



EUROPEAN COMMISSION

DIGIT  
Connecting Europe Facility

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

## **Service Level Arrangement May 2017 Report**

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Final

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Summary of Changes:

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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/SQ3NAg>

<https://ec.europa.eu/cefdigital/wiki/download/attachments/46992365/%28CEFeDelivery%29.%28SMLManagedService%29.%28SLA%29.%28v1.00%29.pdf?version=1&modificationDate=1493213928399&api=v2>

### 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/DwLQAg>

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/1A3NAg>

## **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/7QvNAg>

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

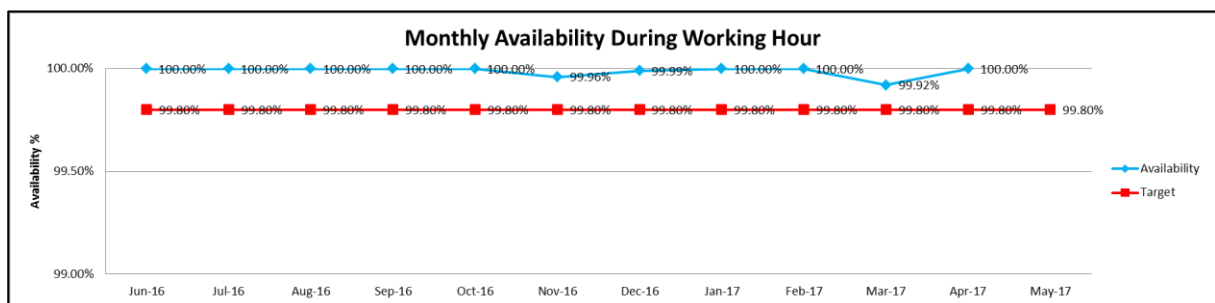
<https://ec.europa.eu/cefdigital/wiki/x/4gvNAg>

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/download/attachments/46992354/%28CEFeDelivery%29.%28Service%20Desk%29.%28SLA%29.%28v1.00%29.pdf?version=1&modificationDate=1493213929564&api=v2>

### 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.

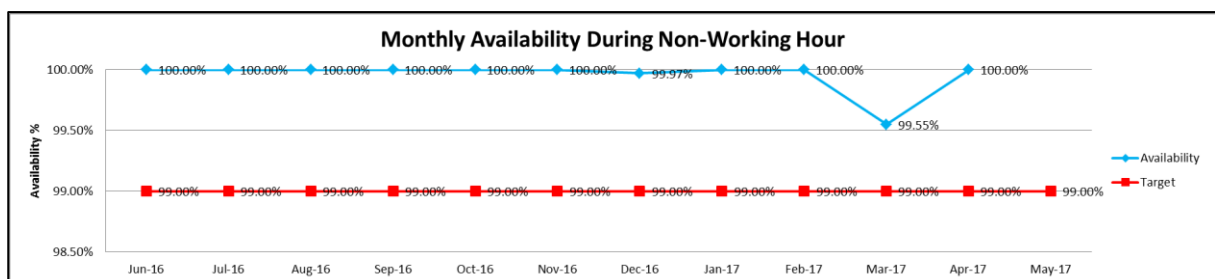


The achieved availability for SML1 was 100% for the first 14 days of the month of May 2017 (the target is normally 99.80%). No data was gathered for the remaining days of the month because of the change in the "isAlive" service, after the deployment of the SML 3.0.1 release in production.

Has the Service Level Target (SML1) been met? **Not applicable** N/A

### 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.



The achieved availability for SML2 was 100% for the first 14 days of the month of May 2017 (the target is normally 99.00%). No data was gathered for the remaining days of the month because of the change in the "isAlive" service, after the deployment of the SML 3.0.1 release in production.


Has the Service Level Target (SML2) been met? **Not applicable** N/A


### 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
15/05/2017 12:00	15/05/2017 14:00	7200	Yes	New SML release version 3.0.1 The new version of SML is deployed in Production to fix the following bugs and implement few improvements. - bugs related to PrepareChangeCertificate method. - bug in the DNS view page while loading dns records for multiple domains - bugs for multiple domains Support - Improvement to handle diacritic unicode characters in certificate metadata - Impact on DNS : None - Impact on SML : High- SML will not be available during the deployment process

During the month of May 2017, one service interruption was registered

Has the Service Level Target (SML3) been met? **Not applicable** 

Was the SML continuously available? **No**, because of the release of SML 3.0.1 in production on the 15<sup>th</sup> of May 2017 from 12:00 to 14:00 



## 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*