

Brussels, 24 March 2017  
(OR. en)

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**NOTE**

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From:	General Secretariat of the Council
To:	CCCIS
Subject:	Delegates Portal - State-of-Play

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**I. BACKGROUND**

1. Delegates Portal was officially in pilot testing from May to December 2015.
2. Following an evaluation based on user feedback, the pilot phase was judged a success and preparations for full-scale activation got under way.
3. After consultation with the Secretary-General of the Council, it was decided to deploy Delegates Portal in two stages: the new interface in June 2016 and the collaborative features (communities, community management and access over the platform to the new document type, i.e. working papers with abbreviation WK) at the beginning of November.
4. The preparation phase for full deployment started in April 2016 and ran until the end of October. The preparation phase consisted of training for GSC staff, presentations and information sessions for delegations and meetings with GSC policy units for instructions on which communities to set up on Delegates Portal for their working parties and committees.

5. The collaborative features of Delegates Portal went live early in November as planned.
6. At time of launch, all working parties and committees with meetings on the horizon had communities defined and operational on Delegates Portal.

## **II. COMMUNICATION EFFORT**

7. Communication was given top priority. Resources were mobilised at different levels to ensure that delegations were informed in good time of the changes to come, clearly understood the implications for them of the new features and were ready to go live with the system on the date of deployment.
8. A total of nine information sessions on Delegates Portal were organised in the period June to October 2016 for delegates, staff from the permanent representations and colleagues from the Commission and the European External Action Service. An audience of roughly 1000 participants was reached.
9. Presentations of Delegates Portal in the margins of working party meetings continued into November and beyond. 35 such presentations had been given by the end of the year.

## **III. COMMUNITIES, COMMUNITY MEMBERSHIP, DOCUMENT DISTRIBUTION**

10. When the community functionalities were activated at the beginning of November 2016, there were 252 operational communities with 4780 nominated delegates or assistant nominated delegates and 5617 enrolled members.
11. By 20 March 2017, there were **326** operational communities with **5933** nominated delegates or assistant nominated delegates and **11970** enrolled members. There were also roughly **18276** users not linked to communities, bringing the total number of users of Delegates Portal up to **31792**.

12. A like-for-like comparison shows that there are more users of Delegates Portal now (31792 in March 2017 as stated above) than there were of Extranet in the past (21961 in March 2015). The difference is explained by the fact that now there is greater incentive to register as a user because access to working documents depends on having an account.
13. The successful introduction of communities and the new document type on Delegates Portal has enabled most GSC policy units to stop sending working documents to delegations by email.
14. Figures illustrating the evolution of the use of Delegates Portal are shown in the annex.

#### **IV. MONITORING AND FEEDBACK**

15. The GSC is committed to providing delegations with an increasingly complete and useful range of services from Delegates Portal. Delivering on that commitment depends on knowing what delegations want and value most, which is why the GSC is very much in "listening mode".
16. Regular feedback from delegates is received through the policy units. The project team has been invited back to several working parties for first-hand accounts from delegates of their experience as users. Fixes and improvements are implemented in regular system updates. A comprehensive satisfaction survey was launched in the week of 13 March 2017 and should provide important pointers for the future evolution of the platform. 1150 responses had been received by 21 March.

#### **V. DELEGATES PORTAL R**

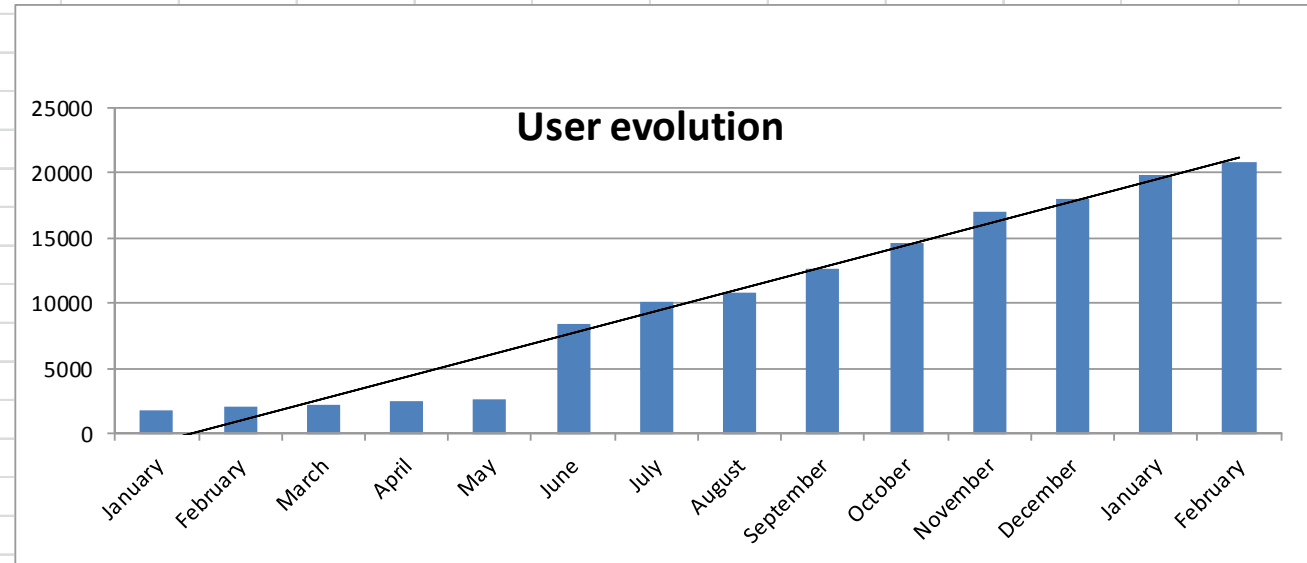
17. Delegates Portal R is still under development. Restricted material continues to be delivered through Extranet R.

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**Total # users - evolution**

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27/04/2015	April	0
28/05/2015	May	377
28/06/2015	June	781
28/07/2015	July	981
28/08/2015	August	1053
30/09/2015	September	1251
31/10/2015	October	1410
30/11/2015	November	1566
31/12/2015	December	1701
31/01/2016	January	1812
29/02/2016	February	2033
31/03/2016	March	2157
30/04/2016	April	2408
31/05/2016	May	2684
30/06/2016	June	8425
31/07/2016	July	10033
31/08/2016	August	10780
30/09/2016	September	12643
31/10/2016	October	14583
30/11/2016	November	16991
31/12/2016	December	18038
31/01/2017	January	19740
28/02/2017	February	20851

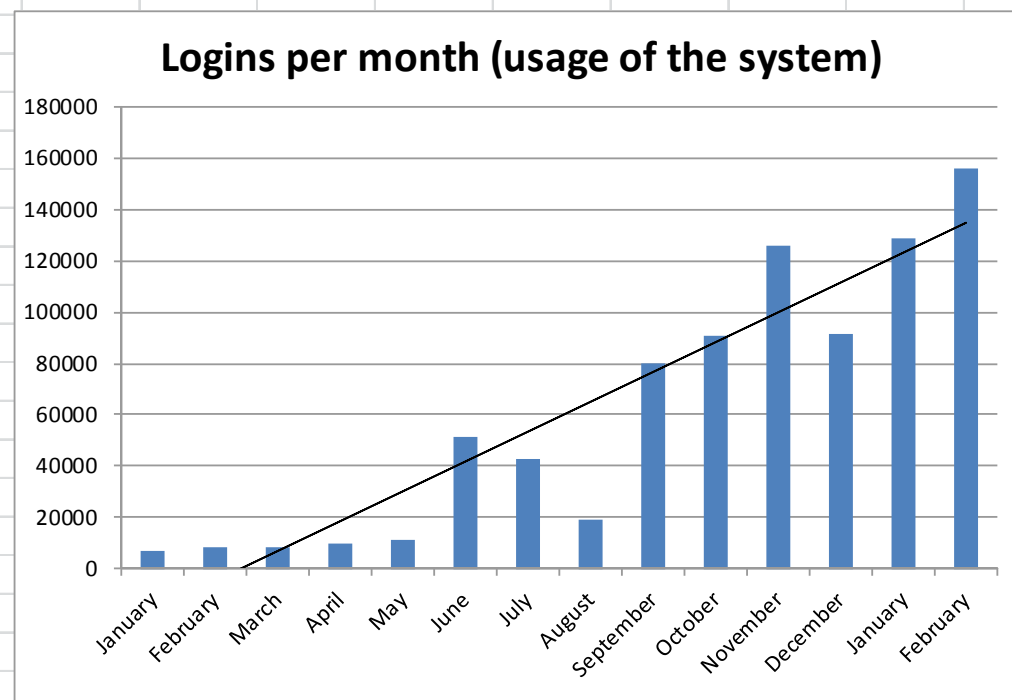


\*This concerns accounts effectively used to log in (active accounts)

Total number of accounts (active and unactive): 31792

## Logins per month (usage of the system)

2015	April	0
	May	2072
	June	3620
	July	3766
	August	1685
	September	6794
	October	6641
	November	7160
	December	5109
2016	January	7264
	February	8298
	March	8397
	April	9652
	May	11341
	June	50995
	July	42850
	August	19307
	September	79714
	October	90700
	November	125578
	December	91321
2017	January	128585
	February	156265



## Document downloads per month

2015	April	0
	May	533
	June	1492
	July	3168
	August	1576
	September	8402
	October	7249
	November	7617
2016	December	5746
	January	7497
	February	9185
	March	9767
	April	11284
	May	13521
	June	58316
	July	53658
	August	19555
	September	92919
	October	106860
	November	165237
2017	December	132582
	January	185064
	February	247248

