



Council of the European Union
General Secretariat
Digital Services - SMART

2019 ANNUAL ACTIVITY REPORT OF THE AUTHORISING OFFICER BY DELEGATION

31 MARCH 2020

DIGITAL SERVICES

I. MISSION AND STRUCTURES

A) MISSION STATEMENT

1. In partnership with delegates and staff, the Digital Services department (SMART) organises information and makes it accessible through smart and secure services. SMART helps transform work by innovating and promoting a 'digital-first' mindset.

B) DEPARTMENTAL STRUCTURES

2. The Digital Services department (SMART) was set up following a reorganisation of the General Secretariat of the Council on 1 July 2018. Led by a Deputy Director-General, it is made up of two directorates (Digital Solutions and Digital Platforms) and one unit directly attached to the Deputy Director-General.

3. The **Digital Solutions directorate (SMART.1)** has four units:

- Customer Services
- Information Management
- Architecture and Processes
- Design and Development (BUILD)

There is also a small digital transformation team reporting to the director.

4. The **Digital Platforms directorate (SMART.2)** has three units:

- Infrastructure and Operations (RUN)
- Systems Security
- Document Services

5. The Resources unit (SMART.A) reports to the Deputy Director-General.

II. PERFORMANCE OF DUTIES

A) PERFORMANCE/ACHIEVEMENTS

Achievements

6. In 2019, SMART delivered an extensive range of services to the European Council, the Council and the GSC.
7. From its 2019 budget appropriations, SMART invested approx. € 20 million in projects. Almost € 5,7 million were invested in the **IKM programme**, including projects for policy DGs, JUR and LING, reflecting the strategic importance of IKM in the digital transformation of legislative and policy-making processes. € 3,9 million was devoted to projects for ORG and € 1,3 million to COMM. Close to € 9,3 million was invested by SMART in various GSC-wide services and infrastructure improvements. The remainder of the 2019 appropriations were spent on recurrent activities to maintain and keep our IT infrastructure operational.
8. More specifically, SMART activities were focused on the following business domains in 2019.

IKM programme, policy DGs, GIP and JUR

9. Significant investments were made in developing new tools, such as the **Translation Management System**, the **Briefings tool**, the **Trilogue Table Editor** for creating and managing trilogue tables, and **EDiT** for collaborative drafting and editing of legislative texts, **eAgenda**, and in technical platforms (**Single Network Architecture**, the **Council Information exchange Platform**).
10. Important deliveries in the scope of the IKM programme in 2019 included:
 - the **Council app v2**, supporting offline documents, contact details, device calendar integration and the declaration of presence and travel expenses;
 - the **redesigned user interface for Agora**, including advanced search as a richer alternative to CARS search, was made available for user acceptance testing;
 - **Agora-R** and **Delegates Portal-R**, for handling Restreint-UE/EU-Restricted ST and WK documents;
 - a reworked **information corner for delegates and Presidency in Delegates Portal**, allowing GSC services to directly update and maintain the shared information;
 - the full-scale activation of **Delegated Acts**;
 - **enhanced features in Workflow and Docuwrite**;
 - SMART also invested in a **Digital Workspace Proof of Concept** to develop a clear vision on what users expect from tools in the IKM programme.
11. Deliveries outside the IKM programme in 2019 concerned:
 - inclusion of GIP in the subscription tool for internal notifications;
 - a new version of the IPCR platform with new security, user management and video library functionalities;
 - establishment of a new FADO framework contract.

DG Organisational Development and Services

12. 19 projects were completed for DG ORG in 2019. Significant deliveries included:
- the **extension of the SECULAN network** to the JL and LEX buildings;
 - **EVA phase II** with functionalities for external staff/organisations/groups, and event management;
 - **EMMA mobile**;
 - **SYSPER**: continued support for the migration from Ariane;
 - **activation of MIPS and EULearn**;
 - **SOS II enhancements**, new fund centres aligned with the 2018 GSC reorganisation, implementation of data retention policy;
 - **implementation of IFAP** (Integrated Financial and Activity Planning) in SAP;
 - **implementation of TECHLAN**;
 - **digital training rooms** with audio- and video-equipment including videoconferencing facilities and scheduling panel;
 - **migration of Domus** from Sharepoint 2013 to 2019.

DG Communication and Information

13. 10 projects were completed for DG COMM in 2019. Important deliveries included several improvements linked to:
- the **Consilium website** (better qualitative analytics, better access to analytics, simpler access to emailing options, better multilingual support, better user experience, dynamic graphs, Digital Subscriber Management System);
 - the **Newsroom website** (multi-browser/platform multi-media features, better user experience);
 - enhanced functionalities were also delivered for the **Visitors' centre**, such as better statistics and improved accessibility.

Translation Service

14. All SMART investments in projects and related activities for LING in 2019 were integrated into the IKM programme. SMART supported the GSC's **participation in an inter-institutional call for tender for a new computer assisted translation environment (CATE) tool**. An important investment was made in the first phase of the new **Translation Management System**.

Digital Services

15. 67 projects were completed for SMART in 2019.
16. Important deliveries in 2019 included:
- **ITSM (IT Service Management) - phase 2** (basic service catalogue, event management, new processes);

- **new operations centre** to enhance the monitoring of SMART infrastructure and services, and for improved incident management;
- **delivery pipeline** (Cloud evolution);
- **Office365**: activation of Planner, Teams and Stream for pilot users, with training;
- **rationalised infrastructure of the TESTA portal**;
- **Microsoft Exchange hybrid activation**;
- **Unified Communication and Collaboration** for promoting flexible working practices;
- modernisation of the **mass mailings management tool**;
- development of **two digital innovation cases for business transformation** (a delegate's business attendance, policy making in the digital era);
- security configuration management of network infrastructure devices;
- secured patch management system for CORTESY components (GSC and Member States);
- enhancements of the PKI system and management in line with the audit recommendations (see also paragraph 19);
- security monitoring, smart card logon security for administrators managing RID (Restreint-UE)/UID (Unclassified) domains, enhance intrusion detection capability;
- efficiency improvements in Oracle database backups.

Staffing and equal opportunities

17. Digital Services continued to recruit IT specialists from EPSO reserve lists as vacancies arose, in particular in order to keep improving the gender balance in the department.

SMART performance in relation to internal audit recommendations

18. SMART cooperated closely with the Internal Audit Service in 2019 by providing all the required information and documentation, in particular in the framework of the audits on the GSC PKI programme, on IT user support, on IT assets management, on IT public procurement and on commitments and payments.
19. As in previous years, SMART gave high priority to following up audit recommendations under its responsibility and completing the corresponding action plans within the agreed deadlines. In 2019 SMART closed 27 audit recommendations under its remit.

B) HUMAN RESOURCES ALLOCATED FOR THE INTENDED PURPOSE

20. The staffing of SMART following the reorganisation of the General Secretariat of the Council on 1 July 2018 includes resources from both former DGA CIS (approx. 225 posts) and former DGF2 (approx. 100 posts). The actual staffing of SMART was as follows on 31 December 2019:

	Permanent staff	Temporary staff	Others	Total
Administrators	80.95	1		81.95
Assistants	176.05	2		178.05
Secretaries (SC)	6.8			6.8
Subtotal	263.8	3	0	266.8
Contractual agents	19	5		24
National experts		1		1
Subtotal	19	6	0	25
Total	282.8	9	0	291.8

Table of staff in place on 31 December 2019, source : SYSPER, Figures in Full Time Equivalent (FTE)

C) FINANCIAL RESOURCES ALLOCATED FOR THE INTENDED PURPOSE

– Implementation of the 2019 budget

21. SMART has put in place the necessary structures and procedures to ensure that it carries out its financial management tasks in accordance with the Financial Regulation, its Rules of Application and the Internal Rules applicable in the GSC.
22. When executing the budget, the highest priority is afforded to the principles of specificity and annuality as well as to the principle of consuming revenue before committing appropriations.

– Overview of the implementation of the 2019 budget (annex, AAR1 table)

23. The implementation rate of SMART budget appropriations was 99,99998% in 2019. A major improvement in 2019 was the review of the Functional Areas (FAs) structure in SAP, now including parent and child FAs to allow a more detailed view and follow-up of expenditure. This new structure entered into force as of 15 October 2020 in order to become applicable for the 2020 budget.
24. For the first time, as part of the 'mopping-up exercise' (C-transfers) a budgetary reinforcement of 2.9 million € was received in mid-November 2019. These additional resources were fully used.
25. The final budget appropriations for SMART amounted to € 45.748.892. € 45.748.886 were committed. Of these commitments, € 16.667.323 were carried-over for payment to 2020.
26. Consequently, 63.6 % of the commitments were paid by end 2019, while the remaining commitments of 2019 have been carried over for payment to 2020. This is an improvement over the situation in 2018 where 53.4 % of commitments were paid by the end of that year. Such a rate is not unusual, given that commitments have to be settled within two budgetary exercises. In particular, consultancy services have been committed for the first trimester of 2020.

– Overview of the implementation during 2019 of appropriations carried over from 2018 (annex, AAR2 table)

27. Overall, € 20.151.388 were carried over from 2018 to 2019. Of the total amount carried over, 95,98 % was implemented. In relation to the previous year, the outturn rate has

increased by 3.0 %, and remains thus above 90 % overall, for all SMART fund centres and budget lines.

28. An additional effort will be undertaken in 2020 to further reduce the unsettled amount in Fund 4. In particular, SMART services have been instructed to order 180 consultancy days as reference basis in order to avoid over-commitment. Furthermore, even closer monitoring of open invoices and follow-up with contractors should reduce the loss of carried-over amounts.
29. The sub-optimal implementation rate for Fund 4 (a total amount of € 809.699, representing 1.89 % of the commitments of Fund 1 in 2018, has not been used) is mainly due to the following factors on budget lines 2101 (consultancy / provision of external services) and 2102 (maintenance):
 - non-conformity of service provisions, overestimation of service requirements;
 - difficulties and delays in obtaining required profiles or replacing in due time unavailable or unfit external service providers;
 - overestimation of maintenance provisions, inappropriate contractual executions.
30. Occasionally invoices are not sent by the contractors (in particular regarding telecommunication services), despite several reminders by SMART.
31. For detailed budgetary figures, please refer to table 1 'Overview of the implementation of the 2019 budget' and table 2 'Implementation of amounts carried over from 2018 to 2019' in the annex.

III. FUNCTIONING OF THE INTERNAL CONTROL SYSTEM

A) EFFICIENCY AND EFFECTIVENESS OF THE INTERNAL CONTROL SYSTEMS

32. SMART adheres to the 17 principles set out in the internal control framework for the GSC and contributes, together with other services, to the effective and efficient functioning of the framework.
33. The Authorising Officer by Delegation is of the opinion that the above points have been implemented during the reporting year to a satisfactory degree, acknowledging that it is a collaborative exercise by the whole GSC. The implementation of internal control framework provides reasonable assurance regarding the achievement of the objectives.

B) ASSESSMENT OF THE ESTIMATED COSTS AND BENEFITS OF CONTROLS

34. SMART does not have an exact estimation of the total costs of controls at this stage. This being said, it estimates that the control measures in place are efficient and effective. Detected errors and irregularities are few, and systematically addressed and corrected. The controls in place give reassurance regarding sound financial management and regulatory compliance within SMART.

C) RISKS ASSOCIATED TO THE OPERATIONS

35. In 2019 SMART has updated its internal organisational risk register in the scope of the overall annual GSC risk management exercise coordinated by ORG.4.
36. Risks are grouped into **three categories**:
 - **Resources**, covering finance, staff and external service provisioning;

- **Initiatives**, covering project and programme delivery, including project and programme portfolio management;
- **Services**, covering the delivery of reliable and secure services, including service portfolio and service management.

37. There have been nine significant changes in the SMART risk register, referring more specifically to human resources as well as IT service provision, management and delivery. Regarding three risks identified as high, SMART is implementing a number of mitigating measures to address them, with the objective of reducing the overall risk level in time for the 2020 annual review of the risk register.
38. I would highlight that in addition to the SMART risk register, specific risks are addressed as part of the management of relevant programmes or projects.

IV. CONCLUSIONS ON ASSURANCE

39. The following elements supporting assurance are worth mentioning:

40. Roles and responsibilities

- The Deputy Director-General of SMART, the directors of SMART.1 and SMART.2, the heads of unit and the heads of sector are responsible for the planning and execution of activities under their remit;
- The heads of unit assume responsibility over operational verification for the contractual activities under their domain of competence, and the authorising officers by sub-delegation/delegation, respectively the directors and the Deputy Director-General, for the final validation of invoices and acceptance requests (assigned revenue);
- Financial initiation of the department is partially centralised within the financial resources team of the Resources unit of SMART and partially decentralised within the SMART.1 and SMART.2 directorates respectively. A financial network is in place within SMART, composed by the financial team of the Resources unit and the financial initiators in the SMART.1 and SMART.2. The financial setup of SMART has been assessed and reviewed by a task force on financial circuits in SMART, which issued a report to SMART management in December 2018. As a consequence, the SMART financial setup has been adjusted in 2019 in line with the Task Force's recommendations;
- The responsibility for financial verification is assumed by three officials within the financial team of the Resources unit of SMART;
- The responsibilities of Authorising Officer for financial activities are assumed by the Deputy Director-General and the two directors of SMART for amounts above € 50.000 and by the heads of unit for amounts below or equal to € 50.000.

41. The main remarks of the financial verifiers during the year were linked to the non observance of article 77(1) of the Financial Regulation stipulating that a legal commitment must be preceded by a corresponding financial commitment. Given the limited number of such remarks in relation to the total number of financial transactions in SMART, and the limited risk of concluding a contract without budgetary cover, the impact of these limited findings is not significant. It is difficult to eliminate such cases, since an operational IT department is sometimes faced with urgent situations that require immediate action (e.g. extraordinary summits), before being in a position to address administrative obligations.

42. In compliance with the Financial Regulation, exceptions are recorded in the SMART exception register and duly communicated to ORG.4. In 2019, seven exceptions were recorded by the various SMART services. As of 2020, a central register for exception reports of all SMART services will be kept and managed by the Resources Unit (SMART.A).
43. With a view to better controlling the financial and budgetary impacts of changes to projects and activities, monthly financial management meetings chaired by the Deputy Director-General have proven an efficient instrument for a structured review of the financial situation and have improved the quality of expenditure forecasts. In addition, SMART has a common project management methodology (PM²) and holds monthly Management Committee meetings to coordinate and review the main work strands and the status of projects. As of 2016, closer follow-up of carried-over appropriations and revenue has been performed from the beginning of the year, in order to minimise losses at budget closure.

Overall conclusions

44. The general conclusion is that SMART has fulfilled its mission in 2019 with the human and financial resources at its disposal.

V. DECLARATION OF ASSURANCE¹

I, the undersigned, David GALLOWAY, Deputy Director-General of the Digital Services department (SMART), in my capacity as authorising officer by delegation:

Declare that the information contained in this report gives a true and fair view².

State that I have reasonable assurance that the resources assigned to the activities described in this report have been used for their intended purpose and in accordance with the principles of sound financial management, and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions. This reasonable assurance is based on my own judgement and on the information at my disposal, such as observations of the internal audit service and lessons learnt from the reports of the Court of Auditors for years prior to the year of this declaration.

Confirm that I am not aware of anything not reported here which could harm the interests of the institution.

Brussels, 31 March 2020

[Signed]

D. GALLOWAY
Deputy Director-General
Digital Services - SMART

ANNEXES:

- Annex : ORG.4 budget tables "AAR 1 and 2" (extracted from BI - SAP/SOS-II)

COPIES:

Mr GRENZHÄUSER, Mr CHISMOL IBÁÑEZ, Mr STUER, SMART financial verifiers,
SMART operational verifiers

¹ On the basis of the foregoing and analogy of declarations by AOsD, the deputy director-general established his/her own annual statement.

² True and fair in this context means a reliable, complete and correct view on the state of affairs in the service.

AAR Table 1

					1 - Initial Budget 2019	2 - Final Budget 2019	3 - Commitments 2019	4 = 3/2 - Outturn rate on final budget (%)	5 - Carry-over to 2020 Commitments-payments	6 - Carry Over to 2020 on Decision
Fund	Commitment item		Funds Center		EUR	EUR	EUR	%	EUR	
1	ART-210	Computer systems and telecommunications	DS1-APS	Architecture and Pro	1.277.600,00	1.257.082,96	1.257.082,96	100	638.602,06	
1	ART-210	Computer systems and telecommunications	DS1-CSV	Customer Services	70.000,00	317.396,99	317.396,99	100	248.621,71	
1	ART-210	Computer systems and telecommunications	DS1-DDV	Design and Developme	9.560.400,00	10.236.607,60	10.236.607,54	100	4.909.549,61	
1	ART-210	Computer systems and telecommunications	DS2-IOP	Infrastructure and O	28.700.000,00	28.582.311,87	28.582.306,20	100	8.427.642,94	
1	ART-210	Computer systems and telecommunications	DS2-SEC	Systems Security	1.192.000,00	3.159.492,11	3.159.492,11	100	1.287.988,28	
1	CHAP-21	Computer systems,equipment and furniture	DS1-APS	Architecture and Pro	1.277.600,00	1.257.082,96	1.257.082,96	100	638.602,06	
1	CHAP-21	Computer systems,equipment and furniture	DS1-CSV	Customer Services	70.000,00	317.396,99	317.396,99	100	248.621,71	
1	CHAP-21	Computer systems,equipment and furniture	DS1-DDV	Design and Developme	9.560.400,00	10.236.607,60	10.236.607,54	100	4.909.549,61	
1	CHAP-21	Computer systems,equipment and furniture	DS2-IOP	Infrastructure and O	28.700.000,00	28.582.311,87	28.582.306,20	100	8.427.642,94	
1	CHAP-21	Computer systems,equipment and furniture	DS2-SEC	Systems Security	1.192.000,00	3.159.492,11	3.159.492,11	100	1.287.988,28	
1	2210	Documentation and library expenditure	DS1-APS	Architecture and Pro	1.750.000,00	346.482,00	346.482,00	100	227.120,69	
1	2210	Documentation and library expenditure	DS1-CSV	Customer Services		99.900,00	99.900,00	100	0,00	
1	2210	Documentation and library expenditure	DS1-DDV	Design and Developme		1.284.706,35	1.284.706,35	100	623.450,34	
1	2210	Documentation and library expenditure	DS1-INF	Information Manageme	250.000,00	409.911,65	409.911,65	100	286.044,45	
1	ART-221	Information	DS1-APS	Architecture and Pro	1.750.000,00	346.482,00	346.482,00	100	227.120,69	
1	ART-221	Information	DS1-CSV	Customer Services		99.900,00	99.900,00	100	0,00	
1	ART-221	Information	DS1-DDV	Design and Developme		1.284.706,35	1.284.706,35	100	623.450,34	
1	ART-221	Information	DS1-INF	Information Manageme	250.000,00	409.911,65	409.911,65	100	286.044,45	
1	223100	Postal charges	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	2231	Postal charges	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	ART-223	Miscellaneous expenses	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	CHAP-22	Operating expenditure	DS1-APS	Architecture and Pro	1.750.000,00	346.482,00	346.482,00	100	227.120,69	
1	CHAP-22	Operating expenditure	DS1-CSV	Customer Services		99.900,00	99.900,00	100	0,00	
1	CHAP-22	Operating expenditure	DS1-DDV	Design and Developme		1.284.706,35	1.284.706,35	100	623.450,34	
1	CHAP-22	Operating expenditure	DS1-INF	Information Manageme	250.000,00	409.911,65	409.911,65	100	286.044,45	
1	CHAP-22	Operating expenditure	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	TITLE-2	Buildings,equipment and operating expend	DS1-APS	Architecture and Pro	3.027.600,00	1.603.564,96	1.603.564,96	100	865.722,75	
1	TITLE-2	Buildings,equipment and operating expend	DS1-CSV	Customer Services	70.000,00	417.296,99	417.296,99	100	248.621,71	
1	TITLE-2	Buildings,equipment and operating expend	DS1-DDV	Design and Developme	9.560.400,00	11.521.313,95	11.521.313,89	100	5.532.999,95	
1	TITLE-2	Buildings,equipment and operating expend	DS1-INF	Information Manageme	250.000,00	409.911,65	409.911,65	100	286.044,45	
1	TITLE-2	Buildings,equipment and operating expend	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	TITLE-2	Buildings,equipment and operating expend	DS2-IOP	Infrastructure and O	28.700.000,00	28.582.311,87	28.582.306,20	100	8.427.642,94	
1	TITLE-2	Buildings,equipment and operating expend	DS2-SEC	Systems Security	1.192.000,00	3.159.492,11	3.159.492,11	100	1.287.988,28	
1	EXPENSE	EXPENSE	DS1-APS	Architecture and Pro	3.027.600,00	1.603.564,96	1.603.564,96	100	865.722,75	
1	EXPENSE	EXPENSE	DS1-CSV	Customer Services	70.000,00	417.296,99	417.296,99	100	248.621,71	
1	EXPENSE	EXPENSE	DS1-DDV	Design and Developme	9.560.400,00	11.521.313,95	11.521.313,89	100	5.532.999,95	
1	EXPENSE	EXPENSE	DS1-INF	Information Manageme	250.000,00	409.911,65	409.911,65	100	286.044,45	
1	EXPENSE	EXPENSE	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	EXPENSE	EXPENSE	DS2-IOP	Infrastructure and O	28.700.000,00	28.582.311,87	28.582.306,20	100	8.427.642,94	
1	EXPENSE	EXPENSE	DS2-SEC	Systems Security	1.192.000,00	3.159.492,11	3.159.492,11	100	1.287.988,28	
1	COUNCIL	Council Legal Reporting	DS1-APS	Architecture and Pro	3.027.600,00	1.603.564,96	1.603.564,96	100	865.722,75	
1	COUNCIL	Council Legal Reporting	DS1-CSV	Customer Services	70.000,00	417.296,99	417.296,99	100	248.621,71	
1	COUNCIL	Council Legal Reporting	DS1-DDV	Design and Developme	9.560.400,00	11.521.313,95	11.521.313,89	100	5.532.999,95	
1	COUNCIL	Council Legal Reporting	DS1-INF	Information Manageme	250.000,00	409.911,65	409.911,65	100	286.044,45	
1	COUNCIL	Council Legal Reporting	DS2-DOC	Document Services	55.000,00	55.000,00	55.000,00	100	18.303,19	
1	COUNCIL	Council Legal Reporting	DS2-IOP	Infrastructure and O	28.700.000,00	28.582.311,87	28.582.306,20	100	8.427.642,94	
1	COUNCIL	Council Legal Reporting	DS2-SEC	Systems Security	1.192.000,00	3.159.492,11	3.159.492,11	100	1.287.988,28	
Overall Result					42.855.000,00	45.748.891,53	45.748.885,80	100	16.667.323,27	

AAR Table 2

Fund	Funds Center		Commitment item		EUR	EUR	%	EUR	EUR
4	CIS-APS	Architecture, Projec	2100	Acquisition of equipment and software	29.166,67	29.166,67	100	0,00	0,00
4	CIS-APS	Architecture, Projec	2101	Outside assistance for computer systems	884.142,46	869.608,50	98	14.533,96	0,00
4	CIS-APS	Architecture, Projec	ART-210	Computer systems and telecommunications	913.309,13	898.775,17	98	14.533,96	0,00
4	CIS-APS	Architecture, Projec	CHAP-21	Computer systems,equipment and furniture	913.309,13	898.775,17	98	14.533,96	0,00
4	CIS-APS	Architecture, Projec	TITLE-2	Buildings,equipment and operating expend	913.309,13	898.775,17	98	14.533,96	0,00
4	CIS-APS	Architecture, Projec	EXPENSE	EXPENSE	913.309,13	898.775,17	98	14.533,96	0,00
4	CIS-APS	Architecture, Projec	COUNCIL	Council Legal Reporting	913.309,13	898.775,17	98	14.533,96	0,00
4	CIS-DDV	Design and Developme	2100	Acquisition of equipment and software	47.950,00	47.950,00	100	0,00	0,00
4	CIS-DDV	Design and Developme	2101	Outside assistance for computer systems	5.676.445,41	5.514.750,21	97	161.695,20	0,00
4	CIS-DDV	Design and Developme	ART-210	Computer systems and telecommunications	5.724.395,41	5.562.700,21	97	161.695,20	0,00
4	CIS-DDV	Design and Developme	CHAP-21	Computer systems,equipment and furniture	5.724.395,41	5.562.700,21	97	161.695,20	0,00
4	CIS-DDV	Design and Developme	TITLE-2	Buildings,equipment and operating expend	5.724.395,41	5.562.700,21	97	161.695,20	0,00
4	CIS-DDV	Design and Developme	EXPENSE	EXPENSE	5.724.395,41	5.562.700,21	97	161.695,20	0,00
4	CIS-DDV	Design and Developme	COUNCIL	Council Legal Reporting	5.724.395,41	5.562.700,21	97	161.695,20	0,00
4	CIS-IOP	Infrastructure and O	2100	Acquisition of equipment and software	5.255.865,34	5.230.434,63	100	25.430,71	0,00
4	CIS-IOP	Infrastructure and O	2101	Outside assistance for computer systems	5.237.968,30	4.809.450,03	92	428.518,27	0,00
4	CIS-IOP	Infrastructure and O	2102	Servicing, maintenance of equipment/SW	1.205.937,23	1.147.981,88	95	57.955,35	0,00
4	CIS-IOP	Infrastructure and O	2103	Telecommunications	846.638,96	790.784,98	93	55.853,98	0,00
4	CIS-IOP	Infrastructure and O	ART-210	Computer systems and telecommunications	12.546.409,83	11.978.651,52	95	567.758,31	0,00
4	CIS-IOP	Infrastructure and O	CHAP-21	Computer systems,equipment and furniture	12.546.409,83	11.978.651,52	95	567.758,31	0,00
4	CIS-IOP	Infrastructure and O	TITLE-2	Buildings,equipment and operating expend	12.546.409,83	11.978.651,52	95	567.758,31	0,00
4	CIS-IOP	Infrastructure and O	EXPENSE	EXPENSE	12.546.409,83	11.978.651,52	95	567.758,31	0,00
4	CIS-IOP	Infrastructure and O	COUNCIL	Council Legal Reporting	12.546.409,83	11.978.651,52	95	567.758,31	0,00
4	CIS-SEC	Systems Security	2101	Outside assistance for computer systems	260.386,11	226.300,53	87	34.085,58	0,00
4	CIS-SEC	Systems Security	ART-210	Computer systems and telecommunications	260.386,11	226.300,53	87	34.085,58	0,00
4	CIS-SEC	Systems Security	CHAP-21	Computer systems,equipment and furniture	260.386,11	226.300,53	87	34.085,58	0,00
4	CIS-SEC	Systems Security	TITLE-2	Buildings,equipment and operating expend	260.386,11	226.300,53	87	34.085,58	0,00
4	CIS-SEC	Systems Security	EXPENSE	EXPENSE	260.386,11	226.300,53	87	34.085,58	0,00
4	CIS-SEC	Systems Security	COUNCIL	Council Legal Reporting	260.386,11	226.300,53	87	34.085,58	0,00
4	DS1-APS	Architecture and Pro	2210	Documentation and library expenditure	680.434,01	663.075,97	97	17.358,04	0,00
4	DS1-APS	Architecture and Pro	ART-221	Information	680.434,01	663.075,97	97	17.358,04	0,00
4	DS1-APS	Architecture and Pro	CHAP-22	Operating expenditure	680.434,01	663.075,97	97	17.358,04	0,00
4	DS1-APS	Architecture and Pro	TITLE-2	Buildings,equipment and operating expend	680.434,01	663.075,97	97	17.358,04	0,00
4	DS1-APS	Architecture and Pro	EXPENSE	EXPENSE	680.434,01	663.075,97	97	17.358,04	0,00
4	DS1-APS	Architecture and Pro	COUNCIL	Council Legal Reporting	680.434,01	663.075,97	97	17.358,04	0,00
4	DS2-DOC	Document Services	2231	Postal charges	26.453,21	12.187,56	46	14.265,65	0,00
4	DS2-DOC	Document Services	ART-223	Miscellaneous expenses	26.453,21	12.187,56	46	14.265,65	0,00
4	DS2-DOC	Document Services	CHAP-22	Operating expenditure	26.453,21	12.187,56	46	14.265,65	0,00
4	DS2-DOC	Document Services	TITLE-2	Buildings,equipment and operating expend	26.453,21	12.187,56	46	14.265,65	0,00
4	DS2-DOC	Document Services	EXPENSE	EXPENSE	26.453,21	12.187,56	46	14.265,65	0,00
4	DS2-DOC	Document Services	COUNCIL	Council Legal Reporting	26.453,21	12.187,56	46	14.265,65	0,00
Overall Result					20.151.387,70	19.341.690,96	96	809.696,74	0,00