

Subgroup 2 Terms of Reference for 2018	
Name of Subgroup (SG 2)	Exchange of Experiences and Best Practices
SG co-Chairs, NRAs	Maria Borkowska, KRRiT (PL) Balazs Jo, NMHH (HU)
Background	<p>European audiovisual regulators and their boards encounter similar challenges regarding oversight of a constantly changing media landscape. One of ERGA’s tasks is “to provide for an exchange of experience and good practice as to the application of regulatory framework for audiovisual media services”. By exchanging good practices and experiences, regulators can support each other and be more efficient. For this purpose in 2016 ERGA created a Digital European Toolkit, by pooling existing documents and templates for all Members.</p> <p>In 2018 ERGA wishes to further develop Digital European Toolkit. Particular focus will be given to increase functionality in terms of efficient searchability, presentation and interaction.</p> <p>Additionally in 2017 the ERGA Academy was created which is intended to be a coordination mechanism to facilitate exchange of information between the NRAs. Through this mechanism ERGA will organize activities for the heads, high level representatives and NRAs’ experts to exchange knowledge and experiences. The activities aim to deliver inspiration to regulators who could learn from each other as well as from renowned speakers. Regulators can use this knowledge to improve their oversight, monitoring and enforcement.</p> <p>Following the ERGA Work Program that was adopted in November 2017 at the ERGA Plenary meeting, the Sub-group’s tasks have been divided into:</p> <ul style="list-style-type: none"> • online knowledge database – Digital European Toolkit (DET); and • ERGA Academy <p>with the Hungarian and Polish NRAs as co-chairs, leading the work accordingly in 2018.</p>
Subgroup scope and purpose	<p>Principal purpose:</p> <p>The Subgroup’s principal purpose is to support the exchange of good practice and expertise among the European audiovisual regulators in a structured, flexible and efficient way. The Subgroup will continue the work of previous Subgroup 3 (2016) and Subgroup 1 (2017). In regard to ERGA Academy, the Subgroup will base on the Roadmap Diagram and Explanatory Note to this Roadmap [ERGA(2017)11] accepted at the Plenary in November 2017.</p> <p style="text-align: center;">Online knowledge base – Digital European Toolkit</p> <p>Scope in 2018:</p> <p>With regard to online database, the Subgroup will focus on further improvement of the created tool – the DET, as well as on its promotion among the NRAs.</p>

Work Phases:

The work connected with this task will be divided into five main fields of work.

1. Fixing the Technical Shortcomings

All the members of the Subgroup have experienced some kind of difficulties when working with CIRCABC. Glitches, bugs, freezes were often reported during uploading and tagging. To make the system more user-friendly the Subgroup wishes to report and with the help of the IT team responsible for CIRCABC correct the problems. Firstly, the Subgroup would work out an incident report template together with the IT team in Luxembourg. This would be followed by a systematic gathering of problems arising during everyday usage. This would enable the IT team to rectify the problems. The Subgroup would then test the modifications.

2. Enable Existing Features of CIRCABC

CIRCABC is a capable tool. The Subgroup aims at developing its full potential. In order to achieve this goal, the needed features for enhancing of exchange of experience and good practice need to be assessed. The Subgroup wishes to discuss what kind of features would be needed to enhance the exchange of experience and good practices.

3. Editors

To improve the content of the knowledge base an editorial Board needs to be created. The Board members shall be recruited from the Subgroup. The editors shall be responsible for certain folders in the library; they would supervise content, and if needed, ask for more information or documents from the given NRA. Before establishing the Board, the Subgroup shall assess the workload of such an activity. Editors shall also inspire members to upload and share more and more relevant information etc. To enhance effective communication within the Subgroup a contact person shall be appointed at each NRA, who will be responsible for the issues related to DET.

4. Newsletters and Reports

Editors will be also in charge of preparing the Subgroup's newsletter, which will be included in the ERGA Newsletter. The newsletter shall inform ERGA members about the most significant uploaded materials. The Subgroup shall work out the design and shall also share the most relevant regulatory issues with NRAs on a yearly basis (yearly report), which shall also be featured in the DET.

5. Preparation of DET 3.0 on the basis of a future proof plan:

The regular update of the toolkit is essential. The Subgroup shall discuss the future development of the DET and prepare the directions for the follow-up. It shall draw on the experience from the creation and design of previous versions.

ERGA Academy

The topics

According to the Survey of February 2017, 90% of the NRAs are ready to actively participate in the ERGA Academy. As the result of the survey, the

	<p>most popular themes to be further developed by ERGA Academy are:</p> <ol style="list-style-type: none"> 1. Oversight Strategies 2. Technology and Trends <p>These themes will be taken as priorities in ERGA Academy in 2018.</p> <p>3. The other topics, such as Rule of Law, Board Effectivity, Financial Issues, Media Literacy, Public Service Broadcasting, Pluralism, Co-regulation, Findability/Access, Fake News and Hate Speech will also be kept in mind and developed if necessary. Additional topics, at the request of the Commission, may also be considered.</p> <p>4. During the first ERGA Academy Executive Introduction meeting in December 2017, the following topics were suggested for the workshops:</p> <ul style="list-style-type: none"> • Use of informal strategies and instruments as part of the oversight policy • Motivation in the organisation: How to attract and educate the right personnel? • External communication and public affairs <ul style="list-style-type: none"> - As an instrument of oversight - How to deal with social media? • Balancing between freedom of information and quality of programmes/programming <ul style="list-style-type: none"> - How to uphold independence in a time of declining advertising revenues - Fake news - Digital media literacy and education. <p>The Subgroup will take these topics as possible themes for 2018 ERGA Academy workshops.</p> <p>The formula</p> <p>The Roadmap contains following elements: <i>I. Lectures, II. Strategy Sessions</i> and <i>III. Expertise Pool</i>. The element <i>IV. Cooperation</i> seems also to be of great importance for fulfilling the task of supporting the exchange of good practice and expertise.</p> <p>Work phases:</p> <p>The work connected with this task will be divided into following fields:</p> <p><i>1. Lectures by Renowned Speakers</i></p> <p>Short lectures by renowned speakers are one of the most frequently mentioned activities of the ERGA Academy. The Explanatory Note Roadmap ERGA Academy [ERGA (2017) 11] gives some names of renowned speakers for 2018 Plenaries. This list can be expanded.</p> <p><i>2. Strategy Sessions</i></p> <p>The Subgroup will organise high level strategy sessions adjacent to plenary meetings, e.g. the afternoon before or the morning after the plenary meeting on topics mentioned above.</p>
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	<p>In parallel, sessions for the professional level will be organized, where the focus lies on professional skills. Following the same efficient approach (the afternoon before or morning after the meeting), these sessions will be organised adjacent to subgroup meetings and/or the Contact Network.</p> <p>Generally, if an NRA organises an event set out to exchange experiences and best practices ERGA Academy is ready to collaborate. This might involve NRA acting as the host of the training session, inviting experts from other NRAs to lead a “training” on the selected topic. The Expertise pool of the ERGA Academy (Element III) can be helpful to identify topics for such sessions.</p> <p>A high-level workshop on fake news will be organized adjacent to ERGA Plenary meeting in March.</p> <p><i>3. Expertize Pool - Longlist</i> ERGA Academy brings demand and supply together and creates an overview of the expertise and interests.</p> <p>The DET is a tool for identifying and cataloguing specific expertise. A specific ERGA Academy overview section of expertise and interests will be created, which can be used to identify other important topics for training sessions. NRAs can also use this overview if they would like to know which NRAs can help them with answering specific questions they might have.</p> <p>The coordination mechanism can also be used to pair heads and high level representatives of NRAs for bilateral working visits and other events.</p> <p><i>4. Cooperation with other organizations</i> The ERGA Academy will take into consideration the work of other relevant networks, notably the European Platform of Regulatory Authorities (EPRA), to increase mutual exchange of information and opportunities for collaboration.</p>
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Deliverables

<i>Deliverable type</i>	- Functional website, a rich, up to date knowledge base, Expertize Pool, smoothly working coordination mechanism. - Academy - Keynote speech during ERGA Plenary - Academy - Strategy Session adjacent to ERGA Plenary - Academy - Workshops (expert level) neighbouring CN or SGs meetings
<i>Deliverable title</i>	ERGA Knowledge Base and ERGA Academy Expertize Pool
<i>Due date</i>	Plenary meeting in November 2018
<i>Public consultation</i>	No
<i>Publication</i>	Yes – online data base

Allocated Resources

<i>Active members (drafters)</i>	Stanislav Bender, Sanja Pancic - AEM (Croatia) Adele Morello; Luisa Chiellino - AGCOM (Italy)
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	Marcel Betzel, Simon van Dooremalen CVDM (Netherlands) Sonia Monjas CNMC (Spain)
Members	Dirk Peereman – VRM (Belgium) Marianna Aletrari – CRTA (Cyprus) Kalle Varjola – FICORA (Finland) Peter Matzneller, Bianca Heuser, Elke Nussbaum - DLM (Germany) Costas Apostolas – NCRTV (Greece) Ieva Beitika, Agnese Berga - Neplpadome (Latvia) Hanne Sekkelsten – Medietilsynet (Norway) Martin Dorociak – CBR (Slovakia) Teja Antončič – AKOS (Slovenia) Marie Swanstrom – MPRT (Sweden) Marta Carvalho – ERC (Portugal) Oli Bird – Ofcom (UK)
Other resources	European Commission, ERGA Secretariat, CIRCABC

Work flow (internal and external milestones)

Date	Action / deliverable	Internal <i>Subgroup only</i>	External <i>Board, CN, Plenary, Publication</i>
Year 2018			
January 3rd	Draft Terms of Reference	Co-Chairs	Board
January 16 th	Draft Terms of Reference discussed during the ERGA Board meeting	Co-Chairs	Board
January 22	Circulation of draft ToR to the Subgroup, invitation to review and comment	Co-Chairs/ Drafters/ Members	
January 30	Kick-off meeting = Adoption of ToR by the subgroup	Co-Chairs /Drafters/Members	
February 8	ToR sent to the Contact Network	Co-chairs	Board/CN
February 14 – February 28	Written procedure of adoption (first step – consultation)	Co-chairs	Plenary
February 22	Contact Network meeting	Co-chairs	Board/CN
March 1 – March 8	Written procedure of adoption (second step – electronic vote)	Co-chairs	Plenary
March 22	Academy - Strategy Session on Fake News		Plenary
March 23	ERGA Plenary meeting	Co-Chairs	Plenary
March 23	Academy - Keynote speech during ERGA Plenary		Plenary
First half of April	DET (1): Contact The IT team, outline the issues. Establish an incident report template. Circulate the incident report template among the NRAs, and kindly ask them to report the issues concerning CIRCABC.	Co-chair /Drafters /Members	
April	DET (Phase 1): Send the incidents to the IT team. Ask them to update the system	Co-Chair /Drafters /Members	

Date	Action / deliverable	Internal <i>Subgroup only</i>	External <i>Board, CN, Plenary, Publication</i>
	<i>according to the reports. Begin testing. Give feedbacks to the IT experts.</i>		
<i>April</i>	<i>DET (Phase 2): Collect information about the desired features (questionnaire).</i>	<i>Co-chair/ Drafters/ Members</i>	
<i>May/June</i>	<i>DET (Phase 2): Make a proposal for the IT personnel to enable the needed functions.</i>	<i>Co-chair /Drafters/Members</i>	<i>Board/CN</i>
<i>August/September</i>	<i>DET (Phase 3, 4, 5): Recruit the editors, define editorial activates, establish procedures. Discuss the template and the content of the newsletter and the yearly report and DET future.</i>	<i>Co-chair /Drafters/Members</i>	
<i>September</i>	<i>Second SG2 meeting</i>	<i>Co-chairs /Drafters /Members</i>	
<i>2nd half of 2018</i>	<i>Academy - Workshop (expert level) "Protecting Children in Audiovisual Media Services (2018)" - Subtitle to be added in line with priorities identified in the ToR – proposal of Slovak NRA</i>		
<i>Whenever necessary</i>	<i>Academy - Workshop (expert level) neighbouring CN meeting or SGs meeting</i>		
<i>November</i>	<i>Academy - Keynote speech during ERGA Plenary</i>		<i>Plenary</i>
<i>November</i>	<i>Academy - Strategy Session</i>		<i>Plenary</i>