



EUROPEAN COMMISSION

DIGIT
Connecting Europe Facility

CEF eDelivery Service Metadata Locator (SML) Managed Service

Service Level Arrangement November 2016 Report

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Summary of Changes:

Version	Date	Created by	Short Description of Changes
V1.0	29/06/2016	KHALFAOUI Aymen	First released draft
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
V1.3	14/10/2016	KHALFAOUI Aymen	Implement the requested changes to the document

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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:

- Register, classify, investigate, escalate if needed, resolve and close tickets.
- Manage the availability and capacity monitoring of the SML services.
- Act as the technical single point of contact to the service provider, Policy Domain Owner and provide 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:

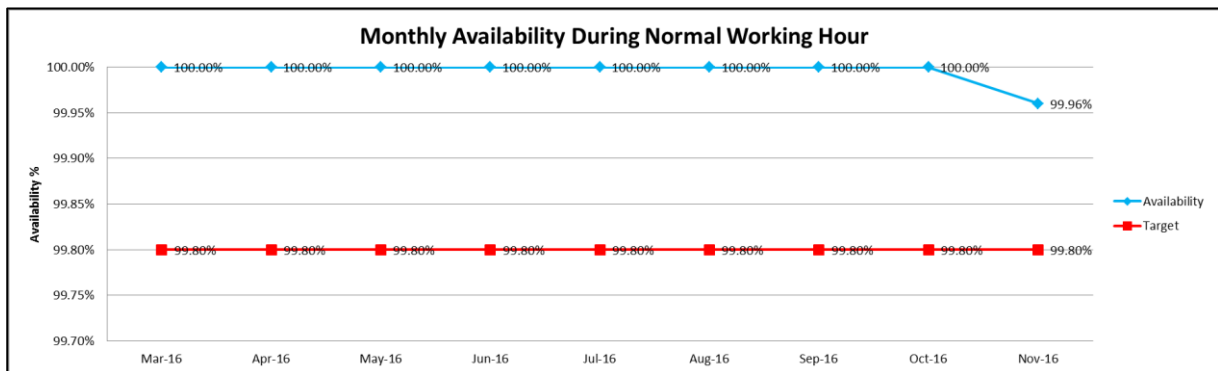
<https://ec.europa.eu/cefdigital/wiki/x/DQFfAQ>).

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.



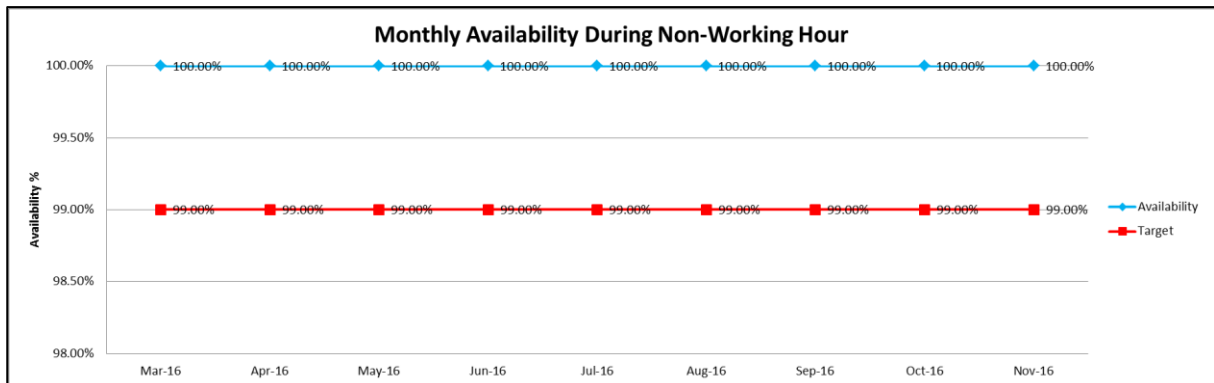
During the month of November 2016, the achieved availability for SML1 was 99.96%¹ as opposed to the targeted 99.80%.

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

¹ Excluding the planned certificate update on the 8th of November.

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 November 2016, the achieved availability for SML2 was 100% 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 Date & Time	End Date and Time	Elapsed Time (s)	Unavailable (Yes/No)	Interruption Cause
11/08/16 - 12:22	11/08/16 - 12:38	960	Yes	Planned SML certificate update
11/09/16 - 19:11	11/09/16 - 19:17	360	Yes	temporary interruption but every thing was fine when checked.
11/24/16 - 15:27	11/24/16 - 16:52	5100	Yes	DNS issue at EC

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 November 2016, there were 3 registered service interruptions as opposed to the targeted 3 maximum service interruption.

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

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

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*