UPGRADING CONFERENCE MANAGEMENT IN THE EUROPEAN PARLIAMENT

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Director for Conference Organisation

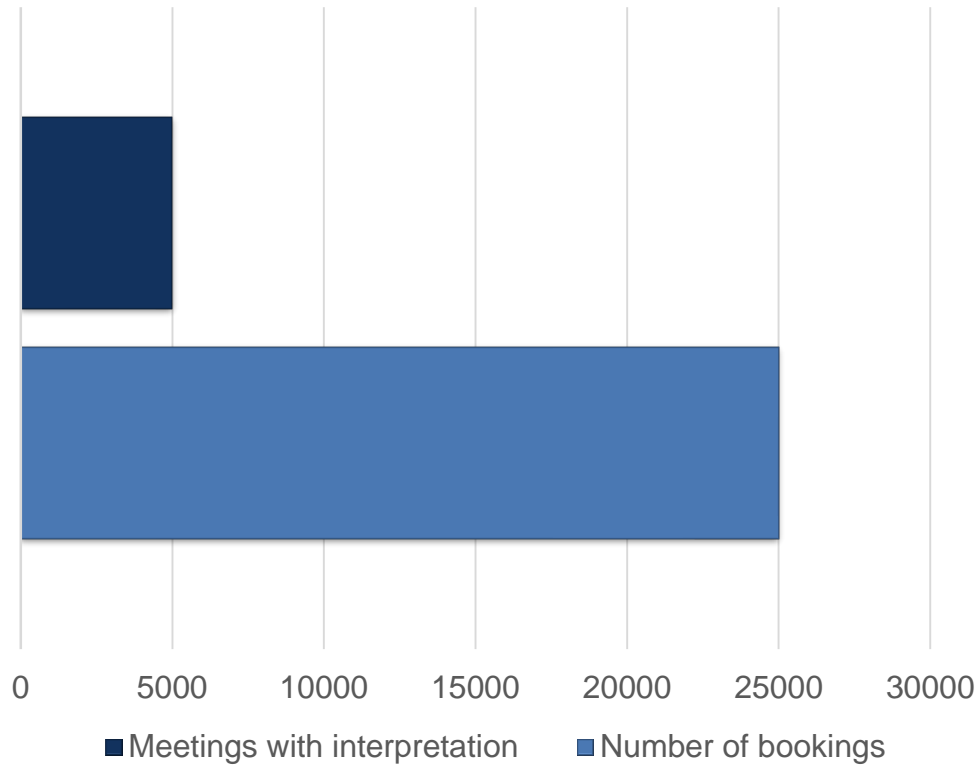**Directorate-General for Logistics and Interpretation for Conferences, DG LINC**

Decentralised room ownership and event booking

From 2 to 24 languages (and more) Up to 1000 interpreters deployed per day

Main data base with dual purpose:

-   Managing room allocation (decentralised)

-   Managing interpreter teams (centralised in DG LINC)

In-house development first deployed in 2004 + successive upgrades

Satellite interfaces for users: room managers, interpretation managers...

New types of events

New types of venues

Security

Sustainability

GDPR

New tool/interface for users to request meetings and related services

Improved interface for managing interpreter teams

New tool for providing meeting documents to interpreters

Additional functionalities for 2020 and beyond:

- Managing other conference staff (ushers, technicians)

- Managing additional services (recordings, catering, digitalisation of event posters)

- Enabling on-line feedback

- **Managing event participants** (biggest identified need)

- New organisational structure - clear lead in conference organisation

- Strategy and projects endorsed by leadership

- Collaborative innovation and technology watch

- **New off-the-shelf event management tool (1st quarter 2020)**

Participant registration

Welcome pack

Event updates

Post-event communication and feedback

Participant App

Pilot deployments in events run by DG LINC

Pilot deployments in client events

Customisation, maintenance and support

Integration with/replacement of existing IT tools

Additional tools – community management, AI chatbot

TOWARDS ONE CORPORATE IT ECOSYSTEM

FOR EVENT MANAGEMENT

THANK YOU!