eDelivery Project Status Report

OVERALL STATUS:

YELLOW

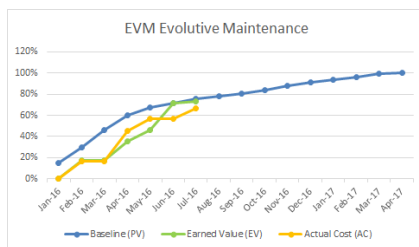**Project Owner (PO):** DG CNECT

Business Manager (BM): Marco Fernandez

Solution Provider (SP): DIGIT

Project Manager (PM): Joao RODRIGUES-FRADE

Project Management

Project Indicators:

EVM Chart

EVM Table

Month	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Baseline (PV)	15%	29%	46%	60%	67%	72%	76%
Earned Value (EV)	0%	18%	18%	36%	46%	71%	73%
Actual Cost (AC)	0%	17%	17%	45%	57%	57%	66%

Project progress:

- Baseline was redefined in for the last project report due to expansion of the project scope. Upon the conclusion of Domibus 3.1 FR, there was an increase in the planned activities due to the issues detected (that led to the intermediate release 3.1.1). Moreover the scope of the domibus 3.2 release was changed in order to emphasize the AP robustness and focus on implementing quality control and improvement mechanisms.

  Following the conclusion of the new Domibus release plan and project resource stabilization a new baseline will be calculated.

- Due to the well documented staffing issue, aggravated by the recent departure of another developer, there was no capacity to tackle the planned activities for the SML and SMP, which were postponed, 1.5 months and 3 months, respectively (new planning to be validated by the OMB)

Risks and Issue management:

Risks:

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
EDELIVERY-1243	New hire		Jul 19,	Jul 19, 2016		Pedro	Marcio		OPEN	Unresolved

						TAVARES	SAMPAIO		
	integration	2016							
EDELIVERY-1165	CEF Support Staffing issues	Jun 09, 2016	Jul 19, 2016			Marcio SAMPAIO	Marcio SAMPAIO	OPEN	Unresolved
EDELIVERY-1164	e-Health	Jun 09, 2016	Jul 19, 2016			Marcio SAMPAIO	Marcio SAMPAIO	OPEN	Unresolved
EDELIVERY-1050	potential delays for the release dates for the SMP and BDSML	Apr 22, 2016	Jul 19, 2016			Marcio SAMPAIO	Marcio SAMPAIO	IN PROGRESS	Unresolved

4 issues

Issues:

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
EDELIVERY-1242	Staffing issues		Jul 19, 2016	Jul 19, 2016		Marcio SAMPAIO	Marcio SAMPAIO		OPEN	Unresolved

1 issue

Onboarding and Communication

On-boarding:

Title	Status	Next steps
SANTE - eHEALTH on-boarding	DISCOVER	The relevant DG SANTE unit's (A4) focus has been on EU-CEG but is interested in exploring the possible reuse of eDelivery for eHealth. Delays regarding components and staffing issues on eDelivery side
MARE - CISE on-boarding	DISCOVER	A CISE-CEF workshop took place on 7-8 July in JRC ISPRA to explore the possible reuse of eDelivery & eID.
GROW - DSF Follow-up (on-boarding)	DISCOVER	The CEF SMO will follow up with DG GROW on their interest in the potential re-use of eDelivery in July. Next meeting to go into operational details to adoption in specific GROW projects.
ECFIN - DSF Follow-up (on-boarding)	DISCOVER	The SMO will contact them in July to follow up on this initial presentation meeting.
REGIO - DSF Follow-up (on-boarding)	DISCOVER	Joao RODRIGUES FRADE held a meeting on 📅 14 Jun 2016 with DG REGIO A4 colleagues to determine whether eDelivery could be used in information systems developed by their unit. The SMO will contact them in August to follow up on this initial presentation meeting after this DG has had time to reflect on whether eDelivery satisfies its business needs.
EASME - DSF Follow-up (on-boarding)	DISCOVER	Vincent GAUTIER has committed to see if EASME has a relevant role to play in the promotion of CEF towards SMEs. He believes that it could be relevant with EEN (http://een.ec.europa.eu/) or Your Europe Business (http://europa.eu/youreurope/business/index_en.htm). Both are managed in the unit A1 (COSME programme) of EASME. The SMO will contact him in July to follow up on this initial presentation meeting.

MARE - FLUX on-boarding	**ENGAGE**	DIGIT 01 has included eDelivery as a corporate platform aligned with FLUX (DG MARE equivalent solution)
AGRI - DSF Follow-up (on-boarding)	**DISCOVER**	Joao RODRIGUES FRADE held a meeting on 📅 09 Jun 2016 with DG AGRI R3 colleagues to determine whether eDelivery could be used in information systems developed by their unit. The SMO will contact them in August to follow up on this initial presentation meeting after this DG has had time to reflect on whether eDelivery satisfies its business needs.
TAXUD - DSF Follow-up (on-boarding)	**DISCOVER**	Joao RODRIGUES FRADE and Kelly LILJEMO held a meeting on 📅 22 Jun 2016 with DG TAXUD colleagues to determine whether eDelivery could be used in information systems developed by their unit. The SMO will contact them in August to follow up on this initial presentation meeting after this DG has had time to reflect on whether eDelivery satisfies its business needs.
MOVE+ENER-SRD - DSF Follow-up (on-boarding)	**DISCOVER**	Joao RODRIGUES FRADE and Kelly LILJEMO held a meeting on 📅 23 Jun 2016 with MOVE+ENER-SRD colleagues to determine whether eDelivery could be used in information systems developed by their unit. The SMO will contact them in August to follow up on this initial presentation meeting after this DG has had time to reflect on whether eDelivery satisfies its business needs.
SG - DSF Follow-up (on-boarding)	**DISCOVER**	Joao RODRIGUES FRADE and Kelly LILJEMO held a meeting on 📅 22 Jun 2016 with SG colleagues to determine whether eDelivery could be used in information systems developed by their unit. The SMO will contact them in August to follow up on this initial presentation meeting after this DG has had time to reflect on whether eDelivery satisfies its business needs.
SANTE/CNECT - ODR on-boarding	**ENGAGE**	In production; has been engaged as part of the CEF DIGITAL campaign.
JUST - eCODEX on-boarding	**CONVERT**	Support for Large files was still in pilot. Adrien FERIAL to provide update on meeting with eSENS and NRW (Pmode management system)
JUST - BRIS on-boarding	**CONVERT**	Several change requests to be discussed at the OMB on 📅 20 Jul 2016
EMPL - EESSI on-boarding	**DISCOVER**	Ongoing collaboration on retaining elements of EESSI's implementationas part of eDelivery Access Point.
DIGIT - PEPPOL on-boarding	**RETAIN**	Ongoing collaboration to achieve alignment on AS4 AP
DIGIT - Frontex on-boarding	**DISCOVER**	A meeting was held with Frontex on 📅 09 Sep 2015. Their needs do not match eDelivery as they need hardware. This is closed.
COMM - DSF Follow-up (on-boarding)	**DISCOVER**	Meeting scheduled for 📅 14 Sep 2016.
SJ - DSF Follow-up (on-boarding)	**DISCOVER**	No further action by mutual agreement.
CNECT - Cyber Security on-boarding	**DISCOVER**	Not interested
SANTE - EU-CEG on-boarding	**CONVERT**	In production
DGT - AT on-boarding	**ENGAGE**	Awaiting confirmation from Spyridon PILOS and Valerie ANDRIANAVALY on whether the CEF eDelivery team could support the Automated Translation team in investigating among its stakeholders whether the CEF eDelivery Building Block can support the exchange of translated documents.
CNECT - eSENS on-boarding	**CONVERT**	Involved in the eSens CEF eDelivery Interoperability Forum (fortnightly)
JRC - DSF Follow-up (on-boarding)	**DISCOVER**	Joao RODRIGUES FRADE to set up bilateral meeting to expand on these points with MEERSMAN Bartel (JRC-GEEL) and SMITH Robin (JRC-ISPRA) on 6 July before CISE-CEF workshop that will take place on 7-8 July in JRC ISPRA.

Communication - Key Milestones:

Summary	Due	Status
Virtual info day (INEA)	Sep 21, 2016	OPEN
eSENS / CEF take-over event	Jan 20, 2017	OPEN
Send confirmation emails to all registered users for the eDelivery webinar on the service offering	Jul 04, 2016	IN PROGRESS
Collect information about relevant base-registries projects	Jul 22, 2016	OPEN
Publicize webinar on eDelivery service description	Jul 01, 2016	IN PROGRESS
Organise slides for webinar (Adobe Connect) on eDelivery service offering	Jul 08, 2016	IN PROGRESS
Develop communication for ICT Proposers' Day	Jul 22, 2016	OPEN
Launch of the SWP v2.0	Jun 30, 2016	IN PROGRESS
Workshop on the eDelivery architecture and the release plan of Domibus	Jul 28, 2016	IN PROGRESS
Organise brainstorming on base-registries event on use of eDelivery	Jun 30, 2016	IN PROGRESS
Base-registries event on use of eDelivery	Sep 15, 2016	IN PROGRESS
Webinar on eDelivery service offering	Jul 26, 2016	OPEN
CEF Telecom Expert Group June 2016	Jun 16, 2016	OPEN
Net Futures 2016 conference		OPEN
CEF Telecom Committee Meeting October 2016	Oct 04, 2016	OPEN
DIGITEC 2016	Nov 29, 2016	OPEN
ICT Proposers' Day	Sep 26, 2016	OPEN
Technical workshop of CEF eDelivery with the CISE project (6-7 July)	Jul 06, 2016	IN PROGRESS
High-level stakeholder event on eIDAS regulation	Jun 30, 2016	IN PROGRESS
European Multi Stakeholder Platform on ICT Standardisation	Jun 16, 2016	OPEN

Showing 20 out of 22 issues

Past milestones:

Summary	Due	Status
Schedule a dry run for eDelivery service description webinar	Jul 18, 2016	CLOSED
Organise Twitter Q&A for webinar on eDelivery service offering	Jul 01, 2016	CLOSED
Collate contacts to be invited to webinar on eDelivery service offering	Jun 29, 2016	CLOSED
Draft invitation for webinar on eDelivery service offering	Jun 29, 2016	CLOSED
Comité Informatique Interinstitutionnel (CII)	Jun 17, 2016	CLOSED
3rd e-SENS project review meeting	Jun 21, 2016	CLOSED

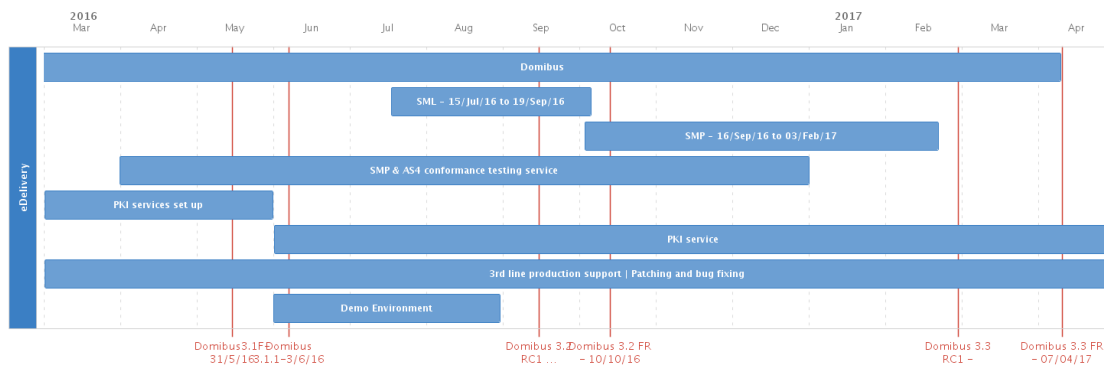|		
CEF Telecom call 2 Virtual Info day	Jun 03, 2016	**CLOSED**
Information Session on the AS4 profile of CEF eDelivery	May 26, 2016	**CLOSED**
eDelivery extended expert group workshop	May 25, 2016	**CLOSED**
eDelivery OMB - January 2016	May 29, 2016	**CLOSED**

10 issues

Evolutive Maintenance:

Lifecycle management:

Requests for change:

- eDelivery - add a service to the gateway to retrieve credentials for a plugin
- eDelivery - PEPPOL Directory – Change Request to DG DIGIT to augment the central PEPPOL services with extended functionality
- Additional support for PostgreSQL databases (eCodex)

Release calendar:

Key Milestones:

Summary	Status	Due
Support tasks	**IN PROGRESS**	
SML/BDXL conformance testing services	**IN PROGRESS**	Dec 30, 2016
Adoption of JIRA Portfolio as the project planning tool.	**CLOSED**	Feb 29, 2016
SMP Conformance Testing Service	**IN PROGRESS**	Dec 29, 2017
AS4 Conformance Testing Service	**IN PROGRESS**	Dec 31, 2016
SML 3.0 (SML according to OASIS specs - BDXL)	**IN PROGRESS**	Sep 19, 2016
DOMIBUS release 3.3	**OPEN**	Apr 07, 2017

DOMIBUS release 3.2	IN PROGRESS	Oct 10, 2016
DOMIBUS release 3.1	CLOSED	Jun 03, 2016
PKI services	IN PROGRESS	Dec 30, 2016
Demo environment	IN PROGRESS	Aug 31, 2016
SMP 3.0	OPEN	Feb 03, 2017

12 issues

Support Office

Period from ▦ 27 May 2016 to ▦ 18 Jul 2016

Incident Management:

EDELIVERY	FEEDBACK	INCIDENT	REQUEST	Total
Total Opened Tickets	1	8	7	16
Total Resolved Tickets	0	53	166	219
Total Closed Tickets	1	8	7	16
Touched By Group During Period	1	60	174	235
Touched By Group and Still assigned	0	10	20	30
Cancelled Tickets	0	0	2	2
First Line Resolution	0 (%)	10 (15.87 %	33 (15.87 %	43
First call Resolution	0 (%)	0 (%)	3 (1.44 %	3
Total tickets with slo	**0**	**49**	**135**	**184**
Total Slos Triggered	**0**	**52**	**139**	**191**

	Target value							
	P1		P2		P3		P4	
	Time	KPI	Time	KPI	Time	KPI	Time	KPI
Incident — Target 2	120 min	80%	240 min	80%	600 min	80%	1200 min	80%
Incident — Target 3	240 min	96%	360 min	96%	1200 min	96%	2400 min	96%
Request — Target 2	-	-	480 min	80%	1200 min	80%	2400 min	80%
Request — Target 3	-	-	720 min	80%	2400 min	80%	4800 min	80%

	INCIDENT											
	P1			P2			P3			P4		
	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target
Total Slo's Resolved	0	0	0	1	0	0	34	1	0	16	0	0
SLA %	0%	0%	0%	100%	0%	0%	100%	3%	0%	100%	0%	0%

	In Target	Out of Target
Total Slo's Planned	0	0
SLA %	0%	0%

	REQUEST											
	P1			P2			P3			P4		
	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target
Total Slo's Resolved	0	0	0	3	0	0	98	1	0	34	0	0
SLA %	0%	0%	0%	100%	0%	0%	100%	1%	0%	100%	0%	0%

	In Target	Out of Target
Total Slo's Planned	3	0
SLA %	100%	0%

Operations management:

SML availability	
Availability	100.00%