



EUROPEAN COMMISSION

DIGIT  
Digital Europe Programme

## eDelivery Service Desk

### Service Offering Description

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## 1. INTRODUCTION

### 1.1. Purpose of the service

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

- Firstly, the Service Desk provides user support on the overall eDelivery service offering<sup>1</sup>. 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 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 eDelivery Managed Services on the other hand guarantee short-term incident resolution and optimal continuity.

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

Terminology	Definition
<b>Incident</b>	Interruption or abnormal functioning of service, application or system. (E.g. Issue with the configuration of the Access Point, issue with the Service Metadata.)
<b>Request</b>	Request for service, information, installation, addition or move
<b>Request for change</b>	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 eDelivery Service Desk service is intended for the following types of users:

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

<sup>1</sup> <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Services+eDelivery>

- **Service Providers** - a service provider has re-used the 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 eDelivery Service Desk is two-folded:

- User support
- Monitoring

#### 1.3.1. User support

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

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

Questions related to	Users of the eDelivery sample software	Users of an implementation other than the eDelivery sample software
<b>Specifications</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Deployment</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Configuration</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Certificates</b>	Supported if using the eDelivery PKI	Supported if using the eDelivery PKI
<b>Connectivity</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Bugs and Troubleshooting</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

In terms of level of support,

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

- The 3rd Level of Support is provided by the technical teams within the Commission (e.g. eDelivery Technical Office Team, Datacentre Team, and Network Team). They are involved by the eDelivery 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 eDelivery Service Desk also provides availability and capacity monitoring of the eDelivery Managed Services, including:

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

## **1.4. Benefits**

The 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 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 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 eDelivery 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 eDelivery Service Desk.

## 2. ROLES AND RESPONSIBILITIES

This section describes the roles and responsibilities of the entities involved in the 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	eDelivery Support Team	eDelivery Technical Office Team
Step1: Detection and Initiation of an Incident, a Request or a Request for Change	<b>RA</b>	<b>CI</b>	
Step 2 : Registration of an Incident , a Request or a Request for Change	<b>CI</b>	<b>RA</b>	
Step 3 : Classification & initial support of an Incident , a Request or a Request for Change		<b>RA</b>	
Step 4 : Investigation and Escalation of an Incident , a Request or a Request for Change	<b>RC</b>	<b>RA</b>	<b>I</b>
Step 5 : Resolution & Recovery of an Incident , a Request or a Request for Change	<b>C</b>	<b>RA</b>	<b>RC</b>
Step 6 : Closure of an Incident, a Request or a Request for Change	<b>I</b>	<b>RA</b>	
The Monitoring process		<b>RA</b>	<b>CI</b>

## 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. eDelivery Support Team

**Role:** eDelivery Support Team (2<sup>nd</sup> 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. 3<sup>rd</sup> Level of Support

**Role:** 3<sup>rd</sup> Level Support (e.g. Technical Office Team, Datacentre Team, Network Team)

**Responsibilities:**

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

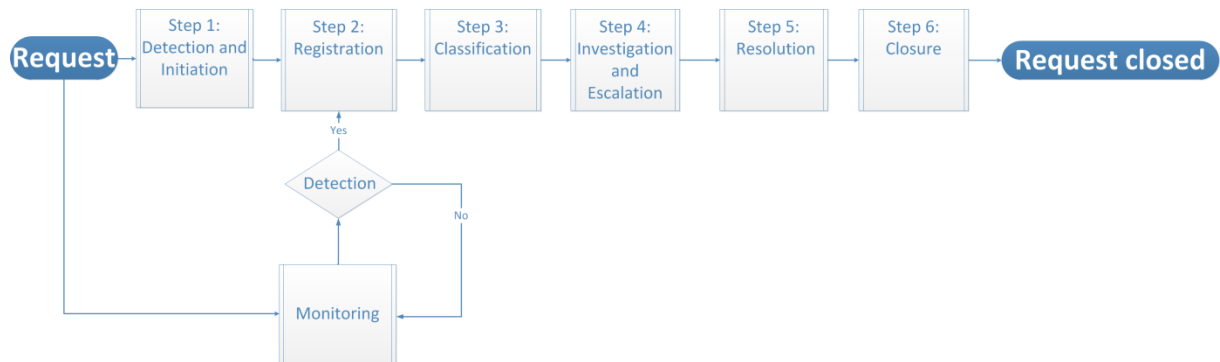


### 3. HOW TO USE THE SERVICE STEP BY STEP

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

#### 3.1. Processes Overview

The figure, below, gives an overview of the 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.

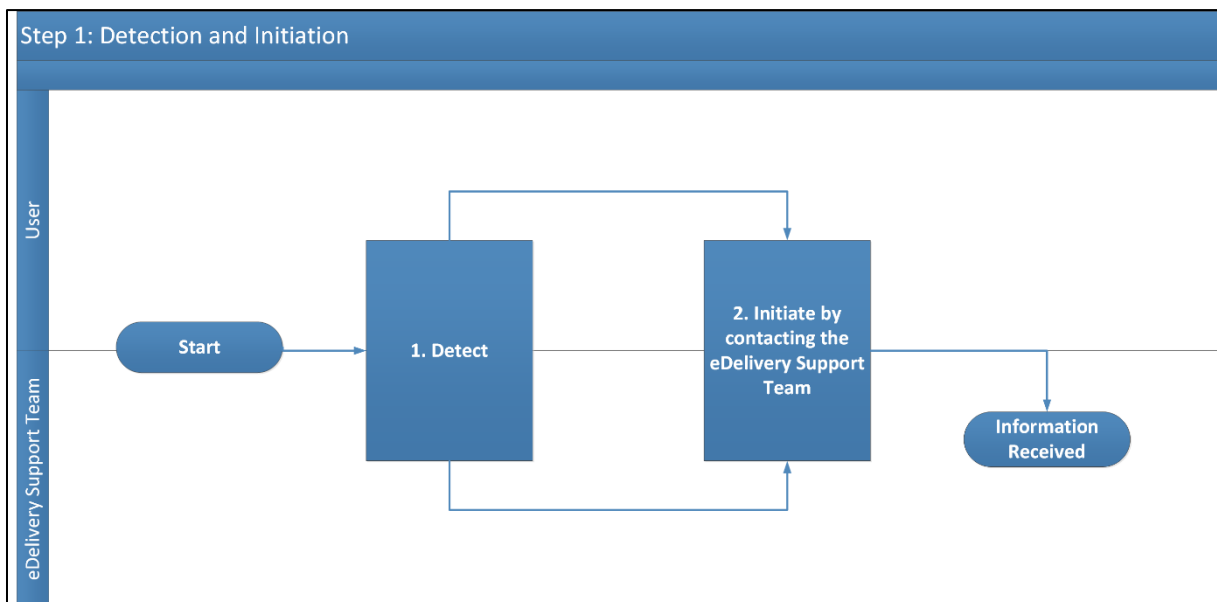
**Actors:**

- 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 eDelivery 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 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.

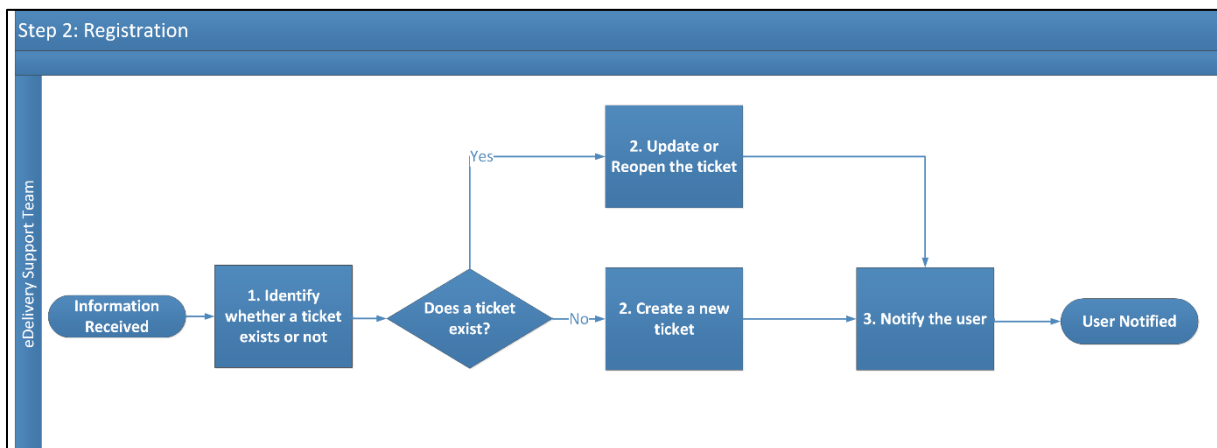
**Actors:**

- eDelivery 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.

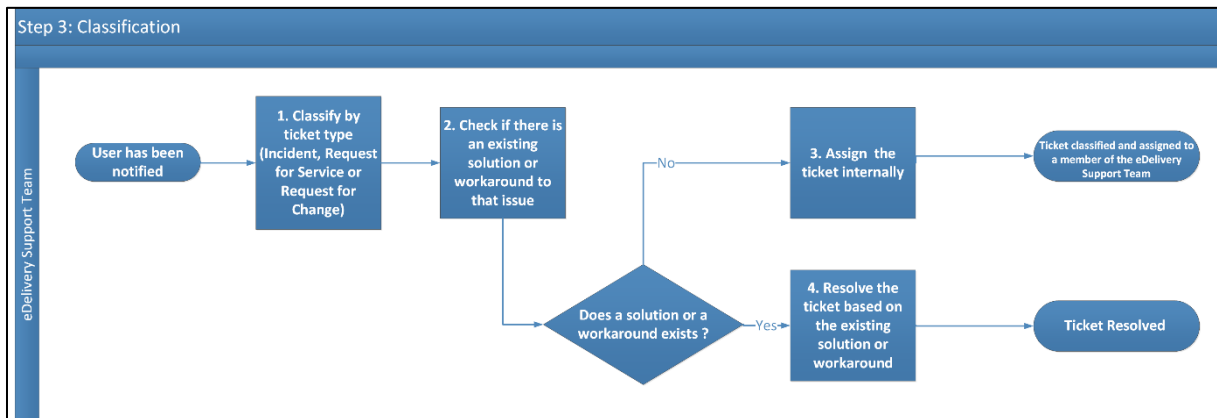
**Actors**

- eDelivery 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
- eDelivery Support Team
- 3<sup>rd</sup> 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
 

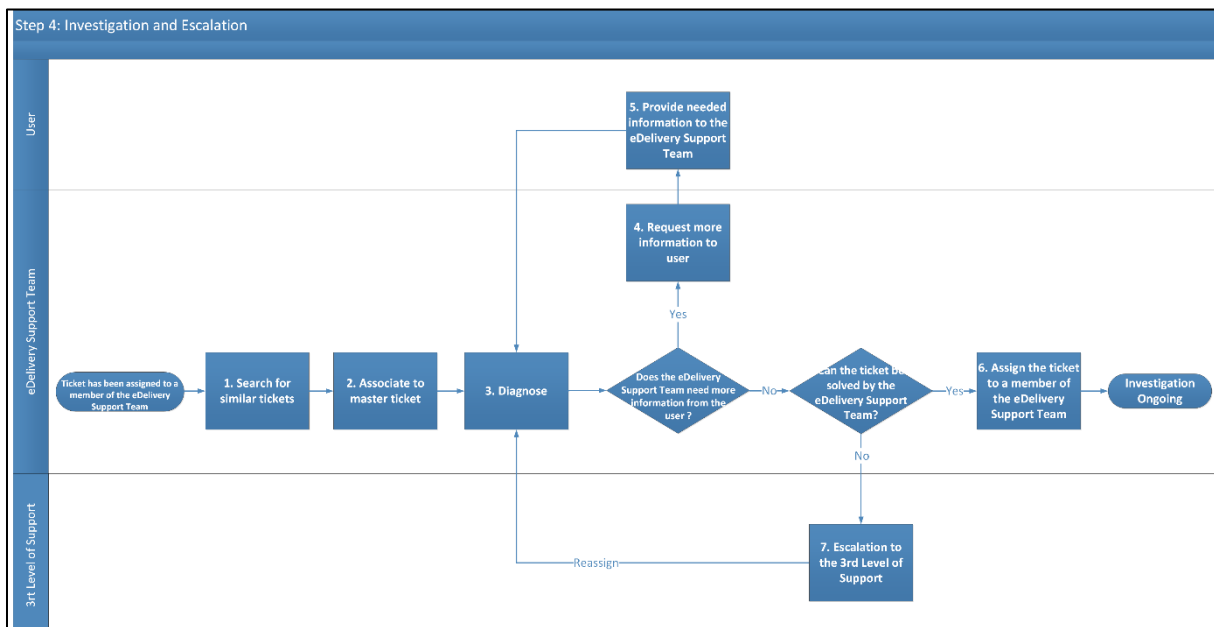
Does the eDelivery Support Team need more information from the user?

  4. If yes, request more information to the user.
  5. The user provides the needed information to the eDelivery Support Team.

If no, can the ticket be solved by the eDelivery Support team?

  6. If yes, assign the ticket to a member of the eDelivery Support Team.
  7. If no, escalate the ticket to the 3<sup>rd</sup> Level of Support (e.g. eDelivery Technical Office, Datacentre Team, ...)
8. The 3<sup>rd</sup> Level of Support will further investigate and resolve the ticket in case of escalation. Once the ticket has been investigated (and resolved) by the 3<sup>rd</sup> Level of Support they will inform the eDelivery 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.

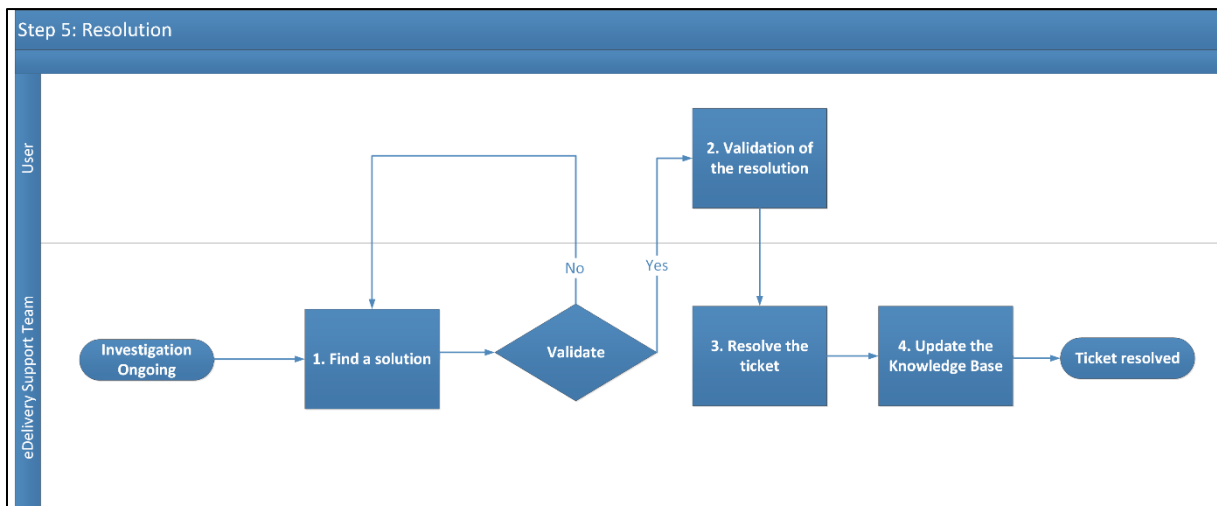
**Actors:**

- User
- eDelivery Support Team

**Process:**

1. The eDelivery Support Team will define the resolution.
2. The eDelivery Support Team will communicate the defined resolution to the user.
3. The user will validate the Resolution.
4. Once validated the eDelivery Support Team will resolve the ticket in the Ticket Management Tool
5. The eDelivery 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.

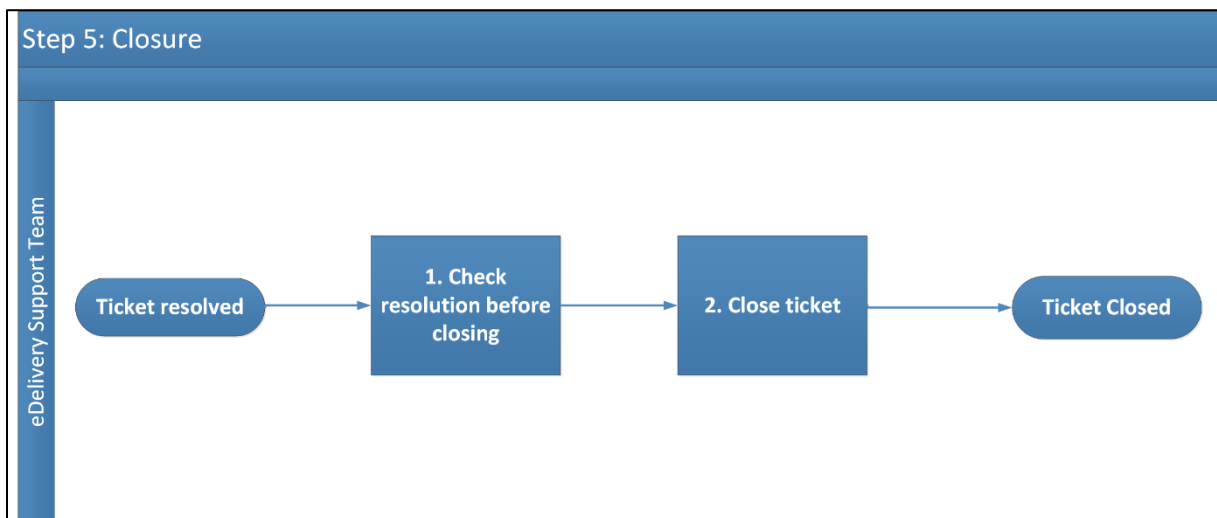
**Actors:**

- eDelivery 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 eDelivery Managed Services.

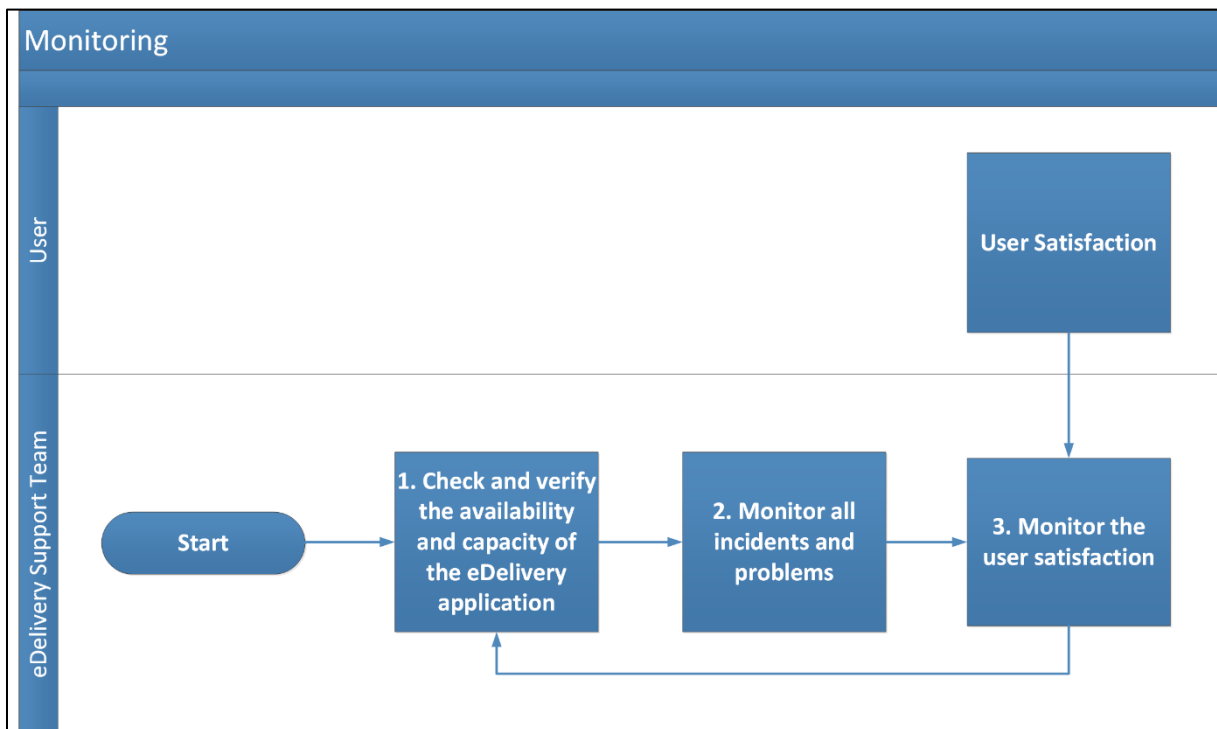
**Actors:**

- User
- eDelivery Support Team

**Process:**

1. Check and verify the availability and capacity of the 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 Digital Europe Programme Building Blocks can be consulted in the Master Service Arrangement, available on the Digital Web Portal:

<https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/Master+Service+Arrangement>

The terms and conditions specific to the eDelivery Service Desk service are described in the table below.

Term / Condition	Description
<b>Obligations of the User</b>	<p>It is the responsibility of the User to</p> <ul style="list-style-type: none"> <li>a) Ensure that sufficient information is given, in due time, to enable the required services to be performed;</li> <li>b) Fulfil the requirements of the procedure outlined in this document, including the validation and implementation of the proposed solution or work around.</li> </ul>
<b>Level of support</b>	<p>The eDelivery Support Team provides the second level of support on the eDelivery Managed Services to the Users which are the first level of support. The end-user cannot contact directly the eDelivery Support Team, first he has to go to his first level of support that will escalate the issue to the eDelivery Support Team if they cannot solve the issue.</p>
<b>Delivery of the services</b>	<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 Digital Web Portal:  <a href="https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk">https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk</a></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 Definitions section on the Digital 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 Glossary on the Digital 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

eDelivery Support Team

By email: [CEF-EDELIVERY-SUPPORT@ec.europa.eu](mailto:CEF-EDELIVERY-SUPPORT@ec.europa.eu)

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