# EURODAC 2022 ANNUAL REPORT
## FACTSHEET AUGUST 2023

Operational since 2003, the **European Dactyloscopy Database** (Eurodac) is the large-scale IT system used to support the effective implementation of the Dublin Regulation. It stores and processes fingerprints of asylum seekers and irregular migrants who have entered an EU Member State or a Schengen Associated country. Depending on the purpose of the fingerprint datasets transmitted (the type of category), these are stored and/or compared with other fingerprint sets already present in Eurodac. In this way, Eurodac helps identify potential multiple asylum applications from the same individual.
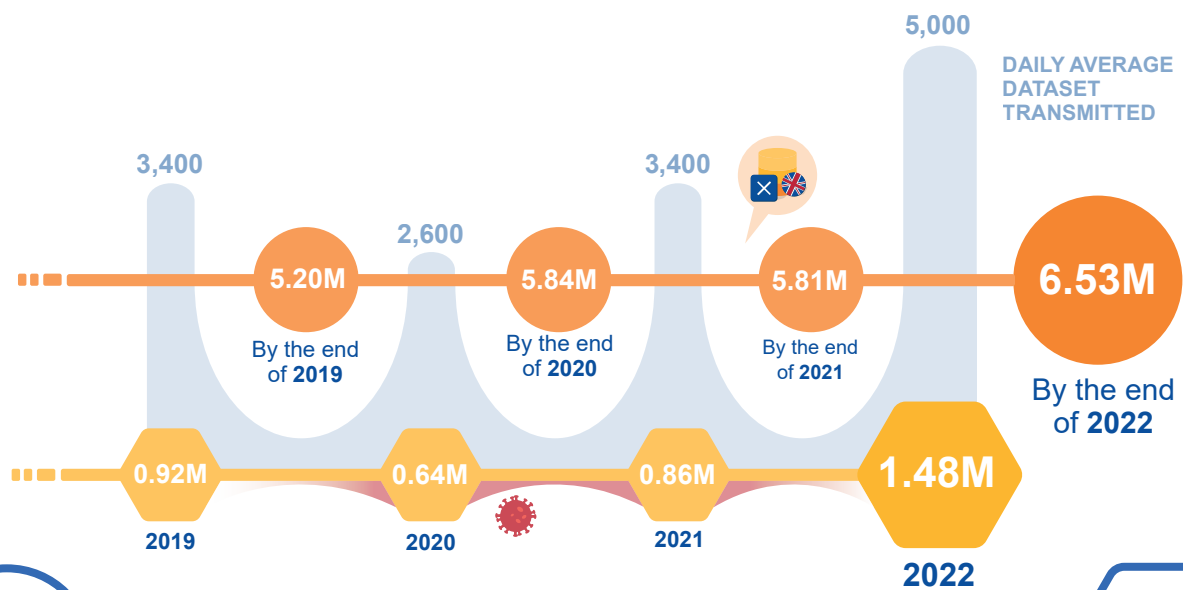
eu-LISA is responsible for the operational management of the Eurodac Central System, by ensuring uninterrupted access to the system 24/7 and by facilitating the continuous exchange of data between national authorities, in accordance with the legal provisions.

## STORAGE AND TRAFFIC

During the COVID-19 pandemic period the data stored in the Eurodac Central System increased in a relatively low rate and the daily incoming traffic decreased. The most significant impact was observed in 2020.

The withdrawal of the UK from the EU in 2021 led to the deletion of the UK data from the Central System, resulting in a slight reduction in the data stored in the Eurodac.



**DAILY AVERAGE DATASET TRANSMITTED**

| | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|
| Daily average dataset transmitted | 3,400 | 2,600 | 3,400 | 5,000 |
| Dataset stored (by the end of) | 5.20M | 5.84M | 5.81M | 6.53M |
| Dataset transmitted | 0.92M | 0.64M | 0.86M | 1.48M |

**DATASET STORED** ●    ● **DATASET TRANSMITTED**

## EURODAC EVOLUTION

**2** **Major Upgrades kicked off in 2022**

**Capacity Upgrade Project**
Increase storage capacity

**7 M** → **9 M**

**Minimal Upgrade Project**
Upgrade the system's software and hardware components

**Finalised in**
**2023**

eu-LISA **ensures the adaptive maintenance of the system and improving services for the Member States**. Accordingly, two major upgrades were kicked-off to ensure smooth operations in the coming years, providing sufficient storage capacity and ensuring the overall longevity of the system.

## QUALITY OF SERVICE

### AVAILABILITY AND RESPONSE TIME
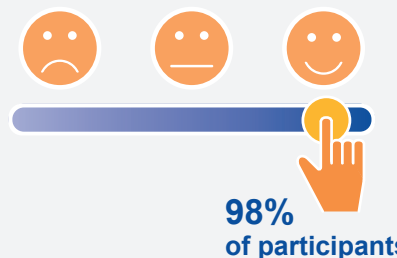
**99.99%**
**Response Time Performance**

**99.88%**
**Availability**

**During the reporting period, the Eurodac Central System consistently met the performance and availability requirements outlined in the service-level agreement.**

### CUSTOMER SATISFACTION

**98%**
**of participants**

**The results of the Annual Customer Satisfaction Survey show that 98% of Member States are** satisfied **or** very satisfied **with the services provided by eu-LISA regarding:**

Incident and problem management, Operational communication, Technical assistance, Support for national activities, Release management.

**For the full report:**

https://europa.eu/!TdXHh8

*eu-LISA is the European Union Agency that ensures 24/7 operational management of the European Union's large-scale IT systems - as well as their respective communication infrastructure - in the area of freedom, security and justice. Further to the systems currently managed (Eurodac, SIS and VIS), the Agency is also in the process of developing three new systems (EES, ETIAS and ECRIS-TCN), along with their interoperability components and taking over the management of e-CODEX.*

*Public statistics can be accessed on eu-LISA's website*