



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

SRD - Shared Resource Directorate
SRD.2 - Information management and systems

Support approach & responsibilities

Support Approach

Union Database supports different modes of interaction with the application

- Online access
- System exchange via Access point or Service provider (Via eDelivery)

Union Database shall aim to provide direct training material in the form of User guides, short videos & past training recordings. Additionally Union Database shall impart trainings to schemes with the approach of train the trainer. In this approach, Union Database shall bring harmonization across the schemes and leverage the best practices across the market where needed.

Support responsibility Matrix

Responsible

UDB-IT: is a reference to IT Support from EC DG ENER comprising of UDB-IT Application team, eDelivery support team & other infrastructure support services

VS: Refers to Voluntary scheme who will be the single point of contact for user or functional support to Economic operators related to the data/information on UDB

MS: Refers to Member states who is responsible to manage entities & user access within their own member states.

Responsibility matrix for support to (Columns), activities (rows) by Responsible owners

Support to	Voluntary Schemes	Certification Body	Economic Operator	3rd party Service Provider	Member State	DSO/TSO/ Supplier (Gas)
Register & Manage entity	UDB-IT	VS	VS	VS	UDB-IT	MS
User access management	UDB-IT	VS	VS	UDB-IT	UDB-IT	MS
Training	UDB-IT	VS	VS	VS / UDB-IT	UDB-IT	VS
Information management & support via 3rd party Service provider	3rd party SP	NA	3rd party SP	NA	NA	3rd party SP
UDB Application Availability support	UDB-IT	UDB-IT	UDB-IT	UDB-IT	UDB-IT	UDB-IT
eDelivery	UDB-IT	NA	UDB-IT	UDB-IT	UDB-IT	UDB-IT
Who can send new feature requests to UDB?	Direct Request to UDB-IT via FMB	Via Voluntary Scheme	Via Voluntary Scheme	Via Voluntary Scheme	Direct Request to UDB-IT via FMB	Direct Request to UDB-IT via FMB

Access to test application

- For user testing and for demo environment
- EC Admin invites VS Lead User(s)
- VS Lead User(s) sends invitation to (VS User, EO Lead User) via activation link in email

- EO Lead User can also invite EO User(s)
- Acceptance of invitation directs the user(s) to the login page of the test environment - <https://webgate.acceptance.ec.europa.eu/udb/>(Invitation is valid for 30 days)

Access to Live application (Online)

- EC Admin invites VS Lead User(s)
- VS Lead User(s) sends invitation to (VS User, EO Lead User) via activation link in email
- EO Lead User can also invite EO User(s)
- Acceptance of invitation directs the user(s) to the login page of the Live environment
- Live Environment : <https://webgate.ec.europa.eu/UnionDatabase>

Information on eDelivery for Voluntary Schemes & VS nominated Service Providers

All requests to onboard Service providers, Access point providers &/ eDelivery access for EOs & Schemes should be directly sent to UDB team by Scheme.

What is [eDelivery](#)?

- eDelivery is the secure messaging infrastructure used by European commission IT systems
- This setup will enable systematic/programmatic exchange of data/information between UDB & any type of entities.

Economic Operators with limited IT expertise but requiring automation

- Such Economic Operators could leverage 3rd party service providers who can support EOs in digitizing the information required by UDB. 3rd Party Service provider may provide extended support like integrating with existing processes of EO to enable UDB integration with UDB thereby easing the administrative burden

Economic Operators wishing to exchange information via their own ERP system.

- Regardless of the type of ERP system, EO may send the data to UDB as per the required protocol. The relaying of such data/ messages can be done via a nominated access point provider