

ANNEX 2: WORK PROGRAMME AND CHALLENGES FOR 2013-2015

2.1. Policy activity

The main priorities will be:

- Monitor the implementation of the new procedure for the management of Commission studies, the identification and cataloguing of 2010-2012 studies, and the inter-institutional work on studies.
- Adoption by the legislator of the Commission proposal to amend Council Regulation 354/1983 as regards the deposit of the historical archives of the EU institutions at the European University Institute in Florence.
- Adoption of implementing rules under article 9 of the amended Archives Regulation (no later than two years after the Commission proposal to amend the Archives Regulation is adopted by the Council).
- Conclusion of a new framework partnership agreement with the EUI under the amended Archives Regulation.
- Reaching agreement with the other depositing institutions on cost sharing for the management of the EU historical archives at the EUI.
- Continue to streamline Commission-wide document management procedures and promote better use of Hermes-Ares-NomCom (HAN).
- Continue raising awareness of e-domec rules and procedures through information campaigns, trainings, website, publications and general support to the DGs.
- Explore with the Security Directorate and other services how to apply document management rules better to EUCI and EU RESTREINT documents.

2.2. Maintenance, support and training

Hermes-Ares-Nomcom is implemented throughout the Commission, the Executive Agencies and at EEAS headquarters and is being deployed in all the EU delegations. Furthermore, more than 60 applications are already integrated with Hermes and this number is progressively increasing. HAN constitutes the third most widely-used corporate IT system in the Commission, after Outlook and Sysper.

It is therefore essential to ensure a proper maintenance of the system, high quality user service management (USM) and adequate training. This is an on-going activity.

The main deliverables foreseen are:

- Maintenance of Hermes, Ares, Nomcom, HRS and Hermes Preservation Services (HPS).
- Administration and user support: the USM team is in charge of the administration of the HAN suite, training sessions, migrations, reorganisations, monitoring as well as the provision of second level support to HAN users and first level support to users of HRS (assistance for integration, code reviews and help-desk).
- EEAS, SG and DIGIT are preparing a multi-annual plan to migrate all EU Delegations to Ares before the end of 2015. It is necessary to support the Delegations in the migration process. EEAS proposes to migrate 40 Delegations in 2013.

2.3. New developments to complete the document lifecycle

The main deliverables foreseen for 2013-2015 are the following:

- HPS I.2 to cover the file review process at the end of which documents can be deleted, sampled or transferred to historical archives. The development has started in Q4 2012 and will be finalised in 2013.
- HPS II and III: Phase II will manage the transfer of files to the historical archives for long-term preservation, in particular from local and corporate applications. Phase III will manage the second review of files, permanent preservation and the opening of documents to the public.

The business case for HPS Phases II and III has already been delivered. The conclusion is that due to the complexity of the process and the requirement to comply with the relevant industry standards, the project would be at risk if it was developed in-house. To address this risk, SG, DIGIT and OIB are exploring the possibility of procuring archiving management software next to the in-house development.

A pre-evaluation of products available on the market has been carried out. Based on the conclusions of the pre-evaluation, a decision will be proposed: either to develop in house or to launch a procedure to buy archiving management software.

Other developments may be foreseen depending on financial availabilities. Main candidates for further developments are the extension of the Ares e-signatory, the creation of a data warehouse, the extension of Ares security, a light version of Ares for managers, easier use of Ares on mobile devices, refactoring of the external entities management and the development of a corporate client application for the external repository.

2.4. IT rationalisation

The goal of the rationalisation in the document management domain is twofold: to manage all important Commission documents according to e-Domec rules and to reduce costs. Overlapping functionalities in local applications must be avoided and delivered through corporate systems.

The "Communication on IT rationalisation" (SEC(2011) 1500) endorsed by the College on 30/11/2011, stated that "80% of the systems and modules identified [in the document management domain] shall be integrated within HAN and 7% stopped, with estimated savings of 3,4 M€ in the next 4 years."

Currently, one system has been absorbed and 62 have been integrated with a number of systems in process of integration.

The objective for 2013-2015 is to finalise rationalisation in the document management domain. A number of integrations and absorptions depend on the availability of new HAN functionalities. Main development priorities for IT rationalisation are the following:

- Implementation of the first version of the external repository in June 2013 to enable integrated applications to publish documents without having to keep a local repository. New versions of the external repository may be developed depending on the needs of DGs and the availability of resources.
- Continue improving HAN scalability (2013).
- Continue with the HPS project (preservation) which is a prerequisite for some integrations and absorptions.
- Continue with ongoing integrations and launch additional projects of integration, including HAN specific adaptations where required.
- Extend the document-centric workflows and security rules (which are a barrier for some integrations and absorptions) and analyse new absorptions depending on financial availability.

DGs have been encouraged to integrate as soon as possible all the local and corporate applications for which HAN's current functionalities are sufficient.

DGs have also been asked to explore the possibility of co-funding IT rationalisation projects. Co-funding allows DGs to satisfy local business needs through corporate solutions that will benefit the whole Commission and it will ease the pressure on the tightly-constrained administrative budget.

Within this context, the Research DGs family has financially supported the external repository in 2012 (400 K€) and DG SANCO has confirmed its intention to contribute to the financing of the project in 2013.

Further work is needed to develop an overall methodology for quantifying the IT and staff costs expected to be realised through the IT rationalisation initiative.

In the document management domain, this should compare the cost of integration with HAN against the cost of other IT systems having to develop the document management and preservation functions necessary to comply with eDomec rules.

2.5. Implementation of Ares in the EU Delegations

In order to increase significantly the number of migrations per year the EUDEL committee has agreed to migrate delegations in regional groups of around ten countries during the coming three years. EEAS and DEVCO will organise 1-week preparatory seminars in the region concerned, inviting DMOs and their deputies.

4 regional seminars are planned for 2013 in:

- South America (Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Paraguay, Uruguay and Venezuela) at the end of February;
- certain enlargement countries (Bosnia, Serbia, Montenegro, Kosovo, Albania, Vienna, Rome, Iceland, Moldova, Norway) in May/June;
- North-West Africa (Tunisia, Algeria, Morocco, Egypt, Libya, Mauritania, Mali, Gambia, Guinea Bissau, Guinea Conakry, Senegal, Burkina Faso, Benin) in September, and
- South Asia (Pakistan, Nepal, Bangladesh, Myanmar, Laos, Thailand, Vietnam, Cambodia, Malaysia, Philippines, Indonesia) end of October.

The 2013 planning also takes into account the EEAS priority to migrate during the first semester all remaining delegations using Adonis/Adolight. Therefore, the delegations of South Africa, China, Japan and Kenya will receive 'VIP treatment', i.e. individual missions and migrations.

At the end of 2013, the state of play of the migration process will be reported to EUDEL and the repartition of mission costs between EEAS and the Commission's external relations family will be assessed.

The SG and DIGIT will continue to work closely with the EEAS and DEVCO on this project.

2.6. Budget

The budget request for 2013-2014 submitted by SG.B2 for the Secretariat General's Master Plan 2013 is the following:

Component		2013		2014	
Annual budget	Hermes, Ares, Nomcom, HRS, HPS	Maintenance	675	Maintenance	700
	Hermes Preservation Services	Phase 3 Analysis-Devel.	150	Phase 2 Development	100
		Phase 2 Development	400	Phase 3 Development	350
	Administration, support and training	User support	400	User support	450
		Training	0	Training	0
		Administration	300	Administration	350
	Archis (OIB)	Maintenance	75	Maintenance	50
IT rationalisation	External repository	Development	0	Development	50
	Scalability	Development	75		0
	Workflow	Analysis Development	75	Development	50
	Security upgrade	Analysis Development	50	Analysis Development	250
	Specific changes for integration/absorption	Analysis Development	125	Analysis Development	150
Total			2,325		2,500

There are two substantial uncertainties about the budget request:

- HPS II-III: SG, OIB and DIGIT have looked at two possibilities: in-house development or purchasing software. The pre-evaluation of 5 key vendors, showed that depending on the product, large differences exist in the infrastructure needs and implementation costs. Thus, it is not possible to precisely estimate these costs until the vendor is chosen. Likewise, it is not possible to start the infrastructure procurement. A rough estimation has shown that:
 - licence costs could range from 60K€ to 400K€
 - consultancy costs required for the implementation could range from 150K€ to 900K€

On top of these costs, internal development cost needs also to be considered.

- Migrations: It is planned to implement Ares in 40 EU Delegations in 2013. The estimated fixed cost is 5.500 EUR/delegation (10 days*550 EUR/day) plus training costs, if training sessions are required. The total cost for 40 delegations amounts to 220.000 EUR (400 man/days), for which there are economies of scale. It has to be decided if this cost will be financed by EEAS.

The following points should also be noted:

- SANCO intends to allocate 200 K€ in 2013 for the extension of the external repository

- Training is financed by DG HR. In 2012, it amounted to 226.125€(excluding e-learning). DIGIT has requested a similar amount for 2013.

It is essential to have an adequate financial allocation, not only to ensure smooth day-to-day operations but also to manage the complete document lifecycle, to improve user-friendliness of the applications and to progress on rationalisation.

The steering committee is invited to:

- Approve the work programme for 2013-2015.
- Take note of the budgetary requests for 2013-2014 submitted by the system owner to the SG (the SG's IT steering committee will decide in December).
- Discuss how to quantify savings in financial and human resources produced by IT rationalisation
- Discuss the strategy for the new preservation and archiving services