regularity of the underlying transactions, taking into account the nature of the payments concerned.

The DG has created an overall indicator of the cost of controls for all areas under direct management mode and related to the provision of interpreting and conference services. The controls involved cover the payments of non-permanent interpreters' remunerations, other staff expenditure, procurement and grants.

In line with the Communication to the Commission on the Revision of the Internal Control Framework (C(2017)2373) adopted in April 2017, DG Interpretation will revise its current internal control strategy. The DG will look to introduce a more risk-based approach to internal control which focuses on our specific characteristics and circumstances while ensuring it remains robust and results in a consistent assessment in line with Commission standards.

#### **Objective 1: Effective and reliable internal control system giving the necessary guarantees concerning the legality and the regularity of the underlying transactions.**

##### **Main outputs in 2018:**

Output	Indicator	Target
Implementation of the ex-post control strategy	Value of errors detected on the sampled transactions	< 1%

#### **Objective 2: Effective and reliable internal control system in line with sound financial management.**

##### **Main outputs in 2018:**

Output	Indicator	Target
Timely execution of payments	Percentage of payments on the budget made within the applicable time limits	>95%
	Average target for processing payments	<20 calendar days including suspension periods

Conclusion reached on cost-effectiveness of controls	Positive or negative conclusion	Positive conclusion (current level to be maintained)
Review of the Exception Reporting procedure	Report published with guidelines and procedure	1 <sup>st</sup> quarter
Implementation of the new Internal Control Framework (ICF)	ICF validated by senior management team	Reporting in 2018 AAR on the new ICF in line with the IC indicators given with the 2018 MP

**Objective 3: Minimisation of the risk of fraud through application of effective anti-fraud measures, integrated in all activities of the DG, based on the DG's anti-fraud strategy (AFS) aimed at the prevention, detection and reparation of fraud.**

**Main outputs in 2018:**

Output	Indicator	Target
Compulsory training for specific functions as identified in the DG's AFS.	Training followed by this population within 6 months from entry in service	100%

**C. Better Regulation**

*Not applicable*

**D. Information management aspects**

DG Interpretation will continue to monitor the use of electronic workflows and ensure their use at all levels of the organisation for administrative documents.

There will also be a continued effort to close files and to either transfer these files to the Historical Archives or eliminate them according to the retention rules of the Commission. Part of this work will also ensure that no paper files are kept in the archives of the DG unless stipulated under the Document Management rules of the Commission.

In terms of the Information strategy of the DG, we will continue to open as many files as possible either to the DG or the Commission as a whole.

As the revised Regulation EC 1045/2001 is expected to be adopted in 2018 along with the Implementing Rules for the Commission, a further review will need to be undertaken for those data protection notifications in the DG that deal with sensitive personal information as outline in Article 27 of the current regulation.

**Objective: Information and knowledge in your DG is shared and reusable by other DGs. Important documents are registered, filed and retrievable.**

**Main outputs in 2018:**

Output	Indicator	Target
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Paperless workflows for administrative (non-financial) documents	Percentage of electronic dossiers for administrative notes that circulate in the DG	90%
Number of outstanding files to be eliminated or transferred	Production of NOMCOM first review report	50%
Volume of paper files decreased in the DG	Transfer/elimination of existing paper files (pre-eDomec)	25%
Monitoring of awareness-raising campaigns on openness of information to all – request to all HoUs to justify requests for limited access for new files created in 2017	Percentage of files open within DG Interpretation	65% end of 2018
	Percentage of files open to the whole Commission	30% end of 2018
Implementation of the new Data Protection Regulation (replacing the 1045/2001)	Impact assessment of the new legal framework for SCIC processing of personal data	100% by end of 2018

### **E. External communication activities**

External Communication in DG Interpretation serves first and foremost as an outreach and awareness-raising tool directed at potential new members of the profession. While DG Interpretation communicates in general on languages, multilingualism and (conference) interpretation, the ultimate objective is – depending on which language market we are working in - either to directly attract young people to interpreter training or to maintain awareness of the profession. A further objective is to support training communication to interpreter schools and interested members of the public and to promote through the university network the virtue of unity in diversity and to demonstrate in a tangible manner to young students the openness and responsiveness of the European Commission.

**Objective: Citizens perceive that the EU is working to improve their lives and engage with the EU. They feel that their concerns are taken into consideration in European decision making and they know about their rights in the EU.**

#### **Main outputs in 2018:**

Output	Indicator	Target
Outreach actions towards students and other communities to promote interpretation and multilingualism.	<ul style="list-style-type: none"> <li>Awareness-raising campaigns carried out (eg. Danish students, in collaboration with the other EU Institutions for the training of interpreters in Denmark)</li> <li>Participation (stands and/or booth and/or presentation as appropriate) in exhibitions and</li> </ul>	<p>End 2018</p> <p>Estimated target audience in number of persons reached, all media together: not applicable, (as many as possible).</p>

	language/careers fairs (eg. Drongo, Utrecht; Gradireland, Dublin)	
Revision of SCIC's presence on the Europa site and launching of content in all the official languages.	Delivery	June 2018
Keep the high level of SCIC's presence on social media.	Regular monitoring	100% or more (compared to the 2017 data i.e. 200.000 visits or impressions/month incl. 100.000 on Twitter and 70.000 on Facebook)

Annual communication spending:	
Baseline (2017)	Estimated commitments (2018)
€10000	€10000

***F. Example(s) of initiatives to improve economy and efficiency of financial and non-financial activities of the DG***

- As corporate domain leader for meeting room management, SCIC envisages a Commission-wide standardisation of meeting rooms, including support and maintenance services. As a first step, SCIC has provided a set of audio-visual framework contracts that will deliver significant savings on equipment and maintenance costs thank to the better prices obtained through standardisation of technical equipment, maintenance and support. Taking into account the past consumption, the expected annual Commission-wide saving amounts to 600,000 €.
- In a second phase, starting from 1/1/2018, SCIC will increase the responsiveness of its support services. In particular, SCIC will introduce the Commission standard incident management system (already used by OIB and DIGIT) to ensure more transparent and better support of the meeting rooms. Moreover, it will extend the current proximity services to an extra 13 rooms in two extra buildings and will progressively consolidate (over 4 years) the central help-desk to cover remote quick intervention support on all the standardised rooms, meeting incident management and proximity services for high level meetings.