Funded by the European
Commission

EU Trust Services Dashboard

Service Offering Description

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The CEF eSignature EU Trust Services Dashboard service is intended for all the stakeholders who interact with the eIDAS trust backbone. It provides a single point of access to the tools related to eIDAS trust services in a way that each tool is targeted to a specific community of users, has its own operational functions, and accesses shared information collected as part of operational functions of the other tools.

Definitions and acronyms

Here you will find an overview of key terms used in this document:
https://ec.europa.eu/cefdigital/wiki/x/TAfvB

Here you will find an overview of key acronyms used in this document:
https://ec.europa.eu/cefdigital/wiki/x/OgTvB

Terminology	Definition
CAB	Conformity Assessment Body
QSCD	Qualified electronic Signature/Seal Creation Device
TLSO	Trusted list scheme operator
TL	Trusted list
LOTL	List of the trusted lists
NAB	National Accreditation Body

1. INTRODUCTION TO CEF eSIGNATURE EU TRUST SERVICES DASHBOARD SERVICE

CEF eSignature helps public administrations and businesses to accelerate the creation and verification of electronic signatures (e-signatures). The deployment of solutions based on this building block in the EU Member State facilitates the mutual recognition and cross-border interoperability of e-signatures, so that their legal value can be recognised in countries other than the country of origin of the signer.

1.1. Objective

The EU Trust Services Dashboard unifies and centralizes the CEF eSignature building block tools and information related to the eIDAS trust services backbone, for the purpose of augmenting existing features and gradually implementing new initiatives into a continuous improvement approach.

1.2. Users

The CEF eSignature EU Trust Services Dashboard service is intended for the following type of users:

- **Representatives of the EU Member States mandated to notify eIDAS information** (also known as "notifiers"). This information includes National Accreditation Bodies (NABs) and the Conformity Assessment Bodies (CABs) they accredit, Qualified electronic Signature/Seal Creation Devices (QSCDs), bodies designated to certify these devices, and Article 30.3(b) and 39.2 alternative processes.
- **Anyone** interested in the information present in the EU Member States' trusted lists (TL), in the European Commission's list of the trusted lists (LOTL), and the aforementioned notified information.
- **Notification verifiers and publishers** that verify and publish the aforementioned notified information.
- **TL quality supervisors** that monitor the global TLs quality (or "health status").

1.3. Benefits

The CEF eSignature EU Trust Services Dashboard delivers the following benefits to its users:

- Provide tailored access with single point of entry;
- Boost user experience and eSignature adoption, thanks to:
    - Unified look-and-feel (eUI) and an intuitive interface, presenting human-readable information on trust service providers, TL, LOTL, CABs, NABs, QSCDs, etc.
    - FAQ and homepage guiding the user through the tools and boosting the awareness of the eIDAS.
- Ensure consistent information among tools.
- Centralize user administration and system configuration.
- Provide sound and evolutive framework for future tools.

1.4. Scope

The table below presents an overview of the phases and the corresponding services offered by CEF eSignature EU Trust Services Dashboard.

Table 1: Services offered by CEF eSignature EU Trusted Services Dashboard

Step	Definition	Services
Browse and discover	Browse all tools available in the Portal and discover the EU Trust Service Dashboard and eIDAS to access the tools and learn about eIDAS from the FAQ.	• Homepage[1] • Discover page (FAQ)[2]
Browse the trusted lists	Browse and search trust services providers via the trusted lists available from the LOTL.	• Trusted List Browser[3]
Browse the compiled lists of information related to eIDAS	Browse the compiled lists of information related to eIDAS, except the trusted lists Browse and filter: • National Accreditation Bodies; • Conformity Assessment Bodies; • Qualified electronic Signature Creation Devices; • Qualified electronic Seal Creation Devices; • Secure electronic Signature Creation Devices benefiting from the transitional measure set in Article 51(1) of the eIDAS Regulation; • Notified designated certification bodies under Article 30(2) of the eIDAS Regulation; • Designated bodies under Article 3(4) of Directive 1999/93/EC; • Article 30.3(b) and 39.2 alternative processes the eIDAS Regulation.	• Compiled list of notified NABs and eIDAS accredited CABs[4] • Compiled list of notified SSCDs/QSCDs[5] • Compiled list of designated bodies for SSCDs/QSCDs[6] • List of notified alternative processes[7]
Download and browse the eSignature validation test cases	This tool contains technical resources aimed at a technical audience: software providers, trust service providers, conformity assessment bodies, or supervisory bodies. The purpose of the page is to provide this target audience with test data to help them validate an implementation of electronic signature validation platform.	• eSignature validation test cases[8]

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[1] Available at: https://esignature.ec.europa.eu/efda/home/#/screen/home

[2] Available at: https://esignature.ec.europa.eu/efda/home/#/screen/discover/faq/eu-trust-service-dashboard

[3] Available at: https://esignature.ec.europa.eu/efda/tl-browser/#/screen/home

[4] Available at: https://esignature.ec.europa.eu/efda/notification-tool/#/screen/browse/list/CAB_NAB

[5] Available at: https://esignature.ec.europa.eu/efda/notification-tool/#/screen/browse/list/QSCD_SSCD

[6] Available at: https://esignature.ec.europa.eu/efda/notification-tool/#/screen/browse/list/BODIES_QSCD_SSCD

[7] Available at: https://esignature.ec.europa.eu/efda/notification-tool/#/screen/browse/list/ALTERNATIVE_PROCESS

[8] Available at: https://esignature.ec.europa.eu/efda/validation-tests/#/screen/home

Notify information related to eIDAS	Notify information related to eIDAS, except trusted lists. For users with relevant access, notify: • National Accreditation Bodies; • Conformity Assessment Bodies; • Qualified electronic Signature Creation Devices; • Qualified electronic Seal Creation Devices; • Secure electronic Signature Creation Devices benefiting from the transitional measure set in Article 51(1) of the eIDAS Regulation; • Notified designated certification bodies under Article 30(2) of the eIDAS Regulation; • Designated bodies under Article 3(4) of Directive 1999/93/EC; • Article 30.3(b) and 39.2 alternative processes the eIDAS Regulation.	• Notification tool page[9]
Verify and publish the notified information related to eIDAS	Verify and publish the notified information related to eIDAS, except trusted lists. For users with relevant access, verify and publish the notified information.	• Received notification page[10]
Monitor the trusted lists quality	For users with relevant access, measure the Trusted Lists quality, compares good practices and non-compliance with the EU trust backbone and also show the general evolution of this EU trust backbone.	• Monitor page[11]

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[9] Available at: https://esignature.ec.europa.eu/efda/notification-tool/#/screen/notify/notification-tool

[10] Available at: https://esignature.ec.europa.eu/efda/notification-tool/#/screen/notify/received-notifications

[11] Available at: https://esignature.ec.europa.eu/efda/tl-quality/#/screen/home

2. How to use the service step-by-step

This chapter presents information on how to use the CEF eSignature EU Trust Services Dashboard, including the roles and responsibilities of different actors involved in it.

The URLs that can be used to access the relevant services are provided in the previous section.

2.1. Any user (general public)

Role: Browse the available information.

Responsibilities:

- Discover the CEF eSignature EU Trust Service Dashboard and eIDAS by browsing all tools available on its pages.

- Browse the trusted lists. In particular, the user can browse the information present in the EU Member States' trusted lists and in the European Commission's list of the trusted lists (LOTL) and check the existence of a trust service provider and the qualified status of the trust services it provides.

- Browse the compiled lists of information related to eIDAS. In particular, the user can browse:

  - National Accreditation Bodies that accredit eIDAS Conformity Assessment Bodies;
  - eIDAS Conformity Assessment Bodies;
  - Qualified electronic Signature Creation Devices and Qualified electronic Seal Creation Devices;
  - Secure electronic Signature Creation Devices benefiting from the transitional measure set in Article 51(1) of the eIDAS Regulation;
  - Notified designated certification bodies under Article 30(2) of the eIDAS Regulation;
  - Designated bodies under Article 3(4) of Directive 1999/93/EC;
  - Article 30.3(b) and 39.2 alternative processes of the eIDAS Regulation.

2.2. eSignature service providers

Role: Validate an implementation of electronic signature validation platform.

Responsibilities:

- Download and browse the eSignature validation test cases.

A user guide is available at:
https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eSignature+validation+tests

2.3. Notifiers

Role: Users eligible to notify lists

Responsibilities:

- Notify eIDAS information (NAB, CAB, QSCD, certification alternative processes), expect information related to the national trusted list scheme. A TLSO is therefore not considered as a notifier.

A user guide is available at:
https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/Notification+Tool.

2.4. Verifiers

Role: Users eligible to verify the content of notified lists.

Responsibilities:

- Verify before publication the content of notifications (e.g. notifications of NAB, CAB, QSCD) excluding notifications relating to the national trusted list scheme.

2.5. Publishers

Role: Users eligible for notified lists publication.

Responsibilities:

- Publish the verified content of the notification to make it publicly accessible.

2.6. TL quality supervisors

Role: Users eligible to monitor the global TLs quality (or "health status").

Responsibilities:

- Measure the trusted lists quality (by checking their content with good practices and non-compliance with technical specifications);

- Browse the evolution of the trusted lists and the evolution of their quality (or "health status").

2.7. CEF eSignature

Role: Maintain CEF eSignature EU Trust Services Dashboard.

Responsibilities:

- Host the tools;
- Maintain the tools;
- Provide support and explanations on how to use the CEF eSignature EU Trust Services Dashboard. Support requests may be made via the CEF eSignature Service Desk or by contacting the CEF eSignature onboarding manager.

3. TERMS AND CONDITIONS

Please consult the CEF eSignature terms and conditions in the Master Service Arrangement, available on CEF Digital: https://ec.europa.eu/cefdigital/wiki/x/zgIgBQ. The table below describes the terms and conditions specific to the CEF eSignature EU Trust Services Dashboard.

Table 2: CEF eSignature EU Trust Services Dashboard - Terms and conditions

Term / Condition	Description
Obligations of the Users	It is the user's responsibility to ensure that enough information is provided, in timely manner, to enable the required services to be performed.
Delivery of the services	The European Commission will provide the CEF eSignature Team and therefore the eSignature onboarding manager with the procedures outlined in this document. The European Commission is entitled to suspend or terminate the provision of the services in case of failure of the user to comply with its obligations, as described above, or any other conditions preventing the successful delivery of the service.

4. Contact Information

CEF eSignature Support Team

CEF Digital: https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eSignature

By email: **CEF-BUILDING-BLOCKS@ec.europa.eu**

Service Desk: https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/Support+eSignature

Support Service: 8am to 6pm (Normal EC working Days)