

EUSURVEY (2016.35)

IDENTIFICATION OF THE ACTION

Type of Activity	Common Services – Communication with citizens Reusable Generic Tool
Service in charge	DIGIT.A3
Associated Services	DIGIT.C, DGT.R3, DG EAC, EUROSTAT.B5, SG.A1

EXECUTIVE SUMMARY

EUSurvey is a multilingual online survey management system built for the creation and publication of surveys and public consultations.

It covers all steps of a survey life cycle, from the design and launch of the survey to the analysis and publication of results. It offers different types of multiple-choice questions, free text fields, as well as more complex elements like editable tables and gallery elements.

Results can be displayed as histograms, percentages or in full detail and can be exported to different formats.

All the submitted answers (or a sub-set) can be published automatically on a dedicated webpage within the application.

Access to EUSurvey is secured by ECAS (now EU Login, as from 6 October), the European Commission's Authentication Service.

The tool offers a wide variety of features to meet different survey needs, including:

- Customisable forms
- Scheduled publishing
- High level security
- Customisable look and feel
- Offline answering
- Uploading of supporting files
- Result analysis & publication
- Invitations sent directly from the application

The EUSurvey statistics count **4.478 surveys created in 2015 (already 3.000+ in 08/2016) and managed by 2.800+ form managers, 1.600.000+ contributions in 2015 (1.000.000+ as of 08/2016).**

This document provides an overview of the current project situation and expresses the needs for its evolution:

- Service sustainability
- Provide new features and services
- Increase the interoperability capabilities
- Extend the service for mobile devices
- Integrate EU Survey with the Better Regulation Portal
- Increase EU Survey capacity to automatically analyse the content of numerous feedback

Taking into account the feedback received during the ISA work Programme 2010-2015, the results of the EUSurvey Perceived Quality Survey and the evolution of 'form/survey' tools needs in general, the challenge for EUSurvey now lies in building further upon the 'ground work' done so far:

- Use the new User Interface to develop further additional functionality, suited for mobile access
- Use the new architecture to improve the responsiveness and robustness (horizontal scaling) of the solution
- Take advantage of the new technologies to be more agile in implementing user requests
- Offer professional, dynamic support with modern training materials

EUSurvey has quickly become an efficient and appreciated tool to conduct mixed typed of survey activities.

The yearly operational costs for EUSurvey remained constant despite an increase in activity.

OBJECTIVES

EU Survey was introduced in 2013 to replace IPM (Interactive Policy Making). The service, deployed by DIGIT, is widely used by the Institutions and in Member States. It enables to collect easily the opinion of the citizen, key information for decision-making processes and implementation of cross-border and cross-sector activities.

The objective is:

- To sustain the service provision, guarantying a reliable and effective service including support to end-users.
- To analyse and treat the current business requests and coming needs.
- To offer new services in the area of Interconnectivity, User eXperience, Mobile, Reporting and Archiving.
- To integrate EU Survey to the Better Regulation Portal, in order to achieve the Portal's objective to become the one-stop-shop for all Commission's consultations towards the citizens and other stakeholders.
- To become interoperable with other software enabling automatic translation of feedback, automatic content analysis or any other IT tool minimising human intervention when it comes to handling numerous feedback, as is often the case for public consultations.

SCOPE

EUSurvey enables the creation of surveys amongst European businesses, administrations and citizens, and the collection of answers via a web based user interface. It is an open-source **multilingual** application which is widely accessible and provides support for either identification or anonymity, depending on the survey requirements.

EUSurvey is the ideal tool for quickly and reliably poll opinions from a widespread community, guiding them throughout the contribution process. It supports the implementation of many EU priority sectors and also various other types of surveys and forms.

EUSURVEY is used for very large scale consultations aimed at European populations down to citizens such as:

- Public consultation as part of the Fitness Check of the EU nature legislation (Birds and Habitats Directives) (550.000+ contributions)
- Erasmus Programme - Student Mobility (240.000+ contributions)
- Participant Report Form – Learning Mobility of Individuals (126.000+ contributions)
- A common approach to reducing the harm caused by criminal use of firearms in the EU (85.000+ contributions)
- Public consultation on the possible revision of the Tobacco Products Directive 2001/37/EC (70.000+ contributions)

Because EUSurvey is available, under the EUPL license, from an open source software forge (joinup.eu), it can also be installed anywhere as a standalone application or reused as a component of another Information System.

Some EUSURVEY key figures (as of 08/2016):

- **3.000+ (+15% vs 2015) surveys** since the beginning of 2016
- **2.600+ form managers (+60% vs 2015)**
- **1.100+ Service Help-Desk calls (+8%)**
- Already **1.000.000+** survey contributions by 08/2016
- **Used by most of the Member States**

The scope of the project includes:

- Maintain the quality of the current service and support
- Ensure the interoperability of EUSurvey with the newly developed Better Regulation Portal, to manage Commission's consultations towards EU citizens and other stakeholders, analyse their received answers and visualise the survey results
- Increase the EUSurvey interoperability and reusability towards other national & EUI information systems
- Develop new features and improvements following user's requests
- Mobile access to EUSurvey (contribute to a survey via mobile devices)
- develop back-end integration with the Commission's Data Analysis Service (DORIS)

ACTION PRIORITY

Contribution to the interoperability landscape

The contribution of the action to the interoperability landscape, measured by the importance and necessity of the action to complete the interoperability landscape across the Union

Question	Answer
<i>Does the proposal directly contribute to implementing the European Interoperability Strategy, the European Interoperability Framework, or other EU policies with interoperability</i>	EUSurvey is widely used by the European institutions and in Member States for consulting citizens and businesses and collecting key information needed amongst

<p><i>requirements, or needed cross-border or cross-sector interoperability initiatives? If yes, please indicate the EU initiative / policy and the nature of contribution.</i></p>	<p>others for the European decision-making process.</p> <p>The integration of EUSurvey with the Better Regulation Portal will be a real example of interoperability between existing systems, across policy areas.</p> <p>The geographical reach of the action covers the whole Europe and beyond, as feedback are already received in the current Better regulation Portal from stakeholders outside Europe.</p>
<p><i>Does the proposal fulfil an interoperability need for which no other alternative solution is available?</i></p>	<p>EUSurvey contributes to the implementation of many EU cross border and cross sector priorities both inside institutions and in member states by providing them with a trustable and easy to use data collection, opinion collection tool.</p> <p>A study conducted in 2014-2015 showed the clear advantages and financial benefits of having a custom developed tool to fulfil this need.</p> <p>The EUPL license enables its reuse as an interoperable building block for other solutions.</p> <p>It can be deployed as a standalone alternative or consumed as a service.</p>

Cross-sector

The scope of the action, measured by its horizontal impact, once completed, across the sectors concerned

Question	Answer
<p><i>Will the proposal, once completed be useful, from the interoperability point of view, and utilised in two (2) or more EU policy areas? If yes, which are those?</i></p>	<p>The nature of EUSurvey, collecting opinions in order to help in the better law making process of the European Union clearly shows the cross-sector aspect of it.</p> <p>It is used and will be used in most of the EU policy areas and others.</p>
<p><i>For proposals or their parts already in operational phase: have they been utilised in two (2) or more EU policy areas? Which are they?</i></p>	<p>EUSurvey is used in the majority of EU policy areas in order, for example, Education and Culture in the scope of the Erasmus exchanges, used as a support tool for</p>

	organizing Public Consultation on various topics, policy areas. The Better Regulation Portal has already been used for getting feedback on draft acts in domains as varied as Climate, Health, Internal Market, Agriculture, Migration and Home affairs, Taxation, Environment, etc..
--	---

Cross-border

The geographical reach of the action, measured by the number of Member States and of European public administrations involved.

Question	Answer
<i>Will the proposal, once completed be useful, from the interoperability point of view, and used by public administrations of three (3) or more EU Members States?</i>	Yes. A majority of the European Union Institutions are using EUSurvey. There are also a few public administrations, businesses and associations consuming EUSurvey either as a service or as a reused brick in their own Information System.
<i>For proposals or their parts already in operational phase: have they been utilised by public administrations of three (3) or more EU Members States?</i>	EUSurvey is used in most (if not all) European Union Countries and beyond. Examples of EUSurvey Open Source instances: - Germany: DiaLOGIKa Gesellschaft für Informatik mbH - Belgium: Flemish also used by public administrations of EU Member States and beyond (e.g; Norway).

Urgency

The urgency of the action, measured by its potential impact, taking into account the lack of other funding sources

Question	Answer
<i>Is your action urgent? Is its implementation foreseen in an EU policy as priority, or in EU legislation?</i>	Yes, the Better Regulation Portal, as the one-stop-shop for all Commission's consultations, therefore integrating EUSurvey, is immediately linked with one of the Commission ten priorities,

	<p>namely <i>Democratic Change</i>. Increased transparency over the decision-making process and facilitating stakeholder participation in the policy-making process are elements of this strategic objective.</p> <p>Its implementation is foreseen in the Better Regulation communication¹ adopted by the Commission on 19 May 2015</p> <p>EUSurvey fulfils each point mentioned as objective of the ISA² programme.</p> <p>It acts as a mean for modernising the public sector; it considerably facilitate cross-border and cross-sector (not only policy making) data collection amongst a large variety of stakeholders (including Member States);</p> <p>It is fully reusable as a complete standalone open source tool or some building blocks of the tool could be reused (EUPL licensing model) or as a service.</p> <p>Businesses and policy makers react in a more and more agile way and need to gather reliable information easily while their stakeholders are contributing from all over the world.</p> <p>These contributors require intuitive, reliable and modern tools suited to the strict data collection rules they are confronted with and need automated productivity tools enabling them effortlessly to answer surveys while concentrating on their core business activities.</p> <p>EUSurvey plays an important operational role for these bodies to support their mission and it is therefore critical to sustain this service and continue to deliver updated OSS application code.</p>
<p><i>Does the ISA² scope and financial capacity better fit for the implementation of the proposal as opposed to other identified and currently available sources?</i></p>	<p>The ISA² programme fits this proposal perfectly, as the objective is to consolidate, promote and expand the previous crossborder and cross-sector activities performed on EUSurvey under the ISA programme.</p>

¹ See COM(2015) 215 – *Better regulation for better results - An EU agenda*.

Reusability of action outputs

The re-usability of the action, measured by the extent to which its results can be re-used

Can the results of the proposal be re-used by a critical part of their target user base, as identified by the proposal maker? For proposals or their parts already in operational phase: have they been re-used by a critical part of their target user base?

Name of reusable solution	EUSurvey
Description	<p>EUSurvey – as a flexible and widely accessible solution for:</p> <ul style="list-style-type: none"> • Collecting the opinions of stakeholders on a specific issue, • Rapidly consulting businesses, citizens or other interested parties, • Conducting user satisfaction surveys, • Preparing conference registrations, • Creating multi-lingual surveys, • Publishing results over the web
Reference	https://joinup.ec.europa.eu/software/eusurvey/description
Target release date / Status	Released – v1.3.2 – 08/08/2016 Each 3-4 months
Critical part of target user base	Any entity in need of a data/opinion collection tool
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	Number of open source instances in contact with EUSurvey Support Team: 5

Name of reusable solution	EUSurvey as a service
Description	An instance of EUSurvey is hosted at the European Commission Data Centre and can be used by any European Citizen or entity.
Reference	https://ec.europa.eu/eusurvey
Target release date / Status	Released- v1.3.2 31/05/2016 Approximately each 3-4 months
Critical part of target user base	Any entity in need of a data/opinion collection tool without having to host it
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	<p>The European Commission is also using it with 2.600+ active form managers (cross-sector and cross-border)</p> <p>Figures (as of 08/2016):</p> <p>3.000+ (+15% vs 2015) surveys since the beginning of 2016</p> <p>2.600+ form managers (+60% vs 2015)</p> <p>Already 1.000.000+ survey contributions by 08/2016</p> <p>Used by most of the Member States</p>

Name of reusable solution	Better Regulation Portal
Description	The action output will be its integration with EUSurvey in order to be able to manage surveys (current status, opening, closing, publication) and its answers (moderation for publication, automatic translation, data analytics, reporting, document management – archiving).
Reference	https://ec.europa.eu/info/strategy/better-regulation-why-and-how_en
Target release date / Status	Q4 2017
Critical part of target user base	
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	N.A.

Name of reusable solution	DORIS
Description	Data Analytics components (dashboard, algorithms,...) to: <ul style="list-style-type: none"> • Cluster stakeholder feedback • Identify key topics, relevant sentences, named entities (people, organisations,..), keywords, as well as stakeholder sentiment. • Summarise stakeholder contributions
Reference	This output shall be made available through the Joinup platform.
Target release date / Status	Q3 2017/DORIS integrated within the back end of EUSurvey
Critical part of target user base	Any entity in need of a data/opinion collection tool
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	

Level of reuse by the proposal

The re-use by the action of existing common frameworks and elements of interoperability solutions.

Question	Answer
Does the proposal intend to make use of any ISA ² , ISA or other relevant interoperability solution(s)? Which ones?	ISA 1.4 ECAS-Stork integration used to provide another user authentication mechanism (national e-ID) ISA 2.8 Machine Translation: consumed to offer automatic machine translation of

	<p>working documents</p> <p>ISA² 20 – Joinup – Sharing IT Solutions: Consumed to publish and communicate around the action.</p> <p>ISA² 36 – CIRCABC – Collaborative workspaces</p> <p>EAC programmes Mobility actions: At the end of Erasmus exchanges, students and other participants are asked to fill in a satisfaction questionnaire, designed with EU Survey. A future web service integration, aiming at collecting and consolidating feedback on Erasmus+ Mobility actions, will store the data in a repository at DG EAC</p> <p>EUSurvey will also integrate the Commission's Data Analytics Service (DORIS) as a backend.</p>
<p>For proposals or their parts already in operational phase: has the action reused existing interoperability solutions? If yes, which ones?</p>	<p>Yes, all of the above</p>

Interlinked

The link of the action with Union initiatives to be measured by the collaboration and contribution level of the action to Union initiatives such as the DSM.

Question	Answer
<p>Does the proposal directly contribute to at least one of the Union's high political priorities such as the DSM? If yes, which ones? What is the level of contribution?</p>	<p>The Better Regulation Portal implements one of the ten priorities of the Juncker Commission, namely "democratic change". Increased transparency over the decision-making process and facilitating stakeholder participation in the policy-making process are elements of this strategic objective. The achievement of the overall objective of the Better Regulation Portal to become the one-stop-shop for all public consultations by the integration with EUSurvey will greatly facilitate the participation of EU citizens and other stakeholders, including institutional ones. By offering an easy mean of collecting opinions and information between heterogeneous parties, EUSurvey facilitates considerably the organisation and</p>

	consolidation of any types of 'feedback based' decision (Public Consultation included).
--	---

PROBLEM STATEMENT

Service sustainability

The EUSurvey service and the EUSurvey OSS version, disseminated via Joinup, are in widespread use by many Institutions, administrations and businesses. EUSurvey plays an important operational role for these bodies to support their mission and it is therefore **critical to sustain this service** and continue to deliver updated OSS application code.

Businesses and policy makers react in a more and more agile way and need to gather reliable information easily while their stakeholders are contributing from all over the world.

These contributors require intuitive, reliable and modern tools suited to the strict data collection rules they are confronted with and need automated productivity tools enabling them effortlessly to answer surveys while concentrating on their core business activities.

New challenges

Performance Pack

- **[Hardware] Scaling the infrastructure of EUSurvey**

*The continuously growing number of users and consultation audiences, demands a solidly built infrastructure to ensure a **reliable service**. Therefore it is crucial to analyse and deploy **an improved server-database and application-server infrastructure** in order to cope with the **increasing needs and requirements** of our users.*

Service Pack

Based both on the operational feedback about EUSurvey, the results of the perceived quality survey and the evolution of data collection needs in general, the following high level requirements have emerged:

- Integration with other services & information systems, leading to
 - **Embedded surveys**
*Allowing users to **embed** EUSurvey questionnaires within their own webpages in order to **make our service more attractive** to a larger peer group.*
 - Extend the offer of **webservices** (auto-filling of surveys, compatibility with translation information systems)
*Including the possibility to automatically **pre-fill surveys** with information and an **improved compatibility** with **Poetry translation management tool**.*
 - Export formats compatible with **statistical tools**
*To ease an **extended exploration** of answer contributions for end-users, i.e. adapting the exports to be compatible with professional Analytics tools*
- **Rich typed surveys**

Creation of specific features, built-ins, to improve the provision of different survey types such as:

- **e-Voting**
With a possible re-use of the e-Signature tool from ISA Action 1.9..
- **Quiz-Surveys**
*In order to increase the **applicability** of EUSurvey; this will require the analysis and development of **new question types** and an **improved user feedback** within the User Interface.*
- **Events-Oriented Surveys**
*A significant part of our users, use EUSurvey to **plan events** and **organize the registration** of their participants. To completely fit their requirements, additional analysis and development of **new features** will be **necessary**.*

- **Mobile application**

- Implementation of a **responsive User Interface** to enable users to contribute from mobile devices.
*As mobile devices are taking a more and more important role in the digital world (~39% of all web traffic is caused by mobile devices), it will become **inevitable** to adapt and optimize our User Interface to interact with different **mobile platforms**.*
- Analyze the possibility of using “**voice based**” contributions, i.e. “**dictating**” and “**recording**” features.
*Such a feature would improve the **accessibility** by letting the user contribute via **voice recognition**.*

Integration with the Better Regulation Portal

Following the adoption of the Better Regulation communication on 19 May 2015, the Commission has established a Better Regulation Portal to offer an easy access to EU law-making and to facilitate consultation and dialogue with both the stakeholders and the general public. This Better Regulation Regulation will become the one-stop-shop for all Commission's consultations. As EUSurvey offers services to prepare, execute and exploit public consultations, bridges must be built between the two applications. Therefore developments must be done to integrate the EUSurvey system (e.g. through webservice) with the Better Regulation Portal, backend for its administration and frontend for the publication of the consultations and their results.

EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS

Beneficiaries	Anticipated benefits
European Institutions & bodies	<p>The common EUSurvey service is readily available to Institutions for the creation of surveys, forms and the management, collection and publication of answers in policy making or any other context.</p> <p>They have the possibility as well to do local deployments.</p> <p>Improved management of public consultations</p> <p>Commission services will use the Better Regulation Portal to manage the</p>

	consultations in EUSurvey and the publication of the answers received, as well as better analyse the resulting data to enrich the decision-making process of the Commission.
Member States' public administrations and other, non EU administrations	Administrations can also benefit from the EUSurvey service either for answering surveys within the EU policy context or for other purposes. They can as well decide to deploy the OSS version within their environment.
Stakeholders and the general public	Increased transparency The integration of public consultations into the Better Regulation Portal, further replacing the current Your Voice in Europe page, will ensure a better visibility to the consultations proposed by the Commission.

EXPECTED MAJOR OUTPUTS

Output name	Updated EUSurvey
Description	See section "New challenges" for a complete lists of new features
Reference	https://joinup.ec.europa.eu/software/eusurvey/description
Target release date / Status	2017 – Each 3-4 months approximately

ORGANISATIONAL APPROACH

Expected stakeholders and their representatives

Stakeholders	Representatives
ISA ² programme management	DIGIT.B6 (Margarida ABECASIS)
European Institutions, Member State Administrations and businesses	ISA ² management committee, dedicated ISA ² working group
DIGIT A	Philippe VAN DAMME (Acting Director), Roberto BARCELLAN, Henri PUTSEYS , Olivier HOICHE, Benoît ORIGAS
DIGIT C	Philippe VAN DAMME
SG A1	Martine DEPREZ (system owner of the Better Regulation Portal) will represent the various stakeholders for the BRP-EUSurvey integration

Identified user groups

Relevant networks of DG users (e.g. legislative coordinators, consultations specialists) for the management of public consultations in the Commission,

Communication plan

BRP-EUSurvey integration

Dedicated trainings will be organized in the Commission targeting the main user groups. In terms of external communication, the necessary communication strategy will be put in place, involving a press release, launch statements on social media, communication via the representations in the Member States.

Event	Representatives	Frequency of meetings / absolute dates of meetings?
User Group Conference	Olivier HOCHÉ, Benoît ORIGAS, Margot FASSIAN	Once a year
ISA Events	Olivier HOCHÉ, Benoît ORIGAS, Margot FASSIAN	TBD
Launch BRP/Integration EUSurvey	Martine DEPREZ	TBD

Governance approach

The approach and governance of the project is structured around 3 groups: the ISA² Coordination Group (or ISA CG equivalent), the Project Management Group and the Users Group.

The **ISA² Coordination Group** assists the Commission in translating priorities into actions and ensures continuity and consistency in their implementation.

The **Project Management Group** (DIGIT A3) will be used to bridge the perspectives among the internal stakeholders.

Regular project review meetings (review of project progress), alternating with team meetings (review of the individual tasks) will be held inside each of the involved entities to ensure timely delivery of the project.

DIGIT A contracts external resources for service management, development, maintenance, community management, trainings and help-desk support.

DIGIT A provides a Service/Project and Communication Manager.

[A specific Memorandum of Understanding between SG and DIGIT will be defined to cover the BRP-EUSurvey integration.](#) .

The **'Users Group'**: Based on actual needs and to better bridge technical and business aspects, a 'Users Group' has been set up.

It is used to consult the users, when additional information and clarification is required, to provide the opportunity to submit **enhancement requests** and to exchange opinions and best practices.

Meetings of the 'Users Group' will take place only when needed.

TECHNICAL APPROACH AND CURRENT STATUS

The technical approach is following an adapted **agile version of RUP@EC** methodology and is based on a three steps workflow: Inception, Execution and Operational. Those three steps are cycling as often as needed by the expressed user's needs.

The primary concern is the continuous improvement of the maintained products which is done by deploying new revisions in regular intervals, called product versions.

Individual tasks, to be implemented within a product version, are combined into work packages called sprints.

A sprint usually takes 4 weeks and covers the time required to conduct the following tasks:

- Implement specified behavior
- Test the implementation
- Deploy the result of the implementation.

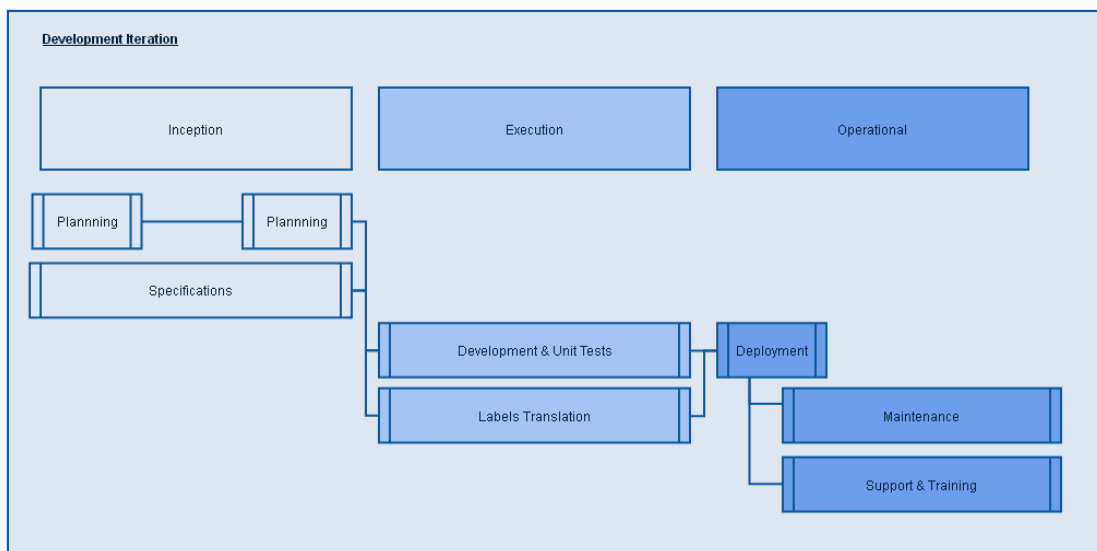


Figure 1: Development cycle

EU Survey is delivered as an OSS project via [Joinup.eu](https://joinup.ec.europa.eu/), the Forge made available by ISA.

The OSS community will have the possibility to actively contribute at the source code level. Support is also provided to the community.

The exact extent of the integration of EUSurvey with the Better Regulation Portal will be further defined in [the functional & technical specifications](#). It is likely to take the form of the development of web (REST) services in EUSurvey to allow the Better Regulation Portal to get and modify data in EUSurvey and make them available in the backend, for their administration, and in the frontend (Next Europa) for the citizens and stakeholders.

COSTS AND MILESTONES

Breakdown of anticipated costs and related milestones

Phase: Initiation Planning Execution Closing/Final evaluation	Description of milestones reached or to be reached	Anticipated Allocations (KEUR)	Budget line ISA ² / others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Inception	Performance Pack	25	ISA ²	Q1/2016	Q4/2016
Inception	Service Pack	25	ISA ²	Q1/2016	Q4/2016
Operational	EUSurvey Service	250	ISA ²	Q1/2016	Q4/2016
Operational	Training – e-learning	50	ISA ²	Q1/2016	Q4/2016
Execution	Service Pack	100	ISA ²	Q1/2016	Q4/2016
Inception	Service Pack	25	ISA ²	Q1/2017	Q4/2017
Operational	EUSurvey Service	210	ISA ²	Q1/2017	Q4/2017
Operational	Training – e-learning	30	ISA ²	Q1/2017	Q4/2017
Execution	Performance Pack	30	ISA ²	Q1/2017	Q4/2017
Execution	Service Pack	30	ISA ²	Q1/2017	Q4/2017
Inception	Service Pack	25	ISA ²	Q1/2018	Q4/2018
Operational	EUSurvey Service	300	ISA ²	Q1/2018	Q4/2018
Operational	Training – e-learning	50	ISA ²	Q1/2018	Q4/2018
Execution	Service Pack	100	ISA ²	Q1/2018	Q4/2018
Inception	Service Pack	25	ISA ²	Q1/2019	Q4/2019
Operational	EUSurvey Service	300	ISA ²	Q1/2019	Q4/2019
Operational	Training – e-learning	50	ISA ²	Q1/2019	Q4/2019
Execution	Service Pack	100	ISA ²	Q1/2019	Q4/2019
Inception	Service Pack	25	ISA ²	Q1/2020	Q4/2020
Operational	EUSurvey Service	300	ISA ²	Q1/2020	Q4/2020
Operational	Training – e-learning	50	ISA ²	Q1/2020	Q4/2020
Execution	Service Pack	100	ISA ²	Q1/2020	Q4/2020
	Total		2.300		

Better Regulation Portal

Phase: Initiation Planning Execution Closing/Final evaluation	Description of milestones reached or to be reached	Anticipated Allocations (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Initiation	MoU – Project Charter	25	ISA ²	Q2/2017	Q2/2017
Planning	All project plans	50	ISA ²	Q2/2017	Q3/2017
Execution	EU Survey Integration implemented	150	ISA ²	Q3/2017	Q4/2017
Closing	Project end report	22	ISA ²	Q4/2017	Q4/2017
	Total	247			

Breakdown of ISA funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2016	Inception	50	
2016	Operational	300	
2016	Execution	100	
2017	Inception	297	
2017	Operational		
2017	Execution		
2017	Initiation (Better Regulation Portal)	247	
2017	Planning (Better Regulation Portal)		
2017	Execution (Better Regulation Portal)		
2017	Closing (Better Regulation Portal)		
2018	Inception	25	
2018	Operational	350	
2018	Execution	100	
2019	Inception	25	
2019	Operational	350	
2019	Execution	100	
2020	Inception	25	
2020	Operational	350	
2020	Execution	100	

ANNEX AND REFERENCES

Description	Reference link	Attached document
EUSURVEY OSS project on joinup.eu	https://joinup.ec.europa.eu/software/ipm/home	
What is EUSURVEY on Europa	http://ec.europa.eu/yourvoice/ipm/	
EUSURVEY service	http://ec.europa.eu/yourvoice/ipm/forms/html/index.html	
Joinup.eu	http://joinup.ec.europa.eu/	