



European Commission

Directorate General Regional Policy
Directorate General Employment, Social Affairs and Equal Opportunities
Directorate General Agricultural and Rural Development
Directorate General Fisheries and Maritime Affairs

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SFC2007

SYSTEM FOR FUND MANAGEMENT IN THE EUROPEAN COMMUNITY 2007 – 2013 STRUCTURAL FUNDS AND COHESION FUND, AGRICULTURAL FUND FOR RURAL DEVELOPMENT, FISHERIES FUND

Dear members of the SFC2007 Project interest group,

This note has been prepared with the aim to explain some aspects of the workings of the SFC2007 Support team.

1. OFFICIAL LANGUAGES AND APPLICATION SUPPORT

There are now 23 official languages in the European Union. It is an accepted right to be able to communicate with a European Union body in your mother tongue, and to get a response back in that language¹. Therefore it is possible to contact the SFC2007 support team via e-mail in any of the official EU languages. However, to do so would most likely cause a delay in an answer being prepared and sent back to you. This is because the original question would have to be translated in order to be understood, and the subsequent answer to you to be translated into the original language. Given the limited resources of the translation service, the big demand for translations, and the priority given to binding texts, the delays to get less formal communications translated can rapidly become very long.

It is for this pragmatic reason that we ask you to address the SFC2007 support team in either English or French, otherwise we could not guarantee to respect a short delay for answers. In the specific case of telephone support, The SFC2007 team does have knowledge of other languages, but there is no guarantee that these language combinations will always be available.

¹ According to article 3 of the Council Regulation No 1/1958 determining the languages to be used by the European Economic Community, documents which an institution of the Community sends to a Member State or to a person subject to the jurisdiction of a Member State shall be drafted in the language of such State. Published in Official Journal 017, 06/10/1958 P. 0385 – 0386. <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31958R0001:EN:NOT>

A Single Point of Contact (SPOC) has been created for all SFC2007 support issues. By using this and only this e-mail address, you are guaranteed as quick a response to your question as possible. This e-mail address is: sfc2007-info@ec.europa.eu

Moreover, it should be reminded that the Commission SFC2007 helpdesk is a second level helpdesk (the first level being at the level of the Member State). It is not the purpose of Commission SFC2007 helpdesk to address concerns raised by end-users. Therefore, this pragmatic approach should not have a real impact on support given to end-users. This is in line with the concept of "key users" presented during the meeting of 24/10/2006, where the European Commission trains and supports a limited number of key users of the system, who in turn train and support other users in their respective Member States.

2. APPLICATION DOCUMENTATION

It is for this same pragmatic reason why documentation on the SFC2007 system is only available in English. Having all the documents translated into 23 languages at the same time a new functionality is released would have the practical effect to delay the implementation of the given functionality. Moreover, to have all the documents available in 23 languages when these documents are frequently updated and adapted would render the management of these documents impossible.

If you wish to arrange translations of the documentation in your own language, the SFC2007 project team will be happy to help you and guide you in terms of terminology and context. But we have to remind you that keeping such translated documents up-to-date would not be very feasible. From a financial point of view, the use of technical assistance is possible to support the translations.

3. SFC2007 APPLICATION LANGUAGE SUPPORT

The SFC2007 application is available in nearly all official EU languages since 26/02/2007 (except Bulgarian and Romanian which will be provided in April 2007), and will continue to evolve over time as more functionality is added. In this respect we appreciate and value comments on the translation of the interface in any particular language. If you are reporting a problem or otherwise making a comment on the application, it does not matter what language you are using on your interface. It is sufficient to send us by e-mail at sfc2007-info@ec.europa.eu the URL of the page which causes the problem or on which you are making a comment by copying and pasting it from the address bar in your internet browser. In some cases, sending a snapshot of the screen could be useful.

4. E-LEARNING

At the moment, the e-learning module is available only in English. In relation to a statement made by the Spanish delegation at the October 2006 seminar concerning their wish for the e-learning module to be translated, we responded by saying that the Commission would investigate such a possibility and it was confirmed that the application interface would be translated into all languages.

We are happy to be able to announce that the next e-learning module (Payment requests, reporting, etc) will be translated, and will be available when the next version of the e-learning module is developed and released. For technical reasons, only texts will be translated, not screens snapshots.

5. TRAINING

Training sessions for the SFC2007 system are regularly organised in Brussels. It is only possible to give these trainings in English or French because of the language capabilities of the trainers. We ask you for your understanding in this matter, and wish to reiterate the fact that the next e-learning module will be translated into all languages. This e-learning module allows you to train yourself, or for use in your own training materials through step-by-step guides and demonstrations.

The SFC2007 Project Team

Contacts: sfc2007-info@ec.europa.eu