



EUROPEAN COMMISSION

DIGIT
Connecting Europe Facility

CEF eDelivery Connectivity testing Service

Service Level Arrangement February 2020 Report

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Document Status:

Status
Final

Document Approver(s):

Name	Role
FERIAL Adrien	eDelivery and EU Send Project Manager

Document Reviewer(s):

Name	Role
Deep Amar	Trans-European Support Office Service Manager

Summary of Changes:

Version	Date	Created by	Short Description of Changes
V1.0	12/11/2019	DÍEZ GARCÍA Víctor	Report generated

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1. INTRODUCTION

1.1. Approach and purpose of the document

This Monthly Report shows the monthly achieved targets reached by the Solution Provider, DG DIGIT, for the CEF eDelivery AS4 Connectivity Testing service software and related infrastructure (see 2. Stakeholders definition).

This report is based on the terms of the CEF eDelivery Access Point Managed service, Service Level Arrangement (SLA) v0.73:

<https://ec.europa.eu/cefdigital/wiki/download/attachments/35215803/%28CEFeDelivery%29.%28AccessPointManagedService%29.%28SLA%29.%28v0%2073%29.docx?version=1&modificationDate=1466615334992&api=v2>

This report is produced within the context of Connecting Europe Facility (CEF) to show how the CEF eDelivery Connectivity testing service meets the SLA policies.

It has to be noted that the SLA referred above is a non-binding statement made in good faith, which is not legally forceable against the Commission. It creates no new binding legal obligations on the Commission. No legal recourse, in case of breaches of such duties or obligations, is permitted. As such, this Monthly Report does not require any signatures between parties.

1.2. Glossary

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

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

2. STAKEHOLDERS DEFINITION

2.1. Users

The CEF eDelivery Connectivity testing service is intended for:

- **Software Providers:** to confirm that their AS4 software product conforms to the CEF's eDelivery specifications by successfully communicating with the sample AS4 Access Point of the European Commission.
- **Service Providers:** to confirm that their specific implementation and configuration of an AS4 Access Point can successfully communicate with the sample AS4 Access Point of the European Commission.

2.2. CEF Support

The CEF eDelivery Support team, acting on behalf of DIGIT:

- Is accountable for the delivery of CEF eDelivery Access Point Managed Service, its implementation and its availability.
- Ensures that the reports respect the terms described in the "CEF eDelivery Access Point Managed Service SLA" document and Master Service Arrangement (<https://ec.europa.eu/cefdigital/wiki/x/DAiZAQ>).
- Registers, classifies, investigate, escalates if needed, resolves and closes tickets.
- Manages the availability and capacity monitoring of the AS4 Connectivity Test Point Managed service.
- Acts as the technical single point of contact

3. SERVICE LEVEL TARGETS SPECIFIC TO THE CEF EDELIVERY ACCESS POINT MANAGED SERVICE

The full description of the Connectivity testing service is available online:

<https://ec.europa.eu/cefdigital/wiki/x/EgFfAQ>

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/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service+Desk>).

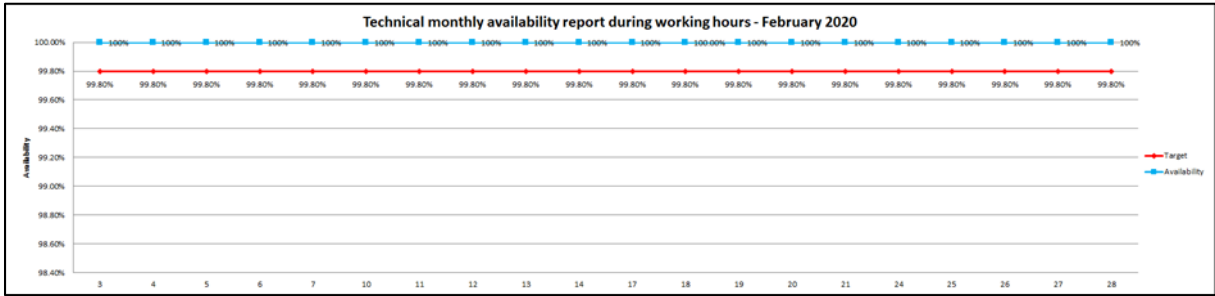
The Service desk Service Level Targets are defined in the Service desk SLA document (online:

<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service+Desk>).

3.1. Availability

3.1.1. AP1 - Technical Availability of the Access Point during working hours

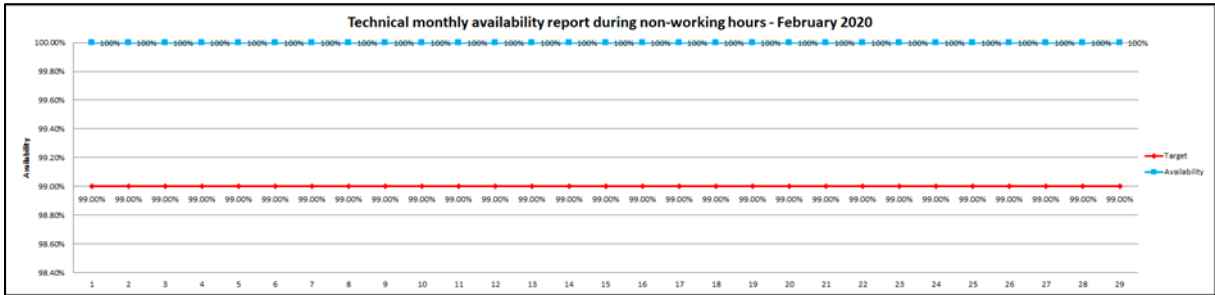
AP1 is the service level target that ensures that the server hosting the Access Point is accessible and available at a target of 99.8% to its users during normal working hours (from Monday to Friday between 08:00 and 18:00 Maintenance Time excluded). The server hosting the Access Point will be considered as "unavailable" if it is not reachable for a continuous period of 120 seconds. The availability reports were generated by a CEF Support tailored monitoring script (annex 1).



During February 2020, the achieved availability for AP1 was 100% as opposed to the target 99.8%.
Has the Service Level Target (AP1) been met? **YES** ✓

3.1.2. AP2 - Technical Availability of the Access Point during non-working hours

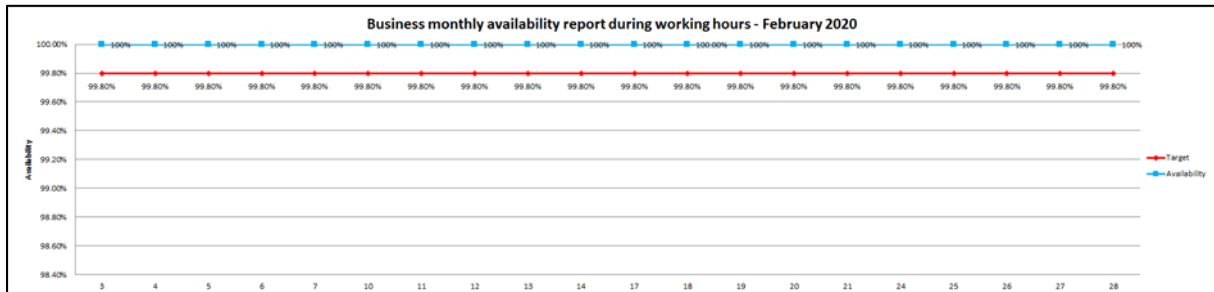
AP2 is the service level target that ensures that the server hosting the Access Point is accessible and available at a target of 99.0% to its users during non-working hours (Saturday, Sunday and from Monday to Friday between 18:00 and 08:00 Maintenance Time excluded). The server hosting the Access Point will be considered as "unavailable" if it is not reachable for a continuous period of 120 seconds.



During February 2020, the achieved availability for AP2 was 100% as opposed to the target 99.0%.
Has the Service Level Target (AP2) been met? **YES** ✓

3.1.3. AP3 - Business Availability of the Access Point during working hours

AP3 is the service level target that ensures that the Access Point is accessible and available at a target of 99.8% to its users from a business perspective to its users during normal working hours (from Monday to Friday between 08:00 and 18:00 Maintenance Time excluded) if the Access Point successfully processes (sending or receiving) the messages.

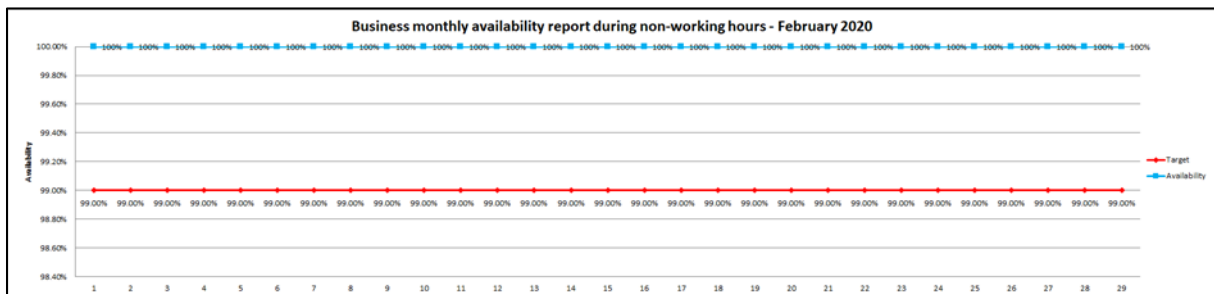


During February 2020, the achieved availability for AP3 was 100% as opposed to the target 99.8%.

Has the Service Level Target (AP3) been met? **YES** ✓

3.1.4. AP4 - Business Availability of the Access Point during non-working hours

AP4 is the service level target that ensures that the Access Point is accessible and available at a target of 99.0% to its users from a business perspective to its users during non-working hours (Saturday, Sunday and from Monday to Friday between 18:00 and 08:00 Maintenance Time excluded) if the Access Point successfully processes (sending or receiving) the messages.



During February 2020, the achieved availability for AP4 was 100% as opposed to the target 99.0%.

Has the Service Level Target (AP4) been met? **YES** ✓

3.2. Data

3.2.1. AP5 - Return Point Objective

AP5 is the target that ensures the maximum data loss span reactivity of the service is at 1 hour target.

Has the Service Level Target (AP5) been met? *N/A*

As no service interruption that could cause any data loss was observed, this metric could not be generated

3.2.2. AP6 - Return time Objective

AP6 is the target that ensures that the duration required to restore the data covered by the Recovery Point Objective Service Level Target (RPO SLT) is at 48 hours target.

Has the Service Level Target (AP6) been met? *N/A*

As no service interruption that could cause any data loss was observed, this metric could not be generated

3.3. Disaster Recovery Plan

3.3.1. AP7 - Time to restore service upon a disaster

AP7 is the target that ensures that the duration required to restore the service upon a disaster is at 48 hours target.

Has the Service Level Target (AP7) been met? *N/A*

As no service interruptions were observed, this metric could not be generated

CONTACT INFORMATION

CEF Support Team

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

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

APPENDIX

Monitoring Script:

The AS4 monitoring solution is composed of:

- Jenkins Automation tools
- Python custom script (a short extract, and explanation can be found below)
- AS4 compliant message

The Business and infrastructure availability is measured with the following method written in pseudo code:

```
Set AS4 test message to "message" variable
(The test message is a non-persistent message designed to test the full functionality of the Access Point)
Make send message call to Initiator Access Point backend with "message":

Set AS4 response to "response" variable

If "response" character length is different to 47

    Print "illegal message format"
(This would imply that there is an issue with the service of the initiator)
Else

    Set "initiator_avail" variable to "100%"
    Make get message status call to Initiator Access Point:
    Set message status to "status" variable

    If "status" is not acknowledged

        Retry 5 times with 3s wait period
        Print "Acknowledgement retry"

        If "Status" is acknowledged
            Set "responder_avail" variable to "100%"
    Else

        If after 5 tries still no acknowledgement

            Set "responder_avail" variable to "Not available"
            Set "response" variable to "Failure"

    Catch any exceptions:
(This error trapping function is useful to determine infrastructure issue as they only occur when the initiator or/and responder are down)
        When an exception is caught upon execution
            Print "Unable to send test message, please contact a
administrator"
```

As shown above, the script test the business availability based on message ID constitution, message acknowledgement, and traps exception for unavailable infrastructure.