



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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