



EUROPEAN COMMISSION

DIGIT
Connecting Europe Facility

CEF eDelivery Service Metadata Locator (SML) Managed Service

Service Level Arrangement December 2016 Report

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Summary of Changes:

Version	Date	Created by	Short Description of Changes
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V1.1	01/07/2016	KHALFAOUI Aymen	Implement the approved vision
V1.2	08/08/2016	KHALFAOUI Aymen	Implement the requested changes to the document
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Table of Contents

INTRODUCTION	4
1.1. Approach and purpose of the document	4
1.2. Glossary	4
2. STAKEHOLDERS DEFINITION	5
2.1. Service Provider DIGIT	5
2.2. Users.....	5
2.3. CEF Support	5
3. SERVICE LEVEL TARGETS SPECIFIC TO THE CEF EDELIVERY SML MANAGED SERVICE	6
3.1. Monthly Availability Report for Normal Working hours (SML1)	7
3.2. Monthly Availability Report for Non-Working hours (SML2)	8
3.3. Continuity Monthly Report (SML3)	8
4. CONTACT INFORMATION	9
5. APPENDIX	10

INTRODUCTION

1.1. Approach and purpose of the document

The Monthly Report of the Service Level Arrangement of the CEF eDelivery Service Metadata Locator (SML) Managed Service is a statement of the intentions of the Commission within the context of Connecting Europe Facility (CEF) to show the status of the SML Managed service.

It has to be noted that the SLA is a non-binding statement made in good faith, which is not legally enforceable 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.

This Monthly Report

- Shows the monthly achieved targets reached by the Solution Provider DG DIGIT for the SML Managed Service (see stakeholders definition section).
- Based on the terms of the CEF eDelivery Service Metadata Locator (SML) Managed Service Level Arrangement V1.0, and the Master Service Arrangement.

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

[https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+service?preview=/23003407/28968087/\(CEFeDelivery\).\(SMLManagedService\).\(SLA\).\(v1.00\).pdf](https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+service?preview=/23003407/28968087/(CEFeDelivery).(SMLManagedService).(SLA).(v1.00).pdf)

1.2. Glossary

The key terms used in this Service Offering Description are defined in the CEF Definitions section on the CEF Digital Single Web Portal:

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

The key acronyms used in this Service Offering Description are defined in the CEF Glossary on the CEF Digital Single Web Portal:

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

2. STAKEHOLDERS DEFINITION

2.1. Service Provider DIGIT

The CEF eDelivery SML Managed Service Provider "DIGIT" is intended to:

- Be accountable for the delivery of CEF eDelivery SML Managed Service, its implementation and its availability.
- Ensure that the reports respects the terms described in the SLA and MSA.

2.2. Users

The CEF eDelivery SML Managed service is intended for the following type of users:

- Service Providers: may offer services to integrate national backend systems with CEF eDelivery SML service or to install and operate a CEF eDelivery SML Service.
- Policy Domain Owners: may use the CEF eDelivery SML Service to help them build their policy network and facilitate the dynamic registration and discovery of participants.

2.3. CEF Support

The CEF eDelivery SML Managed service is supported by the CEF Support which:

- Registers, classifies, investigates, escalates if needed, resolves and closes tickets.
- Manages the availability and capacity monitoring of the SML services.
- Acts as the technical single point of contact to the service provider, Policy Domain Owner and provides support during the connection to the SML Services.

3. SERVICE LEVEL TARGETS SPECIFIC TO THE CEF EDELIVERY 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/cefdigital/wiki/x/DwFfAQ>

The full description of the Service desk processes and the distribution of related roles and responsibilities are available in the Service Offering Description (online:

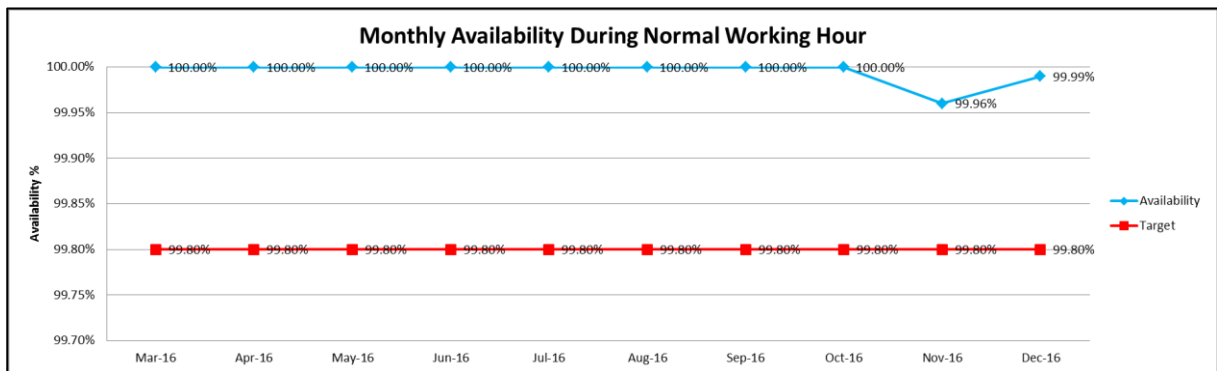
<https://ec.europa.eu/cefdigital/wiki/x/DQFfAQ>).

The Service desk Service Level Targets are defined in the Service desk SLA document available in on the CEF Digital Single Web Portal:

[https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service%20desk?preview=/23003405/28968081/\(CEFeDelivery\).\(Service%20Desk\).\(SLA\).\(v1.00\).pdf](https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service%20desk?preview=/23003405/28968081/(CEFeDelivery).(Service%20Desk).(SLA).(v1.00).pdf).

3.1. Monthly Availability Report for Normal Working hours (SML1)

SML1 is the Service Level Target that ensures that the SML is accessible and available at a target of 99.80% during normal working hours (from Monday to Friday between 08:00 and 18:00 Maintenance Time excluded). The SML will be considered as "unavailable" if it is not reachable for a continuous period of 120 seconds. This report was generated by DIGIT C2 via Business Object info-view.



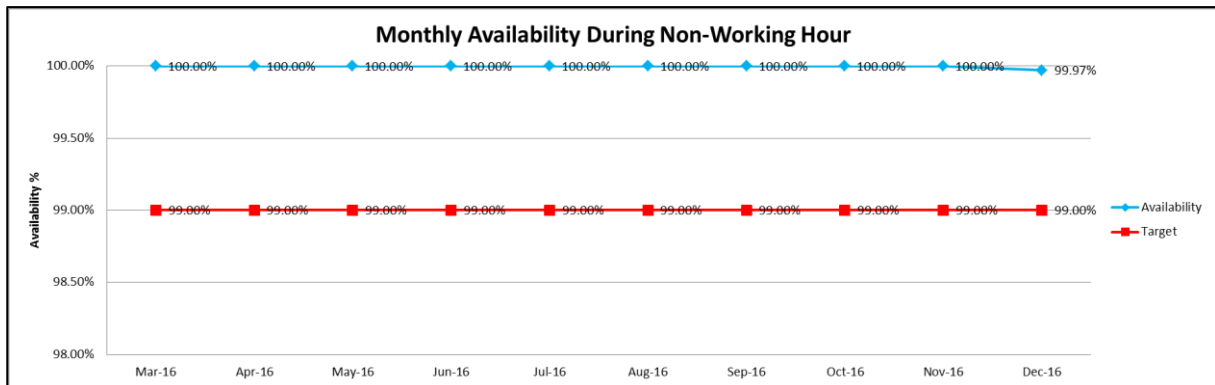
During the month of December 2016, the achieved availability for SML1 was 99.99%¹ as opposed to the targeted 99.80%.

Has the Service Level Target (SML1) been met? **Yes** ✓

¹ Including the unplanned interruption registered by the Data-Centre on the 23rd of December 2016 "Appendix"

3.2. Monthly Availability Report for Non-Working hours (SML2)

SML2 is the Service Level Target that ensures that the SML is accessible and available at a target of 99.00% during non-working hours (Saturday, Sunday and from Monday to Friday between 18:00 and 08:00 Maintenance Time excluded). The SML will be considered as "unavailable" if it is not reachable for a continuous period of 120 seconds. This report was generated by DIGIT C2 via Business Object info-view.



During the month of December 2016, the achieved availability for SML2 was 99.97%² as opposed to the targeted 99.00%.

Has the Service Level Target (SML2) been met? **Yes** ✓

3.3. Continuity Monthly Report (SML3)

SML3 is the Service Level Target that ensures the continuity of operations. The target is 3 maximum Service interruptions during working hours (from Monday to Friday between 08:00 and 18:00). The SML will be considered as "unavailable" if it is not reachable for a continuous period of 120 seconds. This report was generated by DIGIT C2 via Business Object info-view.

start Dat & Time	End Date & Time	Elapsed Time (s)	Unavailable (Yes/No)	During Working Hours (Yes/No)	Interruption Cause
02/12/2016-	02/12/2016-	maximum of 720 s	Yes	No	not specified
11/12/2016-	11/12/2016-	maximum of 720 s	Yes	No	not specified
17/12/2016-10:27	17/12/2016-10:57	1800	Yes	No	Security patching of virtual servers
23/12/2016-	23/12/2016-	maximum of 720 s	Yes	Yes	not specified

The table above represents the alerts sent by the datacentre team, their start and end date and time and the interruption causes.

During the month of December 2016, there were 1 registered service interruptions During working hours as opposed to the targeted 3 maximum service interruption.

Has the Service Level Target (SML3) been met? **Yes** ✓

Was the SML continuously available? **No** ✗

² Excluding the planned maintenance on the 17th of December 2016

Including the two unplanned interruptions register by the Data-Centre on the 02nd and the 11th of December 2016 "Appendix"

4. CONTACT INFORMATION

CEF Support Team

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

By phone: +32 2 299 09 09

- Standard Service: 8am to 6pm (Normal EC working Days)
- Standby Service*: 6pm to 8am (Commission and Public Holidays, Weekends)

** Only for critical and urgent incidents and only by phone*

5. APPENDIX

As we didn't detect any issue on the application logs, a SMT ticket "IM0015289618 " was assigned to the Data-Centre "DIGIT ISHS MONITORING" asking them the reason of the interruptions.

We received the following response from the DIGIT ISHS Monitoring Team:

After analysis we have found why the availability showing a result less than 100% while in the meantime you haven't got any alert.

In the unavailability not at 100% it's because on 02/12/2016 at 19:12pm there was a unavailability.

You haven't got any alert for that because we only send alert after 2 consecutive error detection.

2217	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	1/12/2016	100
2218	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	2/12/2016	99.64432811
2219	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	3/12/2016	100

2217	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	02/12/2016 19:06	100
2218	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	02/12/2016 19:12	0
2219	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	02/12/2016 19:18	100

It's the same for 23/12/2016 at 17:45pm there was an unavailability detected.

2188	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	23/12/2016 17:42	100
2189	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	23/12/2016 17:45	0
2190	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	23/12/2016 17:51	100

2188	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	23/12/2016 17:42	100
2189	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	23/12/2016 17:45	0
2190	CIPA E-DELIVERY	Production	Complex EZE Scenario	DIGITCIPAE-DELIVERY Production 101	http://158.167.240.74:1063/edelivery-sml/bdmservice	23/12/2016 17:51	100

In attachment the 2 reports for 02/12 and 23/12/2016 where you can find this detail.

Unfortunately we don't have the report of 11/12/2016.



CIPA EDELIVERY
Availability_...