



APDESK unit : update and future plan 2012 - 2015

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➤ **Meeting NOV 2011**

Introduction to the APDESK unit by the Director of REPRO Directorate

2011

- ✓ Front office and support desk
- ✓ Harmonise workflow on applications
- ✓ Elaborate plan for 2012-2015

2012

- ✓ Further develop front office and support desk
- ✓ Launch a survey on « *stakeholders' needs* »
- ✓ Support submission of applications
- ✓ Harmonise workflows on applications

2012-2015

- ✓ Support submission of applications
- ✓ Support organisation of workshops and trainings
- ✓ Launch a survey on « *stakeholders' satisfaction* »
- ✓ Development of Electronic submission for applications

Provide a front office and support desk for applicants, Member States and other stakeholders with respect to applications by being the first level contact point

- ✓ webform question to APDESK
- ✓ FAQ standardized for each unit

Harmonise workflows to gain efficiency

- ✓ Map and **harmonise working practices** on applications within EFSA
- ✓ Centralize fully initial administrative steps (reception, registration and verifying administrative completeness)

EFSA: Ask a question about applications - Windows Internet Explorer provided by EFSA

http://www.efsa.europa.eu/en/applicationshelpdesk/askaquestion.htm?ScientificArea=Food ingredients

File Edit View Favorites Tools Help

★ Favorites ★ Free Hotmail RealPlayer EFSA Extranet EFSA Intranet EFSA Website Liveline Web Slice Gallery

EFSA: Ask a question about applications

Animal by-products
Decontamination
Feed additives
Food contact materials
Food ingredients
Food processing
GMO
Nutrition
Pesticides
► Ask a question

Ask a question about applications

Email*

First name

Last name

Affiliation

Name of organisation

Country

Scientific area*

Subject*

Application registration number

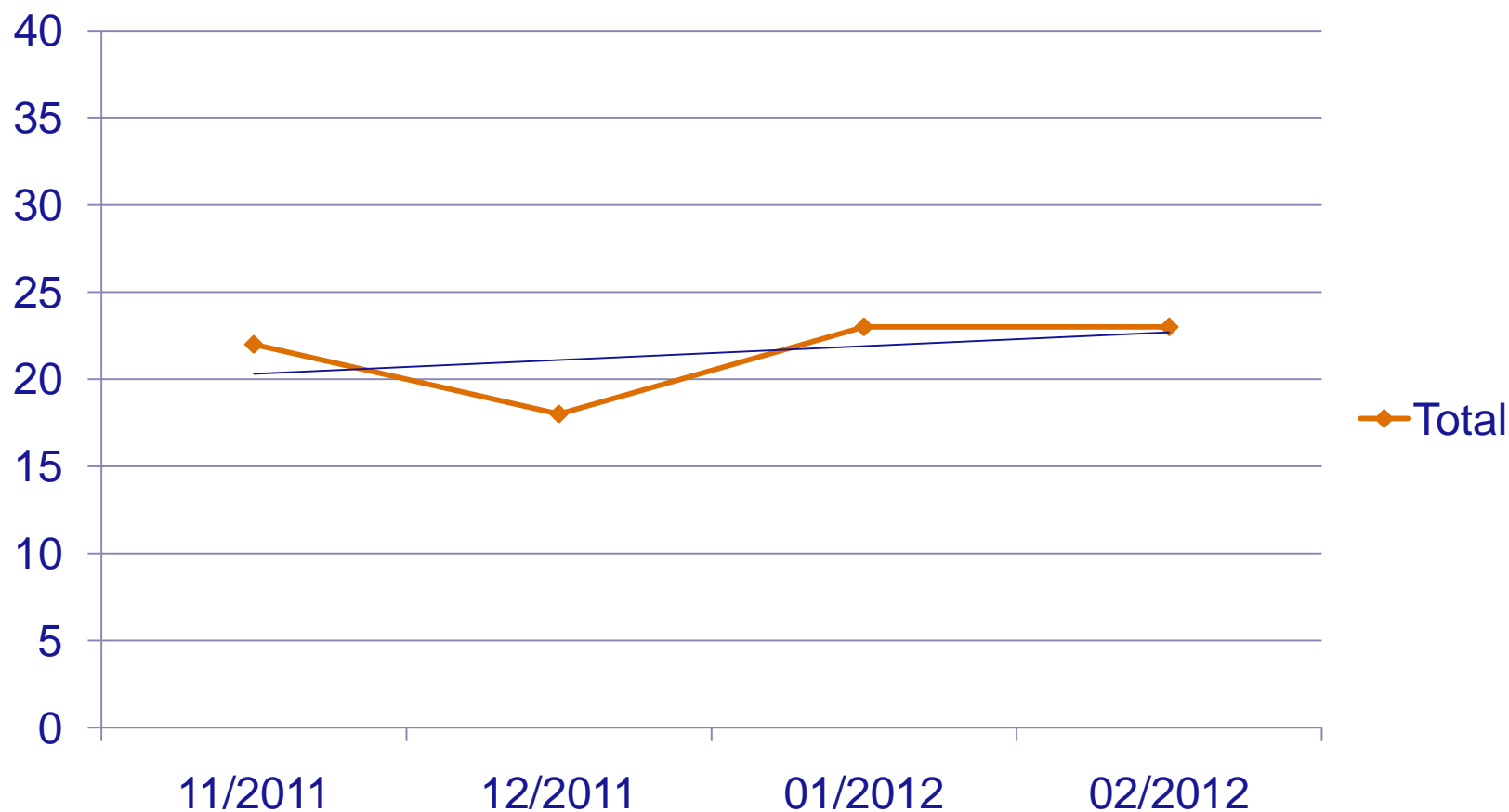
Your question*

* Mandatory field

Submit

Unknown Zone (Mixed) 125%

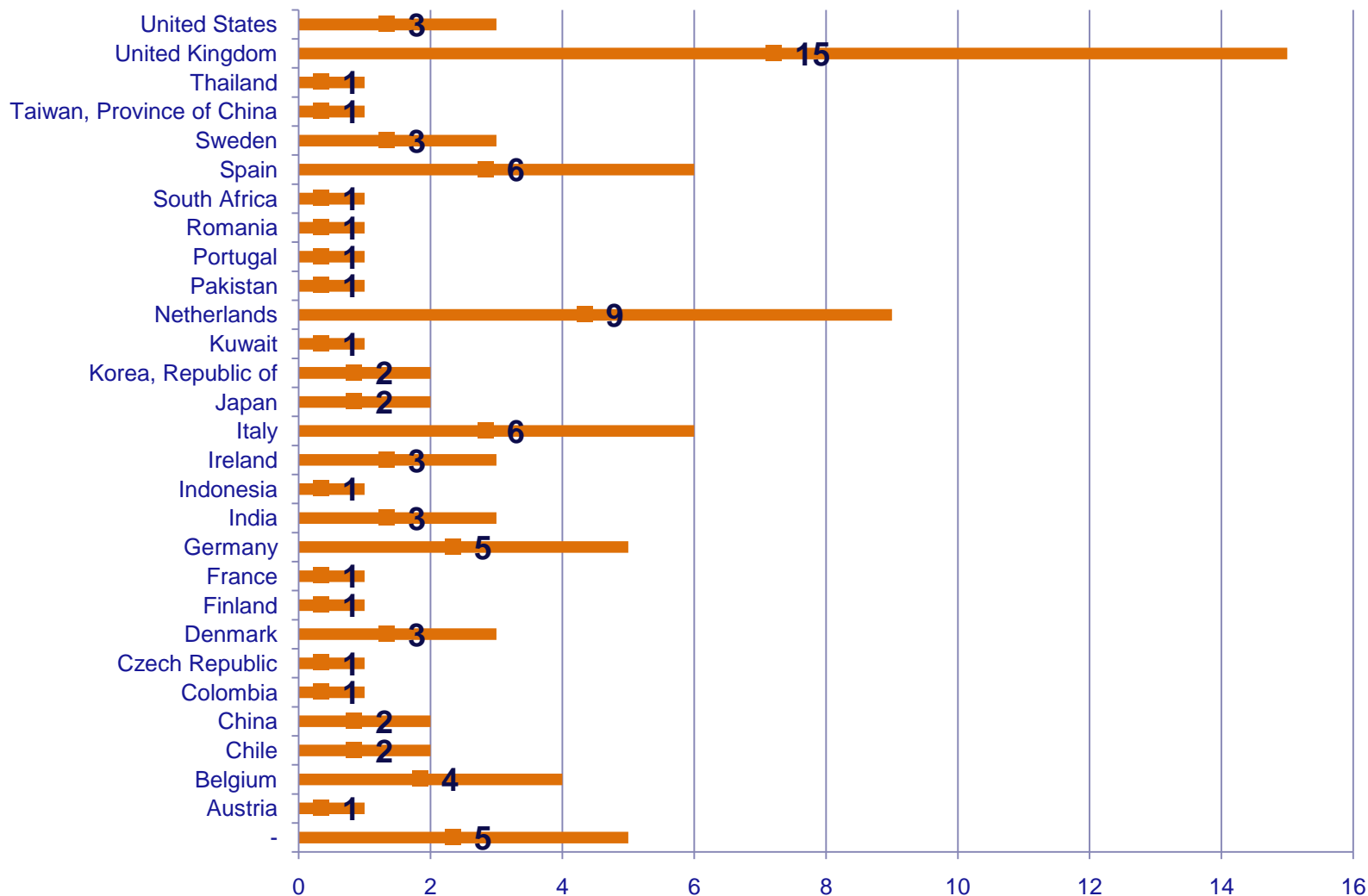
Requests received (86) (Nov 2011 - Feb 2012)



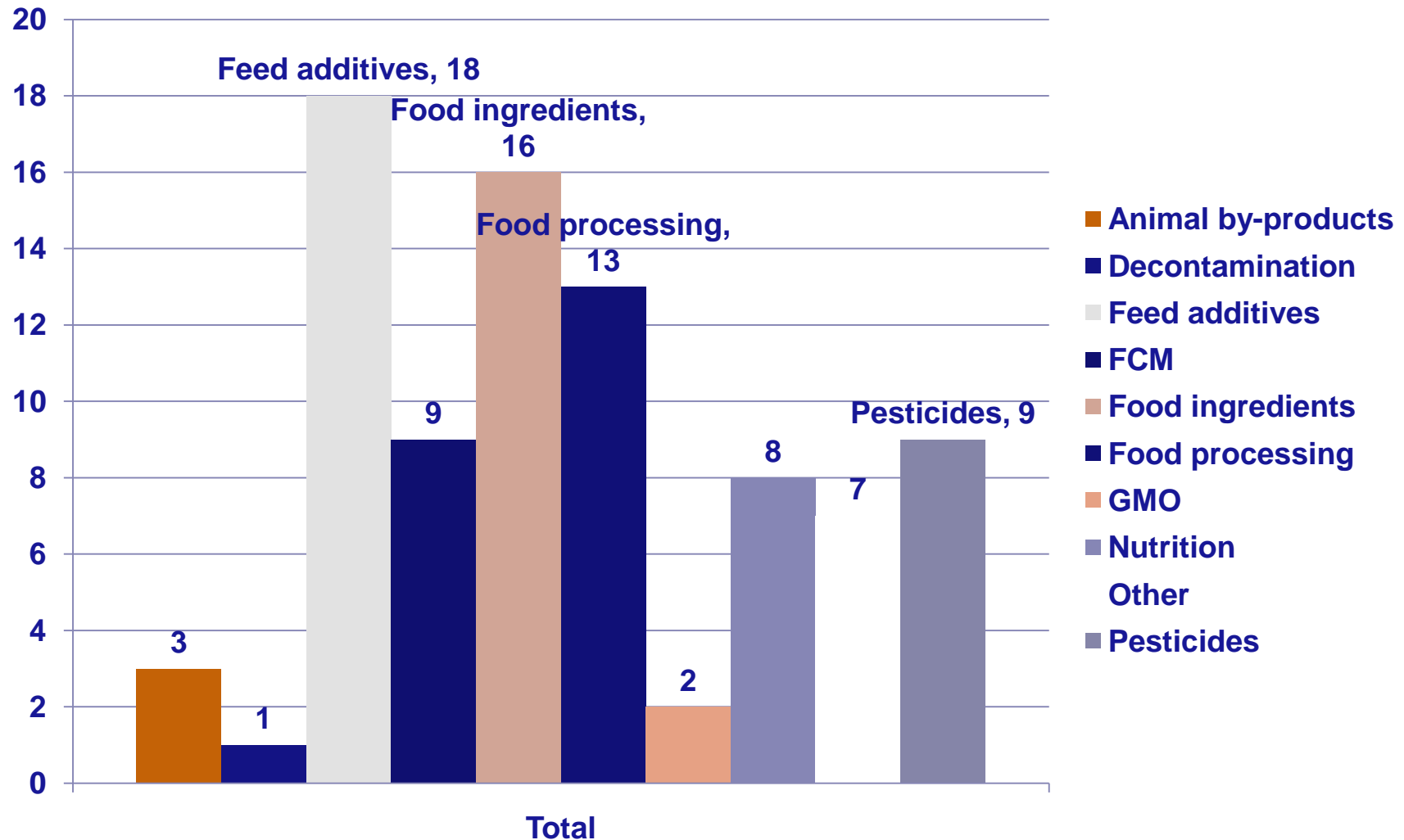
Requests per affiliation (86) NOV 11 – FEB 12

Affiliation	Number of requests
Industry	50
Other	10
Private citizen/consumer	4
Public authority	3
Science academia	12
Not defined	7
TOTAL	86

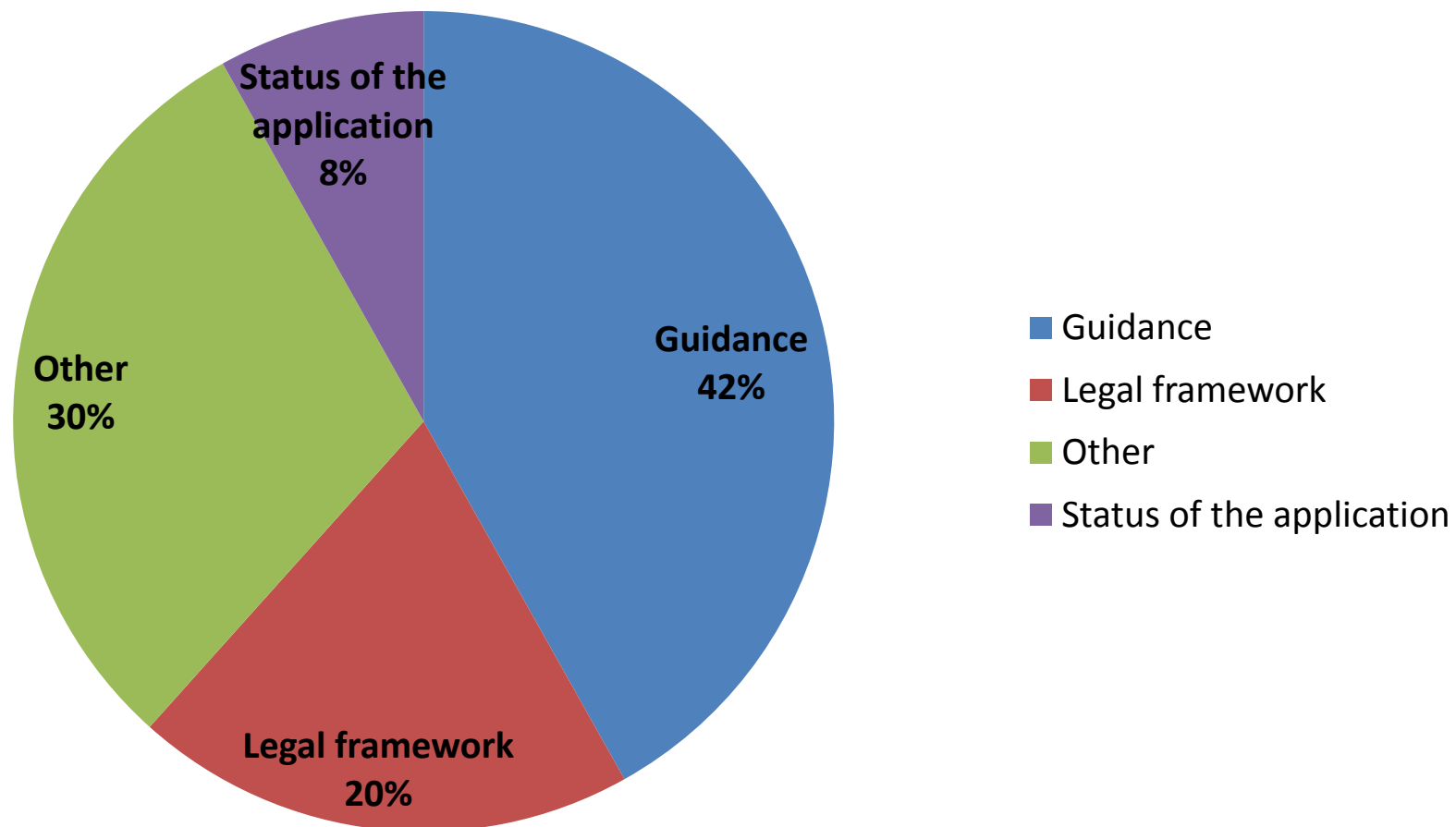
Requests per country (Nov 2011 - Feb 2012)



Requests per scientific area (NOV 2011 – FEB 2012)

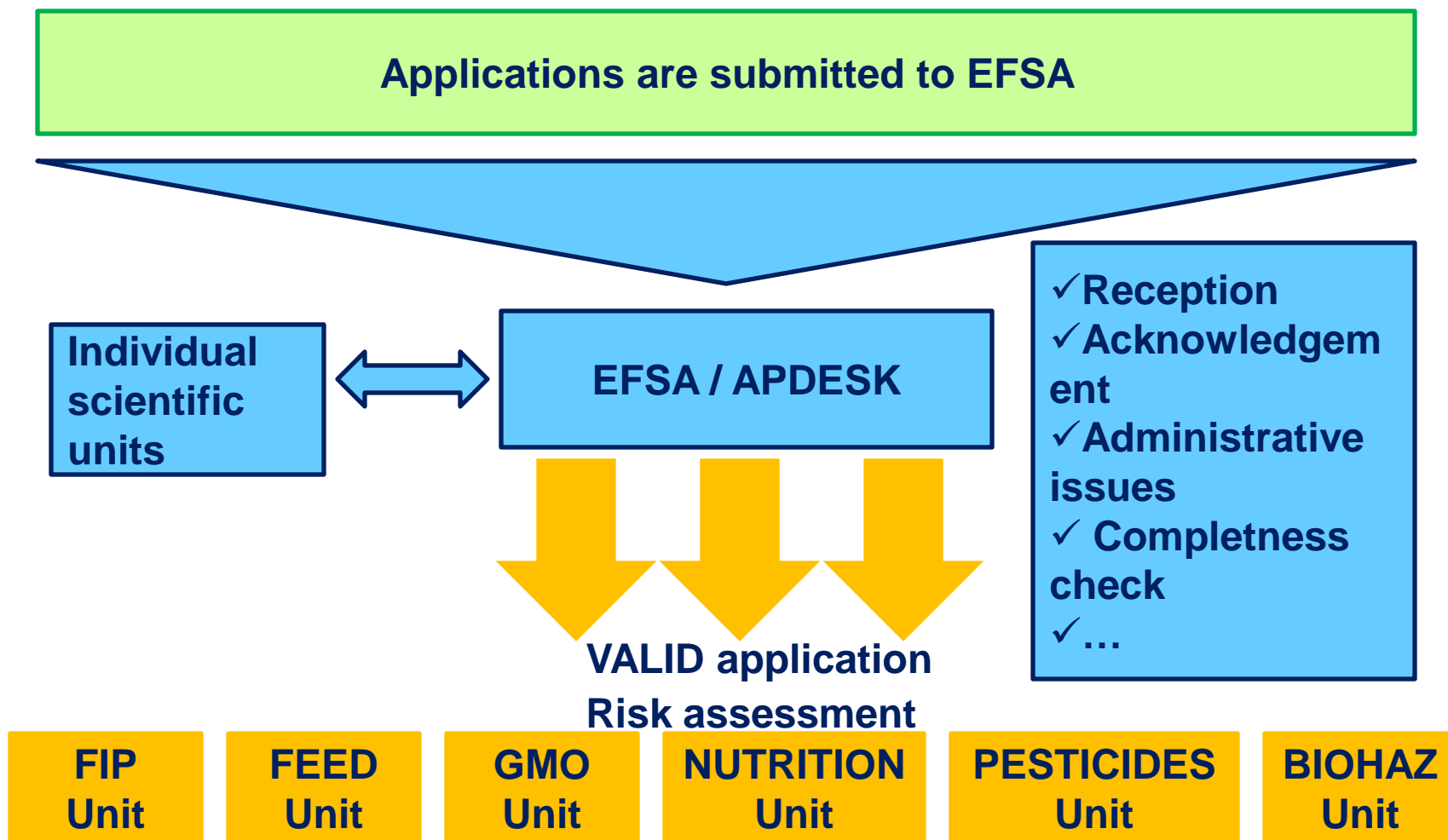


Requests per subject Nov 2011 - Feb 2012



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APDESK – Workflow applications

	Development phase	Implementation date
Develop workflow + templates for APs from reception to validation	OCT 2011 – JAN 2012	
FIP (CEF)	DEC 2011 – FEB 2012	1st MARCH 2012
FIP (ANS)	JAN 2012 – FEB 2012	1st MARCH 2012
BIOHAZ	JAN 2012 – FEB 2012	1st MARCH 2012
GMO	End FEB 2012 – End MARCH 2012	1st MAY 2012
NUTRI	FEB 2012 – MARCH 2012	1st APRIL 2012
PESTICIDE	APRIL 2012 – MAY 2012	1st JUNE 2012
FEED	APRIL 2012 – MAY 2012	1st JUNE 2012

TODAY

Further develop front office and support desk with improved **services to applicants, Member States, stakeholders and other interested parties**

- ✓ Update FAQs
- ✓ Provide additional information on APDESK webpage (e.g. table with Regulations, EFSA guidances, EFSA administrative guidances; EC guidelines)

Launch a **survey on stakeholders' needs** (Member States, applicants, stakeholders) for the future development of services to stakeholders

Launch a **survey on stakeholders' needs** for the future development of services to stakeholders

Objective: to launch a questionnaire to stakeholders on their expectations on the type, nature, quality of services they would like to be put at their disposal by EFSA and its new APDESK unit in the area of regulated products (targeted audience)

Stakeholders: applicants, Member States, European institutions and bodies, MSs and national agencies, other stakeholders, specialized media

Timeline: to be launch in June 2012

Continued support to **submission of applications**

- ✓ provide pre-submission support to applicants
 - ✓ Develop an EFSA strategy paper for interaction with applicants (APRIL – MAY 2012)
 - ✓ Develop and enhance meeting with applicants
- ✓ provide dedicated support to SMEs and/or new applicants
 - ✓ Develop an APDESK SME team
 - ✓ Develop a specific area in EFSA APDESK webspace
- ✓ support scientific units on **scientific aspects of guidances** (principles for the risk assessment)
 - ✓ Organise technical workshops and trainings

Outsourcing tasks relevant for the assessment process to Member State partners

Contribute to the **Impact Assessment of the European Commission** on possible introduction of **fees for EFSA**

Development of **E-submission for applications**

- ✓ Feasibility study
- ✓ Project development for Electronic submission at EFSA