

02. Change requests for the European Commission website

Change request process for the European Commission website (ec.europa.eu/info)

Area	Request type	Identification	Approval	Implementation
Architecture level 0-1-2-3	<ul style="list-style-type: none"> Navigation labels Breadcrumbs Page titles Structure change Adding new links (navigational blocks) to existing pages New content/navigation pages Changing destination URL of links 	Department => CEM	DG Comm	Department / DG Comm
Daily updates level 0-1-2-3	No request is needed	No action is needed	DG Comm needs to be informed. No prior agreement of Comm is needed.	Department
Architecture level 4 onwards	No transformation can be done without explicit approval from DG Comm.	Department => DG Comm	DG Comm	Department
Content types	Modification or request of a new content type	Department => CEM	DG Comm	DG Comm
3rd party tools & databases	Request to embed a 3rd party tool or database	Department => CEM	DG Comm	Department + DG Comm
KPIs	KPI update, measurement or information	Department => CEM	DG Comm	DG Comm

Content change processes

Various degrees of approval/information are necessary depending on the type of action and the level on the European Commission site. DG Communication is responsible for, and the owner of, levels 0-1-2-3. Departments are responsible for levels 4 and below.

Change requests on level 0-1-2-3 needing DG Communication's approval

On levels 0-1-2-3, DG Communication shall be informed of and agree to any changes to and/or the creation of entirely new pages **before** they are made. This is to help provide a quality experience for users by ensuring a coherent architecture and maximising search engine optimisation.

Changes might include the following

- navigation labels, breadcrumbs and page titles
- structure
- adding new links (navigational blocks) to existing pages
- changing the destination URL of links (navigational blocks)

Process

Before submitting a change request, the lead department responsible for the content in question is expected to have approval from other stakeholder departments if needed.

Departments then need to send the request to [Comm Europa Management - CEM](#) (with [Europa account manager](#) in Copy).

Departments should provide sufficient information for DG Communication to understand the content and the reason for the change request.

Updates on level 0-1-2-3 not needing DG Communication's approval

Daily content updates do not need DG Communication's approval, but DG Communication does need to be informed depending on the type of update.

Departments perform the updates themselves.

DG Communication does not need to be informed about new items or updates to the following types of content:

- news
- events
- publications
- public consultations (from before July 2018; new consultations need approval from SecGen)
- organisation charts

- contacts
- persons
- translation of the above

DG Communication does need to be informed via [Comm Europa Management - CEM](#) (with [Europa account manager](#) in Copy) about updated items if they are any of the following:

- department pages (except updated organisation chart)

Content must follow rules and guidelines on [web writing](#) and [content types](#) (EU login required)

In the case where, following publication, DG Communication has well substantiated comments in line with the corporate needs of the respective class and of the Commission, the departments will take these into account and make the changes.

Any work on level 4 onwards

Although departments can proceed to work on their own content on level 4 onwards, full transformation of another site's content to the Commission site can only go ahead in agreement with DG Communication.

Process

Departments to contact their [Europa account manager](#).

Escalation procedure

In case of disagreement on any of the above mentioned issues, that can't be solved between the DGs web coordinator(s) and the [Europa account manager](#), the following escalation procedure applies:

1) For department content:

Head of Corporate web presence Sector (COMM B3.03), and department

2) For cross-department content of a class:

Department having a stake in the contested content and Head of Corporate web presence Sector (COMM B3.03)

3) For cross-class content

HoU having a stake in the contested content and Head of Corporate web presence Sector (COMM B3.03)

Trial period

In order to establish service levels in terms of response times from DG Communication, the different services included on this page are being piloted for a period of three months. After this period, DG Communication will propose a target response time per service and a target percentage of request within the target response time.

Until response times are established, DG Communication will respond to all requests in a timely manner.