European Commission

Management plan 2022

DG Interpretation

Contents

INTRODUCTION

The mission of DG Interpretation (DG SCIC) is to facilitate the EU's democratic 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 2022 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 two following 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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As the Commission's Interpretation Service and corporate domain leader for event and meeting room management, DG SCIC is proud to provide high-quality services and to make the difference. In this respect, an overall goal for 2022 is further **modernising, greening and making meetings and conferences more digital**, following the guidelines of the greening and digitalisation agenda of the von der Leyen Commission.

DG SCIC is an important **enabler and promoter of environmental sustainability** at the Commission. By offering multilingual videoconferencing, providing infrastructure for online

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

meetings and conferences, and by offering sustainable-by-default services through framework contracts and advice on easy actions to make events more sustainable, DG SCIC encourages and empowers Commission services to reduce the environmental impact of their operations. DG SCIC will move forward with **My Meeting & Conference Support**, a pilot customer service project for event organisers who need guidance and support on meetings and conferences with and without interpretation. It will offer a single-entry point and help them navigate the complex organisation of events, in particular virtual and hybrid ones. DG SCIC will also continue working with DG DIGIT to determine the optimal needs for working in hybrid settings with a strong focus on user experience.

In 2022, DG SCIC will endeavour to **meet its customers' increasing demand for interpretation** as the EU institutions' political cycle enters its second half and the legislative process deals with the backlog accumulated during the pandemic.

It will also continue developing its capacity for **virtual and hybrid meetings and events with interpretation**. To deliver **quality interpretation**, DG SCIC will cooperate further with manufacturers on technical upgrades to the Simultaneous Interpretation Delivery Platforms (SIDPs). It will also continue raising awareness among its customers and end users of interpretation services to improve the technical conditions required for optimal multilingual communication.

DG SCIC will continue to enhance its **digital support solutions**. The Interpreters' Digital Toolbox will facilitate the digitalisation of meeting documentation and resources. Modernisation of corporate management tools for the provision of interpretation will improve business processes related to meeting and interpretation requests, human resources management and invoicing.

PART 1. Delivering on the Commission's priorities: main outputs for 2022

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

DG SCIC will support the return to a more sustained pattern of legislative activity, which is expected to be accompanied by an **increase in interpretation output and in-person meetings**. In the European Economic and Social Committee and the Committee of the Regions, activity is already back to pre-crisis levels, whereas the French Presidency of the Council has requested DG SCIC to provide interpretation even beyond its usual capacity during the first semester of 2022.

With health measures still in place and a much-reduced pool of Brussels-based freelance interpreters due to the long period of low activity, DG SCIC will concentrate on restoring capacity to provide interpretation in line with its customers' needs, while taking into account that the context remains highly volatile.

To meet that goal, DG SCIC will:

- continue cooperating closely with central services and customers to ensure a safe working environment for interpreters;

- optimise freelance recruitment by further anticipating needs and closely cooperating with the other EU interpretation services that share the pool of freelances;

- adopt temporary measures to mitigate the increased risk of last-minute cancellations due to the evolving health situation;

- continue adapting the framework of interpreters' working conditions to hybrid and virtual meetings;

- work on adaptations to the accreditation process to swiftly bring on stream the new generation of freelance interpreters;

- review methods of recording and counting interpreters' 'other activities', to increase interpreters' availability without reducing the efficiency of those other activities.

As the pandemic further evolves, DG SCIC will continue implementing measures to ensure **interpreters' safety** in the booth, given that interpreting requires physical presence at the workplace. These measures are usually agreed with customers and meeting organisers and are subject to consultations with staff representatives.

Thus, in 2022, DG SCIC will also continue developing its **capacity for virtual and hybrid meetings and events with interpretation** by:

- adapting internal workflows and providing suitable tools to facilitate customers' access to hybrid and virtual meetings with interpretation;

- adapting its cost model to reflect the real cost of virtual and hybrid meetings;

- continuing to invest in the development of tools required to provide interpretation in an ISO-compliant manner in hybrid and virtual meetings. At the same time, DG SCIC will maintain an adequate reserve of meeting rooms with ISO-compliant interpretation booths allowing it to offer services in physical meetings and events;

- monitoring closely the technical development of the tools and connections, which are a necessary condition for any virtualisation of interpretation;

- further modernising IT tools to manage meeting requests, taking into account the wider range of meetings – virtual, hybrid or in-person - and integrating new ways of providing interpretation; and

- using innovative state-of-the-art technical solutions and increasing the number of suitably equipped meeting rooms in Brussels.

This will allow DG SCIC to respond flexibly to potential future travel restrictions, either COVID-related or in support of the Commission's greening objectives, while achieving possible cost savings.

To this end, DG SCIC launched a reflection process in 2021 to **understand how it can best support its customers with interpretation services in the future**. Its results may require DG SCIC to better align its current legal and operational arrangements with customers and stakeholders, to match the new needs and make the service future-ready.

As part of its ambitious **Digital Modernisation Plan**, the **modernisation of corporate management tools for the provision of interpretation** will continue. Its aim is to upgrade processes and tools for the management of interpretation 'from the meeting request to the meeting report'. This will enable DG SCIC to maintain the quality of its services, while increasing efficiency, fostering reliability, and making the best use of existing knowledge. Modernisation also includes new instruments for reporting and analysing data to better anticipate needs and optimise the use of resources. DG SCIC will explore how this project can benefit from the broader 'HR Transformation' project led by DGs HR and DIGIT.

Digitalisation of currently non-automated processes, such as **management of interpretation requests** from the Council and other customers, and integration with online platforms, are also part of this modernisation plan. Interpretation requests from Commission services will also be revamped in the context of the work on the new corporate tool MIRA (Meeting management and Interpretation Reservation Application). Another example of the improvement of digital workflows is the automatic transfer of Council meeting documentation to DG SCIC.

This automatic transfer of documents will be an important contribution to the **Interpreters' Digital Toolbox** project. Moreover, as part of this project, **DG SCIC's terminology** will become part of the EU inter-institutional terminology database IATE. Many interpreters

continue to contribute to the migration of more than 200 000 terms to IATE, re-scheduled for completion by the end of 2022. The remaining functionalities of the new interface for interpreters will be delivered in the course of 2022.

In addition, interpreters participate actively in the digitalisation of interpretation-related activities, such as **virtual training for students** in universities with interpreting courses, or preparing and recording speeches for students. In 2022, interpreters will also continue to train **speech recognition models for Commission services** and to participate in the **curation of audio-visual data** in the framework of the new Digital Europe Programme (DEP).

Building on the positive experience with the organisation of inter-institutional freelance accreditation tests in remote mode, **remote testing** will be further pursued in 2021/2022. It will be done in a pilot scheme organised via the on-line tool and covering nine languages (Bulgarian, Danish, German, English, Gaelic, Lithuanian, Maltese, Polish and Slovak). The project fits within the political objectives set out by the Heads of Service (i.e. greening, digitalisation, ensuring efficiency, legal soundness, and certainty in the selection process) and aims at guaranteeing business continuity in a scenario still marked by uncertainty linked to the evolution of the pandemic. At the end of the pilot phase, a joint evaluation will be carried out in cooperation with the interpretation services of the European Parliament and the Court of Justice with a view to fine-tuning and potentially expanding the use of remote technologies for future freelance accreditation.

Interpretation is also a means for the **inclusion of citizens** in the European project. To make high profile meetings accessible to all, they need to be interpreted into **International Sign** (IS). DG SCIC will continue developing its capacity to extend the services it offers, particularly in the Commission's Press Room, where the read-out of the College meetings is now interpreted into International Sign. Efforts will be made to provide IS interpretation for high-profile Commission events, including press briefings by Commissioners. 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.

Outputs for the specific objective 1: *Interpreting services meet our customers' priorities and demand and are effectively managed* are listed in a dedicated performance table in annex, on page 27.

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 the meeting participants.

To achieve this quality, DG SCIC continuously supports interpreters by offering **life-long linguistic and thematic learning** as well as opportunities to develop **professional skills** and by investing in **digital upskilling**. It also provides them with the digital tools necessary for their work. The reflection about the Return to Work, launched by DG SCIC in 2021, will – within the strand 'People' – suggest ways of identifying new digital and soft skills that interpreters will need to be able to deliver quality interpretation in a virtual environment. DG SCIC will also make proposals about different **linguistic profiles** (retours) to be considered in future selection processes, in particular for freelance interpreters.

Virtual and hybrid meetings are now an important part of the standard service package provided by DG SCIC. The **conditions** in which they are held (input sound quality, delegates using the right equipment and conducting themselves appropriately) can have a significant impact on the quality of interpretation. Therefore, DG SCIC will continue cooperating with manufacturers to achieve **technical upgrades to Simultaneous Interpretation Delivery Platforms** (SIDPs) used to provide interpretation at multilingual virtual and hybrid meetings and to ensure their ISO-compliance. DG SCIC will also continue working closely with its customers and DG DIGIT to raise awareness about issues that affect the quality of interpretation, including primarily connectivity. The technology needed to provide audio and video feeds at the level required for interpretation has not yet been fully developed. The quality of the input depends largely on the remote participants' equipment and on the quality of their internet connections. Moreover, virtual and hybrid meetings require different management and participation modalities. DG SCIC provides **guidance to meeting managers, chairs and participants** (training, guidelines, video clips and checklists) to ensure that meetings are managed in a way that facilitates quality interpretation. It will continue improving and extending this activity. The service for meeting and conference support will play an important role in this process. DG SCIC will continue deploying its internal capacity for conducting sound tests for selected virtual and hybrid meetings to provide advice to participants in advance, to raise awareness about best practices and proactively anticipate problems that can jeopardise good multilingual communication.

Moreover, on-line interpretation may impact interpreters' **acoustic health and overall well-being** and thus have an indirect impact on the quality of interpretation. To address this, DG SCIC will cooperate with DG HR to better measure and counter the impact of the use of platforms on individual interpreters' hearing. It will also work with DG HR to launch a study with external experts to examine the overall impact of the new delivery modes on interpreters' **general health and well-being**.

Quality of interpretation is measured by a **biennial Customer Satisfaction Survey** (CSS). Due to the COVID-19 crisis, the survey did not take place as originally planned in 2020 nor was it carried out in 2021, but it will be run in spring 2022. The new survey will be on-line, using new distribution channels and new questions that should enable DG SCIC to draw useful conclusions from the results.

DG SCIC will continue to invest in **capacity development** by supporting universities that train conference interpreters, focusing on languages in the most demand in the short and medium term, such as Danish and English. However, a suitable strategy is also needed for the remaining official EU languages. DG SCIC will also 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. DG SCIC follows the evolution of **enlargement** negotiations with DG NEAR.

The training **offer to universities** will be hybrid: on-site/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 depending on present circumstances and future developments. New initiatives and new technical instruments will be developed, if appropriate, to contribute to greening and making those actions as cost-effective as possible.

This is a continuation of the digital transformation for the support team and for interpreter trainers initiated in the first stages of the COVID-19 crisis. It 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 recently developed tool for Interpreter Training Support to Universities, the **ITSU communities**, has contributed to the full digitalisation of support activities. Adapting to new circumstances and diversifying activities on offer will help design a coherent approach focused on profiles and language combinations of interest to the service. Virtual training will not fully replace on-site pedagogical assistance, but will be part of a panoply 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 support programmes** in line with its linguistic priorities and the medium- and long-term needs of the EU Institutions.

External communication actions will continue to support capacity development, 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 depending on the pandemic situation).

Fostering human networks through multilingual communication

DG SCIC will also continue to assist **international partners** in developing their capacity to train interpreters (public administrations and universities in third countries and regions such as Mainland China and Macao, Mongolia, Cuba, Russia, Africa and the Arab world).

As the COVID-19 pandemic continues to make travelling uncertain, DG SCIC remains fully equipped and prepared to continue delivering **training assistance on-line** where required (virtual classes, on-line study visits and mentoring, mock conferences and remote participation of DG SCIC trainers in juries for mid-term and final master's exams). On-site traineeships in Brussels (e.g. for Chinese trainees) may only resume when travel restrictions are lifted.

The scope and frequency of current international cooperation projects will depend on budget availability, but also largely on issues surrounding the development, extension or renewal of certain programmes.

One such example is the interpreter-training cooperation programme with **Cuba**, for which a formal request identifying specific needs is still awaited from our Cuban partners before a further proposal for funding can be examined with DG INTPA.

On the other hand, the training project for interpreters from **Mongolia** is not expected to be extended beyond 2021 (the programme of virtual classes was completed without the planned three-month on-site training course in Brussels because of the pandemic).

DG SCIC will continue to explore new partnerships with universities in **China** to ensure a geographical balance, and training activities will resume for interpreters working for EU Member State Missions in Beijing, in close cooperation with the EU Delegation on the spot.

The pilot project on interpreter-training with two universities in the **Arab world** requires evaluation before a fully-fledged programme can be envisaged and a possible request for funding can be made to external relations departments.

Finally, structured support to **African universities**, members of the **PAMCIT** Programme (Pan-African Masters Consortium in Interpretation and Translation), was completed at the end of 2019. Discussions on its continuation are expected to be undertaken with other international partners under the umbrella of IAMLADP (International Annual Meeting on Language Arrangements, Documentation and Publication, a major network and forum of international organisations using conference and language services, to which DG SCIC actively contributes). Whether a major interpreter and translator training project in Africa can be renewed will largely depend on the mobilisation and commitment of African organisations.

These international cooperation projects in the field of interpreter training, while limited in scale, have proven their added value. They are an integral part of public and cultural diplomacy, promoting people-to-people contacts and cooperation with academic circles and civil society. Moreover, they foster capacity building as well as a better understanding and greater visibility of the EU in partner countries where the EU has strategic interests, in particular China, Africa and the Southern neighbourhood. These initiatives reflect and contribute to the economic, political and cultural priorities of the EU's external action and they come in support of EU's role as a global actor and standard setter in the world.

Outputs for the specific objective 2: *The quality of interpretation meets our customers' needs* are listed in a dedicated performance table in annex, on page 28.

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

As domain leader for meeting room management, DG SCIC has updated its meeting room strategy. This **new Meeting Space Strategy** outlines a vision for the future, taking account of the impact of the COVID-19 pandemic, recent changes in our ways of working, including the Commission's new buildings policy, as well as the green and digital transitions.

In 2022, in line with the updated strategy, DG SCIC will complete the **roll-out of meeting room management services** in Brussels (all the DGs in Brussels will be covered by December 2022), provided that necessary funds are available. This exercise will also include an important modernisation effort to increase and improve the European Commission's capacity to support **hybrid and virtual meetings and conferences,** both with and without interpretation. The necessary upgrade is also an opportunity to expand the availability of interpreting platforms and thus capacity to provide simultaneous interpretation for virtual and hybrid meetings.

In this context, DG SCIC cooperates with platform providers to identify and deploy **new functionalities** that propose the best possible solutions to the Commission's **digital transformation and greening**. In particular, much-needed functionalities for supporting meeting and conference organisation, such as the management of breakout sessions, will be released during the first semester 2022.

Security is an important aspect of any virtual and hybrid meeting and has become a growing concern for meeting organisers and participants. In this context, DG SCIC has completed a security plan that includes a number of measures to manage sensitive non-classified meetings with the current corporate SIDP solution by the end of Q2 2022.

At international level, DG SCIC's experience in using Simultaneous Interpretation Delivery Platforms (SIDPs) and the results of recent technical studies will be capitalised upon in the new final draft international **ISO standard** 24019 (ISO standard on SIDPs) that will guide future market developments in this domain.

Outputs for the specific objective 3: *Modern meeting room services are available for the European Commission* are listed in a dedicated performance table in annex, on page 29.

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 needs for

working in a hybrid setting with a strong focus on user experience, e.g. everyone brings their laptop to a hybrid meeting.

DG SCIC will continue its pilot for the customer service **My Meeting & Conference Support** (MMCS), aimed at providing a single-entry point for event organisers who need guidance and support on virtual and hybrid meetings and conferences. Due to the complexity of events, and in particular virtual and hybrid events, organisers across the Commission sometimes struggle to find their way among the different services, including meeting rooms and equipment, interpretation and conference management. This new customer service relies on existing teams from across DG SCIC and their expertise, while also liaising with other service providers (e.g. by DG DIGIT). The pilot will be assessed based on user feedback and other measurable outputs, and improvements to the service will be made throughout the year.

DG SCIC will also make progress with the rollout of the **Meeting management and Interpretation Reservation Application (MIRA)**, the new corporate tool for booking and managing meeting rooms, meeting room services and interpretation requests. MIRA will gradually cover all meeting spaces and provide simple, user-centric processes. It will offer a user-friendly interface and support requests for various types of meetings and technical set-ups, in line with the trend towards having more participants connected remotely.

Additionally, other important initiatives are:

- providing guidance and training on the use of Simultaneous Interpretation Delivery Platforms;
- providing guidance and training on the use of audio-visual equipment in meeting rooms;
- optimising our web streaming facilities.

Outputs for the specific objective 4: *Improved customer journey through high-quality digital solutions and workflows in meeting room management* are listed in a dedicated performance table in annex, on page 30.

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. DG SCIC will further promote **greener digital events**. DG SCIC will continue to support the conference management community in their **shift towards virtual and hybrid conferences** in order to **build and share the necessary expertise**. Looking beyond the pandemic, it is clear that virtual and hybrid conferences will play a key role in the digital transformation process, as a modern and professional means of interacting with stakeholders and citizens. To this end, DG SCIC will **streamline internal coordination** and strengthen collaboration with other services.

The conference management helpline team will continue contributing their expertise to the recently launched service 'My Meeting & Conference Support'.

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 fine-tuned, adapted and expanded to **respond to evolving needs**.

In particular, **digititalisation of conferences** will benefit from a **virtual conference centre**. Depending on the findings of the ongoing market and compliance analysis, DG SCIC plans to have this virtual conference centre available towards the end of 2022. The ultimate aim is then to integrate it with the future physical conference centre.

DG SCIC will continue to enhance the **corporate registration tool** and provide the necessary training and support to DGs, enabling them to use the tool independently.

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 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 emphasized 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.).

Building on work undertaken in 2020 to study carbon neutrality commissioned by DG CLIMA and DG SCIC, working in close collaboration with the JRC, DG SCIC is exploring ways of adapting the existing citizens' carbon calculator. The aim is to make it possible to assess the environmental impacts of conferences and propose ways of mitigating them. Using the adapted calculator, each conference organiser will be able to quantify the event's carbon emissions and consider the possible offsetting options.

Outputs for the specific objective 5: *Modern and sustainable conference organisation services are available for the European Commission* are listed in a dedicated performance table in annex, on page 30.

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

DG SCIC's objective is to provide the Commission with a modern and professional conference management service. To do this successfully, DG SCIC's decentralised domain leadership model relies on working hand in hand with user DGs. Key factors are building, maintaining and further professionalising the Commission's conference organisation capacity, as well as providing **user-friendly tools and services**.

Building on the momentum created by the shift to virtual and hybrid conferencing, DG SCIC will make further efforts to **professionalise the community**, with a focus on providing information in bite-size packages, mail updates and workshops on, for example, privacy and data protection or scripting of events. This will maintain the open nature of all communications with the conference community, supporting it through the immediate and longer-lasting challenges of the pandemic.

DG SCIC will also continue to provide up-to-date **guidance and training on virtual or hybrid conferences** to enable conference managers to cope with the new reality marked by the pandemic.

Outputs for the specific objective 6: *The conference organisation community is further professionalised and engaged* are listed in a dedicated performance table in annex, on page 30.

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

DG SCIC will pursue the development of **speech recognition technologies** within two different projects: creating models for Commission services using Azure speech services, working in cooperation with DG DIGIT; and developing an open-source solution for European public services and SMEs, in cooperation with DG CNECT and DGT (within the *eLangTech* strand of the Digital Europe Programme, or DEP).

Speech recognition models in Azure are trained for topics under discussion in the EU institutions, e.g. 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.

In 2022, these services will be expanded with additional features aiming at enhancing accessibility of meetings, such as live subtitling of speakers in Commission conferences and offline subtitling of videos.

Under the new DEP, DG SCIC will also contribute to the collection and curation of audio-visual data for reuse in developing language technologies in the EU.

With this project, DG SCIC actively contributes to the development and use of AI-based language technologies in the Commission, building on the achievements of eTranslation.

Outputs for the specific objective 7: *A European speech technology is used by the EU institutions and the public* are listed in the performance table in the annex, on page 31.

PART 2. Modernising the administration: main outputs for 2022

Following the results of the **Staff Opinion Survey**, a new follow-up plan will be designed collectively by DG SCIC staff.

In line with the digitalisation of financial management, DG SCIC will focus on full implementation of the Qualified Electronic Signature whenever possible.

Fraud prevention is an on-going theme and, consequently, an area where training activities and interviews with staff and management are being planned.

Work will continue on a number of projects to digitally transform the DG's activities and improve its information management. 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 [2] 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 particular 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

DG SCIC has requested the organisation of an **internal conference interpreters' competition** for **Bulgarian, English, Estonian, German and Maltese language interpreters** with the aim of ensuring the most efficient and balanced use of permanent and contractual resources in meetings. Internal competitions are the only means of recruiting new officials, as EPSO has currently opted – in agreement with the Institutions' interpreting services – not to launch open competitions for conference interpreters.

DG SCIC will conduct an exercise in **mapping competencies** needed in a context where virtual and hybrid working has become the new norm. Reductions in the establishment plan, internal redeployment, upskilling, reskilling and reducing the need for resources are some of the aspects to consider in DG SCIC's HR policy implementation plan. **DG SCIC's HR policy implementation plan**, with a medium to long-term outlook (3-5 years), will be finalised in 2022. It will be consistent with the overall corporate HR strategy and only deviate where really necessary. Defining a local HR policy implementation plan takes place in a context

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

marked by a lack of predictability. Consequently, DG SCIC will adopt a dynamic approach and adjust it in the light of changing challenges and new corporate HR policies.

DG SCIC will also continue to ensure business continuity and a smooth transition to the post-COVID situation by adapting corporate measures in areas such as teleworking and time management as it implements its mission.

The results of the 2021 **Staff Opinion Survey** are expected in early 2022. A new follow-up plan will subsequently be designed collectively by DG SCIC staff. The resulting measures will be designed in a way that allows DG SCIC staff to use their strengths. Major changes in our working environment and methods mean that special attention must be paid to ensuring safety and security, and work engagement.

The 2020 **Equality Strategy** broadens the concept of equality from mere gender balance to create an inclusive and non-discriminatory approach in all fields of life. The new strategy includes ensuring gender-balanced representation among speakers and panellists in conferences, in line with the Commission's Conference Charter initiated by DG SCIC. Resources permitting, DG SCIC continues to provide International Sign language interpretation in the weekly College press conference and as such contributes to meeting corporate objectives. The Equality Strategy includes new targets for each DG as regards the appointment of female middle managers from 2020 to 2022. The strategy aims to reach parity in management positions at all levels in the Commission by 2024. In DG SCIC, women make up 66% of middle management. DG SCIC must nonetheless appoint two more women to their first management positions by the end of 2022 in order to reach its target. While observing an increased turnover in middle management positions, in early 2022 DG SCIC will be organising a Career Seminar to encourage, inform and support colleagues to apply for management positions. As a result, it is considered that the target is within reach before the end of 2022.

Effective and proactive internal communication constitutes an essential link between management and various DG SCIC staff (administrators, staff interpreters and freelance interpreters). The COVID-19 crisis, which continues into 2022, highlights the central role played by **two-way communication** as well as the importance of listening and showing empathy towards each other. The internal communication policy includes more updates about ongoing discussions affecting staff, the continued organisation of virtual information sessions with staff and increased communication via video, while keeping an emphasis on Commission priorities, sustainability and digitalisation. Within the Commission, DG SCIC contributes to DG HR's corporate 'Simpler.Smarter.Together.' campaign, promoting DG SCIC as the domain leader in conference organisation and meeting room 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 2022:		
Output	**Indicator**	**Target**
First female middle manager appointment	2 female middle managers appointed	End of 2022
Implementing the follow-up plan to the Staff Opinion survey 2021	Measures agreed for 2022 completed	End of 2022
Gender equality in deputy head of unit positions in the end of 2022	Percentage of deputy heads of unit in the Service	50% female and 50% male deputy heads of unit

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 interpretation 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.

After the full **digitalisation of financial circuits** in 2020, only VAT forms remain paper based, in the absence of a digital solution agreed between the Commission and the Belgian Ministry of Finances. DG SCIC ensures the regular and proper handling of these files.

Some of DG SCIC's contractors are unable to use the **Qualified Electronic Signature**, while others experience difficulties doing so. However, DG SCIC will promote the use of QES whenever possible.

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 2022:

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	Percentage of payments (in value) made within the applicable time limits	>90% of payments (in value) on time (against total value of payments)
	Average payment delays	<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

Training activities and other awareness raising actions for sensitive staff in the area of ethical behaviour and anti-fraud measures, some of which had to be paused due to the pandemic, will continue in 2022. This is part of DG SCIC's Anti-Fraud Strategy and is in line with the 2019 CAFS (Commission Anti-Fraud Strategy), especially actions A.I.3 (Professional Ethics) and A.I.4 (Awareness Raising).

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

The DG established its own Anti-Fraud Strategy back in 2015, with updates in 2016 and 2018. The prevailing strategy remains valid until a new version is adopted by the Director-General. Due to the COVID-19 pandemic, the strategy was not reviewed in 2020 or 2021. DG SCIC would like to review the strategy in 2022, circumstances permitting. The DG has appointed an Anti-Fraud Correspondent who acts also as an OLAF contact point and is a member of the Fraud-Prevention and Detection Network (FPDNet) organised by OLAF.

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) [3] aimed at the prevention, detection and correction [4] of fraud.

Main outputs in 2022:

Output	Indicator	Target
Discussion at management level of anti-fraud awareness	Dedicated management-level meeting on Anti-Fraud Awareness	At least 1 meeting in 2022 with 80% of management participation
Workshop on Anti-Fraud and Ethics for Directorate B (transfer from 2020 due to pandemic situation)	Training followed by Directorate B staff	50% of eligible staff participate
Revision of DG SCIC's Anti-Fraud Strategy	Revised Anti-Fraud Strategy available	End 2022

D. Digital transformation and information management

In 2022, the DG will continue implementing the following IT projects, which comprise its Digital Modernisation Plan:

- expanding the use of **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**, with the aim of improving business processes from meeting and interpretation requests to meeting outcomes. One key aspect will be the digital management of requests from external clients;
- digitising the meeting preparation workflow (documents, terminology) with the **Interpreters' Digital Toolbox**. Digitalisation of the workflow includes a project that focuses on the automatic transfer of meeting documentation from the General Secretariat of the Council;
- modernising the delivery of public services with the development of **Speech Recognition** services, together with DGs DIGIT, CNECT and DGT.

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[3]   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'.

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

The COVID-19 pandemic caused DG SCIC to invest in **new hybrid ways of working** to respond to the needs of different stakeholders. 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 to provide remote interpreting, DG SCIC launched a project to automate the management of equipment in corporate meeting rooms, and projects to allow for on-line training and testing of interpreters.

DG SCIC increasingly uses **collaborative working methods**. Wikis are used for work on the main digital transformation projects. In 2022, the content management systems of DG SCIC's collaborative tools will be upgraded, and the communication between interpreters will be improved through the Interpreters' Digital Toolbox project and by updating the Meeting Blog.

DG SCIC takes on board the corporate IT security rules and recommendations with regard to IT security risk management in order 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. Seven of the eight information systems registered in GovIS have a security plan, including the IT system for meeting and interpretation management, for which an update is planned at the end of 2022. In addition, DG SCIC draws up security plans for all new IT developments. DG SCIC aims at achieving full compliance with the Commission's IT security framework in 2022.

DG SCIC will improve the management of data for external stakeholders. This includes 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 speech data in the Commission. It also shares this knowledge with other EU institutions in the context of the ICTI Task Force on Speech Recognition.

In line with the corporate strategy on Data, Information and Knowledge Management, DG SCIC will continue to open up as many files and data assets as possible to either the DG or the Commission, thus ensuring smooth information sharing and the promotion of collaborative working methods. DG SCIC will do this in accordance with data protection rules and the principles defined in the Commission's data governance and data policies, thus ensuring access rights to sensitive information based on the 'need to know' principle.

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 implement the specific measures of the Synergies and Efficiencies exercise in the document management domain. The follow-up of actions within the framework of the Digital Preservation Strategy will be closely monitored.

In the coming year, DG SCIC will focus on its role as domain leader for conference organisation and meeting room management in the area of **data protection**. This will include ensuring that the corporate decentralised record for meetings and conferences is fit for purpose and our record keeping obligations, as the corporate holder, are fulfilled. In order

to continue work undertaken in the DG 2021, continued general awareness-raising activities will take place – targeted at both a general audience and specific activities for controllers. The latter will concentrate on those processing operations involving external processors, enabling the DG to build a more comprehensive picture of processors, sub-processors and management of personal data. The mapping out of responsibilities, including those within the Commission, will ensure the DG is also able to respond to data subject requests, whether directly or indirectly, depending on our role in the processing operation.

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 2022:		
Output	**Indicator**	**Target**
Digitalisation of freelance interpreters' personal files	Electronic personal files with scanned content in NomComm	Q4
Ensure information sharing and promotion of collaborative working practices	Percentage of files (i.e. electronic folders which contain documents belonging to same category of actions) opened up at DG and Commission level	50% at DG level 5% at Commission level
Implementation of the corporate principles for data governance for DG SCIC's key data assets	Percentage of implementation of the corporate principles for data governance for DG SCIC's key data assets	50%
Full compliance with the EC's IT security framework	Percentage of IT systems with IT security plan	100%
Improved usability and security for Simultaneous Interpreting Delivery Platforms	New functionalities added for conference management (e.g. breakout sessions) to improve security for sensitive meetings	June 2022
Roll-out of MIRA	At least 75% of meeting rooms in Brussels on-boarded	End 2022
IT project to modernise corporate management tools for the provision of interpretation	Decision to on-board the HR Transformation project Kick-off of the analysis of the data and the modules to be migrated to SuccessFactors (SAP)	Q1
Automatic transfer of meeting documentation from the Council	Service is set up	Q3
Interpreters' Digital Toolbox: Stage 2 – Additional functionalities documentation interface	Acceptance of deliverables by DG SCIC	Q4
Migration of DG SCIC glossaries to IATE	Migration completed	Q4

Development of the IATE user interface for interpreters	Development of the remaining deliverables foreseen in MoU with CdT (alphabetical sorting of search results, faceted search, user-friendly exports). Acceptance of all deliverables by mutual agreement	Q4
Comprehensive revision of the corporate decentralised record on meetings and events	A new template for a privacy statement for conferences A new template for a privacy statement for meetings and events List of Commission tools for conferences with a corporate aspect Document for a consultant to prepare guidance for DGs using third-party tools when organising a conference from a data protection perspective if using cloud-based storage	End 2022
General awareness-raising activities	At least 2 presentations in Management Meetings and/or Directorate meetings Data Protection pages on SCICNet are updated, including information for Data Protection Day (28 January)	End 2022 January 2022
Awareness-raising and compliance for controllers	Procedure to ensure data protection agreements with external processors for all new contracts is in place Percentage of information held on external processors (including sub-processors) that is complete and follows the Standard Contractual Clauses. Percentage of controllers that are aware of their obligations with regards to data subject rights	July 2022 60% 100%

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.

DG SCIC's main office location is now by far the L107 building. Occupancy of the other two buildings – VM18 and 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. Financial circuits are almost completely dematerialised, use of the Qualified Electronic Signature will be further improved in 2022 and various **collaborative working tools** are widely used.

As L107 is shared with other DGs (HR, EPSO, DIGIT), DG SCIC intends to cooperate with them, as well as with OIB, on various environmental actions. Since DGs only recently moved into the building, one of our priorities is to explore the means by which cooperation could take place.

The Global EMAS Action Plan will be submitted to the EMAS Steering Committee, which DG SCIC is part of, in January 2022. After the approval of the plan, more concrete actions will be designed to reduce DG's environmental footprint.

The **Green SCIC Committee** will play a key role in ensuring that **staff are aware of, and involved in**, forthcoming plans to achieve carbon neutrality by 2030. The Green SCIC Newsletter and the Green SCIC Corner on the intranet (SCICnet) will continue to inform staff of specific measures to support the corporate environmental actions of central services and encourage staff to get involved.

Objective: DG SCIC takes account of its environmental impact in its 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 2022:		
I. More efficient use of resources (energy, water, paper):		
Output	**Indicator**	**Target**
Staff awareness action(s) 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	Awareness-raising action(s) in cooperation with other DGs occupying the L107 building	End 2022
Participation in the end-of-year energy saving action, by closing down one of the DG's buildings during the Christmas and New Year's holiday period	VM18 building closed down during the Christmas and New Year period	End 2022

Output	Indicator	Target
Paperless working methods at DG level (e.g. paperless working: esignatories, financial circuits, collaborative working tools) and staff awareness raising to reduce office paper use in the framework of EMAS corporate campaigns and/or raise awareness about DG's office paper use in collaboration with OIB/OIL where appropriate.	Reduction of paper consumption (in %)	– 10% compared to 2019 [5]

II. Reducing CO_2, equivalent CO_2 and other atmospheric emissions

Output	Indicator	Target
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 of sustainable commuting in collaboration with OIB (e.g. availability of bicycle parking facilities, lockers and showers, promote the reduction of parking space use among staff).	SCICnet article + Article in GreenSCIC Newsletter during EU Mobility Week and VeloWalk to promote the sustainable commuting	End 2022
Consolidated report on ways of delivering DG SCIC's missions including from an environmental point of view, on the basis of the oungoing internal reflection on our processes	Processes in DG SCIC identified for an action on reducing CO_2 emissions	End 2022
Staff awareness of digital pollution and gradual change of behaviour avoiding large emails, encouraging the use of ICT platforms, avoiding unnecessary storage of data.	SCICnet article + Article in GreenSCIC Newsletter on digital sobriety/mindfulness	End 2022

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[5]   Pages printed in DG SCIC in 2019: 550.720, in 2020: 497.463 (data from DG DIGIT). In 2020, the figure was not as low as expected (since most of the EC staff were teleworking for big part of the year). It is possible that interpreters, who were physically working on premises after the first lockdown, kept the numbers high.

III. Reducing and management of waste		
Output	**Indicator**	**Target**
Staff awareness actions about waste reduction and sorting in the framework of EMAS corporate campaigns and/or staff awareness actions about DG's waste generation in collaboration with OIB where appropriate	Participation in collection of old household electronic appliances (collective action by several DGs)	January 2022
	Possibly other awareness-raising action(s) in cooperation with other DGs occupying the L107 building	End 2022

IV. Promoting green public procurement (GPP)		
Output	**Indicator**	**Target**
Usage of GPP criteria in contracts	Percentage of contracts relevant for GPP criteria	100%

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

As more meetings are organised in virtual or remote settings, DG SCIC will continue working with the General Secretariat of the Council to improve the digital exchange of data. The Service Level Agreement with the Council stipulates that interpreters should be provided with adequate documentation, both electronically and on paper. Consequently, the two institutions are working together to put in place **an automatic transfer of meeting documentation for interpreters**, which will allow the fast sharing of documents with interpreters assigned to meetings in the Council. In addition, interpreters will be able to sort and organise the documents in the Interpreters' Digital Toolbox (IDT) according to different criteria such as language.

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 progressive installation of **standard audio-visual solutions** in meeting rooms across the Commission, coupled with the provision of **professional support services for meeting rooms**. The rollout 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. DG SCIC will offer a **customer service** 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

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 2022:

Output	Indicator	Target
Update of interim crisis programming arrangements from July 2021	Agreement on adapted arrangements	July 2022
Reviewed procedures for registering interpreters' other activities	Reviewed procedures are agreed	Q2
IT project to modernise corporate management tools for the provision of interpretation	Kick-off the business processes analysis Decision to onboard the HR Transformation project Kick-off of the analysis of the modules to be migrated to SuccessFactors (SAP)	Q1
Automatic transfer of meeting documentation from the Council	Service is set up	Q3
Paper smart booth: re-introduction of measures to reduce amount of paper documents provided to interpreters	Application of paper-reduction measures for all DG SCIC clients, including Council, EESC and CoR	Q2
Interpreters' Digital Toolbox: Stage 2 – Additional functionalities documentation interface	Acceptance of deliverables by DG SCIC	Q4
Migration of DG SCIC glossaries to IATE	Migration completed	Q4
Development of the IATE user interface for interpreters	Development of the remaining deliverables included in MoU with CdT (alphabetical sorting of search results, faceted search, user-friendly exports). Acceptance of all deliverables by mutual agreement	Q4
Pilot scheme for on-line inter-institutional freelance interpreter testing	9 languages tested in the year 2021/2022, Simultaneous tests carried out via an on-line testing tool Approximately 175 candidates included in the scheme	Q2

Output	Indicator	Target
Mentoring scheme for International Sign interpreters 2022	Number of International Sign freelance interpreters added to the Joint list of accredited freelance interpreters	at least 2 accredited IS interpreters

Specific objective 2: The quality of interpretation meets our customers' needs		
Not related to a spending programme		
Main outputs in 2022:		
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
Awareness raising and implementation of best practices in virtual and hybrid meetings with interpretation	Number of awareness-raising sessions organised	>10
	Guidelines for meeting participants and chairs are updated	Yes
	The workflows for follow-up of incidents are updated, including a dedicated field for incidents with virtual/hybrid meetings in RDS (application for meeting reporting)	Yes
Post-COVID approach to courses and immersion stays for language acquisition: gradual transition to classroom/on-site initiatives with further adaptations as necessary	Post-COVID- approach applied	Q1-Q4
Interpreters' digital upskilling: learning opportunities for interpreters in the digital domain	20 courses designed and delivered	Q4
Customer Satisfaction Survey on Interpretation	Organisation of the Survey	March 2022
Upgrade of the digitalised management of the interpreter training support activities	Satisfaction survey among users of ITSU (Interpreter Training Support to Universities) communities of the Knowledge Centre on Interpretation conducted, results analysed, future improvements based on these results suggested	Q3

Output	Indicator	Target
Enhancement of virtual training actions to universities – On-line Interpreter Training Tool	Development of an operational tailor-made platform for simultaneous interpreter training	End 2022
SCIC Universities Conference 2022	Organisation of the conference, with satisfaction survey	Q4
Academy of Trainers and Training for Trainers seminars	Seminars organised, with satisfaction survey	Q3

External communication actions

Output	Indicator	Target
Maintain DG SCIC's high level of visibility on social media	Number of followers	>60 000
Outreach actions: Portuguese outreach campaign (Portugal)	Number of attendees (virtual or/and physical, depending on the evolution of the pandemic)	500
The Language Show (UK)	Number of attendees (virtual or physical, depending on the evolution of the pandemic and the organisation of the central event)	1000
ThinkLanguages (Ireland)	Number of attendees (virtual)	5000

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

Not related to a spending programme

Main outputs in 2022:

Output	Indicator	Target
Roll-out of meeting room management services in Brussels	Completion of the roll-out of meeting room management in Brussels in line with updated strategy for meeting space management	December 2022
ISO deliverables on new technologies for simultaneous interpreting	Final Draft International Standard (FDIS) of the future ISO 24019 Standard	June 2022
Improved usability and security for Simultaneous Interpreting Delivery Platforms	New functionalities added for conference management (e.g. breakout sessions) to improve security for sensitive meetings	June 2022

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 2022:

Output	Indicator	Target
Roll-out of MIRA	At least 75% of meeting rooms in Brussels on-boarded	End 2022
Pilot version of My Meeting & Conference Support	Successful completion of pilot	September 2022

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

Not related to a spending programme

Main outputs in 2022:

Output	Indicator	Target
Streamlined and user-friendly services for all conferences	Satisfactory ratings in debriefing reports	90%
Contract for virtual conference centre	Virtual conference centre platform contract awarded	End of 2022
Carbon calculator for conferences	A tool is available for conference organisers in the Commission	End of 2022
Award ceremony on sustainable events	Organisation of the award ceremony	September/October 2022

Other important outputs

Output	Indicator	Target
Standard communication/ information package on sustainability of events for DGs (could be adapted individually and used by other DGs in their communication of the event)	Package completed/ available on Conference organisation wiki	Q2 2022

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

Not related to a spending programme

Main outputs in 2022:

Output	Indicator	Target
Implementation of professionalisation pathways	Menu of key (mini) training sessions designed	Q3 2022
Targeted training offers for specific groups / on specific topics	Organisation of three webinars for specific groups / on specific topics.	End 2022

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 – Digital Europe Programme (eLangTech)		
Main outputs in 2022:		
Output	**Indicator**	**Target**
Pilot of solution for live transcription	Pilot finished	Q1
Collection of language data in different EU languages (*action under the Digital Europe Programme*)	Collection finished	Q4
Off-line close captioning of videos (*action under by the Digital Europe Programme*)	Off-line close captioning of videos finalised	Q4
Creation of custom models for EU languages and specific domains	Custom models for EU languages and specific domains or conferences finalised	Q4