### **TRUSTED EXCHANGE PLATFORM (E-TRUSTEX) (2016.19)**

### **IDENTIFICATION OF THE ACTION**

Type of Activity	Reusable generic tools
Service in charge	DIGIT B.4
Associated Services	DIGIT B.2, SG A.1, JUST B.2, COMP R.3, SANTE A.4

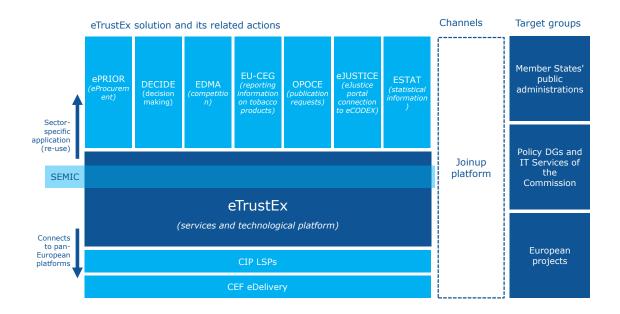
#### **EXECUTIVE SUMMARY**

More and more data is exchanged between administrations. According to our estimates European policy additionally increasingly requires the data to be exchanged electronically (see section 1.1.6). This action aims to support the public administrations in their implementation of these policies, enabling them to exchange data electronically in a secure, reliable and interoperable way through re-use.

In parallel, the CEF programme and the Large Scale Projects funded under the CIP programme provide pan-European exchange platforms. They, however, require integration with the back-end systems of their re-users in order to achieve end-to end coverage and interoperability. To address the above problem, e-TrustEx also helps public administrations to link their national systems to the pan-European exchange platforms.

The e-TrustEx solution is already operational and the platform is offered to the EU Institutions as a service and to the Member States as an open source software tool.

This action is introduced to improve the service offering, to keep the operations of the platform live and to provide support to re-users. Please find below a summary view of the eTrustEx solution, its related actions and target groups.



#### **OBJECTIVES**

The main objective of this action is to support public administrations in the implementation of European policies in different sectors by promoting Interoperability through re-use. This can be achieved through the use of e-TrustEx which helps accelerate the implementation of secured exchange of information between Publication Administrations. e-TrustEx enables the automation of document exchange and offers value added services such as validation and routing of documents as well as the ability to send large messages. When needed and possible, the receipts given by the post will be replaced by electronic receipts. Thanks to the Open Source policy, Member States will be able to re-use and extend it themselves for their own specific needs at national, regional or local level.

By fulfilling these objectives, the action will not only stimulate trusted information exchange, but also a cohesive interoperability architecture founded on re-use of work and reduction of redundancy, in line with the priorities of the European Interoperability Strategy and the Digital Single Market Strategy.

### **SCOPE**

**In scope**: The e-TrustEx platform is offered to the EU Institutions as a service and to the Member States as a tool. This action covers:

- Development of additional features and improvements within the e-TrustEx platform, increasing its value in both cases;
- Operations of the platform for the EU institutions that reuse it in service delivery mode. This includes
  maintenance of the platform as well as improving the governance and the quality control and
  assurance processes and mechanisms in order to enhance the services provided to the project
  stakeholders; and
- Support on technical aspects both to its existing users and for Member States willing to re-use the
  platform. This includes activities such as increasing the user request resolving time, support of
  deployment, integration, specifications of the technical interface and of the several components of the
  platform, debugging and testing, etc.

**Out of scope**: Implementation of back-office integration is not covered by this action and should be complemented by Policy DGs using their own budget. The Policy DGs should additionally fund the provision of specific support to their users. Member States' Administrations adopting the platform should equally manage the hosting, the specific support and the development of specific functionality and extensions. The exchange of classified documents is also out of the scope of this action.

### **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
Does the proposal directly contribute to	e-TrustEx is a platform offered to Public
implementing the European Interoperability	Administrations at European, national and
Strategy, the European Interoperability Framework,	regional level to set up secure exchange of
or other EU policies with interoperability	natively digital documents or scanned
requirements, or needed cross-border or cross-sector	documents from system to system via
interoperability initiatives? If yes, please indicate the	standardised interfaces. e-TrustEx is a cross-
EU initiative / policy and the nature of contribution.	sector, open-source, free-to-use tool that will
	help you to exchange structured and
	unstructured documents and to connect to
	pan-European e-delivery infrastructures with
	reduced investment.
	It promotes interoperability, it facilitates the
	cross-border and cross-sector information
	exchange, taking into account legal,
	organisational, semantic and technical
	aspects.
Does the proposal fulfil an interoperability need for	Yes. This proposal refers to an already existing
which no other alternative solution is available?	action, to which its relevance in terms of
	interoperability has been demonstrated, and
	recognized by the ISA <sup>2</sup> program

### **Cross-sector**

The scope of the action, measured by its horizontal impact, once completed, across the sectors concernedQuestion	Answer
Will the proposal, <b>once completed</b> be useful, from the interoperability point of view, and utilised in two (2) or more EU policy areas? If yes, which are those?	N/A
For proposals or their parts <b>already in operational</b> <b>phase</b> : have they been utilised in two (2) or more EU policy areas? Which are they?	<ul> <li>e-TrustEx is utilised in the following policy</li> <li>areas:</li> <li>Business <ul> <li>e-PRIOR electronic procurement</li> <li>(DIGIT)</li> </ul> </li> <li>Justice, home affairs and citizens' rights <ul> <li>DECIDE decision making (SG)</li> <li>eJustice portal (DG JUST)</li> </ul> </li> <li>Environment, consumers and health <ul> <li>EU-CEG tobacco reporting (DG SANTE)</li> </ul> </li> </ul>

Economy, finance and tax
<ul> <li>EDMA competition cases (DG COMP)</li> </ul>
Cross-cutting policies
○ OJ (OP)
<ul> <li>CEF eDelivery connector (DG</li> </ul>
CONNECT)
$\circ$ Eurostat proof of concept (ESTAT)

### Cross-border

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

Question	Answer
Will the proposal, once completed be useful, from	N/A
the interoperability point of view, and used by public	
administrations of three (3) or more EU Members	
States?	
For proposals or their parts already in operational	The e-TrustEx platform is used currently as
phase: have they been utilised by public	pan-European message exchange platform by
administrations of three (3) or more EU Members	the following projects:
States?	• e-PRIOR (DIGIT),
	DECIDE (SG)
	EDMA (DG COMP)
	<ul> <li>eJustice portal (DG JUST)</li> </ul>
	OPOCE (OP)
	EU-CEG (DG SANTE)
	• Eurostat (ESTAT) – currently
	conducting a PoC
	CEF eDelivery connector (DG
	CONNECT)
	In the scope of these projects it is used by
	over 68 public institutions (such as national
	parliaments and permanent representations)
	of the 28 member states. Approximately 0.5
	million documents have been exchanged
	between the European Commission, the EU
	council and the MSs to date. In addition, over
	900 private companies have exchanged close
	to one million documents with the EC and
	other EU institutions in the scope of the e-
	PRIOR project.

## Urgency

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

Question	Answer
Is your action urgent? Is its implementation foreseen	This proposal refers to an already ongoing action.
in an EU policy as priority, or in EU legislation?	Its urgency has already been assessed by ISA <sup>2</sup>
Does the ISA <sup>2</sup> scope and financial capacity better fit	This proposal refers to an action already under
for the implementation of the proposal as opposed	the ISA <sup>2</sup> scope
to other identified and currently available sources?	

### **Reusability of action outputs**

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

Name of reusable solution	e-TrustEx open source software package	
	The e-TrustEx open-source software package is offered to	
	Public Administrations at European, national and regional level	
Description	to set up secure exchange of digital structured and	
Description	unstructured documents from system to system via	
	standardised interfaces.	
Reference	https://joinup.ec.europa.eu/software/openetrustex/description	
Target release date / Status	Released	
Critical part of target user base	Target level: 1 known reuser	
	EU-CEG (DG SANTE) has adopted the e-TrustEx solution to	
For solutions already in operational	interconnect CEF eDelivery with the EU-CEG back-office. DG	
phase - actual reuse level (as	SANTE hosts and manages it in a secure environment. The full	
compared to the defined critical	reuse volume of the open source software package is unknown	
part)	to the project owner (as it can be freely downloaded and	
	reused)	

Name of reusable solution	e-TrustEx instance hosted at the EC	
Description	e-TrustEx can be reused in a service delivery mode within the EU Institutions.	
Reference	DIGIT-eTrustEx-Support@ec.europa.eu	

Target release date / Status	Released	
Critical part of target user base	Target level: 5	
	The following projects are reusing, or considering reusing the	
	solution:	
	<ul> <li>e-PRIOR (DIGIT) – In production</li> </ul>	
	DECIDE (SG) – In production	
	EDMA (DG COMP) – In production	
	OJ (OP) – In production	
For solutions already in operational	<ul> <li>eJustice portal (DG JUST) – In pre-production</li> </ul>	
phase - actual reuse level (as	Eurostat (ESTAT) – PoC ongoing	
compared to the defined critical	In the scope of these projects it is used by over 68 public	
part)	institutions (such as national parliaments and permanent	
	representations) of the 28 member states. Approximately 0.5	
	million documents have been exchanged between the	
	European Commission, the EU council and the MSs to date.	
	In addition, over 900 private companies have exchanged	
	close to one million documents with the EC and other EU	
	institutions in the scope of the e-PRIOR project.	

# Level of reuse by the proposal.

	on 2.9 – Document repository services
	olicy support: eTrustEx will be ed with the existing open source nt repository services.
phase: has the action reused existing interoperability solutions? If yes, which ones?	on 1.7 - ePRIOR: The e-TrustEx was originally built on the basis of OR platform and is now used by on 4.2.4 - Joinup: The e-TrustEx is made available via the ISA ative Platform (Joinup) on 1.1 - SEMIC: IMMC Metadata titutional standard metadata defined intext of the decision making process) transferred to EU stakeholders and

CEF eDelivery DSI: The eTrustEx is integrated
with the CEF eDelivery network and can be
used by the Member States as a connector to
link national systems to the network.
CIP LSPs: eTrustEx is integrated with the
solution deriving from the convergence of the
eDelivery solutions of the CIP Large Scale
Pilots.

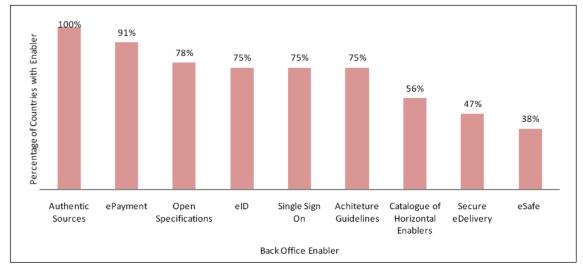
### Interlinked

Question	Answer
Deep the gran coal directly constribute to at least one	Disite Arenda
Does the proposal directly contribute to at least one	Digital Agenda
of the Union's high political priorities such as the	e-TrustEx contributes to the <u>Digital Agenda</u> , in
DSM? If yes, which ones? What is the level of contribution?	particular to its first pillar: achieving the <u>digital</u> single market.
	single market.
	DSM strategy
	In 2015, a <u>digital single market strategy</u> was
	released and the e-TrustEx action contributes
	to boosting competiveness through
	interoperability and standardisation, which is
	explicitly mentioned in the communication.
	EIF/EIS : eTrustex is aligned with teh revised
	EIF and contributes to the implementation of
	the European Interoperability Strategy.
	Contributes to the
	Jucker's political guidelines
	As e-TrustEx creates technical interoperability
	cross borders, it supports Priority n°2: A
	Connected Digital Single Market of the
	Political Guidelines for the next European
	Commission – A New Start for Europe: My
	Agenda for Jobs, Growth, Fairness and
	Democratic Change (15 July 2014)
	eGovernment Action Plan 2016-2020
	In Action 6 of the eGovernment action plan
	the Commission commits to reusing
	operational building blocks (such as e-TrustEx)
	in view of its own digital transformation.
	eIDAS Regulation
	ciento ricgulation

The regulation on electronic identification and
trust services for electronic transactions was
adopted at end of 2014. It will further foster
interoperability and reduce barriers in the
internal market, supported by solutions such
as e-TrustEx.

### **PROBLEM STATEMENT**

Public administrations exchange increasing amounts of information and the current ways of exchange are often unreliable and unsecure (e.g., via e-mail or via paper documents, CDs or DVDs exchanged via postal mail, faxes, etc.). This is confirmed by the "9<sup>th</sup> Benchmark Measurement of European e-Government services"<sup>1</sup> which shows that there is an increasing need of the Member States for a secure electronic delivery platform.



A survey carried out by the e-TrustEx project team in 2010 confirms the same trend. The survey also shows that the Member States believe the European Commission should promote the re-use of a common set of building blocks for cross-border data exchange. In addition, European policy increasingly requires information between public administrations in the EU Member States to be exchanged electronically. This action supports the implementation of these policies by public administrations in the European Union and introduces interoperable, secure and reliable exchange possibilities.

The e-TrustEx architecture and its components are also re-used by the CEF<sup>2</sup> e-Delivery project to allow greater ease of connectivity of back-end systems to the CEF and the e-SENS e-Delivery solutions and of directly submitting documents to such networks through a graphical user interface. e-TrustEx already provides integration with CEF e-Delivery which includes the e-Delivery framework coming from the eCODEX'<sup>3</sup> Large Scale Project (EBMS3/AS4) as well as the PEPPOL<sup>4</sup> Large Scale Project. These integrations are integral to achieving a pan-European interconnection among existing information exchange communities. Each of these pan-European exchange platforms offers generic and highly reusable components and services; however, if not integrated, the lack of "end-to-end" coverage (including the "last-mile") and interoperability between them may hinder their actual re-use. Therefore the components developed by this action are reused to provide a

<sup>&</sup>lt;sup>1</sup> <u>https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/egov\_report.pdf</u>

<sup>&</sup>lt;sup>2</sup> <u>http://ec.europa.eu/digital-agenda/en/connecting-europe-facility</u>

<sup>&</sup>lt;sup>3</sup> <u>http://www.e-codex.eu/home.html</u>

<sup>&</sup>lt;sup>4</sup> <u>http://www.peppol.eu/</u>

connector, helping public administrations to link their national systems to the pan-European exchange platform CEF eDelivery.

The e-TrustEx platform is already operational<sup>5</sup> and during the next phases the project intends to build on the experience acquired during the past years of the programme to improve and implement new features that are vital for the platform users. During 2015 an evaluation activity on the perceived quality of e-TrustEx was undertaken as part of the ISA programme monitoring<sup>6</sup>. Based on the conclusions, more attention will be drawn to aspects such as the platform functionality improvement and increasing the user request resolving time by the support team. Focus will also be put on improving the governance and the quality control and assurance processes and mechanisms in order to enhance the services provided to the project stakeholders. The project will also maintain the service in operation and provide support to its users.

## **EXPECTED BENEFICIARIES AND ANTICIPATED BENEFITS**

Beneficiaries	Anticipated benefits		
Member States'	- Switching from registered post to digital exchange of information reduces		
public administrations	the cost of these exchanges (as an example, in France around 25 to 40		
and EU institutions	million letters with delivery receipt are exchanged by public administrations – around 4€ to 5€ each).		
	- Enable the creation of a European ecosystem of electronic message		
	exchange which can serve several sectors requiring cross-border exchange of		
	information. This will create economies of scale avoiding that each sector		
	develops a specific solution,		
	- Increase the security and reliability of information exchange and in the		
	same time reduce the manual work involved in the process.		
	- Cost savings and improved efficiency by ensuring interoperability of		
	information exchange at European, national, regional or local level.		
	- Provide free-to-use open source tools for national parliaments and		
	permanent representations to send and receive electronic legal documents		
	and metadata.		
	- Experience, lessons learnt, specifications, tools and components published		
	as open source reusable by any Member State or EU Institution.		
Policy DGs and IT	The European Commission, because of its trans-national position, is more		
services of the	and more called upon to develop systems to coordinate political actions in		
Commission	various fields. Having a generic system, like e-TrustEx, in place and widely		
	used would be a very big progress for the whole interoperability issue in		
	Europe and would also represent important cost savings.		
European projects	Cost and time savings to connect to pan-European infrastructures		

<sup>&</sup>lt;sup>5</sup> funded by earlier ISA Work Programmes as well as the first ISA<sup>2</sup> Work Programme

<sup>&</sup>lt;sup>6</sup> CGI-Accenture for the ISA programme monitoring (July 2015). INTEROPERABILITY SOLUTIONS FOR EUROPEAN PUBLIC

ADMINISTRATIONS MONITORING AND EVALUATION - ACTION 1.8 PERCEIVED QUALITY AND UTILITY MONITORING REPORT (Report No. D03.05/D03.06)

# ORGANISATIONAL APPROACH

## Expected stakeholders and their representatives

Stakeholders	Representatives		
ISA <sup>2</sup> Organisational Board	The ISA <sup>2</sup> OMB assists the Commission in translating priorities into actions		
Meeting	and to ensure continuity and consistency in their implementation.		
DIGIT – Directorate	Unit DIGIT.B.4 (Corporate financial, Procurement and Policy solutions)		
General for Informatics of	This unit is the main service in charge of this action and responsible for the		
the European Commission	development coordination and maintenance of e-TrustEx. It ensures the		
	development and re-use of the e-PRIOR related modules and services and		
	coordinates the interaction between the different stakeholders.		
	Unit DIGIT.B.2 (Corporate knowledge and Decision making solutions)		
	This unit is in charge of developing the e-TrustEx GUI, adapter and of the		
	DECIDE project.		
Secretariat general	Unit SG.A1 (Advice, developments and logistics)		
Of the European	This unit is the system owner and business project manager of DECIDE and		
Commission	represents the interests of the DECIDE users.		
DG CONNECT –	Unit CONNECT.H3 (ICT for Government and Public Services)		
Directorate General for	The cooperation with CONNECT is key given its role as the primary link		
Communication	between CIP pilots, the provision of building blocks through the CEF		
Networks, Content and	programme and the Commission.		
Technology of the			
European Commission			
DG COMP - Directorate	Unit COMP.R.3. (Information Technology)		
General Competition of	This unit is in charge of the EDMA project and is be responsible of the		
the European Commission	development of the EDMA specifically related modules.		
	Unit COMP.R1 (Document Management)		
	This unit is the system owner and business project manager of EDMA and		
	represents the interests of the EDMA users.		
DG EUROSTAT - the	ESTAT.B.3		
statistical office of the	This department is currently conducting a PoC, as part of the adoption of		
European Union.	eTrustEx to exchange statistical information between member states and		
	the EU institutions.		
EU-CEG Project (DG-	Unit SANTE.A.4		
SANTE)	This unit is the system owner and business project manager of the EU-CEG		
	project		

### Identified user groups

The e-TrustEx action targets Member States' public administrations, Policy DGs and IT Services of the Commission and European projects. The following projects are identified as user groups:

- e-PRIOR (DIGIT)
- DECIDE (SG)
- EDMA (DG COMP)
- OJ (OP)
- eJustice portal (DG JUST)
- EU-CEG Project (DG-SANTE)
- CEF eDelivery connector (DG CONNECT)
- Eurostat (ESTAT)

### **Communication plan**

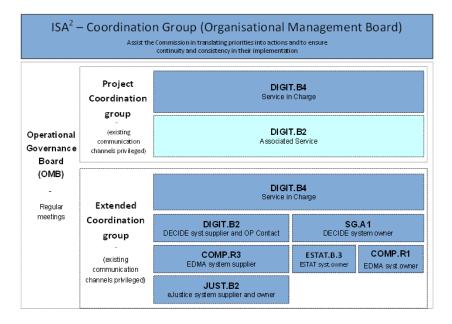
Event	Representatives	Frequency of meetings / absolute dates of meetings?	
ISA <sup>2</sup> TIE Working	eTrustEx team members, Member	Quarterly	
Group	States representatives, ISA unit		
	members, ISA <sup>2</sup> Coordination Group		
Operational	Project Coordination Group and the	Regular basis (specific periodicity to be	
Management	Extended Coordination Group	defined with the stakeholders)	
Board Meetings			
Bilateral	DIGIT representatives,	These meetings are arranged by DIGIT	
meetings with	Member States representatives	on ad hoc basis.	
Member States			
Bilateral	DIGIT representatives,	These meetings are arranged by DIGIT	
meetings with	Policy DGs representatives	on ad hoc basis.	
Policy DGs			
Relevant	DIGIT with any other project	DIGIT is invited to participate in	
conferences and	stakeholder	meetings organised by Member States,	
events		the LSPs, e-Practice, etc.	
Joinup	DIGIT representat	(online channel)	
	ives		
ISA <sup>2</sup> TIE Working	eTrustEx team members, Member	Quarterly	
Group	States representatives, ISA unit		
	members, ISA <sup>2</sup> Coordination Group		

#### **Governance approach**

First and foremost, the e-TrustEx project is an action of the ISA<sup>2</sup> programme and therefore, it follows the ISA<sup>2</sup> governance structure.

To achieve the aforementioned objectives, this project will collaborate with several DGs of the European Commission and with several other stakeholders (e.g. participants of CIP pilots, Member States).

The Project Coordination Group ensures coordination and involvement of each of the associated services. Continuous coordination with the system owners of the systems connected to e-TrustEx is assured by an Operational Management Board (OMB). The OMB will be composed of the Project Coordination Group (acting as chair) and the Extended Coordination Group and it will meet regularly. The objective of the OMB is to provide a vehicle for the participants to handle all operational matters regarding the 'operational-side' of the e-TrustEx project. Decisions and other important information are to be discussed in this forum.



### **TECHNICAL APPROACH AND CURRENT STATUS**

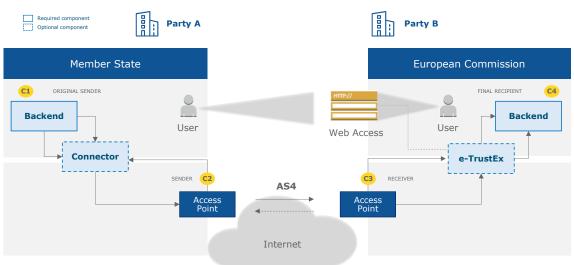
This action is not a new initiative, but rather execution and operation building on already conducted work funded under the ISA Work Programme as well as ongoing work funded under the first Work Programme of ISA<sup>2</sup>. The platform has, as part of the earlier ISA Work Programmes implemented several phases of architecture roadmap enhancement, making the platform scalable, reliable and supporting additional functionalities. During the last ISA Work Programme a number of pilots in cross-border information exchange have been implemented in several sectors using the same e-TrustEx platform. As a consequence of those successful pilots eTrustEx is onboarding multiple new stakeholders, which are or will be using the platform in a production mode.

The project is now focusing on the adoption of software development QA/QC best practices, documentation, and implementing a governance model more in line with current eTrustEx operational status. This includes implementing essential needs identified by users and keeping the services operational. The various activities of the project are executed in three phases:

- Execution;
- Operational; along with a parallel
- Monitoring and control phase.

The activities involved in each execution sub-phase will contribute towards the development of further functionality in order to support the objectives of the phase, whereas the activities for the operational parts will contribute towards providing the necessary support and roll-out, and cooperation with MS and policy DGs in order to facilitate their adoption of the tool.

In terms of architecture, an action is ongoing to fully align e-TrustEx to the complementary use with the CEF eDelivery building block as shown in the architecture diagram below. It is expected that, as a final result, the e-TrustEx adapter no longer will be needed given the integration of the CEF eDelivery Access Point with e-TrustEx. It is also expected that, in order to minimise the impact on current users, some of the features of the adapter will be added to a plugin to the Domibus sample implementation of the CEF eDelivery Access Point.



eDelivery | e-TrustEx - Architecture overview

2 possibilities of using e-TrustEx

The outputs and results of the execution phase are divided into work packages as detailed below. The first stage is currently ongoing.

Execution phase stage 1 – currently ongoing, from April 2016 with planned conclusion for March 2017
Main focus: Additional functionalities and improvements
Details: The activities of this phase are contained in 6 Work Packages (WPs):

	Scope	Identified objectives	
WP1	Integration with	<ul> <li>Integrate to evidence handling of CEF eDelivery</li> </ul>	
	other services	<ul> <li>Start work on integrating eTrustEx adapter with archiving/cleaning</li> </ul>	
		service (with retention policy) of the Node	
		<ul> <li>Start work on integrating with smart card readers for signing</li> </ul>	
		Complete work on integration with the document repository services of	
		ISA action 2.9.	

WP2	Adapt to evolution of browsers	<ul> <li>Start work on redevelopment of the e-TrustEx web applet using HTML5</li> </ul>
WP3	Support of new protocols	<ul> <li>Implement support for additional protocols (such as FTP)</li> <li>Implement interoperable queue protocol</li> <li>Implement new interface with improved genericity (SBDH)</li> </ul>
WP4	Configuration and notification	<ul><li>Implement centralised configuration mechanism</li><li>Implement notification mechanism</li></ul>
WP5	Mobile access	<ul> <li>Start work to make an e-TrustEx user interface version which offers the best experience to mobile users</li> </ul>
WP6	eIDAS compliance	<ul> <li>eIDAS impact assessment</li> </ul>

Execution phase stage 2 – planned for April 2017 - March 2018

Main focus: Adoption of development QA and QC best practices, continuous improvement **Details**: The activities of this phase are contained in 7 Work Packages (WPs):

	Scope	Identified objectives
WP1	Integration with other services	<ul> <li>Complete work on integrating eTrustEx adapter with archiving/cleaning service (with retention policy) of the Node</li> <li>Complete work on integrating with smart card readers for signing</li> </ul>
WP2	Adapt to technological evolution	<ul> <li>Complete work on redevelopment of the e-TrustEx web applet using HTML5</li> <li>Removal of JSCAF framework from the admin console</li> <li>Improvements to the admin console</li> <li>Adaptations to the e-TrustEx adapter taking into account the results of the gap analysis between the e-TrustEx adapter and the CEF eDelivery AP.</li> </ul>
WP3	Adoption of quality assurance and quality control best practices in SW development	<ul> <li>Implementation of code QA and QC methods and tool (code quality review, unit testing and integration testing tools, test automation)</li> </ul>
WP4	Improved deployment	<ul> <li>Facilitate deployment of eTrustEx (docker)</li> </ul>
WP5	Mobile access	<ul> <li>Complete work to make an e-TrustEx user interface version which offers the best experience to mobile users</li> </ul>
WP6	elDAS compliance	<ul> <li>Implementation of actions identified by eIDAS impact assessment</li> </ul>
WP7	Continuous improvement	<ul> <li>Stakeholders Change request/enhancements</li> <li>Improve existing documentation</li> <li>Improve existing support service</li> </ul>

## 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/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Phase 1 –	Additional functionalities	950	ISA <sup>2</sup>	Q2/2016	Q1/2017
Execution	and improvements				
Phase 1 –	Operation phase 1	250	ISA <sup>2</sup>	Q2/2016	Q1/2017
Operational					
Phase 2 –	Adoption of development	1020	ISA <sup>2</sup>	Q2/2017	Q1/2018
Execution	QA and QC best practices,				
	Continuous improvement				
Phase 2 -	Operation phase 2	250	ISA <sup>2</sup>	Q2/2017	Q1/2018
Operational					

# Breakdown of ISA funding per budget year

Budget	Phase	Anticipated allocations (in	Executed budget (in
Year		KEUR)	KEUR)
2016	Phase 1 – Execution	950	
	Phase 1 – Operational	250	
2017	Phase 2 – Execution	1020	
	Phase 2 – Operational	250	
2018			