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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