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DIRECTORATE-GENERAL INFORMATICS

Directorate D - Digital Services
DIGIT D3 - Trans-European Services

EU Send Access Point (AP) Managed Service

Service Level Arrangement September 2019 Report

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Table of Contents

1. INTRODUCTION	4
1.1. Approach and purpose of the document.....	4
2. STAKEHOLDERS DEFINITION	5
2.1. Service Provider DIGIT.....	5
2.2. Users	5
3. SERVICE LEVEL TARGETS SPECIFIC TO THE EU SEND ACCESS POINT MANAGED SERVICE.....	6
3.1. Availability	7
3.1.1. AP1 - Technical Availability of the Access Point during working hours	7
3.1.2. AP2 - Technical Availability of the Access Point during non-working hours	7
3.1.3. AP3 - Business Availability of the Access Point during working hours.....	8
3.1.4. AP4 - Business Availability of the Access Point during non-working hours.....	8
3.2. Data.....	9
3.2.1. AP5 - Return Point Objective	9
3.2.2. AP6 - Return time Objective	9
3.3. Disaster Recovery Plan.....	9
3.3.1. AP7 - Time to restore service upon a disaster	9
3.4. Maintenance operations	10
3.4.1. AP8 - Communication of planned maintenance	10
4. CONTACT INFORMATION	11

1. Introduction

1.1. Approach and purpose of the document

This document focuses on the EU Send Access Point managed service and reports on its compliance with the service level targets defined in the Service Level Arrangement (SLA)¹ over the period.

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 EU Send Access Point managed service (see “Stakeholders Definition” section).

¹ <https://webgate.ec.europa.eu/fpfis/wikis/pages/viewpage.action?pageId=285092981>

2. Stakeholders Definition

2.1. Service Provider DIGIT

The EU Send support team of DIGIT:

- Is accountable for the delivery of EU Send Access Point Managed Service, its implementation and its availability.
- Ensures that the reports respects the terms described in the SLA.
- Registers, classifies, investigates, escalates if needed, resolves and closes tickets.
- Manages the availability and capacity monitoring of the Access Point 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 Access Point Services.

2.2. Users

- Policy domain owners from EU Commission DG's and EU Institutions may use the Access Point service to exchange data and documents with external parties in an interoperable, secure and reliable way.

3. Service Level targets specific to the EU Send Access Point Managed Service

The Access Point Managed Service is shared, central and critical. The full description of the service is available at:

<https://webgate.ec.europa.eu/fpfis/wikis/pages/viewpage.action?pageId=285093015>

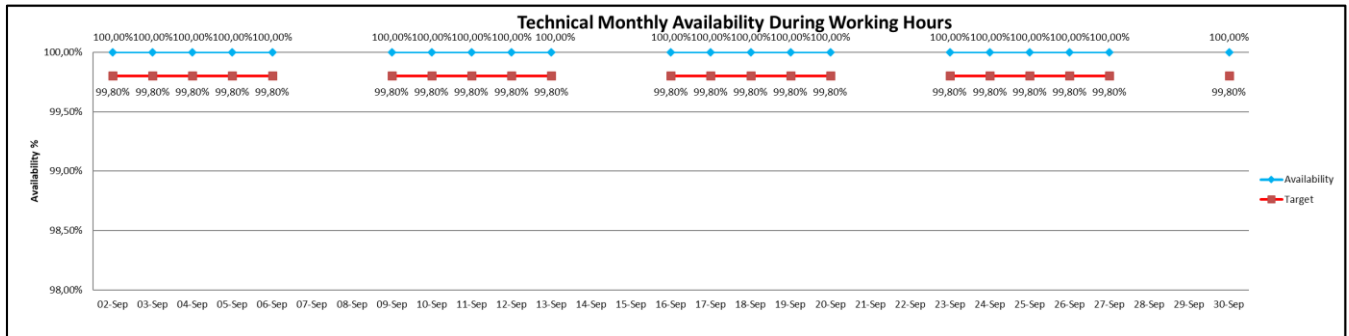
The full description of the Service desk processes and related roles and responsibilities is available in the Service Offering Description document available at:

<https://webgate.ec.europa.eu/fpfis/wikis/pages/viewpage.action?pageId=285093015>

3.1. Availability

3.1.1. AP1 - Technical Availability of the Access Point during working hours

AP1 is the service level target that ensures that the server hosting the Access Point is accessible and available at a target of 99.80% to its users during normal working hours (from Monday to Friday between 08:00 and 18:00 Maintenance Time excluded). The server hosting the Access Point 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.

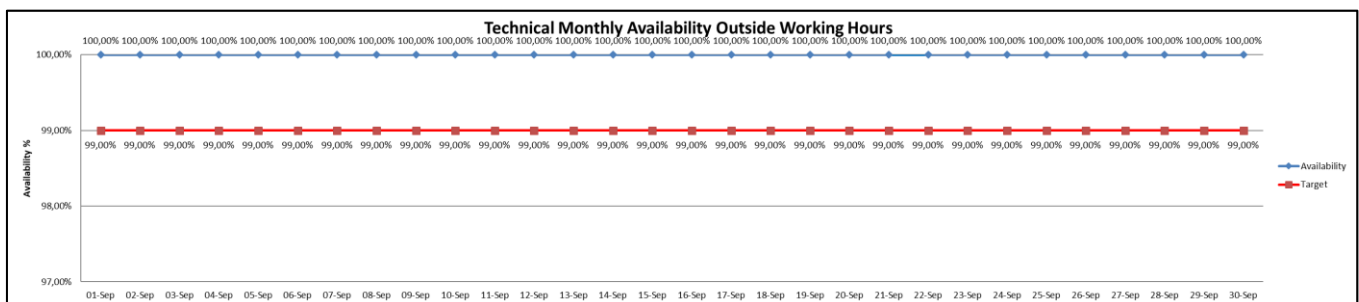


During September 2019, the achieved target for AP1 was **100%**.

Has the Service Level Target (AP1) been met? **Yes** ✓

3.1.2. AP2 - Technical Availability of the Access Point during non-working hours

AP2 is the service level target that ensures that the server hosting the Access Point is accessible and available at a target of 99.00% to its users during non-working hours (Saturday, Sunday and from Monday to Friday between 18:00 and 08:00, excluding Maintenance Time). The server hosting the Access Point 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.



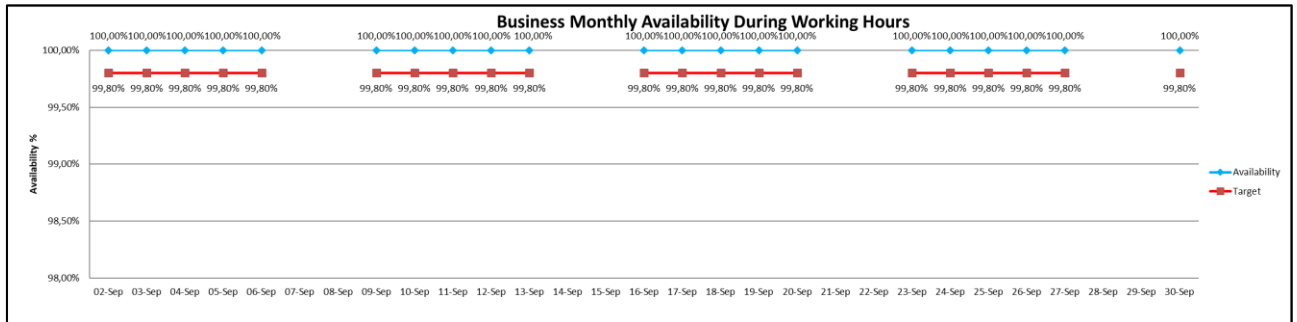
During September 2019, the achieved target for AP2 was **100%** as opposed to the targeted **99.00%**.

On the 6th of September at 02:05 am, one missed ping was registered by the monitoring system. As this was an isolated ping, it was not taken into account to calculate the availability percentage on that day, which is considered as 100%

Has the Service Level Target (AP2) been met? **Yes** ✓

3.1.3. AP3 - Business Availability of the Access Point during working hours

AP3 is the service level target that ensures that the Access Point is accessible and available at a target of 99.80% to its users from a business perspective during normal working hours (from Monday to Friday between 08:00 and 18:00 Maintenance Time excluded). The access point is considered as available from a business perspective when it is accessible from the Internet and able to send and receive AS4 messages to/from external parties. This report was generated by DIGIT C2 via Business Object info-view.

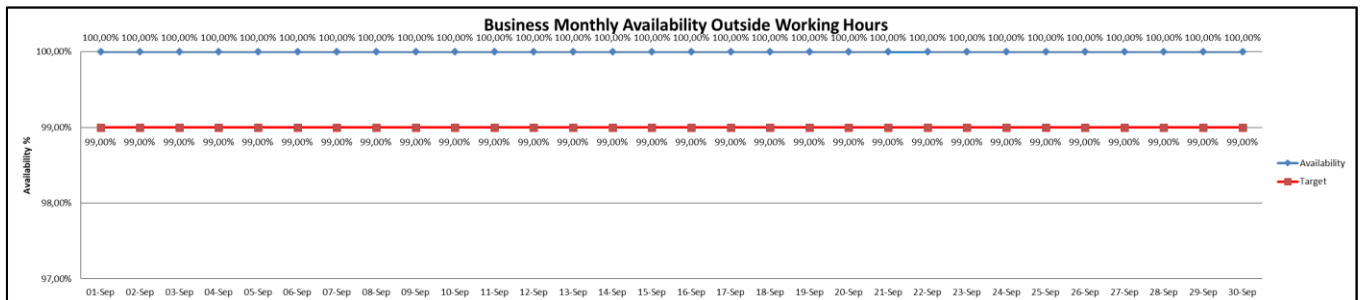


During September 2019, the achieved target for AP3 was **100%** as opposed to the targeted **99.80%**.

Has the Service Level Target (AP3) been met? **Yes** ✓

3.1.4. AP4 - Business Availability of the Access Point during non-working hours

AP4 is the service level target that ensures that the Access Point is accessible and available at a target of 99.00% to its users from a business perspective during non-working hours (Saturday, Sunday and from Monday to Friday between 18:00 and 08:00, excluding Maintenance Time). The access point is considered as available from a business perspective when it is accessible from the Internet and able to send and receive AS4 messages to/from external parties. This report was generated by DIGIT C2 via Business Object info-view.



During September 2019, the achieved availability for AP4 was **100%**.

On the 6th of September at 02:05 am, one missed ping was registered by the monitoring system. As this was an isolated ping, it was not taken into account to calculate the availability percentage on that day, which is considered as 100%.

Has the Service Level Target (AP4) been met? **Yes** ✓

3.2. Data

3.2.1. AP5 - Return Point Objective

AP5 is the target that ensures the maximum data loss span of the service is one hour.

Has the Service Level Target (AP5) been met? **N/A**

As no data lost occurred, this metric could not be generated

3.2.2. AP6 - Return time Objective

AP6 is the target that ensures that the duration required to restore the data covered by the Recovery Point Objective Service Level Target (RPO SLT) is maximum 48 hours.

Has the Service Level Target (AP6) been met? **N/A**

As no service interruption that could cause any data loss was observed, this metric could not be generated

3.3. Disaster Recovery Plan

3.3.1. AP7 - Time to restore service upon a disaster

AP7 is the target that ensures that the duration required to restore the service upon a disaster is maximum 48 hours.

Has the Service Level Target (AP7) been met? **N/A**

As no disaster occurred, this metric could not be generated

3.4. Maintenance operations

3.4.1. AP8 - Communication of planned maintenance

AP8 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 where sent for planned maintenances:

Description	Maintenance Date	Notification Date	Category	SLA met
WebLogic 12.2.1.3 security patching in production	16/09/2019	02/09/2019	Normal	Yes

Has the Service Level Target (AP8) been met? **Yes** 

As no maintenance operations were scheduled in production during the reporting period, this metrics could not be generated.

4. Contact information

EU Send Service Desk

Standard Service:

- 8:00 - 18:00 CET on normal Commission working days
- Only by email: DIGIT-EU-SEND@ec.europa.eu

Standby Service:

- 18:00 - 8:00 CET on normal Commission working days
- Available 24 hours on weekends, Commission and public holidays
- Only by phone: +32 2 298 96 00
- Only for critical and urgent incidents in production environment