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CEF eDelivery Stakeholders Onboarding

Service Offering Description

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This document outlines the Service Offering Description (SOD) of the CEF eDelivery Stakeholders onboarding service. It explains the process governing the service and the associated roles and responsibilities. This document is intended for cross-border projects involving private and public sector entities interested in reusing CEF eDelivery.

DEFINITIONS AND ACRONYMS

Here you will find an overview of key terms used in this document:
https://ec.europa.eu/cefdigital/wiki/x/TAfvB

Here you will find an overview of key acronyms used in this document:
https://ec.europa.eu/cefdigital/wiki/x/OgTvB

1.   INTRODUCTION TO CEF EDELIVERY

The CEF eDelivery building block helps public administrations exchange electronic data and documents with other public administrations, businesses and citizens, in an interoperable, secure, reliable and trusted way. With this building block, every participant becomes a node in the network, using standard transport protocols and security policies. CEF eDelivery is based on a distributed model, allowing direct communication between participants without the need to set up bilateral channels.

1.1. Purpose of the CEF eDelivery Stakeholders onboarding service

The CEF eDelivery Stakeholders onboarding service aims to facilitate the onboarding process for stakeholders interested in reusing the CEF eDelivery building block. The CEF Stakeholder Management Office (SMO)[1] supports users implementing CEF eDelivery via dedicated services. The table below presents an overview of CEF eDelivery stakeholders' onboarding service tools.

Table 1: CEF eDelivery Stakeholders onboarding service - Tools

Tools	Description
Self-assessment tool	The CEF eDelivery self-assessment tool is a survey that assesses the requirements of the users interested in re-using the CEF eDelivery components. This tool maps these requirements to the CEF eDelivery Service Offering so users understand which are the CEF eDelivery services useful to their specific requirements. During the self-assessment, users assign scores to their organisation's different needs. Based on the answers provided, the tool calculates how CEF eDelivery can help users achieve their goals and which components of CEF eDelivery are suitable for re-use.
Cost Estimation tool	The CEF eDelivery cost estimation tool assesses and quantifies the expected benefits of reusing CEF eDelivery. The underlying cost-benefit analysis enables users to compare the following two scenarios: 1. The eDelivery scenario – the scenario in which the project would use eDelivery; 2. The alternative scenario – the scenario in which the project would not opt for eDelivery. By comparing the costs of both scenarios, over a five-year period, the tool estimates the expected financial benefit of using CEF eDelivery (the financial benefit being the cost savings due to the use CEF eDelivery over another solution).
Workshop	The free and on-demand CEF eDelivery workshops (2-4 hours duration) aim to support users' onboarding process by increasing their knowledge about CEF eDelivery. The workshops are organised upon users request and can take place inside or outside the European Commission premises.

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[1] The CEF SMO is operated by the Commission (DG DIGIT).

Demo	The CEF eDelivery team offers demos of Domibus, the open source sample software of the AS4 Access Point maintained by the European Commission. The Domibus demo covers the 4-corner model, PMode configuration, Domibus property configuration and showcases the sending of a message between two parties. The demo sessions can be included in the aforementioned workshops. The demo sessions are organised upon users' request and can take place inside or outside the European Commission premises.
Webinar	The free, on-demand and tailored CEF eDelivery on-line webinars (1-2 hours duration) aim to address the needs of a specific community interested in using AS4 in a message exchange infrastructure. These webinars are organised upon users request.
News items	The CEF SMO produces and publishes articles and news items on topics related to CEF eDelivery. Users can request the publication of a news items to raise awareness of a subject within a specific community.

1.2. Users

The CEF eDelivery Stakeholders onboarding service is intended for the following type of users:

- **Policy Domain Owners** – Involved in the roll-out of EU or national policies that require the secure exchange of documents and data;
- **IT architects** – Involved in the design and operation of document and data exchange systems such as eDelivery.

1.3. Benefits

The benefits of the CEF eDelivery Stakeholders onboarding service for its users are as follows:

- **Targeted and on-demand activities:** benefit from engagement activities that aim to increase the knowledge around CEF eDelivery and support the users' onboarding process;
- **Facilitate the adoption process:** benefit from reuse experiences and best practices bringing together an eDelivery Community and facilitating access to useful information;
- **Reduced learning curve:** implementers benefit from the CEF eDelivery Team's expert knowledge. This reduces cost and time to implement a data exchange network.

1.4. Scope

The CEF eDelivery Stakeholders onboarding service supports users from discovering the CEF eDelivery building block to its operation in production environment. The table below defines the steps covered in the user journey and the corresponding CEF eDelivery services available throughout the journey.

Table 2: CEF eDelivery Stakeholders onboarding service - User journey and services available

Phase	Step	Scope	Services
Discover	Prospecting	Support stakeholders' onboarding	• Organisation of webinars, workshops and demos to target specific user and communities' needs; • Publication of news items about CEF eDelivery on CEF Digital; • Publication of the Building Blocks Bulletin.
Evaluate	Elicit requirements	Identify the specific business needs and translate these into requirements	• Self-assessment tool[2] to identify business needs; • Cost estimation tool[3] to assess and quantify the expected benefits of reusing CEF eDelivery.
	Design	Design the CEF eDelivery infrastructure taking into account the message exchange, the discovery and the security models	Support in the production of the Solution Description Document (SDD).
	Select	Choose the CEF eDelivery solution from Open Source, commercial solutions or a custom-built solution.	• List of CEF eDelivery conformant solutions4 (i.e. solutions that have passed the conformance test); • CEF eDelivery Managed Services (PKI service5 and SML service6).
Start	Deploy	Deploy the eDelivery solution and enable users to benefit from the Service Desk and the Training & Deployment service.	• Service Desk[7] • Training & Deployment[8] services.
	Integrate	Integration of an eDelivery Access Point, with backend(s) and/or with partners, and undertaking of follow- up connectivity tests.	• CEF eDelivery User Community[9] to engage with other stakeholders implementing eDelivery; • Connectivity testing service[10].
Use	Operate	Go-live of the eDelivery solution.	Benefit from the eDelivery Managed Services (PKI service[11] and SML service[12]) to host and operate dedicated parts of the exchange network.

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[2] Available at : https://ec.europa.eu/cefdigital/wiki/x/XQXvB
[3] Available at : https://ec.europa.eu/cefdigital/wiki/x/PwXvB
[4] Available at : https://ec.europa.eu/cefdigital/wiki/x/MQXvB
[5] Available at : https://ec.europa.eu/cefdigital/wiki/x/JwXvB
[6] Available at : https://ec.europa.eu/cefdigital/wiki/x/RgXvB
[7] Available at : https://ec.europa.eu/cefdigital/wiki/x/NwPvB
[8] Available at : https://ec.europa.eu/cefdigital/wiki/x/RQXvB
[9] Available at : https://ec.europa.eu/cefdigital/wiki/x/GITVAQ
[10] Available at : https://ec.europa.eu/cefdigital/wiki/x/QwXvB
[11] Available at : https://ec.europa.eu/cefdigital/wiki/x/JwXvB
[12] Available at : https://ec.europa.eu/cefdigital/wiki/x/RgXvB

2. HOW TO USE THE SERVICE STEP-BY-STEP

This chapter presents information on how to use the CEF eDelivery Stakeholders onboarding service, incl. the roles and responsibilities of different actors involved in it.

2.1. Policy Domain Owners and IT architects

Role: Users of the CEF eDelivery Stakeholders onboarding service that have the objective of adopting an eDelivery solution in their project(s).
Responsibilities:
- Request the onboarding service and provide information about the users' requirements;
- Use the Self-assessment tool[13] and use, optionally, the Cost estimation tool[14];
- Participate in workshops, demos, and webinars;
- Identify business requirements & undertake feasibility studies;
- Design the message exchange, discovery and security models;
- Participate in the writing of the Service Delivery Document (SDD);
- Select the preferred eDelivery solution (customise, buy or build);
- Configure or deploy components;
- Perform testing (integration, pre-production and connectivity);
- Host and maintain the eDelivery Access Point.

2.2. CEF Stakeholder Management Office (SMO)

Role: The CEF SMO supports users during the eDelivery onboarding journey by offering communication and stakeholder management services.
Responsibilities:
- Coordinate the onboarding process together with the CEF eDelivery Team;
- Promote and organise workshops, webinars and demos;
- Promote the CEF eDelivery services and their benefits;
- Publish news items on CEF Digital.

2.3. CEF eDelivery Team

Role: The CEF eDelivery Team supports public administrations in exchange of electronic data and documents with other public administrations, businesses and citizens.
Responsibilities:
- Ensure the follow-up on the results of the Self-assessment tool[15];
- Maintain the eDelivery technical specifications, sample software, managed services, testing services, trainings and Service Desk[16];
- Support the definition of the message exchange, discovery and security models;
- Provide technical support and training.

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[13] Available at : https://ec.europa.eu/cefdigital/wiki/x/XQXvB
[14] Available at : https://ec.europa.eu/cefdigital/wiki/x/PwXvB
[15] Available at : https://ec.europa.eu/cefdigital/wiki/x/XQXvB
[16] Available at : https://ec.europa.eu/cefdigital/wiki/x/NwPvB

3. TERMS AND CONDITIONS

The applicable terms and conditions of CEF eDelivery can be consulted in its Master Service Arrangement, available on CEF Digital:
https://ec.europa.eu/cefdigital/wiki/x/zgIgBQ

The table below describes the specific terms and conditions of the CEF eDelivery Stakeholders onboarding service.

Table 3: Terms and Conditions

Term / Condition	Description
User's obligations	It is the user's responsibility to ensure that sufficient information is given, in due time, to enable the required services to be performed.
Delivery of the services	The European Commission provides the CEF eDelivery Stakeholders onboarding service using reasonable care and skill and in accordance with the procedures outlined in this document. The European Commission is entitled to suspend or terminate the provision of the services in case of failure of the User to comply with its obligations, as described above, or any other conditions preventing the successful delivery of this service.

4.   CONTACT INFORMATION

CEF Support Team

CEF Digital: https://ec.europa.eu/cefdigital/wiki/x/NwPvB

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

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