EUROPEAN
UNION
AGENCY
FOR RAILWAYS

Making the railway system
work better for society.

1. Proposed amendments for SPD 2021 outputs, indicators and/or targets

1.1 Projects and services already included in the adopted SPD 2021 for which indicators and/or targets are proposed to be amended

The proposals for amending the existing text for certain indicators and/or targets have been highlighted in yellow.
The proposals for adding new indicators have been indicated in the column 'New indicator' and the respective additions have been marked in red.
The proposals for removing existing indicators and/or targets are marked with a ~~strikethrough~~.

Project status in SPD 2021	SPD 2021 objective #	SPD 2021 objective title	SPD 2021 projects which are subject to changes	Indicators in the current SPD 2021	Targets in the current SPD 2021	New indicator	Proposed consolidated list of indicators in the updated SPD 2021, subject to MB approval	Proposed consolidated list of targets in the updated SPD 2021, subject to MB approval	Justification for the amendment of the indicator/target
Existing project	1.1	Strategic Development	Data and digitalisation	Linked data programme proposal(including the list of specific projects which can be addressed with linked data)	Endorsed by MB		Linked data programme proposal(including the list of specific projects which can be addressed with linked data)	Endorsed by MB	
				Linked data programme proposal(including the list of specific projects which can be addressed with linked data)	Intermediate progress on the RINF functionalities		Linked data programme proposal(including the list of specific projects which can be addressed with linked data)	RINF functionalities over the Knowledge graph: Data search and consultation, Route Compatibility Check.	
						New indicator	New RINF architecture which facilitates the extension towards microscopic level description of railway infrastructure.	By 1st Dec 2021	Concept modelling will take place with the help of the RINF working party members.
						New indicator	Timely management of RINF user support requests.	90%	The requests are handled through service desk.
	1.2	Enhancing Railway Safety through positive safety culture and integration human and organisational factors	Learning from safety performance	Investigating SMS: training module / workshop	developed and tested		Investigating SMS: training modules/workshop	Ready for (online) delivery	Target was better defined
						New indicator	HOF in accident investigation: training modules/workshop	Ready for (online) delivery	Update of existing material for online delivery

	2.1	Harmonised Railway Operations and Management Systems	Harmonising railway operations	Acceptable means of compliance (as requested in Regulation (EU) 2019/775 (OPE TSI)	By working party proposed AMOCs are approved		Acceptable means of compliance (as requested in Regulation (EU) 2019/775 (OPE TSI)	By working party proposed AMOCs are approved	
			Sustainable safety management	Cooperations of assessment (RA) and certification bodies (ECM)	Agreed number of technical and cooperation meetings organised		Cooperations of assessment (RA) and certification bodies (ECM)	Agreed number of technical and cooperation meetings organised	
				development of Risk Management platform	Prototype finalised and accessible		development of Risk Management platform	Prototype finalised and accessible	
				EUDG	2 meetings organised		EUDG	2 meetings organised	
				~~Risk analysis and safe integration: training module / workshop~~	developed and tested		~~Risk analysis and safe integration: training module / workshop~~	~~Developed and tested~~	Due to lack of resources (also from the side of the TF members) this target will not be achieved in 2021
				SMS guidance	Updated, taking into account feedback from SSC activities		SMS guidance	Updated, taking into account feedback from SSC activities	
				~~Development of Risk Management platform~~	~~Platform for collaborative development set up~~		~~Development of Risk Management platform~~	~~Platform for collaborative development set up~~	Overlap with previous deliverable with same name
	2.2	Harmonised technical specifications (fixed installations and vehicles)	Area 3: Joint Network Secretariat	Agency support provided to JNS procedures (urgent/normal)	100% of the NS procedures supported by Agency in a timely manner		<mark>Normal procedure Great Belt)</mark>	<mark>Delivered according to plan</mark>	No Support for new urgent or normal procedures of Agency strictly respecting the JNS procedure. Only administrative support. Re-allocation of tasks due to PAD delivery activities.
	2.3	Harmonised Train Control System and Telematics (communications, signalling, ERTMS system authority, telematics system authority)	Manage ERTMS long term evolution	CCS Principles System Framework: updated program/project plan linked to the delivery of the CCS Principles Framework in alignment with the Shift2Rail2-framework	End 2021		"ERTMS and Telematics Application System Authority: preparation for and contribution to the System Pillar in the new ERJU and the associated work"	End 2021	ERA project organization defined for the system pillar by end 2021
	3.1	Support to the 4th RP Implementation	Revision of SSC guides and procedures	Proportion of major problems detected during operation, for which solutions are proposed in the relevant document	95%		<mark>Proportion of problems detected during safety certification activities (including pre-engagement and notifications) for which solutions are proposed</mark>	95%	Indicator split to be more precise
						New indicator	Proportion of problems detected during safety certification activities (including pre-engagement and notifications) for which solutions are proposed	5 SSC plenary meetings	This indicator and target is proposed to track the evidence of one key element of the service activities. The plenary meetings are organised to collect and discuss the problems detected during safety certification activities

						New indicator	Proportion of problems related to safety certification activities (including pre-engagement and notifications) reported by stakeholders for which solutions are proposed	95%	This indicator and target is proposed to monitor the appropriate collection of problems reported by the stakeholders during safety certification activities
			Revision of VA guides and procedures	Proportion of major problems detected during operation, for which solutions are proposed in the relevant document	95%		Proportion of problems detected during vehicle authorisation activities (including pre-engagement and notifications) for which solutions are proposed	95%	Indicator split to be more precise
						New indicator	Proportion of problems raised in the return of experience meetings for which solutions are proposed	95%	This indicator and target is proposed to track the evidence of one key element of the service activities. The plenary meetings are organised to collect and discuss the problems detected during vehicle authorisation activities
						New indicator	Proportion of problems related to vehicle authorisation activities (including pre-engagement and notifications) reported by stakeholders for which solutions are proposed	95%	This indicator and target is proposed to monitor the appropriate collection of problems reported by the stakeholders during vehicle authorisation activities via "Contact us" or Service desk
	3.4	Issuing ERTMS trackside approval	Issuing Approvals	Issuing Approvals - Proportion of decisions taken according to the legal framework deadlines (for completeness and assessment phases)	100%		Issuing Approvals - Proportion of decisions taken according to the legal framework deadlines	100%	Small adjustment (no completeness check legal deadline for TA)
	4.2	Monitoring	NSA monitoring	No. of audit reports sent to NSA for comments after the onsite visit	At least 5		No. of audit reports sent to NSA for comments after the onsite visit	At least 5	
				No. of follow – up audits	At least 1		No. of follow – up audits	At least 1	
				Report to the ERA Management Board	1 report by September		Final report to the ERA Management Board	1 final report by December	Comment n.2 from ES accepted, the report to the MB will be delivered in December (no draft in September). The Agency will propose an amendment to the MB decision 161.

			Review of NIB accident investigation reports	Qualitative analysis of NIB accident investigation reports.	One draft summary analysis delivered (publication in Q1 2022)		~~Qualitative analysis of NIB accident investigation reports.~~	No deliverable in 2021. The summary analysis will be possibly delivered in 2022.	FTE reallocated to OSS applications => no technical support for this activity anymore in 2021 Subject to adoption of this amendment, this indicator will be removed from SPD 2021 and considered for SPD 2022.
			NoBo Monitoring	No. of reports for NoBos audit/inspection sent to NoBos for comments after the onsite visit.	At least 4 reports, depending on resources availability		No. of reports for NoBos audit/inspection sent to NoBos for comments after the onsite visit.	At least 2, depending on resources availability	FTE reallocated to OSS applications => reduced technical support for this activity
				Revision of the ERA technical document	Draft revised version by Q4		~~Revision of the ERA technical document~~	Draft revised version postponed to 2022, ~~depending on resources availability~~	FTE reallocated to OSS applications => reduced technical support for this activity anymore in 2021 Subject to adoption of this amendment, this indicator will be removed from SPD 2021 and considered for SPD 2022.
			Support the NIB Peer review system	ERA to attend as observer, at least remotely, to the meetings of NIB Peer Reviewed	Attend to, at least, 50% of NIBs peer review meetings		ERA to attend as observer, at least remotely, to the meetings of NIB Peer Reviewed	Attend to, at least, 50% of NIBs preparatory Peer Review meetings	The output target has been revised to adapt to the NIB Task Force decision taken for 2021 if on-sites would not be possible. It has been decided to, at least, start the Peer Review process and carry out preparatory meetings to discuss parts of the completed questionnaire.
	4.3	Identifying research needs for the Target Rail System and supporting partner organisations in research and innovation	Support to S2R as requested by the S2R regulation Cooperation with other bodies on research	ERA 2022 needs for research identified and communicated.	ERA 2022 needs for research fed in time to the relevant EU bodies (ERRAC, S2R, EC)		ERA 2022 needs for research identified and communicated.	ERA 2022 needs for research fed in time to the relevant EU bodies (ERRAC, S2R, EC), ~~depending on available resources~~	FTE reallocated to OSS applications => reduced technical support for this activity
				Research projects of interest for ERA identified, followed and monitored. Feedback provided to S2R.	100% of S2R projects analysed and projects of interest for ERA identified; at least 30% of projects of		Research projects of interest for ERA identified, followed and monitored. Feedback provided to S2R.	100% of S2R projects analysed and projects of interest for ERA identified ; at least 20% of projects of interest for ERA monitored, depending on available resources	FTE reallocated to OSS applications => reduced

								technical support for this activity
				interest for ERA monitored, depending on available resources				
					New indicator	Contribution to railway research activities at EU level at EC request (e.g. Hyperloop)	Contribution fed in time according to resources availability	The Agency is providing advice to the EC on demand for Hyperloop.
		Technological Watch	Internal communication sessions organized to raise awareness	2 internal communication sessions organised		Internal communication sessions organized to raise awareness	2 internal communication sessions organised	Technological watch activity suspended in 2021 due to prioritisation exercise
		Technological Watch	Available Shift2Rail projects (ERA level of interest 2 to 3) ' deliverables uploaded onto the Tech Watch library	100% of available deliverables uploaded onto the Tech Watch library		Available Shift2Rail projects (ERA level of interest 2 to 3) ' deliverables uploaded onto the Tech Watch library	100% of available deliverables uploaded onto the Tech Watch library	Technological watch activity suspended in 2021 due to prioritisation exercise.
	5.1	Ensure good corporate governance	Efficiency programme	Efficiency programme (scope and action plan)	Published		Efficiency programme (scope and action plan)	Published	A detailed list of indicators was added below to capture Agency's progress in this field.
						New indicator	Agency SPD performance dashboard	Prototype delivered by July 2021	
						New indicator	Workshops for short terms efficiency measures	4 by Q4 2021	
						New indicator	Efficiency strategy	Developed by Q4 2021	
						New indicator	Audit plan delivered	Q4 2021	
			ICC and ethics services	% of Agency staff trained on antifraud and ethics	at least 25%		% of Agency's staff trained on antifraud and Ethics	at least 15%	2020 target revised from 25% to 15% in line with MB DEC 233 adopting revised SPD 2020 for reasons related to the time lag for moving from on-site to online training; reduced training budget; similar off-the-shelve training is not fully adapted to the Agency needs. Target to be re-assessed for the next years.
				% of annual declarations of interest of staff submitted	100%		% of annual declaration of interests (DoI) submitted by staff members	at least 90%	target revised in line with MB DEC 233 adopting revised SPD 2020
				% of nonconformities identified for which corrective/preventive actions are established	100%		% of nonconformities identified for which corrective/preventive actions are established	100%	
				Agency' most significant risks identified and	Documented and reported in AAR		Agency' most significant risks identified and	Documented and reported in AAR	

				assessed. Remedial actions plans			assessed. Remedial actions plans		
			Integrated Management System	ISO 9001 certification	ISO 9001 certificate maintained		ISO 9001 certification	ISO 9001 certification	
				Rate of closing pre-2020 audits findings	100%		Rate of closing pre-2021 audits findings (encoded in ERA Action Tracking System)	75%	
						New indicator	Number of simplified (LEAN-ed) ERA processes	Min. 2	Indicator added to start monitoring the activities aimed at a simplification of the ERA Integrated Management System
			Management, control and support of Agency's portfolio of projects and services	Monthly reports for Agency's projects and services	100% of project and service reports collected and analysed		Monthly reports for Agency's projects and services	95% collected	Indicator split to be more precise
						New indicator	Communication of SPD outputs for which risks cannot be mitigated within Agency's control	90% of project outputs that will not be fully achieved communicated to the Management team	The indicator is proposed for a better monitoring of the project/risk management
						New indicator	Projects at risk of not achieving SPD outputs identified, causes analysed, mitigation measures proposed and implemented by the PM/SM, PO/SO	100% of mitigation measures proposed and implemented for projects at risk by the PM/SM, PO/SO	The indicator is proposed for a better monitoring of the project/risk management
	5.5	Ensuring efficient and effective communication (internal and corporate)	Crisis and reputation management	Crisis and reputation management - Training staff	Delivered		Crisis and reputation management - Training staff	Delivered	
				Reputational damages resulting in legal actions against the Agency	None		~~Reputational damages resulting in legal actions against the Agency~~	~~None~~	
				Reputational damages resulting in written complaints from the stakeholders	None		Efficient crisis communications	no reputational damages (legal actions, written complains)	Indicator and target rephrased.
						New indicator	Crisis communication capability implemented.	100%	
						New indicator	Efficient structure to manage media relations implemented	tools, messages, channels in place (details see plan)	

						New indicator	Efficient media relations	increased number of articles/features compared to 2020; all enquiries answered within deadline; etc (details see plan)	
						New indicator	Efficient media coverage of ERA events	at least one media coverage per ERA event in relevant international media, 1 in specialised media	
			Internal communication lifecycle	Survey on quality of internal communication	Delivered		Evaluation survey	One survey per year	Indicator and target better defined.
				Action plan	Defined		Actions based on survey results	70% of proposed actions initiated	
			Women in transport	Implementation of the gender audit action plan	Ongoing		Gender equality audit carried out (to be included in the Better Together project)	100%	As agreed with the Project Owner and the Chair of the Board, the gender equality audit will become part of the Better Together project
				Scholarship awarded	Achieved		Publication of theses/dissertations and possibly traineeship at ERA	100%	As agreed with the Project Owner and the Chair of the Board, the original indicator of awarding a scholarship to a female student has been changed to/postponed to publishing theses/dissertations of female students, specialised in railway studies
						New indicator	Review of the recruitment process to address gender balance	Ongoing	

1.2 Projects and services not included in the current SPD 2021, which are proposed to be added to the SPD 2021, together with the corresponding indicators and targets

Project status in SPD 2021	SPD 2021 objective #	SPD 2021 objective title	Proposals of projects to be added to SPD 2021, subject to MB approval	Indicators in the current SPD 2021	Targets in the current SPD 2021	New indicator	Proposed list of indicators in the updated SPD 2021, subject to MB approval	Proposed list of targets in the updated SPD 2021, subject to MB approval	Justification for the amendment of the indicator/target
Project not initially listed in SPD 2021	1.2	Enhancing Railway Safety through positive safety culture and integration of human and organisational factors	TDG Coordination	N.a.	N.a.	N.a.	Number of meetings where ERA supports EC in accordance with Agency Regulation Article 17.	15 meetings	Project had no indicator in SPD 2021
	1.3	Strengthening international cooperation in rail	Collaboration with European and international standardization organizations	N.a.	N.a.	N.a.	Assessment of the new standard version to be referred to in TSIs	30% of ENs assessed by end 2021	Project had no indicator in SPD 2021
							Participation to the meeting related (RASCOP, TC9X, TC256, ISO, UIC)	100%	Project had no indicator in SPD 2021
	2.2	Harmonised technical specifications (fixed installations and vehicles)	Learning from TSIs	N.a.	N.a.	N.a.	Requests for technical opinions answered within the agreed deadlines	80%	Project had no indicator in SPD 2021
							Requests for advice answered within the agreed deadlines	80%	Project had no indicator in SPD 2021
							Opinions under Art 19(1)(d) AR adopted as Acceptable Means of Compliance (AMOC)	100%	Project had no indicator in SPD 2021
							Participation to NB rail meetings (PLE and STR only)	100%	Project had no indicator in SPD 2021
	3.1	Support to the 4th RP Implementation	Negotiation of the Cooperation Agreements with NSAs	N.a.	N.a.	N.a.	Proportion of Pool of Experts (PoE) Agreements signed by December 2021	75%	Project had no indicator in SPD 2021
	4.4	Reporting on the Railway System	Data and information analysis	N.a.	N.a.	N.a.	Creation of an automated report template and the delivery of all (over 100) ERA Safety Climate Survey partner reports.	Delivery before September 2021	Project had no indicator in SPD 2021
	5.2	Ensuring sound management of the Agency´s human and financial resources and building facilities	Procurement service	N.a.	N.a.	N.a.	No. of procurement procedures timely organised out of the total number of procurement procedures planned in the annual procurement plan	>90%	Project had no indicator in SPD 2021

1.3 Projects and services already included in the current SPD 2021 for which a merge is proposed, together with an updated list of indicators/ targets

Project status in SPD 2021	SPD 2021 objective #	SPD 2021 objective title	SPD 2021 projects which are subject to changes	Indicators in the current SPD 2021	Targets in the current SPD 2021	New indicator	Proposed consolidated list of indicators in the updated SPD 2021, subject to MB approval	Proposed consolidated list of targets in the updated SPD 2021, subject to MB approval	Justification to be included
Merge of projects	2.4	Disseminating and Training to support implementation of the EU framework	ERA Academy: Currently the SPD 2021 includes multiple projects (training courses, dissemination, events, PoE training), which are now proposed to be merged under 1 project	Dissemination - No. of resources committed to dissemination activities	Up to 1,5 FTEs		Delivering Training: Regional Workshops (Online edition) Note: this includes formal requests from NSAs or other stakeholders justified by strong business needs. This also includes training delivery to: -Member States; -IPA; -EU MedRail; -Special Requests (ad-hoc).	At least 2 dissemination sessions delivered	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
				Dissemination - Positive overall feedback from the audience/participants per initiative	70%		~~Dissemination - Positive overall feedback from the audience/participants per initiative~~	~~70%~~	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
				Events - No. of events (co)organised and/or delivered	4: IRSC, ~~ERTMS 2021~~, Rail Safety Days, SIFER		Delivering Events Note: this Includes all the events that were planned for the current year or are being organised for next year. These may be subject to unforeseen delays/postponement or cancellations: - Safety Days 2021 (~~webinar and~~ conference); - ~~ERTMS CCRCC 2021/22 (webinar and conference);~~ - SIFER 2021; - IRSC 2021 ~~Seoul~~ remotely; - ETCR 2021 remotely - preparation IRSC 2022, Innotrans 2022 and ERTMS 2022	Events for 2021 delivered and pre-work for other events done	Due to COVID-situation, the ERTMS conference moved to 2022, and IRSC 21 and ETCR 21 will take place remotely.
				Events - Positive overall feedback from the audience/participants per initiative	70%		~~Events - Positive overall feedback from the audience/participants per initiative~~	~~70%~~	Activities merged under a new service(ERA Academy), SPD work packages reflected at the level of indicators

				Pool of experts training courses - No. of PoE follow-up sessions delivered	200%		~~Pool of experts training courses - No. of PoE follow-up sessions delivered~~	~~2~~	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
				Pool of experts training courses - No. of PoE training courses delivered	200%		Delivering Training: PoE Training V1.0 (online edition): - PoE Training for VA; - PoE Training for SSC (on-site training replaced by video modules); - PoE Training for ERTMS TA (no requests so far but accounted for in planning).	2 online training weeks successfully delivered	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
				Pool of experts training courses -Positive overall feedback from the audience/participants per initiative	70%		~~Pool of experts training courses -Positive overall feedback from the audience/participants per initiative~~	~~70%~~	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
				Training courses - Positive overall feedback from the audience/participants per initiative	70%		~~Training courses - Positive overall feedback from the audience/participants per initiative~~	~~70%~~	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
				Training courses- No. of resources committed to training courses	Not to exceed 2 FTEs		Delivering Training: Safety Training (creation by other units) managed by the ERA Academy - includes the safety training portfolio.	Delivered	Activities merged under a new service (ERA Academy), SPD work packages reflected at the level of indicators
						New indicator	Building the Academy: Includes Procurement (~~for Service Contract instead of~~ (FWC), development of learning modules by the contractor (this includes the PoE training v2.0.).	Contractor selected and development of modules initiated	Activities merged under a new service (ERA Academy), SPD work packages turned into indicators
						New indicator	Building the Academy: Includes the creation of the E-Learning environment (Moodle) and the interconnection of Moodle with ERA Knowledge Hub-basics, ERA Terminology, and Webpage. Promotion of the Academy.	Developed as planned	Activities merged under a new service (ERA Academy), SPD work packages turned into indicators
						New indicator	Contributing to the Competency Framework: Linking HR framework with PoE framework and technical trainings organised by the Academy to improve experts' knowledge.	Structure established	Activities merged under a new service (ERA Academy), SPD work packages turned into indicators

			Indicator	Target		Description	Result	Comment
					New indicator	Delivering Events: it includes all requested Webinars that are part of the communication portfolio such as - international activities of ERA, Green Agenda, "EU: Year of Rail", TSI Revision, etc.	9 Webinars delivered	Activities merged under a new service (ERA Academy), SPD work packages turned into indicators
3.5	Railway System Data	Registers operation and development: Multiple projects (ERADIS, EVR, ERATV, RINF, RDD, organisation's code development, SRD, VKM) merged into 1 project	% VKM published	100%		VKM published monthly	Published	Indicator and target reworded for clarity
			Data model, data structures, and technical specifications of new RINF application finalized	November 2021 (allowing the start of future development of New RINF in 2022, depending on resources availability)		~~Data model, data structures, and technical specifications of new RINF application finalized~~	~~November 2021 (allowing the start of future development of New RINF in 2022, depending on resources availability)~~	Reflected under Objective 1.1 – see Section 1.2 of the current document.
			Final version of Organisation Codes in operation	21st of June 2021		Organisation's code Register - Organisation Codes register placed in operation	21st of June 2021	Indicator reworded for clarity, same target deadline
			No of workshops/ trainings organized for ERADIS users from NSA staff and NoBos if needed	Maximum 2, depending of the needs expressed by the stakeholders		~~No of workshops/ trainings organized for ERADIS users from NSA staff and NoBos if needed~~	~~Maximum 2, depending of the needs expressed by the stakeholders~~	No workshops/training have been planned for 2021 (no urgent needs, prioritization of activities)
			Start of the migration of local NVRs [currently hosted at Member States] and start connecting decentralized VRs [that will remain hosted by Member States] to EVR	21st of June 2021		EVR - Start of the migration of received local NVRs (currently hosted at Member States) and start connecting received decentralized VRs (that will remain hosted by Member States) to EVR	21 st of June 2021	Indicator reworded for clarity, same target deadline
			ERADIS - % of user support requests received via Service Desk and allocated to the Registers team answered on time	90%		ERADIS - % of user support requests received via Service Desk and allocated to the Registers team answered on time	80%	Limited FTE for this activity compared with the actual workload needs
			ERADIS -% System availability (covering maintenance, bug fixes and patches and their analysis and testing)	98%		ERADIS -% System availability (covering maintenance, bug fixes and patches and their analysis and testing)	98%	No change
			ERADIS-% of submitted ERADIS documents assigned to the Registers team managed (published,	98%		ERADIS-% of submitted ERADIS documents assigned to the Registers team managed (published, rejected, or other actions taken)	95%	Limited FTE for this activity compared with the actual workload needs

				rejected, or other actions taken)					
				ERATV- % of submitted records published or clarification requested	85%		ERATV- % of submitted records published or clarification requested	85%	No change
				ERATV- % System availability (ensured by maintenance, bug fixes and patches and their analysis and testing)	98%		ERATV- % System availability (ensured by maintenance, bug fixes and patches and their analysis and testing)	98%	No change
				EVR- % system availability (ensured by maintenance, bug fixes and patches and their analysis and testing)	Minimum 90%, depending on the usage of the system, 98% since it will be in operation		EVR- % system availability (ensured by maintenance, bug fixes and patches and their analysis and testing)	<mark>98% Starting from July 2021</mark>	Reworded for clarity
				RINF - % of user support requests answered on time	90%		~~% of user support requests answered on time~~	~~90%~~	Reflected under Objective 1.1 – see Section 1.2 of the current document.
				RINF - % System availability(ensured by maintenance, bug fixes and patches and their analysis and testing)	98%		~~% System availability(ensured by maintenance, bug fixes and patches and their analysis and testing)~~	~~98%~~	Reflected under Objective 1.1 – see Section 1.2 of the current document.
				RDD- % System availability (covering maintenance, bug fixes and patches and their analysis and testing)	98%		RDD- % System availability (covering maintenance, bug fixes and patches and their analysis and testing)	98%	No change
				Organisation's code Register - % of requests for organisation code allocation answered (accepted or rejected) within 10 days	90%		Organisation's code Register - % of requests for organisation code allocation answered (accepted or rejected) within 10 days	90%	No change
				Organisation's code Register - % System availability (covering maintenance, bug fixes and patches and their analysis and testing)	98%		Organisation's code Register - % System availability (covering maintenance, bug fixes and patches and their analysis and testing)	<mark>98% Starting from July 2021</mark>	Reworded for clarity

5.3	Support business delivery through IT systems	ICT Service: multiple projects (Workplace modernisation, Disaster Recovery , Support stakeholders, ICT infra management and maintenance, Extranet and intranet management and maintenance, Office automation tools and ERP licensing, consultancy and support, Telecom services , Audio-visual management and maintenance)	Audiovisual management and maintenance - Audiovisual equipment	Made available		~~Audiovisual management and maintenance - Audiovisual equipment~~	~~Made available~~	This indicator does not provide any relevant information on the efficiency of the ICT service; it is a normal contract management process
			Disaster recovery - Mean elapsed time to restore applications at the alternate site	6 working hours		~~Disaster recovery - Mean elapsed time to restore applications at the alternate site~~	~~6 working hours~~	This indicator does not provide any relevant information on the efficiency of the ICT service. This information is checked during the Disaster recovery exercise only
			Extranet and intranet management and maintenance - Availability of Extranet is 98%	Min 98%		~~Extranet and intranet management and maintenance - Availability of Extranet is 98%~~	~~Min 98%~~	This indicator does not provide any relevant information on the efficiency of the ICT service. New indicators on availability of "Critical", "Essential" and "Necessary" systems are proposed instead
			ICT infra management and maintenance - Availability of the core ICT systems	Min 98%		<mark>Average yearly availability of the Critical IT systems</mark>	<mark>98%</mark>	Minor change
			Office automation tools and ERP licensing, consultancy and support - EU tools and off-the-shelf software	Made available		~~Office automation tools and ERP licensing, consultancy and support - EU tools and off-the-shelf software~~	~~Made available~~	This indicator does not provide any relevant information on the efficiency of the ICT service. New indicators on availability of "Critical", "Essential" and "Necessary" systems are proposed instead
			Support stakeholders - % of users satisfied with the quality of IT service delivery	70%		ServiceDesk users satisfaction feedback "Very Good/Excellent" rate	<mark>>70%</mark>	

				in "Very Good/Excellent" rate.				
				Telecom services - Fixed and mobile telephony, internet, Testa access	Made available		~~Telecom services - Fixed and mobile telephony, internet, Testa access~~	~~Made available~~	This indicator does not provide any relevant information on the efficiency of the ICT service; it is a normal contract management process
				Workplace modernisation - No of current paper based process becoming fully digital	At least 1		~~Workplace modernisation - No of current paper based process becoming fully digital~~	~~At least 1~~	This indicator does not provide any relevant information on the efficiency of the ICT service; the Agency continuously tries to simplify/digitalise its processes
						New indicator	Average yearly availability of the Essential IT systems	95%	Indicator split into three
						New indicator	Average yearly availability of the Necessary IT systems	93%	Indicator split into three
	5.5	Ensuring efficient and effective communication (internal and corporate)	Publication management: multiple projects (Publication management, Deliver on-demand communication services supporting and promoting all other SPD activities) merged into 1 project	% of planned publications delivered	100%		==Effective communication services delivered, not linked to a specific project or service==	==100% within deadline in highest quality==	
				Deliver on-demand communication services supporting and promoting all other SPD activities - Communication plan of each project/service	On-time high-quality delivery		==Effective communication services delivered to other projects and services==	==100% within deadline in highest quality==	
						New indicator	Improved quality of the activities within the scope of the service, develop new communication possibilities (tools, channels, ...)	Improvements (tools, procedures, ...) identified and implemented	
						New indicator	Safeguarded corporate design of ERA	Enhanced ERA branding	

2. Proposed amendment for the SPD 2021 procurement plan

Use of existing Framework contracts

Local Identifier	Description	Amount to be committed in 2021
DG SCIC – SCIC/C1/2018/FWC/02	Event management – ERTMS Conference	228 000.00€

The requested amendment aims at modifying the procurement plan by adding the event "ERTMS conference in Valenciennes".

The ERTMS event was scheduled to take place in Valenciennes end of 2021. This conference is instrumental to comply with the objective 2.4 "Disseminating and training to support implementation of the EU framework" as included in the mentioned SPD. After some internal reflection and considering stakeholders concerns on the dates in 2021, mainly referring to the impact of the Covid -19, the Agency has decided to postpone the ERTMS conference to 2022 to make sure it can take place with the regular 500 participants without health concerns. The organisation of such a conference requires one year of preparatory work and the use of the SCIC Framework Contract SCI/C1/2018/FWC/02 on Event Management Services managed by the European Commission to facilitate the contracting process.

Title	Description	Market Ceiling	Type of contract	Year
DEVELOPMENT OF TRAINING PRODUCTS FOR THE KNOWLEDGE HUB	Development of training products (reinforcement of the available resources at the ERA Academy)	350,000.00	Framework Contract, 4 years	2021

The requested amendment aims at modifying the procurement plan by adding an item to request external support to developing training products for the knowledge hub.

This request was already part of the procurement plan of the SPD 2020 (Activity 1).

Activity 1	Development, revision and delivery of disseminations, trainings (EU Railway Regulatory framework)	The aim of the FWC is to help the Agency to support the implementation of the EU Railway Regulatory framework by : - revising the existing training materials - developing new dissemination and training materials - supporting the delivery of dissemination and trainings	Q1	50,000.00 €	600,000.00 €	Framework Contract

The procurement procedure was cancelled. The ground for this decision was that business needs and requirements giving rise to the procurement have to be reconsidered due to a decrease of budget available in the year 2021.

After careful analysis, the Agency would like to amend the SPD 2021 and include a new procurement procedure with market ceiling of 350.000€ and new requirements to be included in the call for tender.

IV.13 Procurement plan

Title	Description	Market ceiling	Type of Contract	Year
PROMOTIONAL MATERIAL	The communication office seeks a supplier that can fulfil all needs for advertising material of the Agency.	80,000.00 €	Framework Contract	2021
Application for ETSI membership	ETSI offers services in telecommunication standardization that are needed for the program future radio communication Membership from 01/01/2021 to 31/12/2021 (and following 3 years – tacit renewal)	41,272.00 €	Direct contract	2021
FWC for support on VA applications	Reinforcement of the available resources to assign on vehicle authorisation projects	1,500,000.00 €	Framework Contract	2021
ETF Contract concerning UIC Leaflets	In the framework of drafting and revising TSIs and related documents (reports, application guides, etc.) ERA project officers need for various	60,000.00 €	Direct contract	2021

3. Proposed amendment for the SPD 2021 budget - update following the additional IT security budget provided by the European Commission

As per motivated ERA's request, based on IAS and CERT-EU recommendations, the European Commission provided the Agency with additional funds to the amount of €1.298.000 for the Agency's IT security in May 2021.

The Agency's 2021 budget was amended through MB decision n° 260, where this additional funding was allocated to budget Item 3110 (Dedicated IT systems to support the operations.) This appropriation is intended to cover the costs to analyse IT needs and purchase, or develop, customize or hire and maintain software and applications which enable and facilitate the execution of the tasks in Title III.

III.1   Executive summary (p.22)

In **Activity 5**, the Agency will implement the necessary changes in order to continue the delivery of efficient and effective services towards its external and internal stakeholders..

In order to increase its security posture and improve protection and resilience against any cyber-attacks, the Agency needs to make important investments in a short period of time.

This plan which foresees a one-year implementation phase and then a yearly maintenance, requires an investment of 980 k€ in 2021 and of 318 k€ as from 2021 and onwards.

Objective 5.3 Supporting business delivery through IT systems (p.52)

Expected outcome	Information security compliance Use cloud computing services, aiming at exploiting standard functionality and infrastructure, embedding manageability and security, improving reliability of data

	and applying greater automation of the build and run processes, in terms of agility and cost optimization benefits. Meet common business needs through shared solutions available amongst the EUIs. Vendor independence to widen the choice of solutions, interoperability, reduce total cost of ownership, business continuity. Provide staff members with up-to-date technical equipment
…	
Progress towards outcome in 2021	Increased security levels Cloud migration for Exchange and SharePoint online

Expected resource envelope
   - *Human resources*
   - *Financial resources*
	
	   - *9 FTEs*
	   - ~~*2.047.538*~~ *3.345.538 €*

Fee-based	No

IV.2   Resource allocation (p.58)

year		2021			2022			2023	
Activity	TA	CA/SNE	Budget allocated €	TA	CA/SNE	Budget allocated €	TA	CA/SNE	Budget allocated €
Operational expenditure out of which									
1. Contributing to shaping target and global reference	7.03	7.35	173,563.00	7.03	7.35		7.03	7.35	
2. Developing the harmonised regulatory SERA technical framework	30.05	4.65	772,448.00	30.05	4.65		30.05	4.65	
3. Implementing the harmonised regulatory SERA technical framework	38.78	7.85	979,882.00	41.78	7.85		44.78	7.85	
4. Monitoring, evaluating and reporting	15.3	0.4	230,517.00	15.3	0.4		15.3	0.4	

5. Delivering efficient and effective services	36.74	18.80	~~1,390,840.00~~ 2,688,840.00	36.74	18.80		36.74	18.80	
ERA Management and Administration	23.1	4.95		23.1	4.95		23.1	4.95	
Staff related costs			20,797,909.00						
Building, equipment and other expenditure			2,122,000.00						
Total	151	44	~~26,467,159.00~~ 27,765,159.00	154	44	35,684,946	157	44	37,469,193

IV.3   Financial Resources 2021-2023 (p.59-67)

[€ 1.298.000 included in all relevant financial tables]