Management Plan 2023

DG Interpretation

Contents

Introduction

The mission of DG Interpretation (DG SCIC) is to facilitate the EU's democratic multilingual decision-making process by providing high quality **conference interpretation** to EU institutions ([1]), bodies and agencies and by delivering corporate **conference organisation** and **meeting room management services** across the Commission. In all its service strands, **DG SCIC gives its customers a 'voice'**.

This Management Plan describes the main outputs that will be produced in 2023 to deliver on the objectives specified in the Strategic Plan 2020-2024. DG SCIC has defined seven specific objectives through which it contributes to the achievement of the Commission's following two general objectives:

A modern, high-performing and sustainable European Commission

1. Interpreting services meet our customers' priorities and demand and are effectively managed

2. The quality of interpretation meets our customers' needs

3. Modern meeting room services are available for the European Commission

4. Improved customer journey through high-quality digital solutions and workflows in meeting room management

5. Modern and sustainable conference organisation services are available for the European Commission

6. The conference organisation community is professionalised and engaged

A Europe fit for the digital age

7. A European speech recognition technology is used by the EU Institutions and the public

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2023 is the last full year of the EU institutions' political cycle, which is likely to see **demand for meetings and interpretation reaching a peak**. The challenge will be to meet this demand while still adapting to developments resulting from the COVID-19 pandemic. DG SCIC will **make adjustments to its organisational structure** to further integrate the lessons learnt and implement the European Commission's political priorities such as the **digital and green transition**.

([1]) Except the European Parliament and the Court of Justice, who have their own interpretation services.

In a context of multiple crises (namely Russian's war of aggression against Ukraine, the energy and supply chain crisis, high inflation and the climate crisis), DG SCIC needs to respond to new needs and unforeseen events while remaining cost effective. To ensure the **sustainability of the service**, DG SCIC will build on several internal reflection exercises carried out in 2022 to **update the framework** in which it operates and interacts with customers and stakeholders.

DG SCIC will also work on **succession planning**, given anticipated levels of staff retirement and reductions of statutory posts which will affect interpreter availability. In this context, it will work to attract young talent and to increase the number of accredited freelance interpreters.

The adjusted organigram will pave the way for an improvement of DG SCIC's digital culture and business operations to increase productivity and optimise the provision of services to customers. In particular, a new unit with a mandate for **digital transformation** will bring a stronger focus on business process optimisation, workflow automation and on the use of digital technologies. Moreover, this unit will progressively transform the current complex IT environment into a **future-ready digital landscape based on a corporate mainstream architecture**.

DG SCIC will also continue developing its capacity and step up its efforts to support provision of interpretation through **new delivery modes**. DG SCIC will cooperate further with manufacturers on technical upgrades to Simultaneous Interpretation Delivery Platforms (SIDPs). A dedicated unit will coordinate support for virtual and hybrid meetings with interpretation. It will cooperate with DG SCIC's customers and end users of interpretation services to increase awareness and improve audio quality and the technical conditions required for optimal multilingual communication. DG SCIC will also continue applying the precautionary principle in cooperation with the Medical Service and the OIB as regards interpreters' auditory health.

DG SCIC is an important **enabler and promoter of environmental sustainability** at the Commission. It offers multilingual videoconferencing, provides infrastructure for online and hybrid meetings and conferences, sustainable-by-default services through framework contracts and advice on steps to make events greener and more inclusive.

DG SCIC will continue to provide **meeting room management services** and ensure that the European Commission's meeting rooms are equipped for **hybrid meetings with and without interpretation.** It will also continue to provide modern and sustainable conferences for the European Commission.

In line with the AI@EC Action plan, and in partnership with DG DIGIT and other DGs, DG SCIC will continue developing **language technologies**, in particular **speech-to-text and text-to-speech services**, with a view to enhancing the accessibility of meetings, achieving savings and improving the working environment for Commission staff.

PART 1. Delivering on the Commission's priorities: main outputs for 2023

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

Specific objective 1: Interpreting services meet our customers' priorities and demand and are effectively managed

As its customers adopt new ways of organising meetings, DG SCIC needs to develop its services to keep pace better with their new priorities and needs. This **transition to a more virtual world for interpretation** places very particular demands on DG SCIC, both from a technical and organisational point of view.

The **framework** in which DG SCIC operates needs to be reviewed to provide meeting organisers with sufficient **flexibility** in the timing and technical setup of their meetings. DG SCIC will work with its customers on more **sustainable** Service Level Agreements.

DG SCIC will need to review **interpreters' working conditions** to align them better with today's needs. A recast of the 1987 *Agreement* will be launched in consultation with interpreters and their representatives.

The crisis-related *Interim programming arrangements for working with simultaneous interpretation platforms* need to evolve into more sustainable arrangements, while also paying due attention to **protecting interpreters' health and safety**, particularly their auditory health.

In cooperation with the other EU interpretation services, DG SCIC will endeavour to increase the success rate at **freelance accreditation tests** by introducing measures such as a more flexible test calendar and a backpack for partially successful candidates. The capacity to test all potential candidates through **on-line testing** will be maintained.

Considering the expected high level of demand, DG SCIC will also aim at increasing **interpreters' availability** through measures such as expanding the pool of active freelance interpreters and optimising the assignment to meetings of staff interpreters during peak periods.

In line with its Digital Transformation Plan, DG SCIC aims to participate in the **HR Transformation Programme**, with the goals of coming into line with the mainstream processes adopted by the Commission and reducing its technical debt. This ambitious multi-annual programme will require an empowered and **balanced governance** and a **strong partnership** between the business units and the digital transformation team. A Proof-of-Concept phase will start to confirm if SAP modules are fit for purpose.

The modernisation of corporate management **tools for programming of interpretation** will start by streamlining some business processes. They will also be adapted to allow management of hybrid meetings. **Digitalising the management of interpretation requests** will be another crucial part of this work. A service (Application Programming Interface – API) will be created to manage interpretation requests from external clients, while a **new module of MIRA** will be launched to manage meeting organisation for Commission services.

DG SCIC provides interpreters with modern **meeting preparation tools**, such as the **Interpreters' Digital Toolbox,** which will start to roll out in early 2023, and state-of-the-art tools such as [IATE](#) ([2]), the EU's terminology database. In line with the results of the DG SCIC Terminology survey, in 2023 the focus will be on interpreters' competencies to work with these tools in the framework of the **digital upskilling activities**.

Interpretation into **International Sign** (IS) also facilitates citizens' inclusion in the European project. DG SCIC will continue developing its capacity to make high-profile Commission events more accessible. The project for the provision of speech services will also contribute to this objective through automated subtitling of videos and oral contributions from meeting participants.

The relevant performance table can be found in the

Specific objective 2: The quality of interpretation meets our customers' needs

One of DG SCIC's key missions is to provide quality interpretation to support **multilingual communication** within the EU Institutions and, therefore, to facilitate transparent, efficient, and democratic EU decision-making.

Meetings held by EU Institutions are complex and diverse in nature. They require quality interpretation rendered in line with high professional standards by interpreters with excellent analytical and communication skills and language combinations that meet the needs of meeting participants.

The roll-out of the **Interpreter's Digital Toolbox** will play a key part in improving quality of interpretation as it will facilitate and modernise meeting preparation for interpreters and assist their work in the booth by simplifying and enhancing management of the necessary resources (access to documents, glossaries and terminology, exchange of information and cooperation in the team).

In addition, DG SCIC will monitor the **development of ISO standards for a future-proof interpreter working environment** and draft the requirements for the **booth of the future** that enable digital workflows, reduction of paper documents, an immersive

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[2]   Interactive Terminology for Europe

experience and a minimal cognitive load when preparing for and performing interpretation assignments.

Language learning plays an important role in maintaining quality of interpretation and anticipating future demand. It is a long-term investment which focuses on priority languages. Also, interpreters with a potential second active language can take part in training to be finally able to interpret into that language. The ability to interpret into more than one language contributes to quality and satisfaction of demand.

To achieve this quality, DG SCIC continuously supports interpreters by offering life-long **linguistic and thematic learning** as well as opportunities to **develop other professional skills**. Virtual courses and e-learning have taken on a new dimension since the pandemic, but on-the-spot learning remains indispensable, particularly for language learning.

DG SCIC will continue to invest in **capacity development and succession planning** by supporting universities that train conference interpreters, focusing on languages where there are shortages in the short and medium term, such as Danish and English, while deploying a suitable strategy for all official EU languages. DG SCIC will continue to contribute to setting standards, best practices and benchmarks, and **build a pool for future recruitment**, not only for EU languages but also for those of the candidate countries, working in close cooperation with DG NEAR.

The **training offer to universities** will be hybrid: on-site and on-line training sessions, webinars and study visits, mock conferences and ad hoc coaching sessions for students and trainers. DG SCIC will adapt its offer to universities, prioritising languages for which the greatest shortages have already been recognised or been forecast to take place in the foreseeable future. New initiatives and **new technical instruments** will be developed, where appropriate, to contribute to greening and making those actions as cost-effective as possible.

This also means fostering the mutual learning process by piggybacking on what universities are already doing, and by making the most of the communities of the **Knowledge Centre on Interpretation**. The tool developed for Interpreter Training Support to Universities, the **ITSU communities** (Interpreter Training Support to Universities) will continue to contribute to the digitalisation of support activities. Adapting to new circumstances and diversifying the range of activities on offer will help us to design a coherent approach which focuses on those profiles and language combinations which are of interest to the service. Virtual training will not fully replace on-site pedagogical assistance but will be part of a range of support activities, offering an efficient and fit-for-purpose set of training and capacity building actions.

When necessary, DG SCIC will organise **ad hoc training programmes** which mirror its linguistic priorities and the EU Institutions' medium- and long-term interpretation needs.

DG SCIC will also continue to assist its **international partners** in developing their capacity to train interpreters (public administrations and universities in third countries and regions such as mainland China and Macao, Africa and the EU neighbourhood), taking into account the interest of the service. International pedagogical assistance is expected to continue being delivered mainly on-line. The scope and range of international cooperation projects will largely depend on availability of resources and EU priorities. These interpreter-training projects are an integral part of public and cultural diplomacy, promoting people-to-people contacts and cooperation with academic circles and civil society, while also supporting EU strategic interests.

External communication actions will continue to support capacity building, promoting multilingualism, languages, the interpreting profession, and DG SCIC as a reference for conference interpretation on a global level. To inspire younger generations to pursue a career in conference interpreting, DG SCIC will continue using **digital communication channels**, including social media. DG SCIC will also continue reaching out to stakeholders at language shows and similar events as well as organising targeted, tailor-made awareness-raising campaigns. This work will be carried out in cooperation with the interpretation services of the European Parliament and the Court of Justice of the European Union, and using the appropriate channels (virtual participation or/and physical presence).

The relevant performance table can be found in the [Annex (page 22)](#).

Specific objective 3: Modern meeting room services are available for the European Commission

As a domain leader for meeting room management, DG SCIC already offers corporate services to all DGs in Brussels, following the successful completion of the roll-out of services in 2022. Moving forward, DG SCIC will continue to provide **meeting room management services** in line with its latest Meeting Space Strategy. This includes ensuring that meeting rooms are equipped with solutions that allow staff easily to set up and run **hybrid meetings**. The solutions proposed by DG SCIC take into account the latest technological advances in the audio-visual field, with a particular focus on user-friendliness, security and energy saving. In 2023, DG SCIC plans to add new equipment in at least 200 meeting spaces in Brussels. Equipment will be installed in line with the Commission's building policy, as DGs progressively transition to working in **dynamic collaborative spaces.**

In addition, work will continue to **upgrade the interpretation infrastructure** in corporate meeting rooms so that they comply with the latest **ISO standards** for interpretation

systems (^{3}). The upgrade also provides an opportunity to expand the availability of **interpreting platforms** and thus the capacity to provide simultaneous interpretation for virtual and hybrid meetings. New services such as **automated closed captioning and transcriptions** will be tested on interpreting platforms as well as on the web streaming service, providing an opportunity to expand the range of services offered to participants.

DG SCIC will also offer efficient **support services**, including **guidance on the organisation of meetings and events**, **sound quality tests** and **training sessions** on the use of meeting room solutions and platforms for online meetings with interpretation. Delays to construction of the new conference centre mean that meeting rooms in the CCAB will have to remain in service longer.

As the scope of the meeting room management domain has also been extended to **Luxembourg**, and in 2023 DG SCIC will continue to support the OIL as it phases in corporate meeting room management services for DGs located in Luxembourg.

The relevant performance table can be found in the Annex (page 23).

Specific objective 4: Improved customer journey through high-quality digital solutions and workflows in meeting room management

DG SCIC is moving forward with a number of practical initiatives to enhance the customer journey by upgrading its service delivery model and optimising its internal processes and workflows. DG SCIC will continue working with DG DIGIT to determine optimal conditions for working in a hybrid setting with a strong focus on the user experience.

DG SCIC will reinforce the **My Meeting & Conference Support** (MACS) customer service, a **single-entry point** for staff who need guidance and support with meetings and conferences. The complexity of events, particularly in virtual and hybrid modes, means organisers across the Commission sometimes struggle to find their way among the different services, including meeting rooms and equipment, interpretation and conference management. Providing customer service draws heavily on relevant teams in DG SCIC and their expertise, which also liaise with other service providers (e.g., DG DIGIT). Based on the lessons learned during the pilot phase, DG SCIC will focus on further streamlining the processes related to handling customer requests and refining levels of service.

DG SCIC will also aim at completing the rollout of the **Meeting management and Interpretation Reservation Application (MIRA),** the corporate tool for booking and managing meeting rooms, meeting room services and interpretation requests. MIRA will

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(^{3})   The 2016 ISO standards relating to interpreting infrastructure and equipment led to the development of a new generation of equipment for interpretation. They improve the working environment and the sound and image quality for interpreters and also foresee crucial improvements like hearing protection.

gradually cover all meeting spaces and provide simple, user-centric processes. In addition, it will offer a user-friendly interface that allows users to make requests for various types of meetings and technical set-ups, including requests for interpretation or meeting services such as web streaming or logistics.

The relevant performance table can be found in the [Annex (page 23)](#).

Specific objective 5: Modern and sustainable conference organisation services are available for the European Commission

DG SCIC's objective is to ensure that conference and meeting management services reflect Green Deal objectives by supporting the adoption of green practices and contributing to corporate efforts to reduce the carbon footprint of events. DG SCIC will further promote **greener events** and continue to support the conference management community in their **shift towards virtual and hybrid conferences** to **build and share the necessary expertise**. In line with the 'Greening the Commission' Communication [4], virtual and hybrid conferences will contribute to the objective of becoming climate neutral by 2030. Virtual and hybrid conferences will also play a key role in the digital transformation process, as a modern and professional means of interacting with stakeholders and citizens. Digitalisation of conferences allows them to be **more inclusive** and have a **larger outreach** than purely 'physical' events. In this context, DG SCIC will start offering **automated transcriptions** in several conferences under its management.

All fundamentals of DG SCIC's domain leadership, such as the Events Database, corporate framework contracts, the conference wiki, the conference helpline, conference management, participant registration, and community development – will continue to be adapted and expanded to **respond to evolving needs**.

DG SCIC's current framework contract for a 'professional conference organiser' expires in July 2023. Preparations for the **new framework contract** started in 2022 and its signature is anticipated in 2023. The next framework contract will, like in previous years, cover all the services needed to organise corporate events, being it in person, hybrid or virtual, with a clear external communication dimension. The challenge for the next framework contract will be to integrate lessons learnt from the past, the effect of the COVID-19 pandemic, the European Commission's political priorities such as Greening and the Digital transformation, as well as the need to broaden citizens' engagement.

Following the 2022 market analysis and compliance consultancy, DG SCIC will evaluate shortlisted solutions for a possible **corporate virtual conference platform**. DG SCIC will look into possible cost and invoicing models for basic and extended virtual conference packages.

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[4]   [Communication C(2022) 2230 – Greening the Commission](#)

The conference management helpline team will continue contributing their expertise to **My Meeting & Conference Support**, the single-entry point for all questions on meeting and conference organisation.

DG SCIC will continue to enhance the **corporate registration tool** and provide the necessary training and support to DGs, enabling more DGs to use the tool independently. In 2023, the tool should be moved to the cloud.

DG SCIC will continue to ensure that a substantial number of major Commission conferences – be they virtual, hybrid or in-person – benefit from **modern and professional conference management services** through its in-house team of conference managers. Striving to ensure the best quality of service for colleagues, DG SCIC always proposes feed-back tools and has a structured approach to following up on suggestions received.

Furthermore, DG SCIC will continue to collaborate with EMAS on the **sustainable events and conferences competition**. Organised jointly by DG SCIC and DG HR, the objective of the competition, now in its fourth edition, is to raise awareness to the need to align all aspects of conference organisation with objectives of the Green Deal, aiming at emissions reductions and budget savings.

Sustainability aspects in conferencing will continue to be emphasised in DG SCIC's **outreach and communication activities** (presentations, articles and other contributions to communication campaigns, social media, conference wiki, contacts with client DGs and contractors, lunchtime talks, etc.).

As specified in the Greening the Commission Communication, DG SCIC will look into a **Carbon Footprint Calculator for events** (objective 18 of the Action Plan), aimed at supporting conference organisers in assessing the environmental impact of their events.

The relevant performance table can be found in the *.*

Specific objective 6: The conference community is further professionalised and engaged

DG SCIC's decentralised domain leadership model relies on working hand in hand with user DGs. The **Network of Conference Correspondents (CoCoNet)**, with representatives in each DG, is the main forum for professionalisation, the core community of practice and go-to place for guidance, information and ideas.

DG SCIC will make further efforts to **professionalise the community**, with a focus on providing information in bite-size packages, mail updates and workshops, for example, on Event-Works, the participants registration system and other topics related to conference organisation.

In addition, DG SCIC will establish a **preliminary competence framework** and **learning package** for the conference community.

The relevant performance table can be found in the Annex (page 24).

General objective: A Europe fit for the digital age

Specific objective 7: A European speech technology is used by the EU institutions and the public

Transcription and closed captioning are essential tools to ensure that meetings, conferences and audio-visual material are **accessible and inclusive** for all audiences, in particular those with hearing impairments or a lower level of language proficiency, as mandated by Directive (EU) 2016/2102 on the accessibility of public websites. It also enhances the efficiency of public services, for instance by helping in the drafting of reports and minutes.

These services feature in the forthcoming **Commission's Artificial Intelligence action plan (AI@EC)** [5] as an important example of the use of artificial intelligence by public administrations.

DG SCIC will continue to develop its **transcription portal** that allows for automatic live transcriptions of conferences and meetings in the Commission's different meeting rooms using customised speech recognition models. With this live portal, meeting organisers and participants can follow discussions on their personal devices and download transcriptions after the event. The portal will be tested in several conferences organised by DG SCIC.

Speech recognition models have been developed for topics under discussion in the EU institutions, for example with the specific terminology and background information. DG SCIC interpreters validate the speech transcriptions used to train the models and assess the quality of the output of the speech models in different languages.

DG SCIC language models will start to be used to **create multilingual captions for the Commission web streaming service**. DG SCIC will also **cooperate with interpreting platforms** with a view to providing captioning and transcription of meetings.

In cooperation with DG CNECT and DGT (within the Digital Europe Programme, or DEP) DG SCIC will also deliver several **open-source components for European public services and SMEs** that could be 'plugged' into an audio-visual infrastructure to provide live

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[5] Communication COM(2018) 795: Coordinated Plan on Artificial Intelligence and review COM(2021) 205 Fostering a European approach to Artificial Intelligence

transcriptions of audio content. These reusable components will allow other stakeholders to build solutions that provide live captioning, subtitling and transcripts of meetings and events.

The relevant performance table can be found in the [*Annex (page 24)*](#)*.*

PART 2. Modernising the administration: main outputs for 2023

The **changes to the organisation** of DG SCIC will be implemented, including the transfer of staff to new or reshuffled units.

To further ensure **sound financial management**, in 2023 DG SCIC will need to become ready for the migration to SUMMA, the new corporate financial system of the Commission.

Although DG SCIC is classified as a low-risk DG, **fraud prevention** is taken seriously. DG SCIC's Anti-Fraud Strategy will be reviewed and update in 2023.

Work will continue to **digitally transform** the DG's activities and improve its information management, in particular with the aim of onboarding the corporate HR Transformation programme. These projects are the main drivers for the transition towards a greener, more modern and more connected DG.

DG SCIC will continue '**greening**' its daily operations and working methods in line with the Commission's objective of achieving carbon neutrality in 2030.

The internal control framework [6] supports sound management and decision-making. It notably ensures that risks to the achievement of objectives are taken into account and reduced to acceptable levels through cost-effective controls.

DG SCIC has established an internal control system tailored to its characteristics and circumstances. The effective functioning of the service's internal control system will be assessed on an ongoing basis throughout the year and be subject to a specific annual assessment covering all internal control principles.

A. Human resource management

Following our skills gap analysis in line with the corporate HR strategy, DG SCIC will request the organisation of an **internal competition** for interpreters. In parallel to this, DG SCIC will continue to recruit conference interpreters on **temporary posts** according to its needs.

DG SCIC is increasingly involved in using **language technologies**. Recognising a skills gap in the field, it has requested inclusion of an option on *Natural Language Processing* in the open competition on *Artificial intelligence and Data processing* with the aim of securing access to the reserve list.

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[6] Communication C(2017)2373 – Revision of the Internal Control Framework

While DG SCIC continues to provide professional support to interpreters and develop a professionalisation path for conference managers, it focuses its other **learning and development activities** in the following priority areas:

- digital fluency, cyber-safety and data literacy;
- promoting sufficient on-the-job and corporate training following the re-organisation to ensure up-skilling of staff;
- supporting managers in their role by promoting, coaching and reinforcing management competencies.

The primary actions, based on an analysis of the results of the 2021 **Staff Opinion Survey** and which contribute to the staff engagement, include:

- continuing cooperation with Medical Service and OIB to closely follow developments in interpreters' health and taking appropriate measures;
- continuing work to facilitate the transition to providing interpretation at hybrid meetings;
- DG SCIC Management will in particular 'accompany' the process of reorganisation and the transfer of staff to new or reshuffled units.

The 2020 **Equality Strategy** includes new targets for each DG as regards the appointment of female middle managers from 2022 to 2024. In DG SCIC, women make up 61% of middle management, yet the corporate target requires further efforts to be made in DG SCIC, too. Moreover, the strategy aims to reach parity in management positions at all levels in the Commission by 2024. DG SCIC appoints its participants in the Female Talent Development Programme via an internal selection process.

DG SCIC established an equality mainstreaming work plan in 2022 and in 2023 will continue implementing it, mainly by increasing awareness about inclusion, diversity and equality in the service.

Internal communication

Effective internal communication will continue to be an important priority between management and DG SCIC staff. This is particularly relevant in light of changes to the organisation of DG SCIC in 2023. Information sessions on issues of relevance to staff, as well as on the Commission priorities, particularly greening and digitalisation, will continue.

The relevant performance table can be found in the *.*

B. Sound financial management

DG SCIC's actions in the area of sound financial management aim at providing the authorising officer by delegation with reasonable assurance as regards the legality and regularity of transactions to ensure that:

1. controls put in place are effective: *ex ante* controls result in a low risk at payment, *ex post* controls ensure the risk at closure is kept at a low level and the physical inventory exercise confirms the effective safeguarding of assets;
2. controls are cost efficient, as measured by the cost of controls;
3. DG SCIC collects revenue in a timely manner, thereby supporting the financing of planned activities and continuity of operations;
4. timely execution of payments is guaranteed, thereby complying with the Commission's corporate commitment.

The well-established financial circuits of DG SCIC are fully digitalised, with the exception of paper-based VAT forms required by the Belgian Ministry of Finances and in cases where the Qualified Electronic Signature cannot be used for contracts and grant agreements. The regular and proper handling of these files remains an important task.

For the planned **introduction of SUMMA** (the European Commission's next generation corporate financial system), DG SCIC – in cooperation with DG BUDG – will need to ensure that all regular transactions can be carried out in the new system at the moment of go-live. Furthermore, the data in the ABAC applications needs to be ready for migration, and the financial actors have to be properly trained to process and validate transactions in the new environment.

The progressive **extension of the use of PPMT** (Public Procurement Management Tool) to include middle and low value procurement will require the continuation of dedicated assistance offered to operational units required to manage these types of procurement.

The relevant performance table can be found in the [Annex (page 25)](#).

C. Fraud risk management

DG SCIC is classified as a low-risk DG as its spending typology does not entail any particular risks, either in quantity or quality terms. The issue of anti-fraud measures is therefore dealt with in the wider setting of ethical behaviour in a professional context.

The Action Plan of the Commission Anti-Fraud Strategy will be reviewed in 2023 and hence a new version of the SCIC Anti-Fraud Strategy (current version was adopted in 2019) is also planned.

The relevant performance table can be found in the [Annex (page 26)](#).

D. Digital transformation and information management

Digital transformation

In 2023, the DG will continue implementing the following IT projects, which comprise its Digital Modernisation Plan:

- improving **Simultaneous Interpretation Delivery Platforms** (SIDPs) in the Commission and with other institutional customers in an endeavour to deliver high-quality interpretation services in meetings where participants are connected remotely;
- as business domain leader, providing the Commission with a user-centric, state-of-the-art corporate tool for management of rooms, meetings and interpretation services (**MIRA**);
- **modernisation of corporate management tools for the provision of interpretation** will be carried out through redesigning of business processes and upgrading of **programming tools**. It will start with the request to the Steering Board of the **HR Transformation programme** to onboard the DG. It will allow for a review of business processes and leverage of the capabilities of best-of-suite platforms;
- digitalising the meeting preparation workflow (documents, terminology) with the **Interpreters' Digital Toolbox**. Digitalisation of the workflow includes a project that focuses on the automated transfer of meeting documentation from the General Secretariat of the Council;
- modernising the delivery of public services with the development of **Speech-to-text and text-to-speech services**, in cooperation with DGs DIGIT, CNECT, DGT and TAXUD.

DG SCIC embraces the challenge of **digital transformation** and continues to provide services and solutions that are fit for purpose. DG SCIC is involved in several clusters of the Digital Solutions Modernisation Plan (DSMP) in order to align its new IT developments with other initiatives in the Commission. In addition to the use of SIDPs for remote interpreting, DG SCIC launched projects to allow for on-line training and testing of interpreters.

There are several initiatives in DG SCIC to modernise the IT system for the management of meetings and interpretation services. An important aspect is the exchange of data between IT systems. One of the priorities in this area is **digitalising the management of interpretation requests** from the General Secretariat of the Council, which would mean a significant improvement and could eventually be extended to other clients.

DG SCIC is investing in setting up tools based on artificial intelligence technology. In line with the strategic aim of the **AI@EC initiative**, DG SCIC is developing **speech recognition services** as well as **text-to-speech services**: the first service will be provided to DG TAXUD (synthetic voice-over of training material) with a view to expanding it to the whole

Commission. In the **MERASE** (Meeting Room Automation Software) project, DG SCIC is using **Internet of Things (IoT) technology** to automate the management of equipment in corporate meeting rooms. MERASE puts in place the necessary infrastructure that will contribute to 'smart building' management, and it allows for continuous monitoring and the automation of processes.

Information and IT security rules

DG SCIC follows corporate IT security rules and recommendations on IT security risk management to mitigate the potential vulnerabilities related to information security incidents. It makes a continuous effort to develop **IT security plans** and to implement appropriate **security measures**. DG SCIC uses the new corporate tools for security management (GovSec, GRC). All information systems registered in GovIS need a security plan, including the IT system for meeting and interpretation management. In addition, DG SCIC draws up security plans for all new IT developments. All IT security plans have to be updated at least every two years. DG SCIC will continue to regularly raise awareness on cybersecurity and to expand the use of multi-factor authentication (MFA)/EU login. In 2023, the newly created 'IT and Digital Transformation' unit will centralise IT security, project management and IT portfolio management, working closely with DG DIGIT.

Data, information and knowledge management

DG SCIC will improve access to its data sets across the DG and the European Commission and extract **relevant statistics** about its activities. This will include data generated by new IT tools such as MIRA and **MERASE**. In cooperation with DG DIGIT, data will be presented by using state-of-the-art **data visualisation techniques** to support communication to stakeholders, decision making and strategic management. DG SCIC will set up automated pipelines whenever possible, and an internal network of data stewards will ensure the quality and timeliness of the data.

DG SCIC also promotes the sharing of data with other DGs and institutions, for example in the context of the IATE terminology database. DG SCIC also plays an important role in the collection and sharing of **audio-visual data** in the Commission. It also shares this knowledge with other EU institutions in the context of the ICTI (Interinstitutional Committee on Translation and Interpretation) Task Force on Speech Recognition.

DG SCIC will continue implementing its records management and archive policy (e-Domec) with a view to the digital transformation of the DG's files and archives. DG SCIC will place particular emphasis on the correct use of markings and document security setting. The follow-up of actions within the framework of the **Digital Preservation Strategy** will be closely monitored.

DG SCIC increasingly relies on **collaborative working methods** to communicate with internal and external stakeholders. In 2023, colleagues will start using the new SCICnet for

internal communication, and the Knowledge Centre for Interpretation continues to be used to reach out to the global interpretation community.

Data protection

In line with the Commission's Data Protection Action Plan [7], DG SCIC will continue to ensure that all records are updated on an annual basis. As the **domain leader in both conference organisation and meeting room management**, DG SCIC is responsible for several internal arrangements. Particular attention will be given to supporting the relevant units in the **management of data breaches**, raising their awareness to the key steps that must be taken in managing any incidents. General **awareness raising activities** will continue in line with Objective 2 of the Plan and support will be provided to all staff, both on-line and through dedicated sessions in management meetings.

Objective 1 of the Plan (Privacy by Design and Default) stipulates that before a decision can be taken to approve implementation of any IT project, business owners must provide a completed questionnaire on **Privacy by Design**. It is intended to implement this objective both in the project management and the Change Management processes for information systems registered in GovIS.

The relevant performance table can be found in the Annex (page 26).

E. Sound environmental management

DG SCIC is committed to the 'greening' of its daily operations by reviewing its working methods and fostering individual awareness, thereby contributing to the European Commission's goal of being climate neutral by 2030. In 2023, DG SCIC will continue to implement the Commission Communication and Action Plan on greening the Commission.

This will include participation in the corporate energy saving actions, as well as awareness raising on reducing energy consumption. DG SCIC will make further efforts to reduce its CO_2 footprint from missions by following the principles in the corporate *Guidance note on business travel and external experts' travel in the framework of greening the Commission*. More sustainable means for staff mobility and commuting will be promoted. DG SCIC will raise staff awareness about digital pollution and the need to gradually change behaviours, avoiding heavy emails and the unnecessary storage of data while encouraging the use of ICT platforms. DG SCIC aims that green public procurement criteria are used wherever relevant.

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[7] Communication to the Commission (C(2018) 7432) – Review of the Commission's Data Protection Action Plan

DG SCIC's main office location is now the L107 building. Occupancy of the other building – CCAB – will be wound down in the future. DG SCIC thus wants to concentrate mainly on actions in L107. The building is very energy efficient, and its meeting rooms are already well equipped for **hybrid/virtual meetings**. Moreover, DG SCIC already works on a largely **paperless** basis and various **collaborative working tools** are widely used.

DG SCIC is part of the **EMAS taskforce for the One**, together with DGs HR, DIGIT and EPSO, with whom it shares the L107 building. In 2023, DG SCIC intends to further cooperate with them, as well as with OIB, on various environmental and awareness-raising actions.

In January 2023, the Global EMAS Action Plan will be submitted to the EMAS Steering Committee, of which DG SCIC is a part. After the approval of the plan, more concrete actions will be designed to reduce DG's environmental footprint.

The **Green SCIC Committee** plays a key role in ensuring that the **awareness and involvement of staff** in forthcoming plans to achieve carbon neutrality by 2030. The *Green Digest* newsletter and the *Green SCIC Corner* on the intranet will continue to inform staff about the corporate environmental actions of central services and encourage staff to get involved.

The relevant performance table can be found in the [Annex (page 28)](#).

F. Initiatives to improve economy and efficiency of financial and non-financial activities

DG SCIC will continue working with the General Secretariat of the Council to improve the digital exchange of data. One of the priorities in this area is to **digitalise the management of interpretation requests**, which would mean a significant improvement. This project follows up on the more advanced project on the **automated transfer of meeting documentation** for interpreters, which will run as soon as the Interpreters Digital toolbox is rolled out.

As corporate domain leader for meeting room management, DG SCIC will continue the rollout of **services for managing meeting rooms and meeting services**. This will involve the installation of **standard audio-visual solutions** in meeting rooms in line with the Commission building and greening policies and coupled with the provision of **professional support services for meeting rooms**. These actions will greatly improve the user experience thanks to modern, easy-to-use equipment in meeting rooms and dedicated on-site or remote support to users. Thanks to My meeting and Conference Support, DG SCIC will offer a **single entry-point for customer services** for all meeting and conference-related issues and ensure efficient communication with other related services (in particular DG DIGIT, DG HR, DG COMM, OIB and OIL).

ANNEX: Performance tables

Part 1. Delivering on the Commission's priorities: main outputs for 2023

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

Specific objective 1: Interpreting services meet our customers' priorities and demand and are effectively managed

Not related to a spending programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
Service Level Agreements (SLA) with customers	Options paper on revision ready	September 2023
Agreement on interpreters' working conditions	Recast started	June 2023
Workflows for managing interpretation services requests	Adaptation to new framework (recast and SLAs) launched	December 2023
Conditions for working in meetings with interpreting platforms	Pilot project on hybrid meetings completed	February 2023
	Work on set of rules based on lessons learnt started	June 2023
Support for meetings with new delivery modes	Action plan adopted	June 2023
Online inter-institutional freelance interpreter accreditation tests with more flexible calendar and backpack system	21 languages tested in the year 2022/2023	June 2023
	Some 420 candidates tested	
Modernised business processes and tools for the provision of interpretation	Business process analysis completed	December 2023
	Market scan of potential tools completed	
Proof-of-Concept phase to confirm that SAP modules are fit for purpose	Proof-of-Concept phase finished	December 2023
Digitalised management of interpretation requests	Technical architecture completed	December 2023
Automated transfer of meeting documentation from the Council	Service is set up; implementation synchronised with Interpreters' Digital Toolbox	June 2023
Paper smart booth 2.0	Implemented for all DG SCIC clients	December 2023

| DG SCIC collections in IATE | Number of collections updated | 100 |
| | Number of collections created | 25 |

Specific objective 2: The quality of interpretation meets our customers' needs

Not related to a spending programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
Follow-up of quality issues in meetings served by DG SCIC interpreters	Percentage of complaints about quality of interpretation followed up	100%
Extend direct language cover of meetings	Number of active languages and retours added by staff and freelance interpreters	40
Interpreters' digital upskilling: learning opportunities for interpreters in the digital domain; Digital Fridays	Number of courses designed and delivered	20 courses designed and delivered
Online Interpreter Training Tool (OITT)	Roll out of the digital platform	Q3
Academy of Trainers and Training for Trainers seminars	Both seminars organised, with a satisfaction survey	Q3
SCIC-Universities Conference 2023	Organisation of the conference, with a satisfaction survey	Q4

External communication actions

Output	Indicator	Target
Maintain DG SCIC's high level of visibility on social media	Follower growth rate	10%
Outreach campaigns to promote the interpreting profession, e.g. in Croatia and Denmark	Number of attendees at each campaign (virtual or/and physical)	200
The Language Show (London)	Number of attendees (virtual or/and physical)	1 000
#Think Languages event (Ireland)	Number of attendees (virtual)	5 000
Production of an inter-institutional video to promote the interpreting profession as well as interpretation at the EU institutions	Number of views	50 000

Specific objective 3: Modern meeting room services are available for the European Commission

Not related to a spending programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
Corporate meeting room management services	Number of meeting rooms that benefit from new audio-visual equipment in Brussels	200
Improved accessibility, usability and security for Simultaneous Interpreting Delivery Platforms	New accessibility features and functionalities added (e.g., breakout session automation) including improved security for sensitive meetings	80% of features implemented.

Specific objective 4: Improved customer journey through high-quality digital solutions and workflows in meeting room management

Not related to a spending programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
Streamlined processes for customer service 'My Meeting & Conference Support' (MACS)	New processes are in place to ensure efficient customer service via MACS	December 2023
MIRA roll-out	DGs enrolled in MIRA	100%
Full scope of MIRA	Meeting services managed by MIRA	100%

Specific objective 5: Modern and sustainable conference organisation services are available for the European Commission

Not related to a spending programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
New framework contract on event management services	Contract signed	December 2023
Cost and invoice models for a virtual conference platform	Definition of business and cost model	September 2023
Award ceremony on sustainable events	Organisation of the award ceremony	May 2023
Carbon footprint calculator for events	Feasibility test, proof of concept and roadmap for a calculator	September 2023

Specific objective 6: The conference organisation community is further professionalised and engaged

Not related to a spending programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
Definition of professionalisation pathways	Preliminary competence framework and list of recommended courses finalised	End 2023
Targeted training offers for specific groups / on specific topics	Organisation of two cycles of Event-Works training, comprising overall 12 sessions for different levels of users	End 2023

General objective: A Europe fit for the digital age

Specific objective 7: A European speech recognition technology is used by the EU institutions and the public

Related to the IT 'Global envelope' and a spending programme – CEF and Digital Europe Programme

Main outputs in 2023:

Main outputs

Output	Indicator	Target
Pilot of 'live transcription portal'	Solution used in conferences organised by DG SCIC	June 2023
Multilingual closed captioning of web streaming	Solution being implemented in SCIC web streaming	June 2023
Multilingual closed captioning of meetings using SIDPs	Solution tested in meetings	June 2023
Benchmarking of audiovisual data (Spanish, Estonian, Czech) for testing of open-source speech recognition models	Data sets created	June2023
Development of open-source components for live transcriptions	Components developed	December 2023
Text-to-speech solution for TAXUD training material	Solution used	June 2023

PART 2. Modernising the administration

A. Human resource management

Objective:	DG SCIC employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission's priorities and core business.	
Main outputs in 2023:		
Output	**Indicator**	**Target**
First female appointments to middle management positions	Number of female middle managers appointed	Appoint the number of female middle managers corresponding to the target given by DG HR
Implementing the follow-up plan to the Staff Opinion survey 2021	Measures agreed for 2023 completed	End of 2023

B. Sound financial management

Objective:	The authorising officer by delegation has reasonable assurance that resources have been used in accordance with the principles of sound financial management and that cost-effective controls are in place which give the necessary guarantees concerning the legality and regularity of underlying transactions.	
Main outputs in 2023:		
Output	**Indicator**	**Target**
Effective controls: Legal and regular transactions	Risk at payment	remains < 2% of relevant expenditure
	Estimated risk at closure	remains < 2% of relevant expenditure
Effective controls: Safeguarded assets	Periodic verification (every three years) of the location of goods listed in the inventory of audio-visual equipment	Share of non-located items < 5%
Efficient controls	Budget execution and timely payments	>95% of payments (in value) on time (against total value of payments) <20 calendar days including suspension periods
Ensuring the availability of revenue for the financing of interpreting activity	Average cashing time for interpretation services	<60 days from the end of the invoicing period for interpreting services to 3 largest users
Economical controls	Overall estimated cost of controls	remains 3% of funds managed by DG SCIC

C. Fraud risk management

Objective:	The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy (CAFS) [8] aimed at the prevention, detection and correction [9] of fraud.

Main outputs in 2023:

Output	Indicator	Target
Reviewed DG SCIC Anti-Fraud Strategy	New DG SCIC Anti-Fraud Strategy is adopted by the DG SCIC Senior Management Board	End 2023

D. Digital transformation and information management

Objective:	DG SCIC is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally transformed, user-focused and data-driven Commission

Main outputs in 2023:

Output	Indicator	Target
Modernised business processes and tools for the provision of interpretation	Business process analysis completed Market scan of potential tools completed	December 2023
Proof-of-Concept phase to confirm that SAP modules are fit for purpose	Proof-of-Concept phase finished	December 2023
Digitalised management of interpretation requests	Technical architecture completed	December 2023
Automated transfer of meeting documentation from the Council	Service is set up; implementation synchronised with Interpreters' Digital Toolbox	Q2
Improved accessibility, usability and security for Simultaneous Interpreting Delivery Platforms	New accessibility features and functionalities added (e.g. breakout sessions automation) including improved security for sensitive meetings	80% of features implemented.
MIRA roll-out	DGs enrolled in MIRA	100%

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[8] Communication from the Commission 'Commission Anti-Fraud Strategy: enhanced action to protect the EU budget', COM(2019) 196 of 29 April 2019 – 'the CAFS Communication' – and the accompanying action plan, SWD(2019) 170 – 'the CAFS Action Plan'.

[9] Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

Output	Indicator	Target
Full scope of MIRA	Meeting services managed by MIRA	100%
Pilot of 'live transcription portal'	Solution used in conferences organised by DG SCIC	Q2 2023
Multilingual closed captioning of web streaming	Solution tested in web streaming	Q2 2023
Multilingual closed captioning of meetings using SIDPs	Solution tested in meetings	Q2 2023
Benchmarking of audio-visual data (Spanish, Estonian, Czech) for testing of open-source speech recognition models	Data sets created	Q2 2023
Development of open-source components for live transcriptions	Components developed	Q4 2023
Text-to-speech solution for TAXUD training material	Solution used	Q2 2023
Implementation of the corporate principles for data governance for DG SCIC key data assets	Percentage of implementation of the corporate principles for data governance for [the service's] key data assets	65%
Comprehensive data breach package prepared for Record Controllers	Package is created and is on-line	Q4 2023
Update the Change Management template to include a checkbox to note that personal data processing has been considered	New template available	Q1 2023
Use of sensitive personal data flag in records management system	Compliance rate of documents with sensitive personal data flag	60%
Awareness-raising and compliance for controllers	Updated information on the SCIC intranet on data breach procedures	July 2023
	Information sessions organised for DG SCIC Data controllers on internal data breach procedures	organised by end of 2023
	Information for all staff on steps to take if a data breach is discovered	100%

E. Sound environmental management

Objective:	DG SCIC takes account of its environmental impact in their actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work, with the support their respective EMAS Correspondents/EMAS Site Coordinators.

Main outputs in 2023:

I. More efficient use of resources (energy, water, paper):

Output	Indicator	Target
Priority action to support the Greening the Commission Communication and action plan		
Participation in corporate energy saving actions, by closing down DG buildings during the Christmas and New Year/summer holiday period, and/or optimisation of the temperature in EC buildings	L107 and CCAB participating in corporate optimisation of the temperature in EC buildings L107 closed if applicable or spaces in the building offered to be shared with other DGs whose buildings are closed	End 2023
Other recommended actions		
Staff awareness actions to reduce energy use in the framework of EMAS corporate campaigns and/or awareness actions about DG's total energy consumption in collaboration with OIB (10) where appropriate	Awareness-raising action(s) in cooperation with other DGs occupying the L107 building	End 2023

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(10) See OIB – Environmental Building Performances for Brussels

II. Reducing CO₂, equivalent CO₂ and other atmospheric emissions

Output	Indicator	Target
Priority action to support the Greening the Commission Communication and action plan		
Analysis of DG/service's missions trends/patterns (based on corporate EC-staff's and experts' professional trips (missions ([11])), optimise and gradually reduce CO_2 emissions (e.g. by reducing the number of participants on the same mission, promoting more sustainable travelling options, promoting balanced use of videoconferences/virtual events as an alternative)	Reduction of DG SCIC's CO2 emissions from missions ([12]) (in %)	–25% compared to 2019
Other recommended actions		
Staff awareness actions on reducing GHG emissions (such as actions on sustainable commuting during EU Mobility week and VeloWalk corporate events) and/or raise staff awareness on sustainable commuting in collaboration with OIB (e.g., availability of bike parking facilities, lockers and showers, promote the reduction of parking space use amongst staff)	SCICnet article + Article in *Green Digest* newsletter during EU Mobility Week and VeloWalk to promote the sustainable commuting	End 2023
Staff awareness activities on digital pollution and gradual change of behaviour avoiding heavy emails, encouraging the use of ICT platforms, avoiding unnecessary storage of data	Article on digital mindfulness in *Green Digest* newsletter and/or workshop organised	End 2023

III. Reducing and management of waste

Output	Indicator	Target
Priority action to support the Greening the Commission Communication and action plan		
Implementation of the EC Guidelines for sustainable meetings and events, e.g. sustainable catering, reduce/eliminate single-use plastics, gadgets/gifts.	Percentage of events following the guidelines	100%

([11]) Data provided by PMO/MiPS.

([12]) Overall reduction of CO2 emissions from missions for the DG/service from 2019 to 2023 (%).

Output	Indicator	Target
Other recommended actions		
Staff awareness activities on waste reduction and sorting in the framework of EMAS corporate campaigns and/or staff awareness actions about DG/service waste generation in collaboration with OIB	At least one collection of used objects organised to give them a second life (in cooperation with other DGs occupying the L107 building)	End 2023
IV. Promoting green public procurement (GPP)		
Output	**Indicator**	**Target**
Priority action in line with the Greening the Commission Communication and action plan		
Usage of GPP criteria in contracts	Percentage of contracts relevant for GPP criteria	100%