



# **Management Plan 2018**

## **DG Translation**



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## INTRODUCTION

This management plan translates the objectives and targets set out in [DGT's strategic plan for 2016-2020](#) into outputs for 2018. All seek to address DGT's main challenges for the 2016-2020 period, which are to:

- Meet the translation and editing needs of the Commission in a context of decreasing human resources, while continuing to provide high quality services;
- Implement succession planning and HR policy within its constraints of structure and location;
- Develop a reliable forward-looking IT architecture to underpin its core business.

The primary reference by which DGT steers its operations to meet these challenges remains the 2016 Communication to the Commission on **translation as part of the Commission's decision-making process**.<sup>1</sup> The aim is to make the translation process as efficient as possible so that all resources — human, financial, technological — are put to the best possible use and achieve maximum cost-effectiveness.

DGT will pursue its specific multiannual objectives, focusing in 2018 on:

- **delivering translations of the political priorities** set for the remainder of the Juncker Commission's term of office, as listed in the Commission's Work Programme as well as accompanying communication material, including the upcoming post-2020 Multiannual Financial Framework;
- providing both **quality and efficiency of service** by making optimal use of its resources mix. As a demand-driven service, DGT will seek a balance between using and maintaining internal capacity and expertise and relying increasingly upon external capacity through outsourcing. It will finalise and run pilot projects to test two new contracting methods for outsourcing;
- handling the second incremental **increase of translation into Irish** as part of the 5-year capacity building process to bring Irish to full language regime. It will monitor and steer progress in implementing the work agreed in the EU-Ireland Monitoring Group's multiannual Rolling Plan for implementing Council Regulation 2015/2264, and widely publicise the 2018 EPSO competition to recruit translators;
- continuous **upgrades to its IT architecture**, particularly launching the tender to acquire a new interinstitutional computer-assisted translation tool, preparing DG-wide migration to Windows 10, and rolling out an upgrade of ePoetry (the application for customer DGs to request translations) for greater user friendliness;
- developing, broadening, and recognising the **skills and expertise of its staff**, including dedicating resources to language technology expertise, building and developing managerial capacity, continuing to champion gender balance on all management levels, working towards its new target for first-time women managers, and supporting colleagues involved in mobility.

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<sup>1</sup> COM(2016) 2000.

## PART 1. MAIN OUTPUTS FOR THE YEAR

### Specific objective 1 – DGT meets the Commission’s needs by delivering high quality translation and editing services

DGT will continue to actively support the work of the Commission as the initiator of multilingual legislation by efficiently delivering the translation and editing services that fully meet its customers’ needs. In line with the **Communication on translation**<sup>2</sup> DGT will continue to provide a flexible service. This means that documents to be adopted in oral procedure (political priorities) and urgent written procedure will be delivered with shorter deadlines than the standard ones, whenever necessary. Documents that follow the standard adoption workflow will be delivered in accordance with standard deadlines. DGT will also insist on the need for corporate discipline when Directorates-General plan their initiatives so that the necessary time for translation is factored into the overall decision-making process.

Some of the more complex and voluminous files for 2018 will include the Multiannual Financial Framework (MFF), trade agreements with Japan and Vietnam, and initiatives related to the implementation of the Circular Economy Action Plan, the completion of the Capital Markets Union, the Banking Union, the Energy Union and the Security Union.

In 2018, DGT will continue to develop, under its three operational frameworks and related action plans or work programmes, its activities and working methods in the **areas of quality management, terminology** work and **outsourcing** in a continuous drive for efficiency and cost-effectiveness

DGT will focus on **editing** a greater share of the Commission’s major initiatives. The strategic objective is to edit 65 % of these by 2020. In 2018 we aim to continue our current progress and get close to the strategic objective by editing more than 60 % of major initiatives. DGT will also start editing and translating into all languages the **short titles and summaries of all new Commission initiatives**, to be published on the Better Regulation Portal. It will also provide **clear writing training** to new Commission officials and to targeted groups of drafters working on major documents or web content.

DGT will encourage DGs to use **machine translation** for content for which only a basic understanding is needed (not for publication) and for language combinations that yield good results. The linguistic quality of output will be improved, including through the use of **neural technology** that promises more fluent results for languages which have so far been poorly served. Following the launch of **eTranslation** in November 2017, where neural engines for English/Hungarian and English/German were made available, additional language pairs from English will be added in 2018, including for Estonian, Finnish, Latvian, Lithuanian, Czech, Slovak and Polish.

In the continuous pursuit of efficient service delivery, DGT will continue to optimise its processes and working methods, in particular integrating and customising appropriate language technologies in the translation process.

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<sup>2</sup> C(2016)2000.

**Relevant general objective(s): 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 talent**

**Specific objective 1: DGT meets the Commission's needs by delivering high quality translation and editing services**

**Main outputs in 2018:**

Output	Indicator	Target
Total production (official languages)*	Total number of pages processed internally and outsourced to produce the final result	31 December 2018
Total production (non EU languages)*	Total number of pages processed internally and outsourced to produce the final product	31 December 2018
Clear writing training sessions	Number of sessions organised	26 sessions by 31 December 2018
Use of machine translation by customer DGs*	Number of pages submitted to the MT@EC service	31 December 2018
Introduction of neural engines	Number of language pairs added	7 by 31 December 2018
Automated workflow for short titles and summaries of Commission initiatives	Automated workflow operational	31/01/2018

*\* This measures the products and services DGT delivers to its users. Since DGT's outputs are demand-driven, no targets can be set.*

**Specific objective 2 – DGT makes efficient use of its human and financial resources and manages fluctuating demand by increasing the level of outsourcing**

In line with the Strategic Plan 2016-2020, DGT will increase the overall share of outsourced documents to 33 %, calibrated according to the development of demand.

DGT has structured and streamlined all the elements that make up its current outsourcing policy in an **Outsourcing Framework** which is a reference for all parts of the service involved in outsourcing. This approach will continue through the:

- launch of two pilot projects to test different contract types that may further improve the quality of outsourced translations. The aim is to establish lists of external translation providers under tendering conditions that differ from the current framework contracts. Three language pairs were selected for one pilot ('OMNI+') with dynamic ranking and five for the other ('CASC') without dynamic ranking;
- execution of **outsourcing contracts, to be closely monitored** (spot checks) in order to intercept quality problems;
- analysis and, where necessary, **adaptation of intra-departmental workflows and working methods** with regard to outsourcing (e.g. through systematic outsourcing of certain types of documents, systematic pre-processing, streamlined quality control of outsourced translations in accordance with the translation quality guidelines and the evaluation guidelines);
- frequent and improved **communication with freelance contractors** through follow-up seminars, meetings or webinars, translation briefs and feedback. These meetings will be organised based on the experience gained by running information sessions on translation quality-related topics under the current framework contracts. The number of events to be run (approximately 5) will depend on the specific needs identified by individual language departments.

**Relevant general objective(s): 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 talent**

**Specific objective 2: DGT makes efficient use of its human and financial resources and manages fluctuating demand by increasing the level of outsourcing**

**Main outputs in 2018:**

Output	Indicator	Target
Info sessions for external contractors with translation departments	Number of information sessions organised according to needs	5 sessions by 31 December 2018
Number of language pairs covered by pilot projects for testing alternative outsourcing models	List of contractors established for given language pair, with the outsourcing of the required volume of translations operational.	8 language pairs by end 2018
Intercepting quality problems by closer contact and scrutiny with the service providers	Number of on-the-spot checks carried out on contractors	At least 2 % of contractors visited per year

### Specific objective 3 – DGT has the capacity to provide high-quality translation into Irish

DGT will continue to invest substantial efforts in the process of phasing out the Irish derogation and processing an increasing volume of translations requests into Irish in line with Regulation 2015/2264.<sup>3</sup> The actions will be based on the annual rolling plan with the main focus on:

- ensuring **delivery of the second incremental increase** in the volume of translation into Irish, which comprises Decisions adopted by the European Parliament and the Council and which takes effect as of 1 January 2018;
- continuing **building internal translation capacity** through the recruitment of Irish translators, including temporary agents. At the request of the EU institutions, a new EPSO competition will be launched in 2018;
- continuing efforts to build up and improve the Irish **translation freelance capacity**, with the OMNI+ pilot project and negotiated procedures where needed, leading to an estimated external capacity of 10 FTEs by July 2018;<sup>4</sup>
- implementing a **work placement scheme** whereby Irish government-funded translation trainees join the Irish Unit for 5 months twice a year;
- exploring enhanced use of machine translation and neural engines for translation into Irish.

DGT will continue to steer, under the Terms of Reference for the Monitoring Group on the Irish Language Derogation,<sup>5</sup> the work towards a full Irish-language regime in the linguistic services of the EU institutions and to monitor the progress made on the implementation of the priority actions for 2018.

In 2018, DGT will continue the operational phase of the interinstitutional project on translation of selected essential untranslated EU law for use in Irish translation memoires, to compensate for the lack of a complete Irish language *acquis*. DGT will also continue managing and coordinating the project for Irish terminology at interinstitutional level.

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<sup>3</sup> COUNCIL REGULATION (EU, Euratom) 2015/2264 of 3 December 2015 extending and phasing out the temporary derogation measures from Regulation No 1 of 15 April 1958 determining the languages to be used by the European Economic Community and Regulation No 1 of 15 April 1958 determining the languages to be used by the European Atomic Energy Community introduced by Regulation (EC) No 920/2005.

<sup>4</sup> DGT intends to sign a maximum of 10 framework contracts for the language combination EN-GA as the result of the OMNI+ pilot project in order to cover DGT's estimated yearly outsourcing needs of 10.000 pages (corresponding to an external capacity of ca. 10 FTEs) in this language combination..

<sup>5</sup> Ares(2016)2866256 of 20.06.2016.



**Relevant general objective(s): 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 talent**

**Specific objective 3: DGT has the capacity to provide high-quality translation into Irish**

**Main outputs in 2018:**

Output	Indicator	Target
Recruit additional staff in line with the target	Reach 2018 staffing benchmark of 31 persons (1 Head of Unit, 25 ADs <sup>6</sup> and 5 ASTs)	31 December 2018
As of 1 January 2018 translation into Irish of all Decisions adopted by the European Parliament and the Council	Timely delivery of the second increment as of 1 January 2018 (Decisions adopted by the European Parliament and the Council)	Throughout the year

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<sup>6</sup> Due to insufficient candidates for recruitment, the interim milestone of 25 AD translation officials according to the Strategic Plan 2016-2020 was reduced to 19 ADs in 2017.

**Specific objective 4 – DGT has a modular state-of-the-art computer-assisted translation environment to support quality and efficiency in the translation process**

DGT's **IT Master Plan**, updated annually, lays down a 5-year vision for changing DGT's IT landscape. In 2018, DGT will further optimise the use of the current computer-assisted translation (CAT) tool in DGT's translation environment, while preparing current workflow systems and language applications for the future IT architecture.

In cooperation with all translation services in the EU institutions, a call for tenders for the **next computer-assisted translation tool** will be launched. DGT will increase its investment in technology expertise by appointing a language technology coordinator in each department to foster the optimal use of computer-assisted translation tools.

In view of the Commission-wide **migration to Windows 10** and the Microsoft Office 2016 automation platform, one of DGT's priorities will be to ensure business continuity by maintaining a stable and well-functioning translation environment.

In 2018, work will focus on:

- analysing and testing current DGT systems, followed by **preparations for server-based operations**;
- launching and evaluating an **interinstitutional call for tender for a new CAT tool**;
- preparing and starting migration to **Windows 10**;
- consolidating DGT's **machine translation (MT)** system MT@EC to improve the linguistic quality of output and service, and the usefulness of MT in the translation process, in particular through neural technology;
- issuing the last major release of **ManDesk Inbox** in early 2018; after which ManDesk Inbox will be in maintenance mode, i.e. updates of the application will be limited to minor functional improvements and correction of bugs;
- continued **upgrading of translators' IT skills and competences** by providing systematic training;
- implementing and starting to roll out **ePoetry**, a new application to submit requests to DGT, to customer DGs;
- **further automating the outsourcing workflow**;
- cooperating with SG, DIGIT, OP and COMM on developing the Commission's **corporate IT and web environment** in order to further integrate all elements of the authoring-translating-publishing (ATP) chain;
- cooperating with DIGIT to develop a stable **eProcurement environment** for the whole Commission, and ensuring the necessary maintenance and development to the existing **Trèfle** system.

In 2018, DGT will continue to measure the extent to which the output of previous translations stored in translation memories is used for new translation requests. For this purpose it uses an **interinstitutionally agreed re-usability indicator**. The indicator tracks the level of information available in memories, enabling DGT to assess the return on investment in translation memories.

DGT will also draw operational conclusions from the analysis of the new indicator showing to which extent, on average, translators edit machine translation segments (MT usability indicator).

**Relevant general objective(s): 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 talent**

**Specific objective 4: DGT has a modular state-of-the-art computer assisted translation environment to support quality and efficiency in the translation process**

**Main outputs in 2018:**

Output	Indicator	Target
Call for tender for the new CAT tool	Call launched and evaluated	31 December 2018
Language-specific figures on the use of MT@EC by DGT's translators	Language-specific figures analysed to improve MT@EC service	31 December 2018
Migration to Windows 10	Installation started	31 December 2018
Training to upgrade IT skills	120 training sessions organised: 2 per week in Bxl and in Lux	31 December 2018
ePoetry	Deployment of ePoetry to customer DGs started	31 December 2018
Maintenance and development of Trèfle to guarantee business continuity until the corporate eProcurement module is available	Developments implemented following priority plan	31 December 2018
Roll-out of last major release of ManDesk Inbox	Last major release of ManDesk Inbox deployed	1 March 2018

**Specific objective 5 – DGT creates synergies in interinstitutional translation by cooperating with its partners and by jointly developing IT tools**

In 2018, DGT will promote more efficiency through close cooperation with the translation services of the other institutions in order to identify and achieve synergies for the optimal use of all available human, financial and technical resources.

- DGT will continue to manage a number of **interinstitutional tools** (MT@EC, Euramis, Quest, DocFinder and Elise, and as a partner in IATE) that are shared across EU institutions and services.
- DGT will continue chairing the **interinstitutional Language Technology Watch** network, currently leading the preparations for a tender for the future IT translation tools to be shared across institutions.
- The pilot project involving **interinstitutional teams of translators working together on selected files** under the ordinary legislative procedure (the OLP project) will yield final conclusions in early 2018 following delays related to the selected files.
- DGT will participate in networks to **promote interinstitutional cooperation** in specific areas (human resources, staff exchanges, share training activities, workload balancing, key interinstitutional performance and activity indicators, and interinstitutional networks on quality and on outsourcing).

**Relevant general objective(s): 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 talent**

**Specific objective 5: DGT creates synergies in interinstitutional translation by cooperating with its partners and by jointly developing IT tools**

**Main outputs in 2018:**

Output	Indicator	Target
Conclusions of the pilot project involving interinstitutional teams of translators working together on selected files	Conclusions adopted and available	Q2 2018

**Specific objective 6 – DGT promotes the role of translation and professional cooperation through outreach work**

The aim of DGT’s outreach activities is to inform and link up with translation stakeholders (universities and research centres, national, regional and local authorities, translation professionals and the language industry) with a view to 1) giving visibility to the world of translation and languages; and 2) promoting the development of the translation profession and a diversified and sustainable market for professional translators in Europe. In 2018, DGT’s main outreach activities will focus on

- the **Translating Europe Forum (TEF)**, the annual conference to bring together the translation community and young professionals from all over Europe to share knowledge and discuss developments in the profession;
- a series of **national workshops** targeting translation stakeholders at local level and exploring synergies with national language and terminology networks;
- **European Masters in Translation (EMT)** network: DGT coordinates the network of EMT universities, aimed at improving the quality of translator training. The focus will be on preparing for the next selection for EMT membership in 2019;
- DGT will continue fostering **contacts** – through language networks in particular – **with national administrations, language communities, including public translation services in the Member States**, to exchange good practices and improve terminology and translation quality.
- Through its **Visiting Translator Scheme (VTS)** DGT will foster contacts with universities, public institutions (ministries, national banks, public bodies, international organisations) and private companies to promote DGT’s role and work in the context of multilingualism and encourage collaboration with experts in the Member States.

**Relevant general objective(s): 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 talent**

**Specific objective 6: DGT promotes the role of translation and professional cooperation through its outreach work**

**Main outputs in 2018:**

Output	Indicator	Target
DGT will organise the TEF conference to bring together the translation community to share knowledge and ideas regarding developments in the profession	TEF conference organised	31 December 2018
Translating Europe Workshops organised in Member States (a series of national workshops targeting local translation stakeholders and establishing synergies with national language and terminology networks)	30 Workshops organised	31 December 2018
EMT network meetings	Meetings organised in Brussels and in Vienna	One meeting in each city by 30 November 2018
Implementing the Visiting Translator Scheme	Number of VTS visits	30 by 31 December 2018

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

### A. Human resource management

DGT's **Strategic HR Plan**, updated annually, focuses on quantitative and qualitative planning of resources and identifies talent management initiatives to support excellence in translation, middle management succession and mobility. It sets out the learning and development framework for all DGT staff, taking into account the specific needs of all DGT entities.

New ways of working, staff mobility, increased outsourcing and increased use of technology call for well **targeted thematic and IT training**. DGT will expand the range of courses under DGT Academy and will design IT training to ensure an optimum use of all tools throughout the service. DGT will encourage staff to attend training activities outside DGT to raise awareness of the evolution of the translation profession in the world around us. It will also encourage training that aims at developing and enhancing resilience to change.

DGT will continue to develop managerial capacity and prepare for management succession. The mentoring project for aspiring managers will be repeated and specific training courses will be offered to managers in a variety of formats to develop their **management skills**, with a focus on building strong teams, motivating colleagues, promoting collaboration and ensuring a respectful workplace.

Already in 2017 DGT reached the initial target of 50 % female representation in middle management positions. It will work towards the new target of **first-time appointments of women to middle management** positions (16 appointments by November 2019) by taking actions in order to prepare the management pipeline, in particular through the mentoring scheme for aspiring managers.

Pending the outcome of the **Brexit** negotiations, where clarity on the status of British nationals in the service is required, particular attention will be given to the staffing of the English Language Department and Editing Unit.

As a result of the **HR Modernisation project** HR services for DGT are now delivered by the Account Management Centre (AMC) 6 in DG HR. DGT will further consolidate the function of HR Business Correspondent (BC) which will focus on strategic HR actions.

In 2017 the percentage of DGT staff who feel that the Commission cares about their well-being, reached 35 %, which is the same as the Commission average. DGT will continue to promote a **healthy and stimulating working environment** to boost staff engagement by ensuring a good work-life balance and flexible working arrangements and by organising wellbeing activities, including fit@work Sports Days in both Brussels and Luxembourg.

With 71 % in 2017, DGT's staff engagement index was well above the Commission average. In line with the corporate objectives around **internal communication** and **staff engagement**, DGT has the following priorities for 2018: working better together, communicating across multiple sites, DGT in the bigger picture, staff as ambassadors, and enhancing the effectiveness of current communication tools. DGT will continue to take action to **follow up on the results of the 2016 central staff survey and DGT's staff perception and opinion survey**, in particular to boost staff engagement with senior management and discuss workload, quality, tools and wellbeing. In the second half of 2018, DGT plans to carry out its next staff perception and opinion survey. DGT will also participate in a dedicated working group to be set up by DG HR to prepare for the Commission-wide 2018 HR staff survey.

**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:**

Output	Indicator	Target
Wellbeing activities to promote a healthy and stimulating working environment	Number of activities organised	5 activities by 31 December 2018
First female appointments, in line with the 2019 target	Number of first-time appointments of women to middle management positions	10 by 31 December 2018 (since 1 May 2017)
Implementing action plan following results of DGT staff survey, and communicate on the actions	Actions implemented and communicated on	December 2018

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

DGT keeps an up-to-date central register of all contracts and procurement procedures to monitor the timely provision of external services, in line with sound financial management principles (economy, efficiency and effectiveness).

### **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
Legality and regularity of the underlying transactions	Error rate detected on the legality and regularity of the underlying transactions for administrative budget implementation < 2 %	31 December 2018
Pending resolution of audit recommendations	Agreed action plan implemented within deadline	31 December 2018

From 12 % in 2015, the cost of control fell to 11.5 % of the total payment amount in 2016. DGT aims to reduce this further to 10 % by achieving better value for money, using efficiency gains, system improvements and compliance with regulatory provisions. Further system improvements are planned to be introduced in 2018. Once their efficiency has been ascertained and the system is stable, the financial unit will revise the financial circuits in place to bring in sample checks of invoices paid to external translation providers.

All outsourced translations will continue to be evaluated by a qualified translator before the payment is processed. Regarding IT outsourcing, all external staff will be recruited through DIGIT's framework contracts, using DIGIT's 'ex-ante' control.

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

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

Output	Indicator	Target
Revision of financial circuits: introduction of sample checks for payments	Decreased cost of control	Cost of control = 10 % in 2020
Revision of financial circuits: analysis of location, role and responsibilities of operational initiating and verifying agents	Analysis done (incl. possible proposal for a new financial circuit)	30 June 2018



DGT's Anti-Fraud Strategy identifies two areas where fraud could occur: the handling of sensitive, marked or classified information, and financial procedures. No further action is recommended in the field of security measures to protect information.

Continuous training is recommended in the field of finance. DGT has therefore identified specific training paths for initiating and verifying agents, and authorising officers, based on the corporate training offer, which are complemented by DGT-specific training where necessary. These training paths include generic courses such as 'Lifecycle expenditures', 'Procurement Basics' including an emphasis on anti-fraud awareness.

**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
Development of specific training paths for staff dealing regularly with finance (approx. 50 persons) and bi-annual follow-up of their implementation	Number of staff having followed one of the training paths identified (operational/financial initiating agents, verifying agents and authorising officers) or having sufficient knowledge, experience and skills to perform these tasks	80 % of staff concerned having followed the full training path or who can demonstrate sufficient knowledge by 31 December 2018

**C. Better Regulation**

*Not applicable.*

#### **D. Information management aspects**

As member of the Information Management Steering Board, DGT will continue to contribute actively to the implementation of the strategy for data, knowledge and information management in 2018, in particular concerning multilingual aspects of knowledge management.

We will continue to promote **electronic workflows** for administrative procedures. As from September 2017 DGT has been following the recommendation of the Secretariat-General to have its files in Ares open to the whole Commission. This applies to the creation of new files to which (in case of serial files) no file restrictions were applied in the past (= files open to DGT). Awareness raising of all actors will continue, in particular concerning the opening of past files and the use of markings. DGT aims to remain below the Commission average (3.5 %) for non-filed documents.

DGT-wide information retrieval will be improved through the enterprise search tool, Search@DGT, which was developed by DIGIT. After a cost-benefit analysis the tool will be fully rolled-out in DGT by the end of 2018.

Based on the principles of the **Knowledge Management Framework**, further development of knowledge management schemes, especially knowledge sharing, within DGT, with the requester DGs and with external entities will remain the key priority also in 2018.

**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
Deploy Search@DGT tool	The tool is available to all DGT staff.	31 December 2018
Knowledge-sharing events	Number of sessions organised	50 by 31 December 2018
IT Tip of the week	Number of IT Tips published	40 by 31 December 2018

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

In 2018, DGT will organise a number of events in EU capitals and cities as part of the **European Day of Languages** (26 September) to raise awareness among the general public of the importance of language diversity and the advantages of mastering languages. This will be carried out in close cooperation with DG EAC and with DGT's field officers in the Member States.

The 12th edition of the **Juvenes Translatores** contest will take place in 2018, encouraging secondary school students to develop their language skills and become aware of translation as profession.

All these events will be communicated via an **active social media presence** on Facebook and Twitter, in coordination and cooperation with DG COMM's social media team.

DGT will continue to provide resources and expertise to the **digital transformation of the Commission's web presence** in 2018. Content and language coverage of existing pages will be improved, and continuous effort will be made that users can find what they are looking for as efficiently as possible

**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
The 12th edition of the <i>Juvenes Translatores</i> contest is organised in all Member States	Contest organised in 728 schools	30 November 2018
European Day of Languages events organised in EU capitals and cities of Member States	60 events organised in Member States	31 October 2018

### **Annual communication spending**

Spending on communication will cover not only the external communication activities described above but also the outreach activities described under specific objective 6, namely the Translating Europe Forum and workshops, the EMT network meetings.

#### **Annual communication spending:**

Baseline (2017)	Estimated commitments (2018)
€660 000	€700 000

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

- 1 DGT will **test new outsourcing approaches** to reduce quality risks in the future and improve the reliability and availability of its external contractors.
- 2 **The systematic application of pre-processing to outsourced documents** fulfilling commonly agreed criteria leads to savings on the outsourcing budget and improves the quality of external translations. In budgetary terms, savings are estimated at around EUR 1.5 million per year.
- 3 The **systematic inclusion of certain document types in Annex 8B of the SLAs** (documents to be outsourced and charged back to the DGs) yields savings on the DGT outsourcing budget by around €2.5-3 million on a yearly basis. DGT will request or grant cross/co-delegations with other DGs to optimise the management of its administrative budget (mainly outsourcing and IT).