

## Note to the Management Board

### Update on business transformation and technology

Since its adoption in 2013, the Management Board has requested an annual update on the performance of the IT operational strategy, and specifically on its continuous business alignment with the EFSA Strategy 2020, adopted by the Board in March 2016. The Audit Committee serves as the monitoring forum for review and advises the Board.

This presentation gives an oversight of the performance and execution the IT Strategy and shows progress achieved and outlook 2020.

In 2018 IT service delivery continued to improve and exceeded the annual target, as last year. The annual benchmarking exercise demonstrates EFSA is ahead or on pace with the peer group.

On the Business Transformation Projects side, during the last interagency Information and Communication Technologies Advisory Committee (ICTAC) subnetwork meeting in October, EFSA has also been congratulated "for dragging its IT into the 21<sup>st</sup> century."

Project time performance is the major impact on project performance that is near target, with slight delay due to redesign and co-design of interagency and EC common solution for the MATRIX project.

Project satisfaction has remarkably doubled upwards, through business partnering, business "upskilling", change management, business relationship management, EFSA Care, supplier management and maturity in international standards for service management implementation (ISO).

The software rationalisation plan is slightly behind plan by 5 IT systems for business. Delays are related to MATRIX project and a 1 month delayed EC Sysper go-live.