

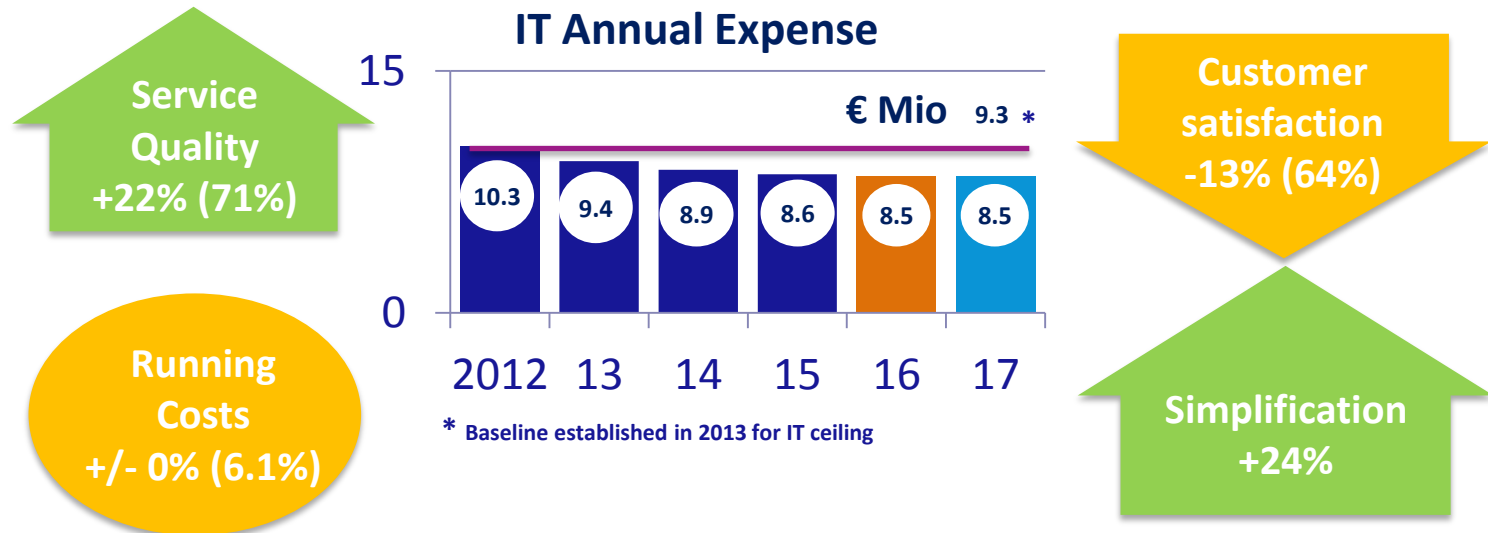


IT UPDATE 2016

**Management Board meeting
14 December 2016**

2016 TECHNOLOGY MANAGEMENT IN EFSA

Steady progress on multi-annual targets



Running costs of € 4.7 Mio are 6.1% of total EFSA budget, compared to peer group average of 6.3%
 End user satisfaction (staff/expert) increased 14%; Middle management satisfaction decreased 20%
 Cumulative savings on IT efficiencies 2013-2016 exceed € 2.0 Mio.

AREAS OF FOCUS FOR IT 2016

Achievement and focus areas

Key Achievement

- Service delivery above target
- IT Rationalization on target
- Agency cloud platform (€ 65 Mio) in place
- Major business transformation projects addressing expertise, planning, scientific data management closed successfully

Focus areas

- Information Security
- Service performance
- Efficiency of running services
- Communication to users
- New IT categories