EUROPEAN COMMISSION

DIGIT
Digital Europe Programme

eDelivery Service Metadata Locator (SML) Managed Service

Service Level Arrangement November 2023 Report

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
V1.2	02/02/2021	AEBY Caroline	Approver's name updated + MORE monitoring tool + 120'' => 300'' interval
V1.3	06/04/2022	AEBY Caroline	CEF digital => Digital

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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 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 eDelivery Service Metadata Locator (SML) Managed Service Level Arrangement and the Master Service Arrangement:
https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Master+Service+Arrangement

https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/SML+service

1.2. Glossary

The key terms used in this Service Offering Description are defined in the eDelivery Definitions section on the Digital 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 eDelivery Glossary on the Digital Web Portal:

https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/CEF+Glossary

2. Stakeholders Definition

2.1. Service Provider DIGIT

The eDelivery SML Managed Service Provider "DIGIT" is intended to:

- Be accountable for the delivery of eDelivery SML Managed Service, its implementation and its availability.

- Ensure that the reports respect the terms described in the SLA and MSA.

2.2. Users

The eDelivery SML Managed service is intended for the following type of users:

- Service Providers who June offer services to integrate national backend systems with the eDelivery SML service or install and operate the Service.
- Policy Domain Owners who June use the eDelivery SML Service to help them build their policy network and facilitate the dynamic registration and discovery of participants.

2.3. eDelivery Support

The eDelivery SML Managed service is maintained by eDelivery 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 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/digital-building-blocks/wikis/display/DIGITAL/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/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk

The Service desk Service Level Targets are defined in the Service desk SLA document available on the Digital Web Portal:
https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk

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 300 seconds. This report was generated based on the DIGIT Monitoring and Reporting tool (MORE).
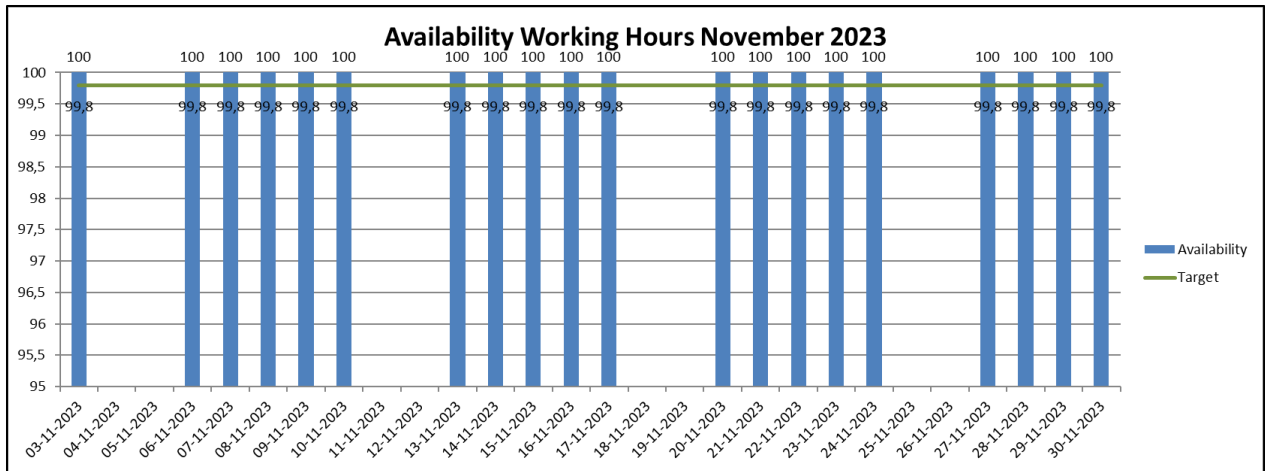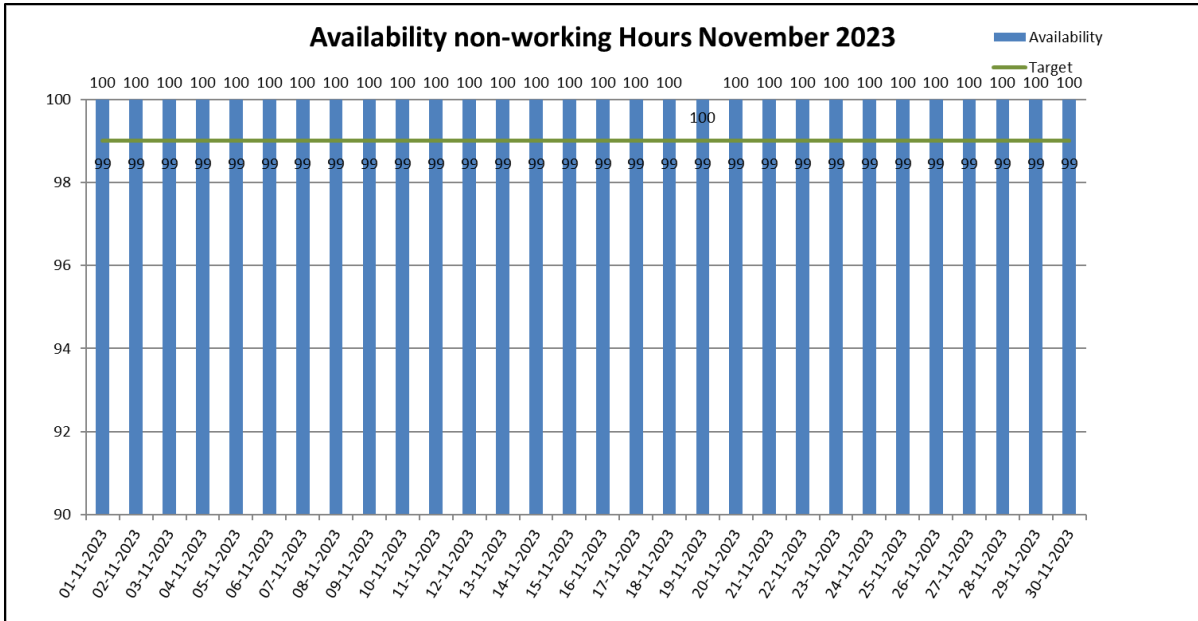

The achieved availability for SML1 was **100%** for the month of November 2023 (the target is normally 99.80%).

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 300 seconds. This report was generated based on the DIGIT Monitoring and Reporting tool (MORE).

Availability non-working Hours November 2023

The achieved availability for SML2 was **100%** for the month of November 2023 (the target is 99.00%).

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 300 seconds. This report was generated based on the DIGIT Monitoring and Reporting tool (MORE).
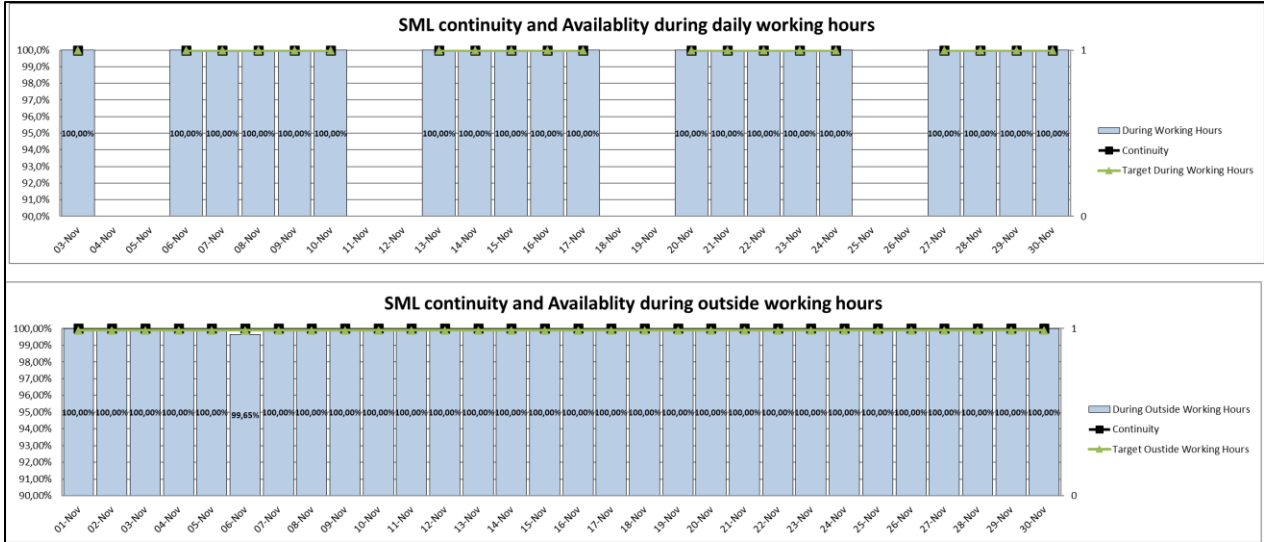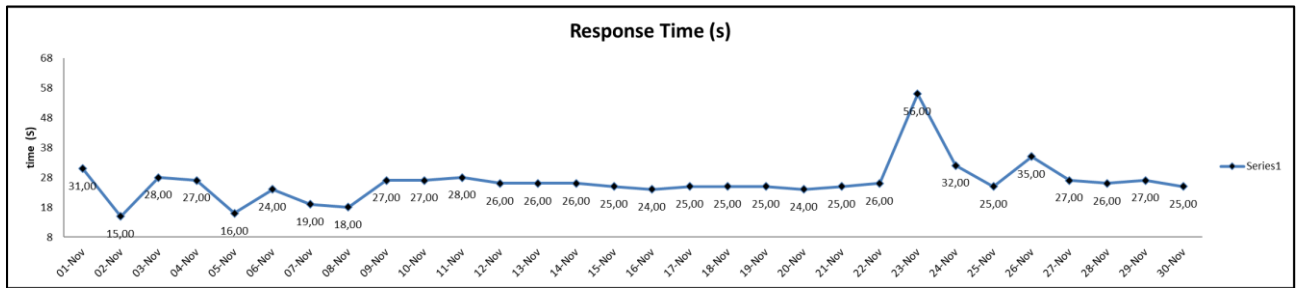

Note that:
- 1 means continuous SML Service
- 0 means interrupted SML Service (at least once).

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 **26,5** seconds

This graph shows the monthly availability over the last 12 months during and outside working hours:
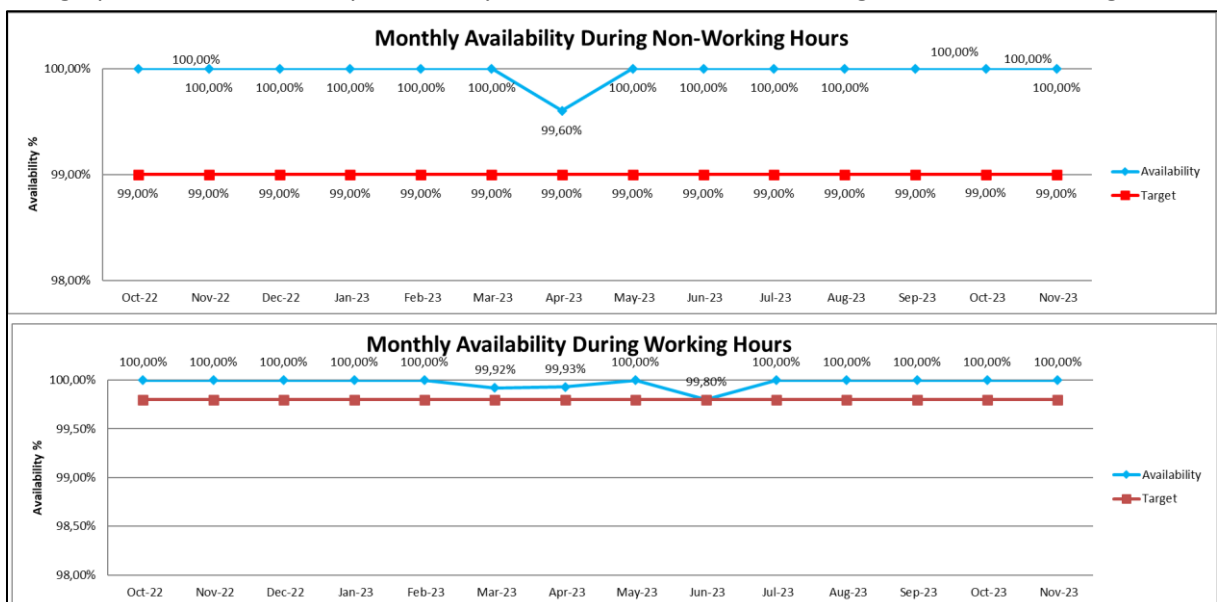
3.4. Communication on planned maintenance (SML4)

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 security patching - SML in production	From 22/11/2023 at 22:00 till 23/11/2023 at 02:00	09/11/2023	Normal	Yes
Linux security patching - SML in production	On 23/11/2023 from 20:00 till 23:55	09/11/2023	Normal	Yes
Weblogic 12.2.1.4 October 2023 Security Patching - SML in production	On 23/11/2023 from 19:00 till 23:55	17/11/2023	Normal	Yes
Oracle TAF service relocation - SML in production	On 04/12/2023 from 19:30 till 20:00	30/11/2023	Normal	Yes

Has the Service Level Target (SML4) been met? Yes ✔

4. Contact information

eDelivery Support Team

By email: EC-EDELIVERY-SUPPORT@ec.europa.eu

Support Service: 8am to 6pm (Normal EC working Days)