CEF Implementation and CEF DSIs

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Basic concepts of CEF Telecom

**CEF Telecom consists of:**
- **Broadband activities**
- **Digital Service Infrastructures (DSIs)**

A Digital Service Infrastructure is implemented on 2 layers:
- **Core service platform**
- **Generic services**

Digital Service Infrastructures can be divided into:
- So-called "**building blocks"**
- Other **DSIs**: pan-European digital services that will use the building blocks
Digital Service Infrastructures (DSIs) in CEF WP2014 and WP2015

- Building block DSIs provide basic functionality and are reusable by sector-specific DSIs
  
  eIdentification, eSignature, eDelivery, eInvoicing, Automated Translation (CEF.AT)

- Sector-specific DSIs provide trans-European interoperable online services for citizens, business and public administrations

  Open Data portal, Europeana, Online Dispute Resolution (ODR), eProcurement, eHealth, Safer Internet service infrastructure, Cybersecurity
More DSIs are coming up

Other online public services will be added in future:

- the services must be **mature for deployment**
- must be **important for Europe**: contribute to Union policies and activities in support of the internal market
- create **European added value** and have a strategy and planning for **long-term sustainability**
- comply with **international and/or European standards** or open specifications and orientations for interoperability

Possible DSIs:

- Interconnection of Business registers
- eJustice
- Electronic Exchange of Social Security Information (EESSI)
Implementation of CEF Telecom

Annual work programmes:

• Workprogramme 2014: adopted Dec. 2013 - most actions launched
• Workprogramme for 2015: adopted in Nov. 2014 - implementation upcoming

Two modes of implementation:

• Call for tenders (core service platform)
• Calls for proposals (generic services)

More specific information and funding opportunities on Participants Portal and Digital Agenda website
Example of the ODR platform

• ODR Regulation provides that: "The ODR platform [...] shall be an interactive website which can be accessed electronically and free of charge in all the official languages of the institutions of the Union".

• It should allow the consumers in Europe who buy their products online to solve their dispute with the seller online.

• The platform will contain/support:
  • static information
  • list of Alternative Dispute Resolution entities
  • feedback and help function
  • a facility for exchange of information between the parties (e.g. a complaint form for consumers and traders)
  • a translation facility
  • ...


Challenges in cross-border ODR

- No common language between the users
- Need to translate between all official EU languages
- Need to ensure the quality of translation
- Colloquial/broken language of an angry customer
- Detection and Management of brand names
- Usage of several languages within a free text field
- ...
CEF.AT will provide the multilingual support for the ODR platform.

→ What does it take?
→ How can you get involved?
Thank you!

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