Subgroup 1 Terms of Reference for 2017

Name of Subgroup (SG 1)	Exchanging Experiences and Good Practices
SG Chair, NRA	Damir Hajduk, AEM
Background	By exchanging good practices and experiences, regulators can help each other and be more efficient. In 2016 ERGA created a Digital European Toolkit, by pooling existing documents and templates for all Members. This includes i.a. a list of good regulators principles, boiler plates for co-operation protocols with other regulators and frameworks for effective prioritisation within the scope of the public policy goals. The Digital European Toolkit frees national regulators from the need to reinvent the wheel. ERGA wishes to further develop Digital European Toolkit and to build an online communication and collaboration platform. Particular focus will be given to increase functionality in terms of efficient searchability, presentation and interaction. The newly built online platform will foster the transition of the existing library into a knowledge base. Additionally, complementing the online system that will be created as the knowledge base for the regulators, ERGA will explore the possibilities to set up its own academy to further exchange experiences and good practices. The purpose would be to bolster the common quality of NRAs as a group. The ERGA Academia constitutes a coordination mechanism to organise activities mainly for heads and high level representatives of NRAs to exchange experiences and knowledge regarding strategic dilemma's boardmembers have to deal with. The activities – such as inter-vision, internships, working visits, lectures by renowned speakers – aim to deliver inspiration. As it is merely a coordination mechanism and participants are free to pick and choose the activities that are relevant to them, time spent on this subgroup is limited and can be seen merely as an investment as it will ultimately save time.
Subgroup scope and purpose	**Subgroup purpose** The Subgroup purpose is to develop a searchable and interactive online web site for NRAs. The process will entail drafting a project documentation, work closely with the programmer to design the online knowledge base as per strategic goals of the project, provide instructions for the members on how to contribute to the system, foster and stimulate systematic and efficient contributions from all NRA's and finally launch the system live. Additionally, the Subgroup will produce a roadmap and explore the possibilities to set up an ERGA Academy to exchange good practices in the form of inter-vision, workshops or seminars. Regulators will be able to learn one from each other as well as, if feasible, from the renowned speakers that would be invited to participate. **Work phases:** In terms of the **Knowledge Base** purpose, following work phases are identified: 1. Planning In this phase the SG will conduct preparatory activities which should yield

solid insight in:

a) final output of the expected most important functionalities of the website (e.g. online surveys, video uploads, forum, searchability...etc.), language related options and a basic hierarchy of page organization, maintenance forecast. For the purpose of collecting inputs from NRA's, a questionnaire will be produced and sent out prior to the Plenary Meeting in Spring.

b) organizing and structuring existing data to allow comparison, syntheses and connection, specifying requirements for queries, forms and reports, overall dimensions of the inputs needed in terms of number and size of data, arranging the data into a logical structure which can then be mapped into the storage objects supported by the database system, level of searchability and documents granulation, documents' translation approach

c) set of resources needed to complete the task, particularly in terms of financials and human resources;

d) timeline of the activities and projections of outputs

2. Design

Visual representation of the website and mock-ups based on prior requirements analysis. In this phase it will be important to have a future proof focus while designing needed horizontal aspects of the outputs, user-friendliness of the system, levels of maintenance and relationships between the elements mentioned.

3. Development

Developing homepage and series of internal templates housing all the different forms of content and implementing CMS with back-end functionality. The phase where the SG will intensively communicate and coordinate activities with the programmers that will produce the system as per Terms of Reference adopted at the ERGA Plenary in Spring. It is to be expected that SG members will have to additionally work on adjusting format of their documents to achieve maximum level of harmonization and universality. This stage will involve completion of the data migration from the existing documents repository as well as consolidation of these documents to make sure that it fits within the new flow and hierarchy of the site.

4. Testing

It is important that the system gets tested before going live. At this stage it will be important that maximum number of SG members try and evaluate the system.

5. Launch

The phase where the bugs that were possibly discovered during the testing

<table>
<tr><td></td><td>phase have all been taken care of and where data is uploaded, tagged and consolidated so that all functionalities are useable. The system is live and enabling efficient exchange of experiences and good practices.

In terms of organization of non-digital exchange of experiences and best practices, named **ERGA Academy**, following work phases are identified:

1. Collecting inputs

Activities and other deliverables within the ERGA Academy must be especially valuable for the heads and high level representatives of EU regulatory authorities with the challenges they face. A framework of four pillars helps to identify and group relevant topics. The four themes are: Rule of Law (e.g. what is - and what is not - hate speech?) Technology and Trends (e.g. what are algorithms and how do they affect the media pluralism online?), Oversight Strategies (e.g. how do we pick important problems and fix them?), Board Effectivity (e.g. how do we deal with commercial and political pressure and keep our independence?).

It will be crucial for the success of the ERGA Academy, to involve regulatory authorities regarding the topics they would mostly like to explore within the four themes. In that respect, a questionnaire should be compiled that would collect the information from NRA's regarding their views on the possible structure and role of the Academy, and level of participation and preferred format; as well as the desired topics for discussion, suggestions regarding external speakers and desired outputs. The activities and/or deliverables will not duplicate the work of EPRA.

2. Pilot activities

Depending of the results of the questionnaire and the discussion at the Spring Plenary, the Subgroup may consider organising a small number of pilot activities. The lessons learnt will be incorporated in the Roadmap.

3. Discussion and adoption of the Road Map

The Subgroup will develop a Roadmap to set up a structure for the ERGA Academy. At the Autumn Plenary Meeting, the ERGA Academy Road map will be discussed and adopted.</td></tr>
<tr><td></td><td></td></tr>
</table>

Deliverables

Deliverable type	Functional website and adopted Road Map for ERGA Academy
Deliverable title	ERGA knowledge base and ERGA Academy Road Map
Due date	Plenary meeting, Autumn 2017
Public consultation	No
Publication	Yes

Allocated Resources

Active members (drafters)[1]	Stanislav Bender, AEM (HR) Luisa Chiellino & Adele Morello, AGCOM (IT); Marianne Minnecré, Simon van Dooremalen (CVDM) Jo Balasz, NMHH (HU)
Members	Stefan Rauschenberger, RTR (AT); Dirk Peereman, VRM (BE), Bernardo Herman, Paul-Eric Mosseray, CSA (BE), François Jongen, Medienrat (BE); Peter Matzneller, Susanne Spiekermann (DLM) Kale Varjolla, FICORA (FI) Apostolas Costas, NCRT (GR); Marianna Aletrari, CRTA (CY) Hanne Nistad Sekkelsten, Medietilsynet (NO); Maria Borkowska, KRRiT (PL); Joana Duarte; Adelaide Jesus, ERC (PO) Rodica Anghel; Petre Dinca, CNA (RO) Petra Zupančić AKOS (SI) Martin Dorociak, Jan Hurtik CBRS (SK); Sonia Monjas, CNMC (SP) Maria Donde, OFCOM (UK)
Other resources	European Commission, ERGA Secretariat, Programmer

Work flow 1 Online Knowledge Base (internal and external milestones)

Date	Action / deliverable	Internal Subgroup only	External Board, CN, Plenary, Publication
Year 2017			
January 3rd	One page proposal of Terms of Reference sent to Members with the deadline for comments 13th January	Chair/Drafters/Members	Board
January 17th	Draft Terms of Reference discussed during the ERGA Board meeting	Chair/Drafters	Board
January 26th	Circulation of draft ToR to the Subgroup, invitation to review and comment.	Chair/Drafters/Members	
February 3rd	1st SG Meeting, analysing ToR, division of tasks among drafters and members. Drafting questionnaire and discussing the wishlist for functionalities with EC DIGIT team in Luxembourg.	Chair/Drafters/Members	

---

[1] Indicative composition of the subgroup. The participation in the subgroup is not limited to the listed representatives of the subgroup members or active members.

Date	Action / deliverable	Internal Subgroup only	External Board, CN, Plenary, Publication
February 6th	Sending the ToR to CN, deadline comments 17 February.		
February 21st	The questionnaire with the deadline to be completed by the Subgroup or CN and returned March 6th	Chair	Board/CN
March 6th	Deadline for collecting the questionnaires		
March 9th	Adoption of ToR at the Plenary, presentation of the inputs from the NRA's	Members	Plenary
March 23rd	Start work phase 1: **Kick-off meeting**, Members and ERGA Secretariat, Distribution of tasks	Members/ERGA Secretariat	
April 15th	In parallel with the work phase 2, starting the work phase 3, ideally in cooperation with the programmer, agreeing on developmental timeline and deliverables. Verifying data migration protocols. Uploading new documents, keywords list finalized. Start attaching keywords list to all documents.	Chair/Drafters	Programmer
September 15th	Meeting prior to the testing phase, inventory control, last adjustments, visual design details.	Chair/Drafters/Members	Programmer
October 15th	Finalizing the testing phase	Members/Chair	Programmer
1st half of November	Presentation at the Contact Network	Chair	CN, Programmer
2nd half of November	Official launch at the ERGA Plenary	Chair/Drafters/Members/ERGA Secretariat	

Work Flow 2 ERGA Academy (internal and external milestones)

Date	Action / deliverable	Internal Subgroup only	External Board, CN, Plenary, Publication
Year 2017			
January 3rd	One page proposal of Terms of Reference sent to Members, deadline for comments 13th January	Chair	Board
January 17th	Draft Terms of Reference discussed during the ERGA Board meeting	Chair/Drafters	Board
February 3rd	1st SG Meeting, further discussing	Chair/Drafters/Members	

Date	Action / deliverable	Internal Subgroup only	External Board, CN, Plenary, Publication
	topics of the ERGA Academy and the survey for NRA's		
February 6th	ToR sent to the Contact Network as a part of the material for the Plenary, deadline for comments 17 February.	Chair/Drafters	Board/CN
February 21st	the questionnaire sent out to the Subgroup and Contact Network		
March 6th	Deadline for sending back the questionnaire (EOB)		
March 9th	Adoption of ToR by the Plenary. Results of the answers to the questionnaire discussed. Discussion with the Heads and High Level Representatives to incorporate specific wishes and ideas from the target group.	Members	Plenary
March 23rd	At the SG's meeting, discussion on topics, ideas for pilot events and organisational aspects to be further included in the Road Map.	Members/ERGA Secretariat	
2nd half of November	Adoption of ERGA Academy Road Map at the ERGA Plenary Meeting	Members	