



EUROPEAN COMMISSION

DIGIT  
Connecting Europe Facility

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

## **Service Level Arrangement May 2020 Report**

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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                   |

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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](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:

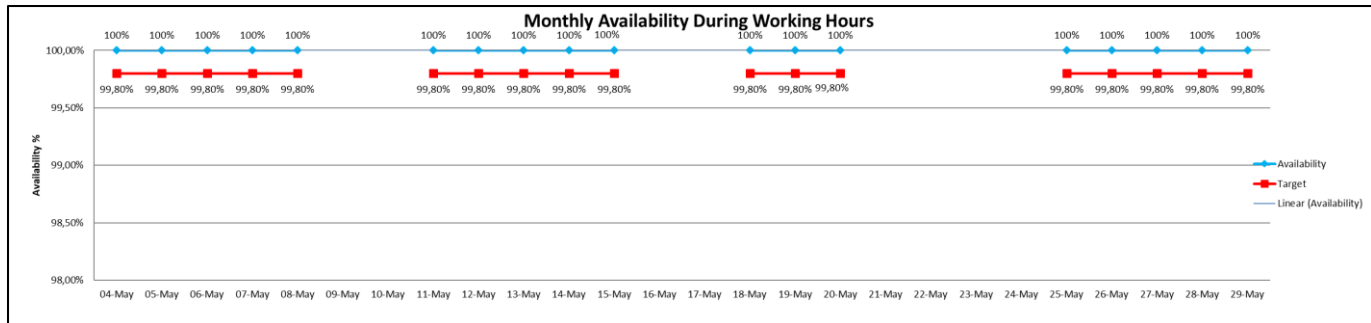
<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+service>

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?preview=/46992354/70222423/\(CEFeDelivery\).\(Service%20Desk\).\(SLA\).\(v1.11\).pdf](https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service+desk?preview=/46992354/70222423/(CEFeDelivery).(Service%20Desk).(SLA).(v1.11).pdf)

### 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 120 seconds. This report was generated by DIGIT C2 via Business Object info-view.



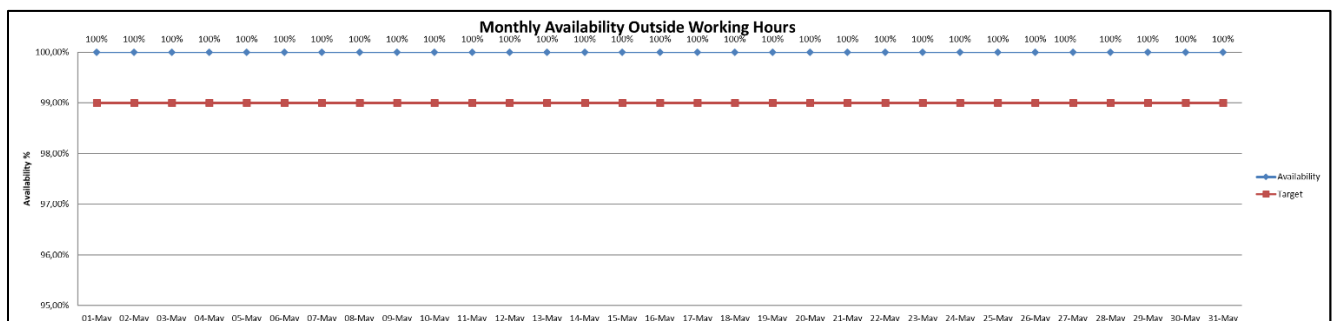
The achieved availability for SML1 was **100%** for the month of May 2020 (the target is normally 99.80%).

On Tuesday the 5<sup>th</sup> of May, several missed pings were registered between 08:00 PM and 09:30 PM. Ticket IM0018962592 was opened and the monitoring team explained that the alerts had been triggered because of an issue with the E2E monitoring robot, following a windows patching. The availability is considered as 100% as the SML itself remained available

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 120 seconds. This report was generated by DIGIT C2 via Business Object info-view.



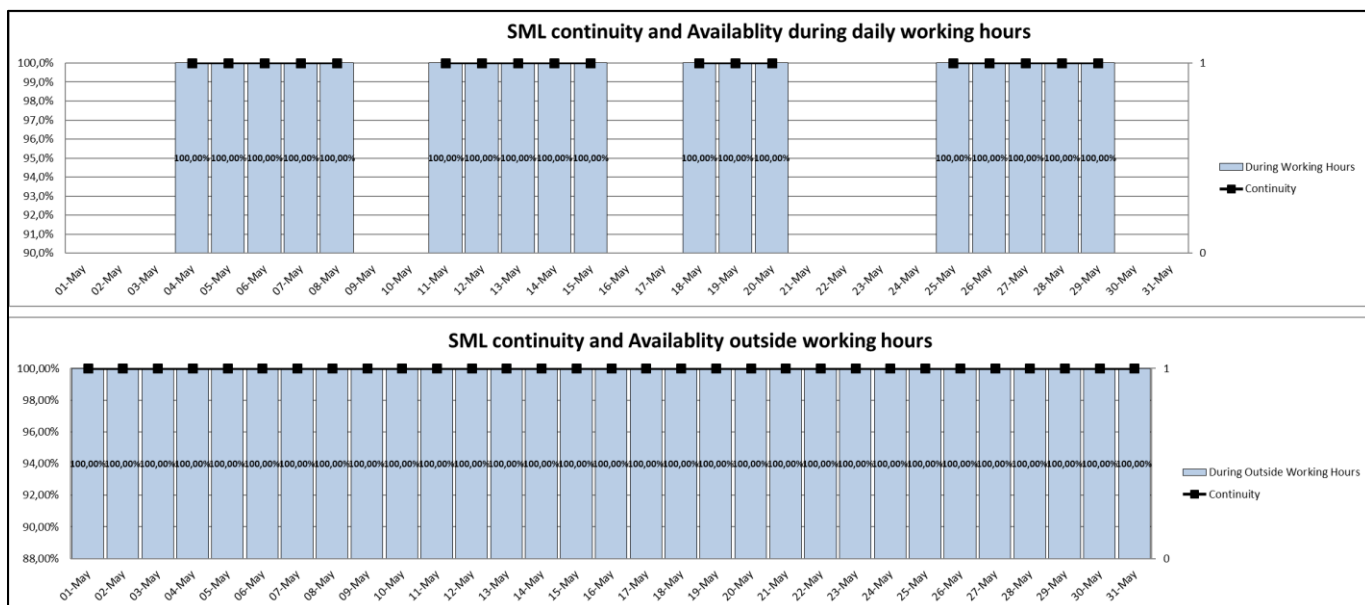
The achieved availability for SML2 was **100%** for the month of April 2020 (the target is 99.00%).

On Saturday the 16<sup>th</sup> of May, several missed pings were registered between 12:40 and 13:40. This was the result of general IT issues reported by the DIGIT, that impacted the monitoring services. The SML availability is considered as 100%.

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 120 seconds. This report was generated by DIGIT C2 via Business Object info-view.



Note that:

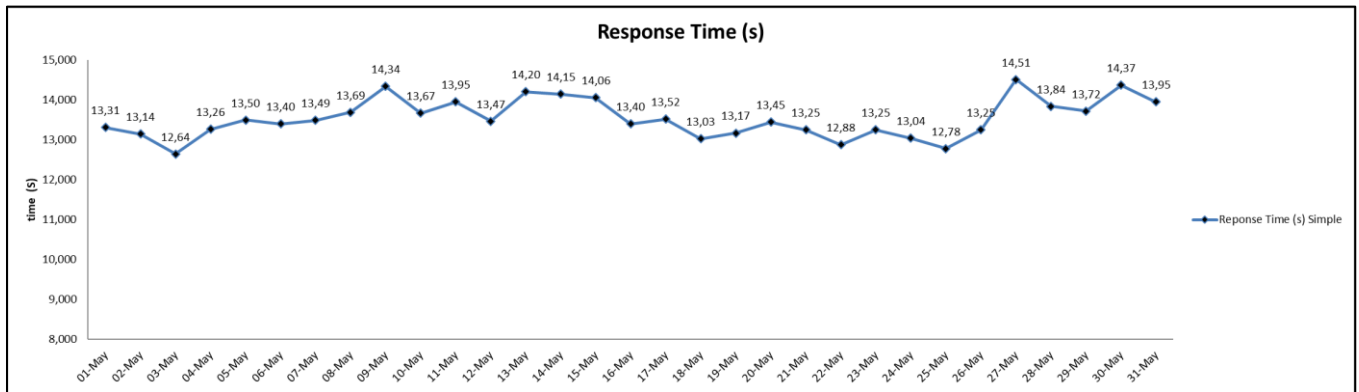
- 1 means continuous SML Service
- 0 means interrupted SML Service (at least once).

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

Was the SML continuously available during working hours? Yes ✓



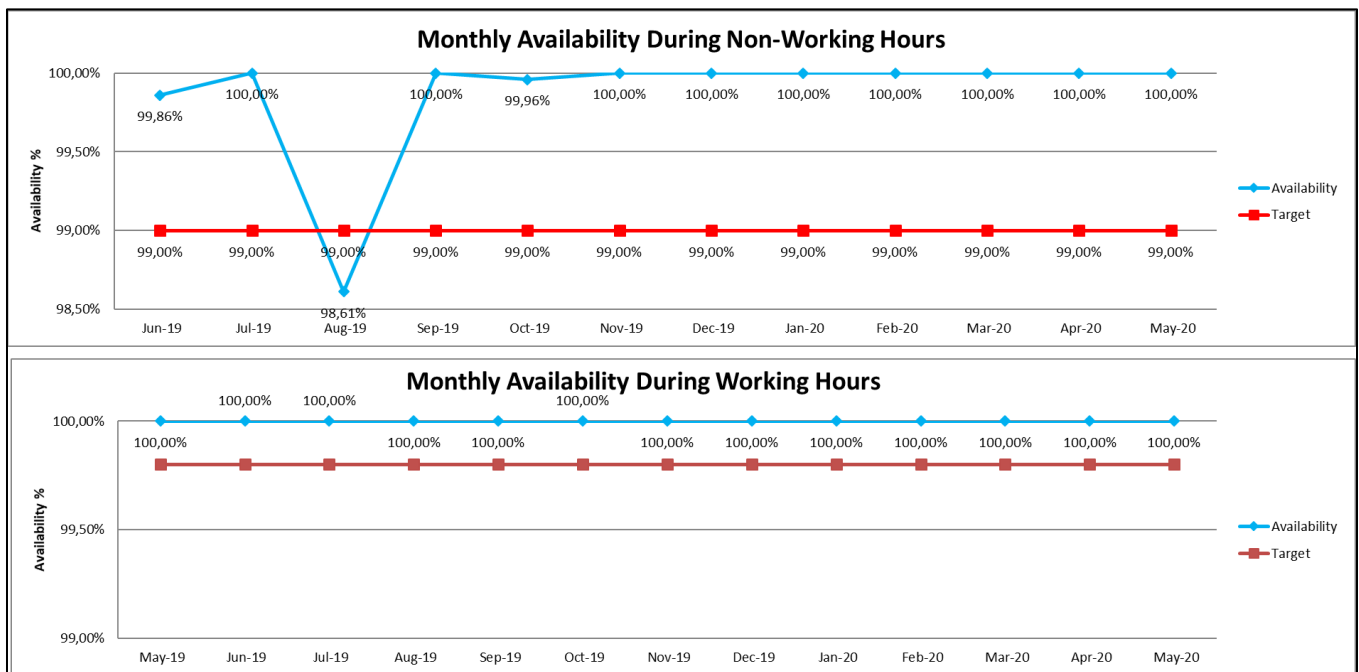
This graph shows the daily average response time of the SML monitoring service:



Note that:

- The response time was measured for the complex end-to-end scenario
- The average response time is about **13.537** 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 |
|--|------------------|-------------------|----------|---------|
| Linux servers upgrade to the latest release candidate: RHEL6 to 6.10.4 and RHEL7 to 7.7.1. | 19/05/2020       | 18/05/2020        | Urgent   | Yes     |
| Linux servers upgrade to the latest release candidate: RHEL6 to 6.10.4 and RHEL7 to 7.7.1. | 25/05/2020       | 25/05/2020        | Urgent   | 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)