EUROPEAN COMMISSION

DIGIT
Digital Europe Programme

eDelivery Public Key Infrastructure (PKI) Service

Version 1.00

Service Level Arrangement

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Version	Date	Created by	Short Description of Changes
0.01	12/05/2022	Caroline AEBY	Initial version
0.02	30/05/2022	Caroline AEBY Amar DEEP	Review and updated for CommisSign as PKI provider instead of Deutsche Telekom
0.03	31/05/2022	Caroline AEBY	Review
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1. INTRODUCTION

1.1. Approach and purpose of the document

The present Service Level Agreement (SLA) is a statement of the intentions of the Commission within the specific context of the Digital Europe Programme (DEP) work programmes and applies to the software and services provided by the eDelivery building block. It aims to specify how the software and services are provided as well as the expected level of service.

It has to be noted that this document is a non-binding statement made in good faith, which is not legally enforceable against the Commission, and which creates no new binding legal obligations on the Commission. Any references to duties or obligations within this Arrangement should therefore be understood as a good faith statement of intent only, without any obligation of result or legal recourse in case of breaches of such duties or obligations. As such, this SLA does not require signatures between parties.

This Service Level Arrangement is dedicated to the eDelivery PKI Service and as such:
- Defines the Service Level Targets to be reached by the Solution Provider DG DIGIT (see stakeholders definition section) while providing a Building Block software sample implementation and its services;
- Falls under the Terms of the Building Block Master Service Arrangement available on the Digital Web Portal: https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Master+Service+Arrangement.

This SLA applies to the eDelivery PKI Service. The Service Offering Description of the PKI Service is available at https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/PKI+Service.

1.2. Glossary

The key terms used in this Service Level Arrangement are defined in the Definitions section on the Digital Web Portal:

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

The key acronyms used in this Service Level Arrangement are defined in the Glossary on the Digital Web Portal:

https://ec.europa.eu/cefdigital/wiki/pages/viewpage.action?spaceKey=CEFDIGITAL&title=CEF+Glossary

2. STAKEHOLDERS DEFINITION

2.1. Solution Provider DIGIT

The Solution Provider DIGIT is accountable for the delivery of the Building Block, including the design and implementation of solutions in the form of specifications, software and services.

The Solution Provider DIGIT has to ensure that it respects the terms described in the Master Service Agreement and in the present Service Level Arrangement when providing a Building Block and its associated software and services.

2.2. User

"Users" are the entities which have decided to reuse Building Blocks and associated services described in the Master Service Arrangement and the present Service Level Arrangement. Such users can for example be Directorate Generals of the Commission or external entities.

3. SERVICE LEVEL TARGETS SPECIFIC TO THE PKI SERVICE

The PKI Service is shared/central and Critical. The full description of the PKI service is available online on the Digital Web Portal:

https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/PKI+Service

The full description of the Service Desk processes and the distribution of related roles and responsibilities are available in the Service Offering Description available online on the Digital Web Portal:

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 online on the Digital Web Portal:

https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk

This section lists all the service level targets that apply to the PKI service itself. A Service Level Target is described by several attributes:

- ID: unique identifier of the Service Level Target

- Title: representative name of the Service Level Target

- Importance: "Critical" or "Normal" represents the importance for the user of the Service Provider DIGIT to achieve this target

- Description: defines the purpose of the Service Level Target

- Scope: defines to which element(s) the service level target applies/y

- Target: defines the performance (through a value) to be reached by the Service Provider

- Periodicity: defines the duration between each Service Level Target follow-up

- Measurement tools: identify the tools or means to be used to collect the performance data and/or calculate the performance during the period

- Service conditions: describe the service conditions that must be respected to use the service; Service Level Target can be applied only when the service conditions are respected

3.1. Issuance of certificates

PKI2	Issuance of certificates	Importance: Normal
Description	This service level target measures the duration of the issuance of certificates during working hours	
Scope	This SLT applies to the "Certificate Issuance" process defined in the Service Offering description of the eDelivery PKI	
Targets	Target 1: ■ 80% of certificates issued within 1 day Target 2: • 96% of certificates issued within 2 days	
Periodicity	Monthly	
Measurement tools	SMT	
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00. This process requires interaction with the policy domain owner to ensure that the certificate requestor is authorised to get the certificate. The response time of the eDelivery policy domain owner is excluded from this SLT.	

3.2. Service Request Management

The service level targets of Service Request Management can be consulted in the eDelivery Service Desk SLA, available online on the Digital Web Portal:

https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk

4. CONTACT INFORMATION

eDelivery Support Team

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