CEF eDelivery Service Metadata Locator (SML) Managed Service

Service Level Arrangement January 2022 Report

Document Status:

Status
Final

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Summary of Changes:

Version	Date	Created by	Short Description of Changes
V1.0	09/09/2019	AEBY Caroline	Final version
V1.1	19/10/2019	AEBY Caroline	SML4 added
V1.2	02/02/2021	AEBY Caroline	Approver's name updated + MORE monitoring tool + 120'' => 300'' interval

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1. Introduction

1.1. Approach and purpose of the document

This Monthly Report shows the status of the SML Managed service.

The report is based on the Service Level Arrangement of the CEF eDelivery Service Metadata Locator (SML) Managed SLA (Service Level Agreement).

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 targets achieved by the Solution Provider DG DIGIT for the SML Managed Service (see stakeholders definition section).

-        Is based on the terms of the CEF eDelivery Service Metadata Locator (SML) Managed Service Level Arrangement and the Master Service Arrangement:
https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/Operations

https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+service?preview=/46992365/70222746/(CEFeDelivery).(SMLManagedService).(SLA).(v1.11).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/display/CEFDIGITAL/CEF+Definitions

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/display/CEFDIGITAL/CEF+Glossary

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 who may offer services to integrate national backend systems with the CEF eDelivery SML service or install and operate the Service.
- Policy Domain Owners who 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 maintained by CEF Support that:

- 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 for the service providers and the Policy Domain Owners.

- 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 at:

https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+service

The full description of the Service desk processes of the related roles and responsibilities is available in the Service Offering Description document available at:

https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+service

The Service desk Service Level Targets are defined in the Service desk SLA document available on the CEF Digital Single Web Portal:
https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service+desk

3.1. Normal Working hours Availability (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, excluding Maintenance Time). The SML will be considered as "unavailable" if it is not reachable for a continuous period of 300 seconds. This report was generated based on the DIGIT Monitoring and Reporting tool (MORE).
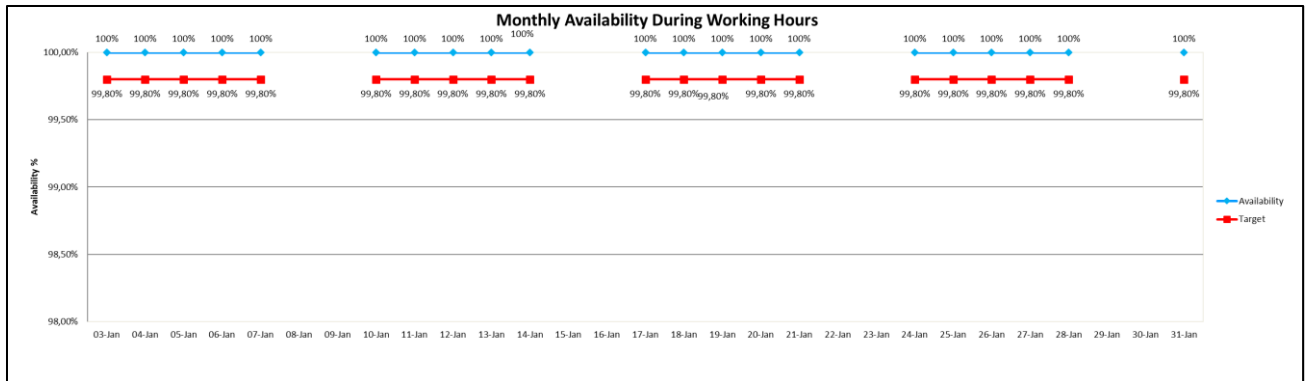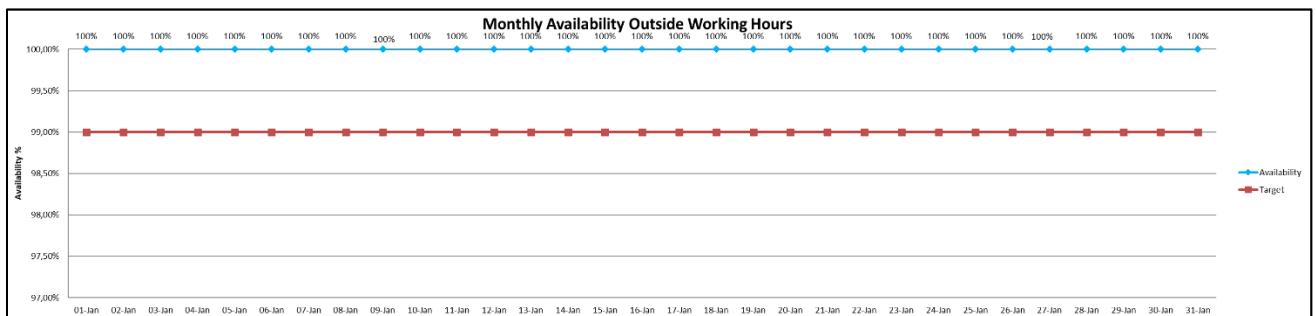

The achieved availability for SML1 was **100%** for the month of January 2022 (the target is normally 99.80%).

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

3.2. Non-Working hours Availability (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, excluding Maintenance Time). The SML will be considered as "unavailable" if it is not reachable for a continuous period of 300 seconds. This report was generated based on the DIGIT Monitoring and Reporting tool (MORE).


The achieved availability for SML2 was **100%** for the month of January 2022 (the target is 99.00%).

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

3.3. Continuity of the Service (SML3)

SML3 is the Service Level Target that ensures the continuity of operations. The target is a maximum of three (3) 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 300 seconds. This report was generated based on the DIGIT Monitoring and Reporting tool (MORE).
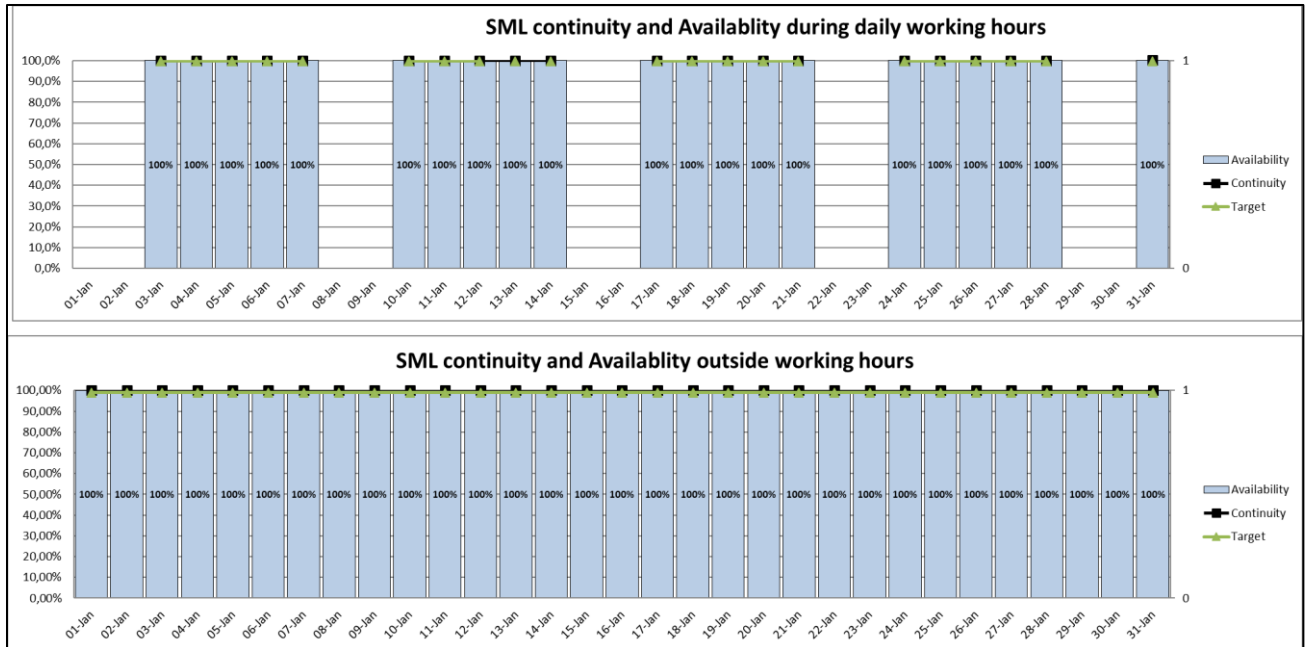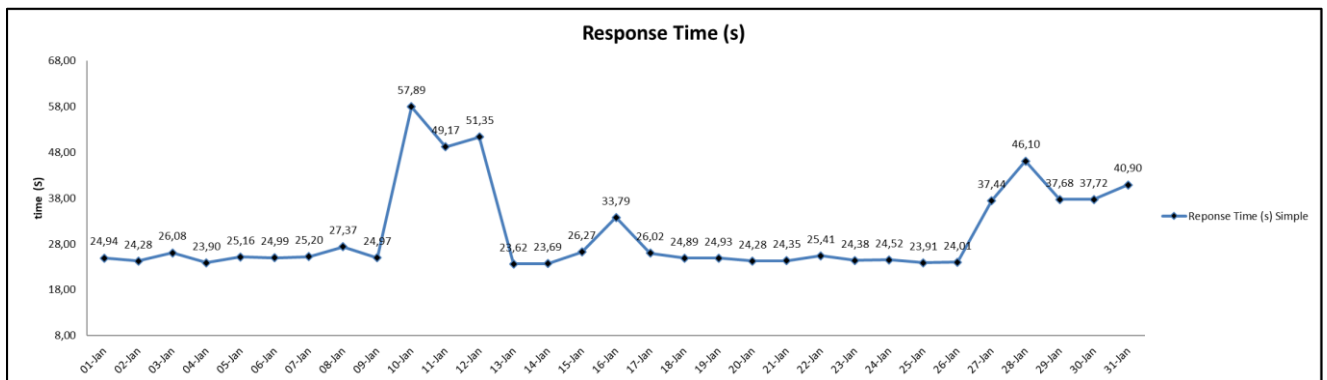

Note that:
- 1 means continuous SML Service
- 0 means interrupted SML Service (at least once).

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

Was the SML continuously available during working hours? **Yes** ✔
This graph shows the daily average response time of the SML monitoring service:

Note that:
- The response time was measured for the complex end-to-end scenario
- The average response time is about **30.30** seconds

This graph shows the monthly availability over the last 12 months during and outside working hours:
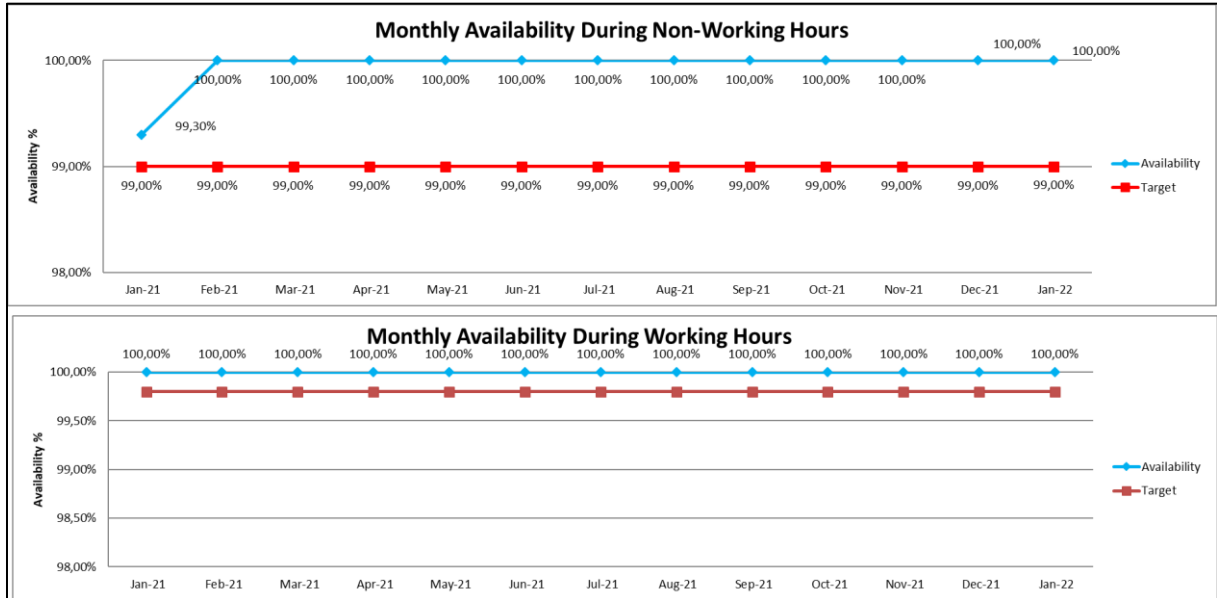
3.4. Communication on planned maintenance (SML4)

SML4 is the target that measures the number of communications that are sent according to the defined rules over total number of maintenance operations during the period.

During the reporting month, the following communications were sent for planned maintenances.

Description	Maintenance Date	Notification Date	Category	SLA met
Oracle Patch Set Update (PSU October 2021) on SML in PROD	05/02/2022 from 08:00 till 18:00	24/01/2022	Normal	Yes
TLS (HTTPS) profile upgrade on SML in PROD	21/02/2022 from 18:00 till 19:00	14/01/2022	Normal	Yes
Linux upgrade on several servers (batch 2) – SML in PROD	09/01/2022 from 15:00 till 19:00	03/01/2022	Normal	Yes
Linux upgrade on several servers (batch 1) – SML in PROD	08/01/2022 from 15:00 till 19:00	03/01/2022	Normal	Yes

Has the Service Level Target (SML4) been met? Yes ✔

4. Contact information

CEF Support Team

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

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