



EUROPEAN COMMISSION

DIGIT  
Connecting Europe Facility

# **eDelivery Service Metadata Locator (SML) Managed Service**

Version 2.3

## **Service Level Arrangement**

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# 1. INTRODUCTION

## 1.1. Arrangement approach and purpose of the document

The present Service Level Agreement (SLA) is a statement of the intentions of the Commission within the specific context of the Digital Europe Programme (DEP) work programmes and applies to the software and services provided by the eDelivery building block. It aims to specify how the software and services are provided as well as the expected level of service.

It has to be noted that this document 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 Arrangement 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. As such, this SLA does not require signatures between parties.

This Service Level Arrangement

- Defines the Service Level Targets to be reached by the Solution Provider DG DIGIT (see stakeholders definition section) while providing a Building Block software sample implementation and its services;
- Falls under the Terms of the Building Block Master Service Arrangement available on the Digital Web Portal: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Master+Service+Arrangement>.

This SLA applies to the eDelivery Service Metadata Locator (SML) managed service.

## 1.2. Glossary

The key terms used in this Service Level Arrangement are defined in the Definitions section on the Digital Web Portal:

<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/CEF+Definitions>

The key acronyms used in this Service Level Arrangement are defined in the Glossary on the Digital Web Portal:

<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/CEF+Glossary>

## **2. STAKEHOLDERS DEFINITION**

### **2.1. Solution Provider DIGIT**

The Solution Provider DIGIT is accountable for the delivery of the Building Block, including the design and implementation of solutions in the form of specifications, software and services.

The Solution Provider DIGIT has to ensure that he respects the terms described in the present SLA when providing a Building Block and its associated software and services.

### **2.2. Client**

“Clients” are the entities which have decided to reuse Building Blocks and associated services described in the present Master Service Arrangement and its associated Service Level Arrangements. Such clients can for example be Directorate Generals of the Commission, or other Large Scale Pilots such as OpenPEPPOL or eCODEX, etc.

### **3. SERVICE LEVEL TARGETS SPECIFIC TO THE EDELIVERY SERVICE METADATA LOCATOR (SML) MANAGED SERVICE**

The Service Metadata Locator Managed Service is shared/central and Critical. The full description of the SML service is available online: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/SML+service>.

The full description of the Service desk processes and the distribution of related roles and responsibilities are available in the Service Offering Description (online: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk>).

The Service desk Service Level Targets are defined in the Service desk SLA document available in on the Digital Web Portal: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk>.

This section list all the service level targets that apply to the SML service itself. A Service Level Target is described by several attributes:

- ID: unique identifier of the Service Level Target
- Title: representative name of the Service Level Target
- Importance: “Critical” or “Normal”, represents the importance for the client of the Service Provider DG DIGIT to achieve this target
- Description: defines the purpose of the Service Level Target
- Scope: defines to which element(s) applies/y the service level target
- Target: defines the performance (through a value) to be reached by the Service Provider
- Periodicity: defines the duration between each Service Level Target follow-up
- Measurement tools: identify the tools or means to be used to collect the performance data and/or calculate the performance during the period
- Service conditions: describe the service conditions that must be respected to use the service; Service Level Target can be applied only when the service conditions are respected

### 3.1. Availability

SML1 Availability of the SML during normal working hours		Importance: Critical
Description	This service level target ensures that the SML is accessible and available to its users during normal working hours.	
Scope	<p>Availability</p> <p>The SML is considered as “unavailable” if it is not reachable for a continuous 300 seconds.</p> <p>Please refer to Service Offering Description for more information on the delivery model.</p>	
Target	<ul style="list-style-type: none"> <li>99.80% on average</li> </ul>	
Periodicity	Monthly	
Measurement tools	DIGIT Monitoring and Reporting Tool (MORE).	
Service conditions	<p>Working hours: from Monday to Friday between 08:00 and 18:00.</p> <p>Maintenance time excluded.</p>	

SML2 Availability of the SML during non-working hours		Importance: Critical
Description	This service level target ensures that the SML is accessible and available to its users outside normal working hours.	
Scope	<p>Availability</p> <p>The SML is considered as “unavailable” if it is not reachable for a continuous 300 seconds.</p> <p>Please refer to Service Offering Description for more information on the delivery model.</p>	
Target	<ul style="list-style-type: none"> <li>99.00% on average</li> </ul>	
Periodicity	Monthly	
Measurement tools	DIGIT Monitoring and Reporting Tool (MORE).	
Service conditions	<p>Non-working hours: Saturday, Sunday and from Monday to Friday between 18:00 and 08:00.</p> <p>Maintenance time excluded.</p>	

### 3.2. Continuity

SML3	Maximum number of total service interruptions	Importance: Normal
Description	This service level target ensures continuity of operations.	
Scope	Service interruptions Please refer to Service Offering Description for more information on the delivery model.	
Target	<ul style="list-style-type: none"> <li>• 3 maximum</li> </ul>	
Periodicity	Monthly	
Measurement tools	DIGIT Monitoring and Reporting tool (MORE)	
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00.	



### 3.3. Maintenance operations

Normal system maintenance operations shall be performed regularly. A normal system maintenance operation shall:

- not cause an unavailability period of more than 4 hours;
- be planned outside working hours (8:00-18:00 CET/CEST);
- be announced via email to the SML User at least 5 Commission working days in advance.

Major system maintenance operations shall:

- not cause an unavailability period of more than 12 hours;
- be planned outside working hours (8:00-18:00 CET/CEST);
- be announced via mail to the SML User at least 10 Commission working days in advance.

Urgent system maintenance operation shall be provided as follows:

- in case of emergency (very high risk of failure or security breach e.g.), a maintenance operation may be performed without respect of the prior notice delays mentioned here above.
- The solution provider DIGIT announces the operation via email to the SML User on a best effort basis.

Any case of incompatibility of the proposed timeslot with business or legal constraints shall be communicated to the solution provider DIGIT.

SML4 Communication of planned maintenance		Importance: Normal
Description	Number of communications that are sent according to the defined rules in §3.3 - <b>Maintenance operations</b> - over total number of maintenance operations during the period.	
Scope	Inform the SML Managed Service community about planned maintenances.	
Target	<p>For normal system maintenance:</p> <ul style="list-style-type: none"> <li>• not cause an unavailability period of more than 4 hours;</li> <li>• be planned outside working hours (8:00-18:00 CET/CEST);</li> <li>• be announced via email to the SML User at least 5 Commission working days in advance.</li> </ul> <p>For major system maintenance:</p> <ul style="list-style-type: none"> <li>• not cause an unavailability period of more than 12 hours;</li> <li>• be planned outside working hours (8:00-18:00 CET/CEST);</li> <li>• be announced via mail to the SML User at least 10 Commission working days in advance.</li> </ul> <p>For urgent system maintenance:</p> <ul style="list-style-type: none"> <li>• in case of emergency (very high risk of failure or security breach e.g.), a maintenance operation may be performed without respect of the prior notice delays mentioned here above.</li> </ul> <p>The solution provider DIGIT announces the operation via email to the SML User on a best effort basis.</p>	
Periodicity	Upon occurrence	
Measurement tools	Emails	
Service conditions	Non-working hours: Saturday, Sunday, Commission and public holidays and from Monday to Friday between 18:00 and 08:00.	

## 4. CONTACT INFORMATION

eDelivery Support Team

By email: CEF-EDELIVERY-SUPPORT@ec.europa.eu

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