



EUROPEAN COMMISSION

DIGIT  
Connecting Europe Facility

# **eDelivery Service Desk**

Version 1.30

## **Service Level Arrangement**

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Document Status:

Status
Final

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Summary of Changes:

Version	Date	Created by	Short Description of Changes
1.00	07/06/2016	CEF eDelivery	First released version
0.71	11/05/2016	Gartner	Second Version of approved document
0.73	20/05/2016	CEF PAO	Template update
1.10	08/05/2018	CEF Support	Reuse policy notice adde
1.11	25/09/2018	Caroline AEBY	End of standby service
1.12	10/05/2019	Caroline AEBY	No more HPDK2 service level (incidents outside working hours)
1.13	26/05/2020	Caroline AEBY	KPI importance updated
1.2	20/01/2021	Caroline AEBY	Targets updated
1.3	08/04/2022	Caroline AEBY	No more CEF

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# 1. INTRODUCTION

## 1.1. Arrangement 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

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

The SLA applies for the eDelivery Service Desk services described in the Service Offering Description (available online: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk>).

## 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 he respects the terms described in the present MSA and its SLAs when providing a Building Block and its associated software and services.

### **2.2. Client**

“Clients” are the entities which have decided to reuse Building Blocks and associated services described in the present Master Service Arrangement and its associated Service Level Arrangements. Such clients can for example be Directorate Generals of the Commission, or other Large Scale Pilots such as OpenPEPPOL or eCODEX, etc.

### **3. SERVICE LEVEL TARGETS SPECIFIC TO THE EDELIVERY SERVICE DESK**

The full description of the Service Desk service is available online: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk>

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 client of the Service Provider DG DIGIT to achieve this target
- Description: defines the purpose of the Service Level Target
- Scope: defines to which element(s) applies/y the service level target
- 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. Incident Management

HPDK1 Incident resolution during working hours		Importance: Critical
Description	This service level target ensures a follow-up of incidents resolutions duration during working hours	
Scope	<p>Incident Management</p> <p>Please refer to Service Offering Description<sup>1</sup> for more information on the Roles &amp; Responsibilities.</p> <p>The priority levels are listed below:</p> <ul style="list-style-type: none"> <li>• P1: Critical – an incident will be classified as ‘Critical’ when the service does not work; critical functions or totally unusable IS causing a major impact (unavailability)</li> <li>• P2: Urgent – an incident will be classified as ‘Urgent’ when it is possible to use the service but limited in daily work (deteriorated method): large but not critical part of IS which can have an impact for the users</li> <li>• P3: Normal – an incident will be classified as ‘Normal’ when it does not affect production or limited loss of functionality</li> <li>• P4: Low – an incident will be classified as ‘Low’ for all other calls, without priority</li> </ul>	
Targets	<ul style="list-style-type: none"> <li>• P1: 96% of incidents resolved within 2 hours</li> <li>• P2: 96% of incidents resolved within 4 hours</li> <li>• P3: 96% of incidents resolved within 20 hours</li> <li>• P4: 96% of incidents resolved within 40 hours</li> </ul>	
Periodicity	Monthly	
Measurement tools	SMT	
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00.	

<sup>1</sup> Service Offering Description of the eDelivery Service Desk: <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+Service+Desk>

## 3.2. Service Request Management

HPDK2	Service request execution	Importance: Normal
Description	This service level target ensures a follow-up of service requests executions duration during working hours	
Scope	<p>Service request management</p> <p>Please refer to Service Offering Description<sup>1</sup> for more information on the delivery model and the priority levels.</p> <p>The priority levels are listed below:</p> <ul style="list-style-type: none"> <li>• P1: Critical – an incident will be classified as ‘Critical’ when the service does not work; critical functions or totally unusable IS causing a major impact (unavailability)</li> <li>• P2: Urgent – an incident will be classified as ‘Urgent’ when it is possible to use the service but limited in daily work (deteriorated method): large but not critical part of IS which can have an impact for the users</li> <li>• P3: Normal – an incident will be classified as ‘Normal’ when it does not affect production or limited loss of functionality</li> <li>• P4: Low – an incident will be classified as ‘Low’ for all other calls, without priority</li> </ul>	
Targets	<ul style="list-style-type: none"> <li>• P1 and P2: 96% of service requests executed within 12 hours</li> <li>• P3: 96% of service requests executed within 40 hours</li> <li>• P4: 96% of service requests executed within 80 hours</li> </ul>	
Periodicity	Monthly	
Measurement tools	SMT	
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00.	



## 4. CONTACT INFORMATION

eDelivery Support Team

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

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