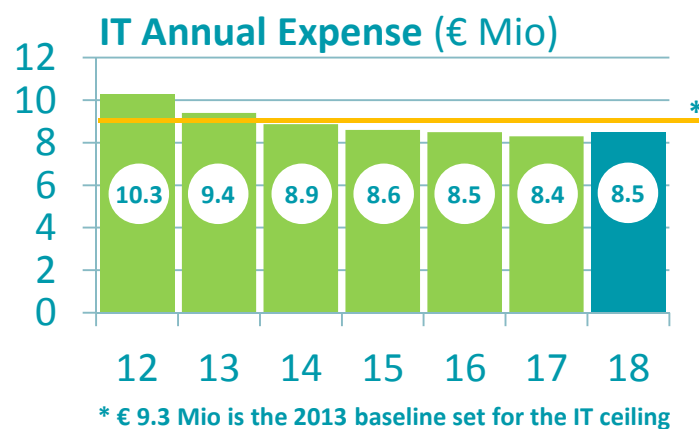# IT UPDATE 2018

Management Board Meeting
12 December 2018

Continued steady progress toward strategic targets

IT Annual Expense (€ Mio)

10.3 9.4 8.9 8.6 8.5 8.4 8.5

12 13 14 15 16 17 18

* € 9.3 Mio is the 2013 baseline set for the IT ceiling

Simplification +11% vs target +19% (-11%)

Service Quality stable (82%)

User Satisfaction stable (93%)

Running Costs -0.2% (6.1%)

Project Satisfaction +50% (74%)

Service Owner Satisfaction stable (64%)

Project satisfaction was the 2018 focus. Simplification will be the 2019 focus.

REMINDER OF PROGRESS ALONG THE ROADMAP

In place

Data is centralised to improve availability and universal access

Talent Management systems expand and integrate with core business

Content is managed through multiple online channels & embraces social media & Web 2.0

Focus Areas 2020

We will transition from document workflow to business process management

Intelligent IT will automate analytics and business processes

Usable organisational governance tools give visibility and control over business rules

EFSA's technology roadmap to 2020 established a unifying vision for EFSA's IT architecture that balances business process support, cost-effectiveness, and ease-of-use.