



EUROPEAN COMMISSION

DIGIT
Connecting Europe Facility

CEF eDelivery Service Desk

Service Offering Description

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Document Approver(s):

Approver Name	Role
João RODRIGUES-FRADE	CEF eDelivery

Document Reviewers:

Reviewer Name	Role

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Table of Contents

1. INTRODUCTION	4
1.1. Purpose of the service	4
1.2. Users	4
1.3. Scope	5
1.3.1. User support	5
1.3.2. Monitoring	6
1.4. Benefits	6
2. ROLES AND RESPONSIBILITIES	7
2.1. Software providers/Service Providers	8
2.2. CEF Support Team	8
2.3. 3 rd Level of Support	8
3. HOW TO USE THE SERVICE STEP BY STEP	9
3.1. Processes Overview	9
3.2. Step 1: Detection and Initiation	10
3.3. Step 2: Registration	11
3.4. Step 3: Classification	12
3.5. Step 4: Investigation and Escalation	13
3.6. Step 5: Resolution	14
3.7. Step 6: Closure	15
3.8. The Monitoring process	16
4. TERMS AND CONDITIONS	17
5. GLOSSARY	18
6. ANNEXE 1 – DOCUMENT PARTS	19
7. CONTACT INFORMATION	20

1. INTRODUCTION

1.1. Purpose of the service

The CEF eDelivery Service Desk provides services for users to improve the performance, continuity and reliability of their CEF eDelivery implementations. The purpose of the CEF eDelivery Service Desk is two-folded:

- Firstly, the Service Desk provides user support on the overall CEF eDelivery service offering¹. It acts as the Single Point of Contact (SPOC) to address questions, incidents, requests and changes reported by the Users.
- Secondly, the Service Desk provides availability and capacity monitoring of the CEF eDelivery Managed Services (Public Key Infrastructure and Service Metadata Locator) to allow a proactive way of detecting and resolving incidents.

Well-defined processes including early incident detection, structured classification and synchronized multi-team collaboration resolution on the one hand and continuous monitoring of CEF eDelivery Managed Services on the other hand guarantee short-term incident resolution and optimal continuity.

A list of key terminology related to the CEF eDelivery Service Desk is defined in the table below.

Terminology	Definition
Incident	Interruption or abnormal functioning of service, application or system. (E.g. Issue with the configuration of the Access Point, issue with the Service Metadata.)
Request	Request for service, information, installation, addition or move
Request for change	Request to implement a change, to fix a bug or to add a new feature, generally managed by the change management process which is not part of this document

1.2. Users

The CEF eDelivery Service Desk service is intended for the following types of users:

- **Software Providers - a software provider develops** a software product according to the CEF eDelivery specifications and want to ensure its customers that the software works correctly.

¹ https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/Service+Offering#ServiceOffering-BBs_service_offering

- **Service Providers** - a service provider has re-used the CEF eDelivery sample software or one of its Managed Services and wants to ensure it is implemented correctly.

The term "**User**" will be used in the remainder of this document to refer to any of these types of users.

1.3. Scope

As defined the purpose section of this document, scope of the CEF eDelivery Service Desk is two-folded:

- User support
- Monitoring

1.3.1. User support

The CEF eDelivery Service Desk provides support on the overall CEF eDelivery service offering. An overview of the CEF eDelivery service offering is available on the CEF Digital Single Web Portal.

Based on this service offering, the typical scope of questions addressed by the CEF eDelivery is presented in the table below. A distinction of should be made whether the implementation is based on the CEF eDelivery sample software or not.

Questions related to	Users of the CEF eDelivery sample software	Users of an implementation other than the CEF eDelivery sample software
Specifications	☑	☑
Deployment	☑	☒
Configuration	☑	☑
Certificates	Supported if using the CEF PKI	Supported if using the CEF PKI
Connectivity	☑	☑
Bugs and Troubleshooting	☑	☒

In terms of level of support,

- The CEF eDelivery User remains responsible for providing 1st Level of Support to their own end users. *(Out of scope of this service)*
- The CEF Support Team acts as the 2nd Level of support and is considered as the Single Point of Contact (SPOC) for the CEF eDelivery Users. *(In scope of this service)*

- The 3rd Level of Support is provided by the technical teams within the Commission (e.g. CEF eDelivery Technical Office Team, Datacentre Team, and Network Team). They are involved by the CEF Support Team in case a (change) request/incident requires a further technical analysis and resolution. *(In scope of this service)*

1.3.2. Monitoring

The CEF eDelivery Service Desk also provides availability and capacity monitoring of the CEF eDelivery Managed Services, including:

- Public Key Infrastructure Managed Service
- Service Metadata Locator Managed Service

1.4. Benefits

The CEF eDelivery Service Desk service has been designed to generate the following benefits to the User:

- **Maintain high level of availability and capacity:** the daily monitoring and 24h/7days service helps to have a high level of availability and capacity of the CEF eDelivery Managed Services.
- **Troubleshooting:** anytime an issue is encountered by a user they are the one who will troubleshoot the issue then ultimately find and apply a solution.
- **Proactive Incident detection:** monitoring and filtering events will improve the reliability, usability and proactive incident resolution of the CEF eDelivery Managed Services.
- **Knowledge Base:** a useful and reliable Knowledge base helps all users and technical staff to benefit from it. The Knowledge Base is populated and consulted by the CEF Support Team to help solving issues efficiently.

These benefits are intended to lead to full **user satisfaction**, which is considered a critical success factor for the CEF eDelivery Service Desk.

2. ROLES AND RESPONSIBILITIES

This section describes the roles and responsibilities of the entities involved in the CEF eDelivery Service Desk service in the form of a RACI matrix where:

- **Responsible (R):** indicates the entities that perform the process-step. Every process-step has at least one responsible entity. Responsibilities can also be shared.
- **Accountable (A):** indicates the entity that is ultimately accountable for the process-step. Every process-step has only one accountable entity.
- **Consulted (C):** indicates the entities that give feedback or are consulted during the process-step. This is a two-way process. Not every process-step has an entity that is being consulted.
- **Informed (I):** indicates the entities that needs to be informed on the results of the process-step. This is a one-way process. Not every process-step has an entity that is being informed.

The process is described in detail in §3 - *How to use the service step by step.*

Process/Step	Entity Role		
	User	CEF Support Team	CEF eDelivery Technical Office Team
Step1: Detection and Initiation of an Incident, a Request or a Request for Change	RA	CI	
Step 2 : Registration of an Incident , a Request or a Request for Change	CI	RA	
Step 3 : Classification & initial support of an Incident , a Request or a Request for Change		RA	
Step 4 : Investigation and Escalation of an Incident , a Request or a Request for Change	RC	RA	I
Step 5 : Resolution & Recovery of an Incident , a Request or a Request for Change	C	RA	RC
Step 6 : Closure of an Incident, a Request or a Request for Change	I	RA	
The Monitoring process		RA	CI

2.1. Software providers/Service Providers

Role: User

Responsibilities:

- Detect and report an Incident, a Request or a Request for Change.
- Test and validate the closure an Incident, a Request or a Request for Change.

2.2. CEF Support Team

Role: CEF Support Team (2nd level support)

Responsibilities:

- Register, classify, investigate, escalate if needed, resolve and close tickets.
- Manage the availability and capacity monitoring of the managed services.

2.3. 3rd Level of Support

Role: 3rd Level Support (e.g. Technical Office Team, Datacentre Team, Network Team)

Responsibilities:

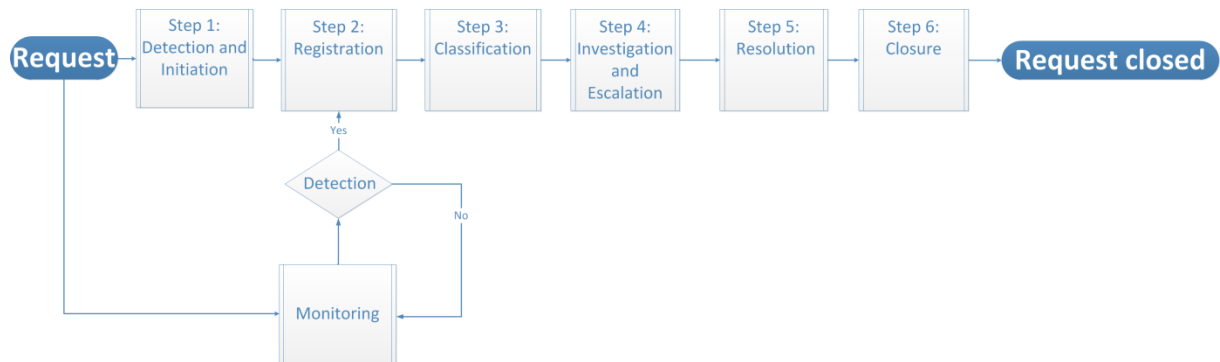
- Investigate, resolve and reassign tickets to the CEF Support team
- Point of escalation for the CEF Support Team

3. HOW TO USE THE SERVICE STEP BY STEP

This section describes the processes that are part of the CEF eDelivery Service Desk service.

3.1. Processes Overview

The figure, below, gives an overview of the CEF eDelivery Service Desk processes. Each of these is described in more details in the next sections.



3.2. Step 1: Detection and Initiation

Purpose: Detect, and initiate the incident, request or request for change and exchange the necessary information and documentation.

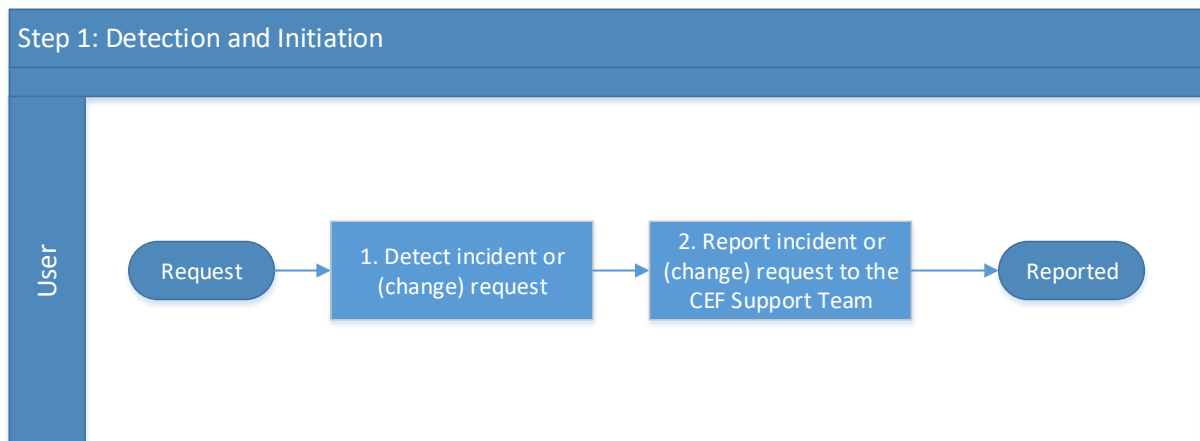
Actors:

- User

Process:

1. The User detects a service interruption, decrease in service quality, a need for information or new features.
2. The User initiates the incident or request by reporting it to the CEF Support Team (See §7 - *Contact Information*). When reporting an incident or request the user should take the following guidelines into account:
 - The incident or the request should be described as precisely as possible
 - If a new feature is requested to be developed, it needs to be aligned with the scope of the CEF eDelivery Project

The overview of the Detection and Initiation process is shown in the diagram below:



3.3. Step 2: Registration

Purpose: Register the information on an incident / (change) request sent by the User or detected through the Monitoring Process on the ticket management tool.

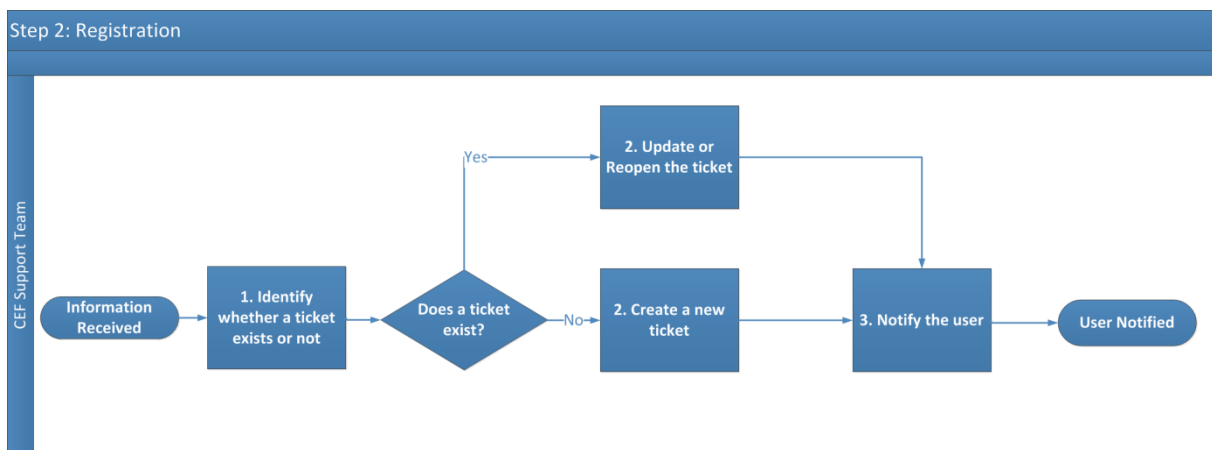
Actors:

- CEF Support Team

Process:

1. Identify whether a ticket already exists for this particular incident/request or not.
2. Create a new ticket if needed, or update or reopen an existing ticket.
3. Notify the user of the registration by e-mail.

The overview of the Registration process is shown in the diagram below:



3.4. Step 3: Classification

Purpose: Classification and initial support of an Incident, a Request or a Request for Change.

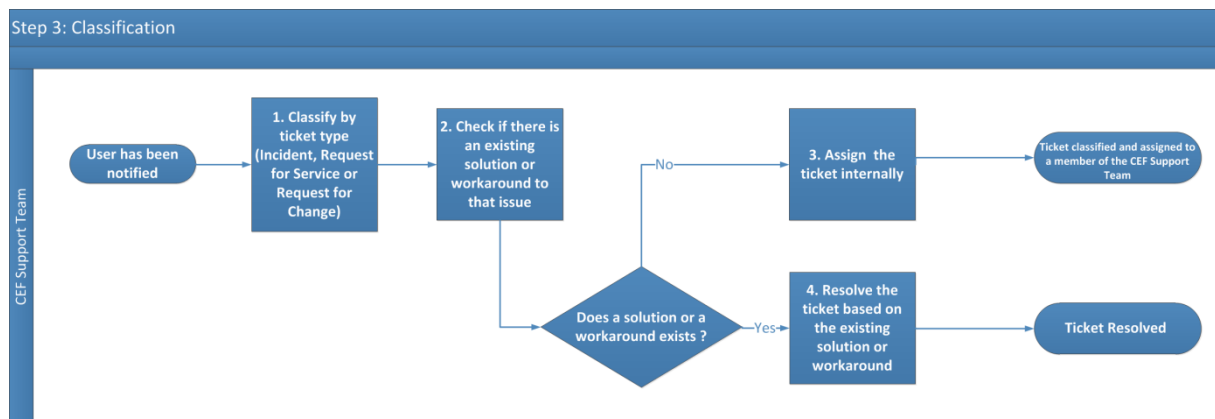
Actors

- CEF Support Team

Process:

1. Classify the ticket by type (Incident, Request or Request for Change).
2. Check if there is an existing solution or workaround to that ticket.
3. If no, assign the ticket internally.
4. If yes, resolve the ticket based on the existing solution or workaround and go to step 5.

The overview of the Classification process is shown in the diagram below:



3.5. Step 4: Investigation and Escalation.

Purpose: Investigate the incident, request or request for change and escalate if needed.

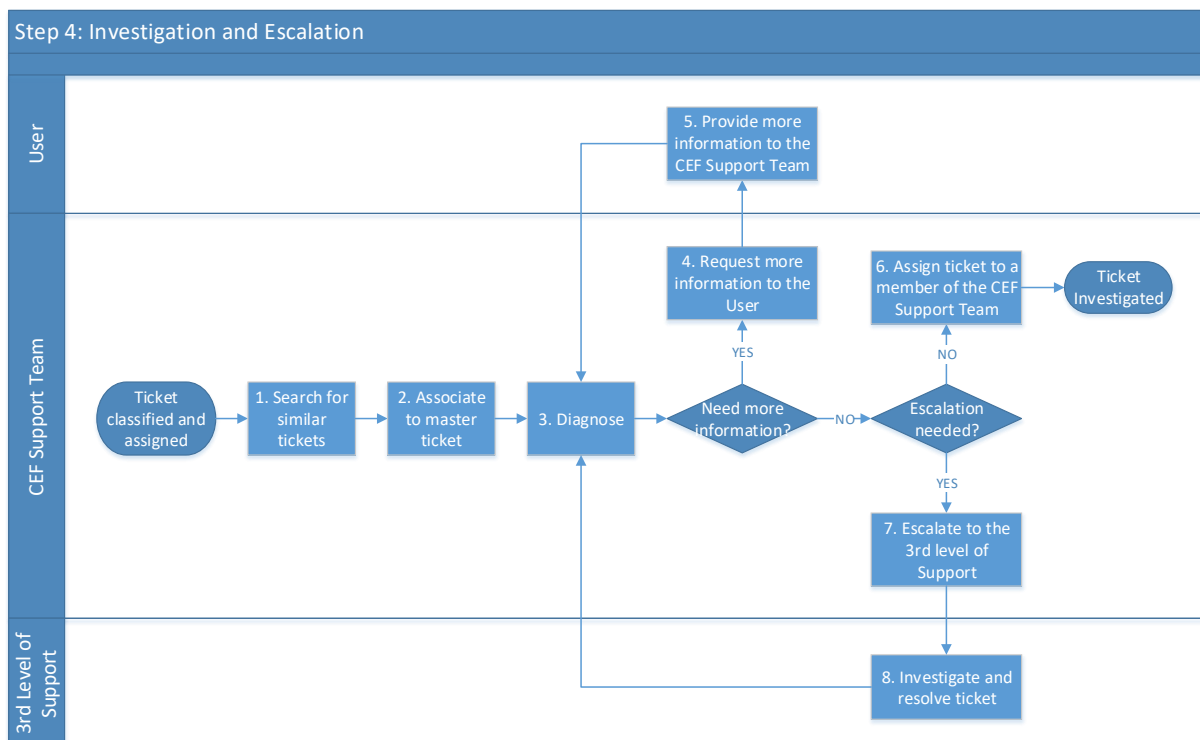
Actors:

- User
- CEF Support Team
- 3rd Level of Support

Process:

1. Search for similar tickets (using wiki, knowledge base or the ticket management tool).
2. Associate the ticket to the related master ticket (the master ticket is the generic ticket which englobe all other similar tickets).
3. Diagnose
Does the CEF Support Team need more information from the user?
4. If yes, request more information to the user.
5. The user provides the needed information to the CEF Support Team.
- If no, can the ticket be solved by the CEF Support team?
6. If yes, assign the ticket to a member of the CEF Support Team.
7. If no, escalate the ticket to the 3rd Level of Support (e.g. CEF eDelivery Technical Office, Datacentre Team, ...)
8. The 3rd Level of Support will further investigate and resolve the ticket in case of escalation. Once the ticket has been investigated (and resolved) by the 3rd Level of Support they will inform the CEF Support Team to re-diagnose the ticket.

The overview of the Investigation and Escalation process is shown in the diagram below:



3.6. Step 5: Resolution

Purpose: Resolution of the ticket.

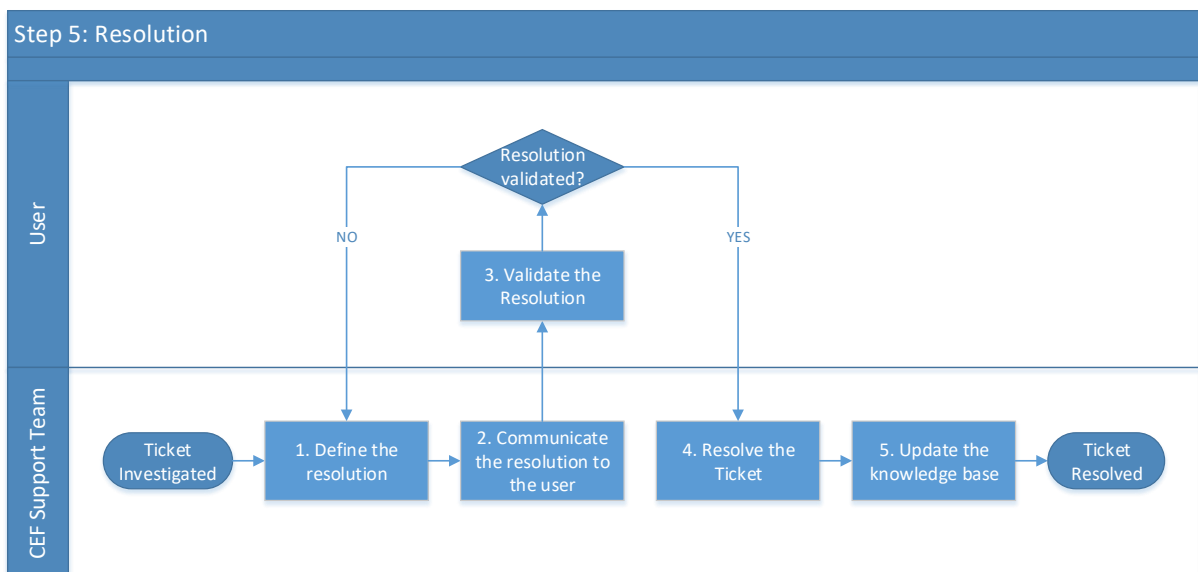
Actors:

- User
- CEF Support Team

Process:

1. The CEF Support Team will define the resolution.
2. The CEF Support Team will communicate the defined resolution to the user.
3. The user will validate the Resolution.
4. Once validated the CEF Support Team will resolve the ticket in the Ticket Management Tool
5. The CEF Support Team will update the Knowledge Base with the solution/workaround.

The overview of the Resolution process is shown in the diagram below:



3.7. Step 6: Closure

Purpose: Closure of the ticket.

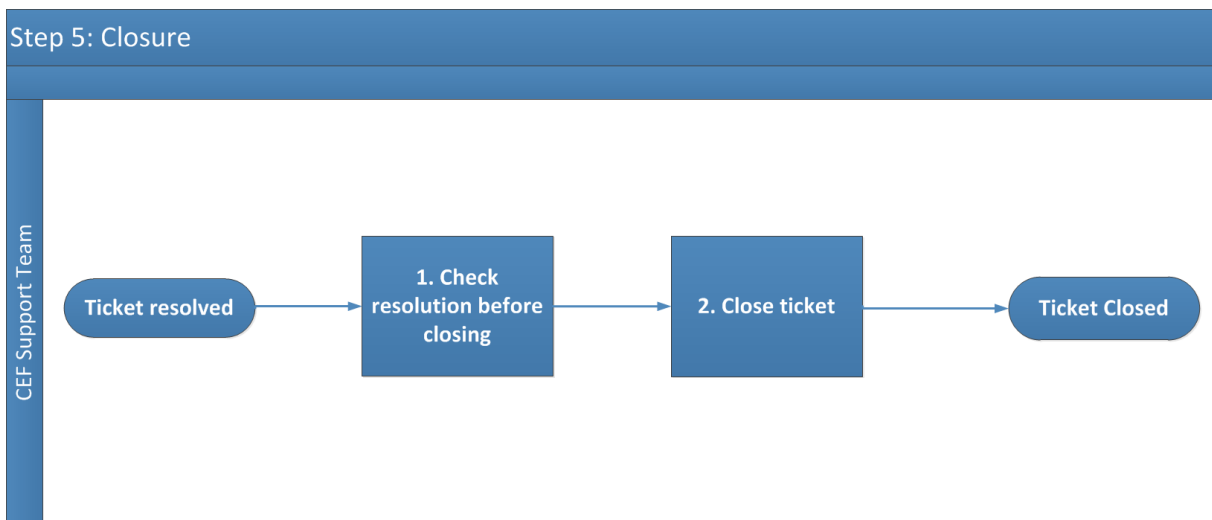
Actors:

- CEF Support Team

Process:

1. Check resolution before closing.
2. Close ticket in the Ticket Management Tool.

The overview of the Closure process is shown in the diagram below:



3.8. The Monitoring process

Purpose: Monitor the CEF eDelivery Managed Services.

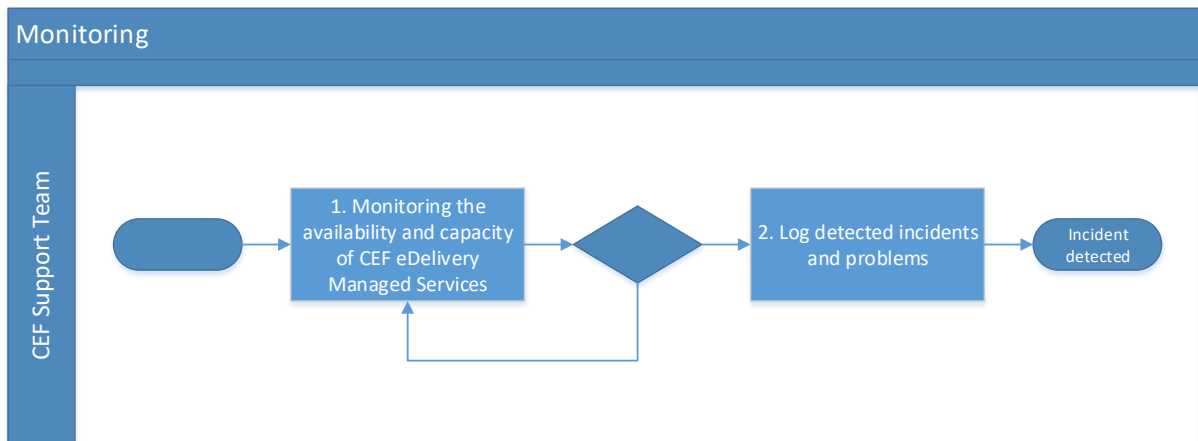
Actors:

- User
- CEF Support Team

Process:

1. Check and verify the availability and capacity of the CEF eDelivery Managed Services through continuous automated monitoring.
2. Incidents and problems detected during the monitoring process are captured and handled through the support process (go to step 2).

The overview of the Monitoring process is shown in the diagram below:



4. TERMS AND CONDITIONS

The general terms and conditions of CEF Building Blocks can be consulted in the Master Service Arrangement, available on the CEF Digital Single Web Portal:

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

The terms and conditions specific to the CEF eDelivery Connectivity Testing service are described in the table below.

Term / Condition	Description
Obligations of the User	<p>It is the responsibility of the User to</p> <ul style="list-style-type: none"> a) Ensure that sufficient information is given, in due time, to enable the required services to be performed; b) Fulfil the requirements of the procedure outlined in this document, including the validation and implementation of the proposed solution or work around.
Level of support	<p>The CEF Support Team provides the second level of support on the CEF eDelivery Managed Services to the Users which are the first level of support. The end-user cannot contact directly the CEF Support Team, first he has to go to his first level of support that will escalate the issue to the CEF Support Team if they cannot solve the issue.</p>
Delivery of the services	<p>The European Commission will provide the Service Desk services using reasonable care and skill and in accordance with the procedures outlined in this document.</p> <p>The Service desk Service Level Targets are defined in the Service desk SLA document available on the CEF Digital Single Web Portal: https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery+Service+desk</p> <p>The European Commission is entitled to suspend or terminate the provision of the services in case of failure of the Client to comply with its obligations, as described above, or any other conditions preventing the successful delivery of the service.</p>

5. GLOSSARY

The key terms used in this Component Offering Description are defined in the CEF Definitions section on the CEF Digital Single Web Portal:

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

The key acronyms used in this Component Offering Description are defined in the CEF Glossary on the CEF Digital Single Web Portal:

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

6. ANNEXE 1 – DOCUMENT PARTS



Process Overview.vsd



Detection and Initiation.vsd



Registration.vsd



Classification.vsd



Investigation and Escalation.vsd



Resolution.vsd



Closure.vsd



Monitoring.vsd

7. CONTACT INFORMATION

CEF Support Team

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

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