



EUROPEAN COMMISSION

DIGIT
Connecting Europe Facility

CEF eDelivery Service Metadata Locator (SML) Managed Service

Service Level Arrangement March 2017 Report

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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:

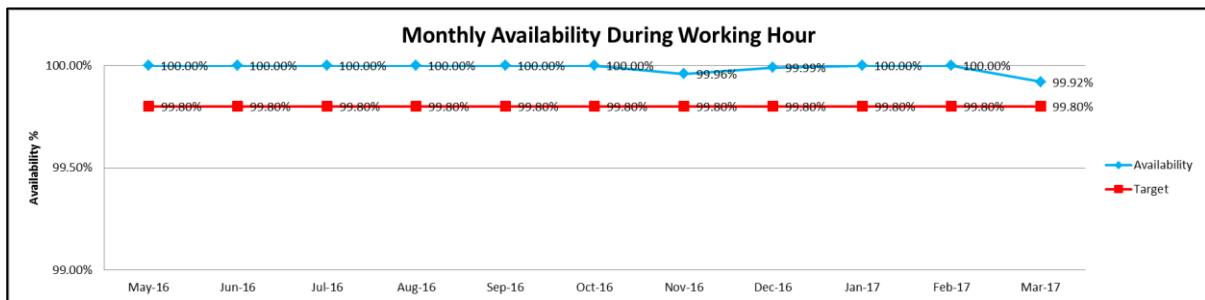
<https://ec.europa.eu/cefdigital/wiki/x/DQFfAQ>).

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.



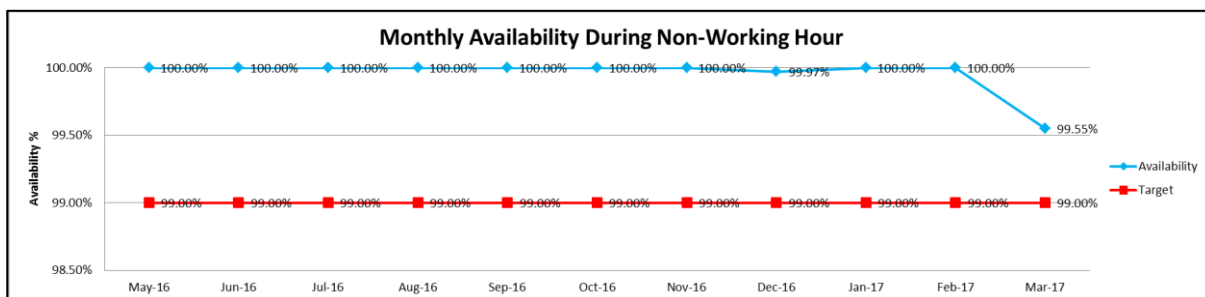
During the month of March 2017, the achieved availability for SML1 was 99.92% as opposed to the targeted 99.80%.

On the 20th the planned maintenance from 13:00 to 15h00 was excluded

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

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 March 2017, the achieved availability for SML2 was 99.55% 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)	Interruption Cause
20/03/2017 17:47	20/03/2017 19:56	7740	Yes	A start of the application was requested while a start task was already on-going. This led the application in an unstable state A complete restart has been performed and services are up and running
16/03/2017 17:26	16/03/2017 17:38	720	Yes	Urgent restart of the SML (unplanned maintenance)

During the month of March 2017, two service interruptions were registered.

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

Was the SML continuously available? No 

4. CONTACT INFORMATION

CEF Support Team

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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*