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# DIGITAL SERVICES, SECURITY AND CORPORATE SERVICES

## DIGITAL SERVICES

The EPPO's Digital Services unit continued to implement its two major programmes: the **IT Autonomy Programme**, with a view to set up internally managed administrative IT services, and the **Case Management System (CMS) Programme**.

### IT Autonomy Programme: Preparing to acquire autonomy from the European Commission on Digital Workplace Services

EPPO has accelerated the progress towards IT autonomy to the maximum possible, within its severely constrained resources, in order to have at least the basic EPPO-owned technical solutions in place to be able to transition from the digital workplace provided by the European Commission's Directorate-General for Digital Services (DIGIT).



### CMS Programme

The CMS Programme ecosystem offers the core business solutions for the organisation, enabling a compliant and efficient implementation of the case lifecycle management processes. Given the severely constrained resources, the CMS Programme focused its activities this year on only a few evolutions of the existing digital systems and optimisations of the business processes, providing additional access to digital tools within the national offices and improving the user experience, performance and security.

## SECURITY

In 2024, the EPPO significantly enhanced its security capabilities by formally establishing a dedicated Security unit grounded on three pillars: physical security, information security (cybersecurity), and counterintelligence. A comprehensive security strategy has been adopted and began to be implemented.

2024 was marked by the initiation of measures aligned with the new cybersecurity regulation (EU) 2023/2841<sup>101</sup>, aimed at achieving a high common level of cybersecurity across EU institutions, bodies, and agencies. In this context, the governance, risk management, control, and monitoring of the EPPO's IT systems have become pivotal to safeguarding operations and ensuring compliance.



In collaboration with Luxembourgish authorities, significant strides were made in 2024 to secure the EPPO's headquarters. Additionally, comprehensive physical security risk assessments were conducted across all EPPO decentralised offices, further strengthening the organisation's physical security posture.

In 2024, multiple induction and awareness sessions were held across all security domains, aiming to enhance organisational security maturity by fostering a culture of risk assessment and proactive management.

## CORPORATE SERVICES

**Corporate Services, including the Facilities and Service Desk teams, became a new sector within the Administrative Directorate.**

The Service Desk team remained as a central point of contact for all IT and non-IT related requests, providing support to all EPPO's users. Meanwhile, the Facilities team delivered services related to building management, office needs, mail, cleaning, and catering services throughout the year. Both teams effectively allowed the EPPO to carry out its operational activities and fulfil its mandate.

On top of day-to-day activities, several projects were carried out by Corporate Services in 2024, in particular:



**Partial renovation works** were carried out in the Annex building, and new offices have been prepared in the EPPO Central Office for two new European Prosecutors from Sweden and Poland.

**New charging stations** for electric vehicles have been installed in the EPPO underground car park.



A large quantity of recent **office furniture** has been transferred to the EPPO from the European Commission, who no longer needed these assets due to the reduction of their building portfolio. This transfer resulted in substantial cost savings and was in line with an environmentally responsible approach.

Following the decision of the Office for Infrastructure and Logistics (OIL) to terminate the service level agreement with the EPPO for various facilities services as of 1 January 2025, the EPPO had to find new procurement channels to substitute OIL services and to acquire direct contracting capacity.