



# **CEF eID Service Desk**

Version 1

## **Service Offering Description**

## Document history

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The document does not supplement or amend terms and conditions of any procurement procedure; therefore, no compensation claim can be based on the contents of the present document.

This Service Offering Description (SOD) is a statement of the intentions of the Commission within the context of the Connecting Europe Facility (CEF) Work Programme. However, the SOD is a non-binding statement made in good faith, which is not legally enforceable against the Commission, and which creates no new binding legal obligations on the Commission. Any references to duties or obligations within this SOD should therefore be understood as a good faith statement of intent only, without any obligation of result or legal recourse in case of breaches of such duties or obligations.

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## Approach and purpose of the document

This document is the Service Offering Description (SOD) of the CEF eID Service Desk service.

The document is intended for Member States operating or wanting to operate an eIDAS-Node and for any non-Member State third parties that have been mandated by a Member State to operate an eIDAS-Node on their behalf.

**DISCLAIMER:** This document is provided for information purposes and does not constitute a commitment or obligation on the part of the European Commission.

## Definitions and glossary

The key terms used in this Service Offering Description are defined in the [CEF Definitions](#) page on the CEF Digital Single Web Portal.

The key acronyms used in this Service Offering Description are defined in the [CEF Glossary](#) page on the CEF Digital Single Web Portal

Please also see Table 1 - *CEF eID Service Desk Key Terminology* for terms specific to the eID Service Desk.

## 1. Introduction

This document describes the Service Desk service provided by CEF eID. It introduces the purpose of the service, its Users, its scope, its benefits, the related role and responsibilities, and the overall process description of eID Service Desk service.

### 1.1. Purpose of the service

The CEF eID Service Desk provides services for Users to improve the performance, continuity and reliability of their eIDAS-Node implementation.

A list of key terminology related to the CEF eID Service Desk is defined in the table below.

**Table 1 - CEF eID Service Desk Key Terminology**

Term	Definition
Bug	Refers to an error, flaw, failure or fault in the functioning of a system. Bugs are related to current features of a system. If you would like to propose additions or modifications please log a change request.
Change request/ Request for change	<p>A change request is a request for a modification or adjustment of a feature of a system. A change request contains information on:</p> <ul style="list-style-type: none"> <li>• Who requested the change;</li> <li>• When the change was requested;</li> <li>• Why the change is requested;</li> <li>• What needs to be achieved by the change; and</li> <li>• What will be the impact if the change request is not implemented.</li> </ul> <p>If the request is related to a malfunction of the system, please report a bug instead.</p>
Incident	Abnormal functioning of the provided software components (package for Member States to become eIDAS enabled, additional tools for setting up a demo environment for testing purposes etc.)
Request	Request for service or information
Security Incident	Any breach of security or partial compromise of a notified electronic identification scheme and its authentication that affects the cross-border authentication of that scheme.

### 1.2. Users

The CEF eID Service Desk service is intended for the following type of Users:

- eIDAS-Node Provider – any person who is responsible for implementation, validation, testing, quality assurance and acceptance of an eIDAS-Node.

### 1.3. Scope

The CEF eID Service Desk is intended to provide support and maintenance for the sample implementation of the eIDAS-Node, to include the following tasks<sup>1</sup>:

- Maintenance of the CEF eID sample implementations based on the eIDAS technical implementation.
- When available, provision of the middleware components together with the CEF eID sample implementation.
- Change management for the CEF eID sample implementation.
- Documentation and technical support for the CEF eID sample implementation.
- Preparation of incident management and security breach notification arrangements in consultation with Member States.

The CEF eID Service Desk service is not intended for:

- Service Provider support:

It is the responsibility of each Member State to set up a support structure for their country.

- End-user support:

It is the responsibility of each Service Provider to set up a support function for end-users in need of eID support of their application.

### 1.4. Benefits

The CEF eID Service Desk service is designed to provide the following benefits for Users, including:

- **Troubleshooting:** each issue encountered by a User will be processed until a solution is found and applied;
- **Efficiency:** reduced impact of incidents by timely resolution; and
- **Customer satisfaction:** by solving Users' issues and answering their requests.

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<sup>1</sup> These tasks are evolving over time therefore no commitment to timescale is implied.



## 2. Roles and responsibilities

This section describes the main roles in the CEF eID Service Desk service and their responsibilities.

Table 1 summarises the split of roles and responsibilities between the different actors in the CEF eID Service Desk process in the form of a RACI matrix where:

- **Responsible (R)**: indicates the entities that perform the process-step. Every process-step has at least one responsible entity. Responsibilities can also be shared.
- **Accountable (A)**: indicates the entity that is ultimately accountable for the process-step. Every process-step has only one accountable entity.
- **Consulted (C)**: indicates the entities that give feedback or are consulted during the process-step. This is a two-way process. Not every process-step has an entity that is being consulted.
- **Informed (I)**: indicates the entities that need to be informed on the results of the process-step. This is a one-way process. Not every process-step has an entity that is being informed.

The process is described in detail in Section 3 — '*How to use the service step by step*'.

**Table 2: CEF eID Service Desk Roles and Responsibilities**

Process/Service	Responsible Entity	
	User	CEF eID Support team
Step 1: Detection and initiation of an Incident, a Request, a Request for Change or a Security Incident	RA	CI
Step 2 : Registration of an Incident, a Request, a Request for Change or a Security Incident	CI	RA
Step 3 : Classification & initial support of an Incident, a Request, a Request for Change or a Security Incident	-	RA
Step 4: Investigation of an Incident, a Request, a Request for Change or a Security Incident	RC	RA
Step 5: Resolution & Recovery of an Incident, a Request, a Change Management Board request or a Security Incident	C	RA
Step 6: Closure of an Incident, a Request, a Request for Change or a Security Incident	I	RA

## 2.1. eIDAS-Node Provider

**Role:** User

**Responsibilities:**

- Detect and report:
  - an Incident;
  - a Request;
  - a Request for Change;
  - a Security Incident.
- Test and validate the closure of:
  - an Incident;
  - a Request;
  - a Request for Change;
  - a Security Incident.

## 2.2. CEF eID Support Team

**Role:** CEF eID Support Team (second level support)

**Responsibilities:**

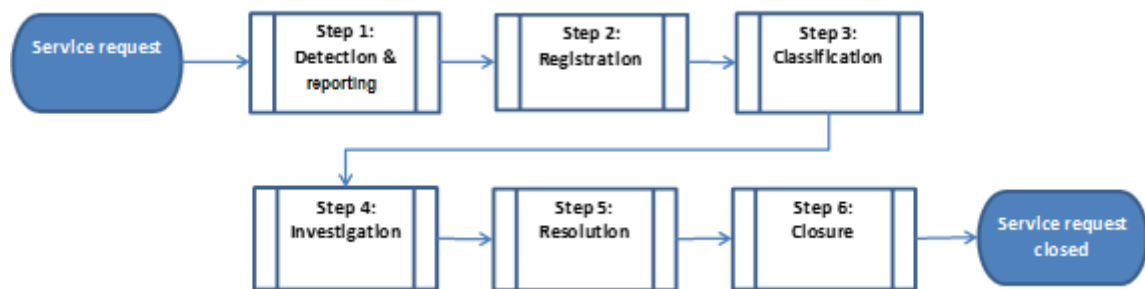
- Register issues;
- Classify issues;
- Investigate issues;
- Resolve issues;
- Close tickets.

### 3. How to use the service step by step

This section describes the processes that are part of the CEF eID Service Desk service.

#### 3.1. Process overview

The figure below presents an overview of the main steps of the CEF eID Service Desk service process. Each of the process steps is described in more detail in the next sections.



**Figure 1: Process overview**

#### 3.2. Step 1: Detection and reporting

**Purpose:** Detect and initiate the incident, request, and request for change or security incident and exchange the necessary information.

**Actors:**

- User

**Process:**

The User:

- detects a defect in the software components, a need for information or new features, or a security incident;
- follows these steps to report the incident, request, request for change or security incident to the CEF eID Support Team:
  1. Open the [eID Service Desk](#) page.
  2. Click **Create issue >**

A screen form opens.
  3. Fill the **Summary** and **Description** fields. You can attach files as evidence if required (e.g. screenshots).
  4. If EU Login was used to log in, the feedback will be created using your EU Login name. Otherwise, enter your name and email address
  5. Click **Submit**.

Different types of Users have their own dedicated space to report an incident, request, request for change or security incident as shown below.

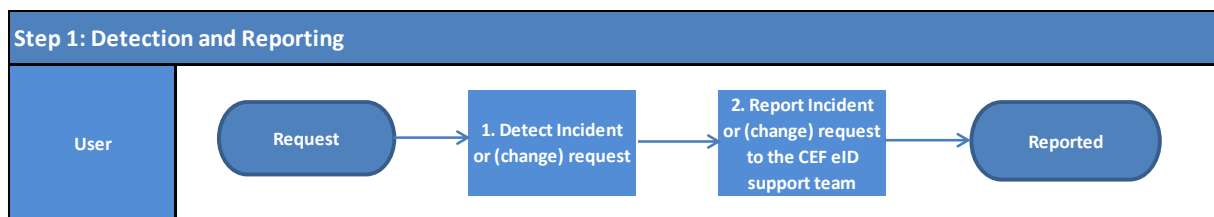
**Table 3: Where to report an incident, request, request for change or security incident**

Types of Users	Where to submit	Quick link
Anonymous Users.	eID Service Desk (as above)	<a href="https://ec.europa.eu/cefdigital/tracker/servicedesk/customer/portal/2/create/8">https://ec.europa.eu/cefdigital/tracker/servicedesk/customer/portal/2/create/8</a>
Members of the eIDAS Expert Group, eIDAS Technical Subgroup, eIDAS Cooperation Network and eIDAS eID Implementation space.	eIDAS eID Implementation space; or	<a href="https://ec.europa.eu/cefdigital/wiki/x/sw4ZAq">https://ec.europa.eu/cefdigital/wiki/x/sw4ZAq</a>

Change requests initiated by these members will be treated in accordance with our [Change Management process](#)

**Please Note:** Requests for changes to the Technical Specifications are out of scope of CEF eID Building Block governance. For any other questions or requests please contact the functional mailbox [CEF-EID-SUPPORT@ec.europa.eu](mailto:CEF-EID-SUPPORT@ec.europa.eu).

The overview of the Detection and Reporting process is shown in the diagram below.



**Figure 2: Detection and reporting process**

### 3.3. Step 2: Registration

**Purpose:** register the information on an incident/(change) request sent by the User.

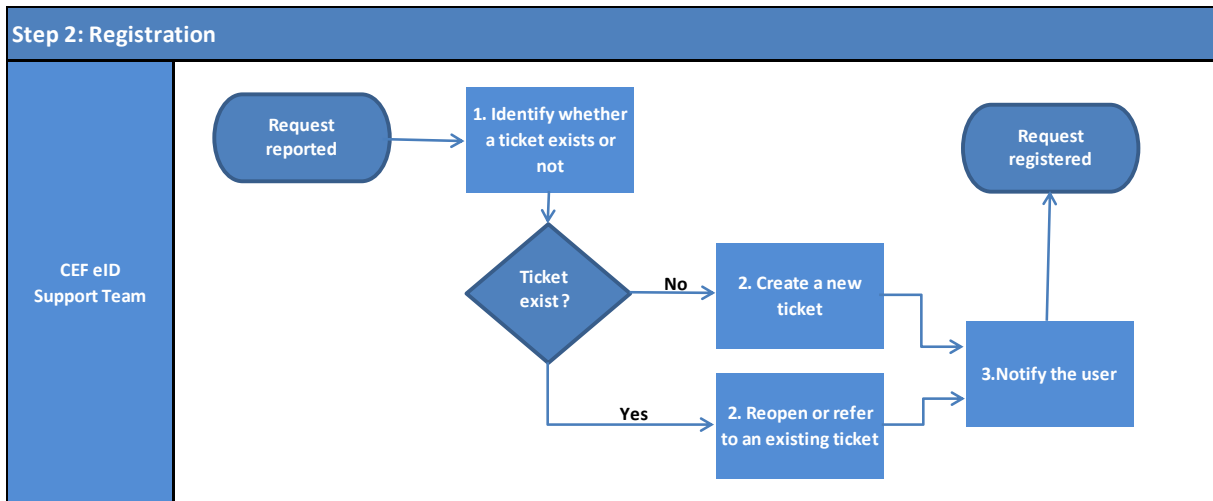
**Actors:**

- CEF eID Support Team

**Process:**

1. Identify whether a ticket already exists for this particular incident/request.
2. Create a new ticket if needed, or update or reopen an existing ticket.
3. Notify the User via the eID Jira (or e-mail if necessary).

The overview of the Registration process is shown in the diagram below.



**Figure 3: Registration process**

**3.4. Step 3: Classification**

**Purpose:** Classification and initial support of an Incident, a Security Incident, a Request or a Request for Change.

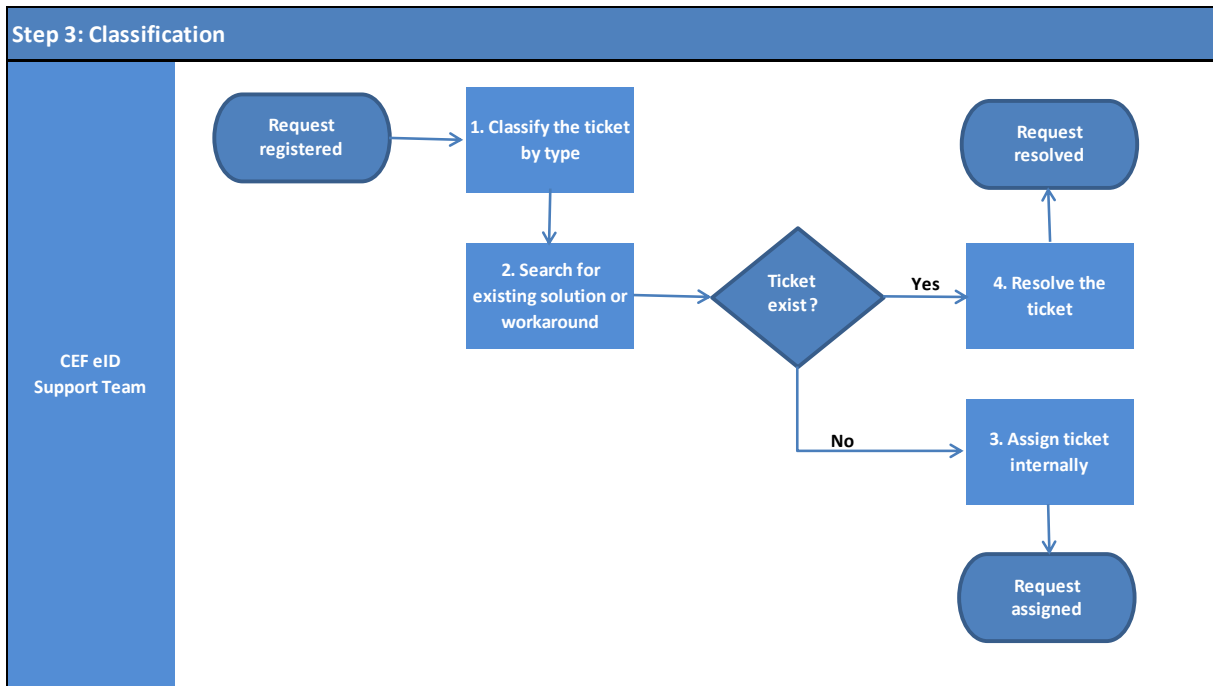
**Actors:**

- CEF eID Support Team

**Process:**

1. Classify the ticket by type (Incident, Security Incident, Request or Request for Change).
2. Check if there is an existing solution to that ticket.
  - If no, assign the ticket internally.
  - If yes, resolve the ticket based on the existing solution and go to section 3.6 — 'Step 5: Resolution.

The overview of the Classification process is shown in the diagram below.



**Figure 4: Classification process**

**3.5. Step 4: Investigation.**

**Purpose:** investigate the Incident, Security Incident, Request or Request for Change.

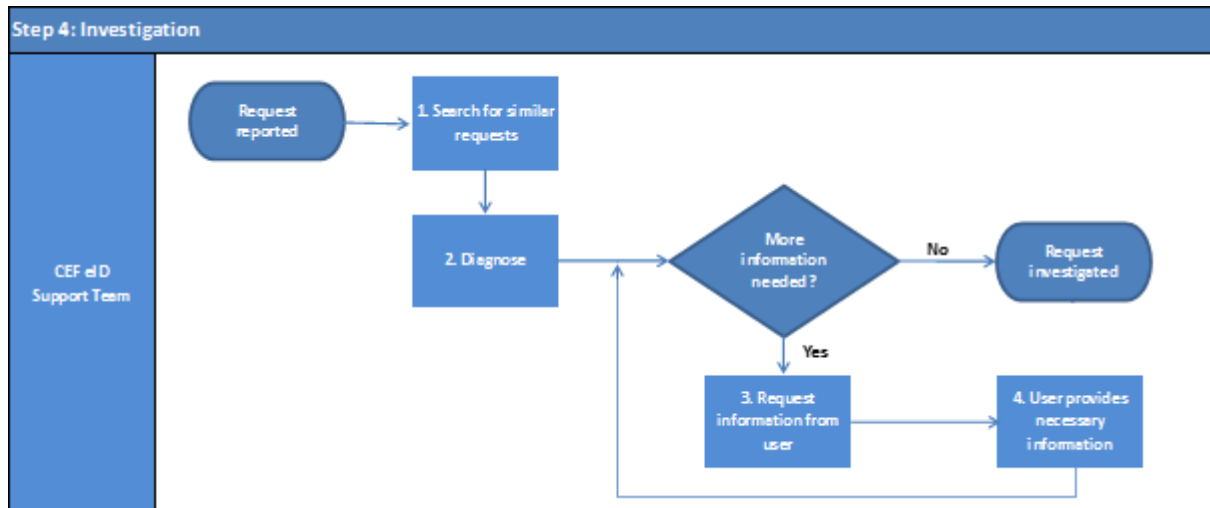
**Actors:**

- User
- CEF eID Support Team

**Process:**

1. CEF eID Support Team searches for similar tickets.
2. Diagnose.
3. Does the CEF eID Support Team need more information from the User?
  - If yes, request more information from the User, preferably via eID Jira (or e-mail if necessary).
  - The User provides the needed information to the CEF eID Support Team.

The overview of the Investigation process is shown in the diagram below.



**Figure 5: Investigation process**

### 3.6. Step 5: Resolution.

**Purpose:** Resolution of the ticket.

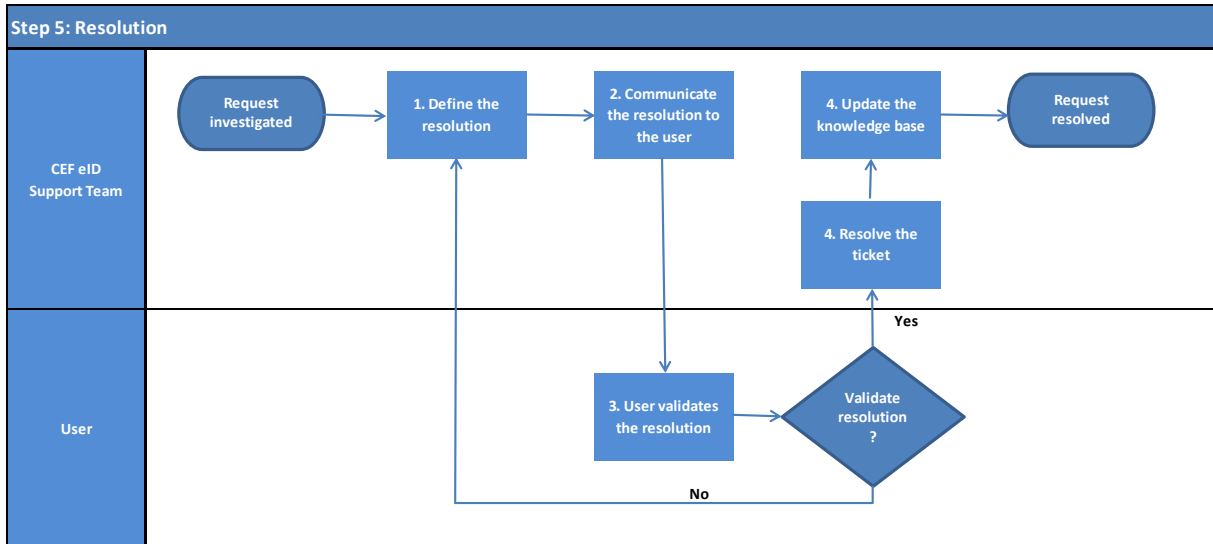
**Actors:**

- User
- CEF eID Support Team

**Process:**

1. The CEF eID Support Team defines the resolution.
2. The CEF eID Support Team communicates the defined resolution to the User.
3. The User validates the resolution.
4. Once validated the CEF eID Support Team resolves the ticket in the Ticket Management Tool.
5. The CEF eID Support Team updates the Knowledge Base with the solution.

The overview of the Resolution process is shown in the diagram below.



**Figure 6: Resolution process**

**3.7. Step 6: Closure.**

**Purpose:** Closure of the ticket.

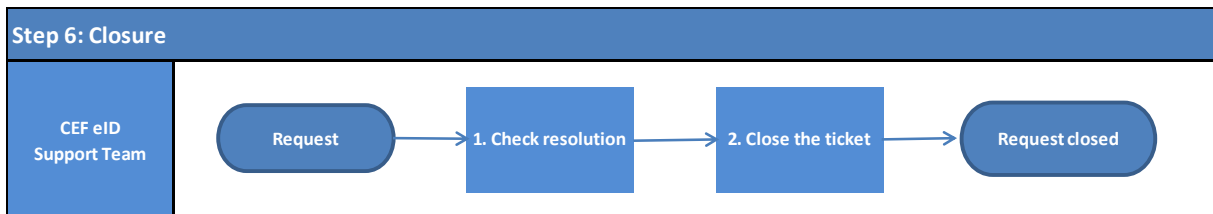
**Actors:**

- CEF eID Support Team

**Process:**

1. Check resolution before closing.
2. Close ticket in the Ticket Management Tool.

The overview of the Closure process is shown in the diagram below.



**Figure 7: Closure process**



#### 4. Terms and conditions

The general terms and conditions of CEF Building Blocks are available in the Master Service Arrangement, available on the [CEF Digital Single Web Portal](#).

The terms and conditions specific to the CEF eID Service Desk service are described in the table below.

**Table 4 - CEF eID Service Desk Terms and Conditions**

Term / Condition	Description
Obligations of the User	<p>It is the responsibility of the User to:</p> <ol style="list-style-type: none"> <li>1) Ensure that sufficient information is given, in due time, to enable the required services to be performed;</li> <li>2) Fulfil the requirements of the procedure outlined in this document, including the validation and implementation of the proposed solution or work around.</li> </ol>
Level of support	<p>The CEF eID Support Team provides the second level of support on the CEF eID sample implementation to the Users which are the first level of support. The end-user cannot contact directly the CEF eID Support Team, first he has to go to his first level of support that will escalate the issue to the CEF eID Support Team if they cannot solve the issue.</p>
Delivery of the services	<p>The European Commission will provide the Service Desk services using reasonable care and skill and in accordance with the procedures outlined in this document.</p> <p>The European Commission is entitled to suspend or terminate the provision of the services in case of failure of the Client to comply with its obligations, as described above, or any other conditions preventing the successful delivery of the service.</p>

## 5. Contact information

CEF eID Support Team

By email: [CEF-EID-SUPPORT@ec.europa.eu](mailto:CEF-EID-SUPPORT@ec.europa.eu)

Standard Service: Normal EC business hours