



EUROPEAN COMMISSION

DIGIT  
Connecting Europe Facility

## CEF eDelivery Training and Deployment

### Service Offering Description

[Subject]

Version [1.03]

Status [Final]

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Date: 25/09/2018

## Document Approver(s):

Approver Name	Role
João RODRIGUES-FRADE	CEF eDelivery

## Document Reviewers:

Reviewer Name	Role
Aymen KHALFAOUI	CEF Support Service Delivery Manager
Clothilde WATTEL	CEF Support Manager
Cedric EDELMAN	CEF Support Team

## Summary of Changes:

Version	Date	Created by	Short Description of Changes
0.0	12/05/2016	CEF Support	Creation of the document
0.2	24/05/2016	CEF Support	Review of the document
0.3	26/05/2016	CEF Support	Apply the comments and track changes
0.4	31/05/2016	CEF Support	Apply the comments
0.5	01/06/2016	CEF Support	Update of the document
0.6	02/06/2016	CEF Support	Update of the document based on latest reviews of the SOD and the Synopsis
0.7	03/06/2016	CEF Support	Update of the document
0.8	06/06/2016	CEF Support	Update of the document
0.9	07/06/2016	CEF PAO	Review of the document
1.00	16/06/2016	CEF PAO	First released version
1.01	14/02/2016	CEF Support	Update of the document template
1.02	18/04/2018	Caroline AEBY	Reuse policy notice added
1.03	25/09/2018	Caroline AEBY	No more standby service

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## 1. INTRODUCTION

This document describes the Training and Deployment service provided by CEF eDelivery. It introduces the purpose of the service, its users, its scope, its benefits, the related role and responsibilities and the overall process.

### 1.1. Purpose of the service

The CEF eDelivery team offers Trainings sessions and Deployment support of the CEF eDelivery Components (Access Point, Service Metadata Locator and Service Metadata Publisher) to Public Administrations.

- **Training sessions:** during the training sessions, Public Administrations will learn about the technical specifications underpinning the components of CEF eDelivery, the services offered by the European Commission and its sample implementations.
- **Deployment support:** the CEF eDelivery team may also assist with the deployment of the CEF eDelivery components in the environment of the Public Administration through interactive deployment sessions. It should be noted that the actual deployment remains the accountability and responsibility of the Public Administration installing the CEF eDelivery components.

### 1.2. User

The CEF eDelivery Training and Deployment service is intended for the following type of users:

- **Public Administrations:** Public Administrations that deploy one or more of the CEF eDelivery components: Access Point (AP), Service Metadata Locator (SML) and Service Metadata Publisher (SMP).

### 1.3. Scope

The table below represents the scope of the Training and Deployment services provided by the CEF Support Team.

CEF eDelivery Component	Description of the component	In scope of the service	
		Training sessions	Deployment support
<b>Access Point (AP)</b>	<p>The CEF eDelivery Access Point (AP) implements a standardised message exchange protocol, the AS4 profile of the e-SENS project<sup>1</sup>, that ensures secure and reliable data exchange.</p> <p>CEF eDelivery offers a sample implementation (named Domibus2), maintained by the European Commission, of the AS4 AP.</p>	<b>YES</b>	<b>YES</b>
<b>Service Metadata Locator (SML)</b>	<p>The CEF eDelivery Service Metadata Locator (SML3) enables the Sending Access Point to dynamically discover the IP address of the Receiving Access Point. Instead of looking at a static list of IP addresses, the Sending Access Point consults a Service Metadata Publisher (SMP) where information about every participant in the document and data exchange network is kept up to date, including IP addresses of their Access Point.</p>	<b>YES</b>	<b>YES</b>
<b>Service Metadata Publisher (SMP)</b>	<p>The CEF eDelivery Service Metadata Publisher (SMP4) contains the detailed information (metadata) of the receiver. With such information, the message can be sent</p>	<b>YES</b>	<b>YES</b>

<sup>1</sup> <http://wiki.ds.unipi.gr/display/ESENS/PR++AS4>

<sup>2</sup> <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/AP++v3.1.1>

<sup>3</sup> <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/SML+software>

<sup>4</sup> <http://wiki.ds.unipi.gr/display/ESENS/PR++SMP>

## 1.4. Benefits

The CEF eDelivery Training and Deployment service is a well-balanced combination of information about the technical specifications, components and sample implementations of CEF eDelivery as well as information about how to deploy them. This service has been designed to generate the following benefits to Public Administrations:

- **Improved knowledge and skills:** training sessions, offered on demand by professional staff of the European Commission, will maintain and update knowledge as well as skills;
- **Autonomy:** trained and skilled Public Administrations will be in a better position to handle the CEF eDelivery Components within their own system with an increased autonomy. This will give the Public Administration more control, faster reaction time and reduce a need to contact the CEF Support Team;
- **Reliability:** on-site support to deployment will improve the deployment process, which will avoid deployment errors and failures.

These benefits are intended to lead to full **user satisfaction of Public Administrations** deploying the CEF eDelivery components, which is considered a critical success factor for the Training and Deployment service.

## 2. ROLES AND RESPONSIBILITIES

This section describes the roles and responsibilities of the entities involved in the CEF eDelivery Training and Deployment 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 Section 3.

Process/Service	Entity Role		
	Public Administration	CEF Support Team	CEF Technical Office Team
Step 1: Registration	R	RA	
Step 2: Planning	R	RA	
Step 3: Training and Deployment			
Step 3.1 Training Session	R	RA	
Step 3.2 Deployment Support	RA	R	C

The roles and responsibilities of the above mentioned entities are described in the sections below.

## 2.1. Public Administration

**Role:** user of the CEF eDelivery Training and Deployment service

**Responsibilities:**

- Requests the service and provides the necessary information for the registration, planning and execution of the service.
- Provides the CEF Support Team with the Sample Implementation version of the Access Point that will be deployed, in the context and scope of the CEF eDelivery Training and Deployment service.
- Will deploy the selected CEF eDelivery Component (Sample Implementation of the Access Point, Service Metadata Locator or Service Metadata Publisher) during the Deployment session with the help of the CEF Support Team and based on the information provided during the Training session).

## 2.2. CEF Support Team

**Role:** CEF Support Team

**Responsibilities:**

- Acts as single point of contact (or SPOC)
- Plans and coordinates the Training and Deployment sessions with the Public Administration.
- Provides the training session and support the Public Administration during the deployment.
- Closes the requests after the training and deployment sessions.

## 2.3. CEF Technical Office Team

**Role:** CEF Technical Office Team (3<sup>rd</sup> Level of Support)

**Responsibilities:**

- Fix software bugs after the deployment session in case an issue is encountered with the Sample Implementation during the deployment session.

Assist the CEF Support Team during the training and deployment sessions, when needed.

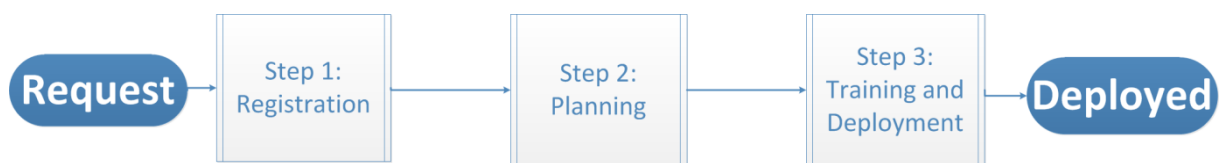


### 3. HOW TO USE THE SERVICE STEP BY STEP

This section describes the processes that are part of the CEF eDelivery Training and Deployment service.

#### 3.1. Process Overview

The figure below gives an overview of the main steps of the CEF eDelivery Training and Deployment service process. Each process step is described in more details in the next sections.



## 3.2. Step 1: Registration

**Purpose:** register the service request and exchange the necessary information and documentation.

**Actors:**

- Public Administration
- CEF Support Team

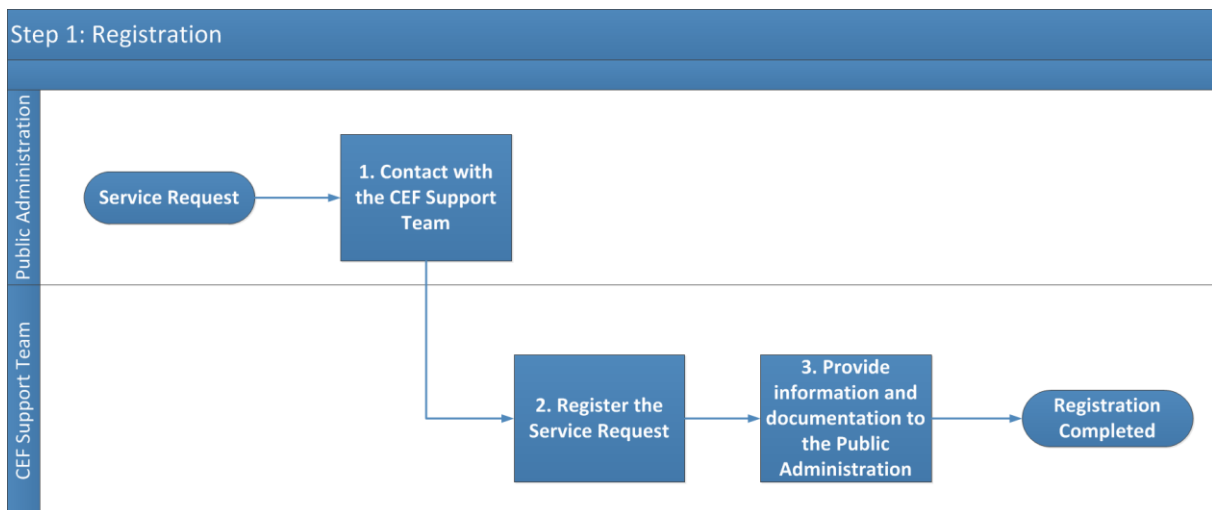
**Process:**

1. The Public Administration contacts the CEF Support Team (by email or by phone) to request the CEF eDelivery Training and Deployment service.

The request should contain the followings information:

- Contact information of the Public Administration
  - Which CEF eDelivery component(s) needs to be explained and deployed
  - The Infrastructure of the Public Administration (Firewall, Server, OS, GPO...) in order to ensure efficiency during the Training and Deployment sessions
  - The desired date for the Training and Deployment session
2. The CEF Support Team registers the service request.
  3. The CEF Support Team provides the documentation regarding CEF eDelivery and the requested CEF eDelivery component(s) to the Public Administration after the registration of the request.

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



### 3.3. Step 2: Planning

**Purpose:** validation of the date and the content of the requested Training and Deployment session.

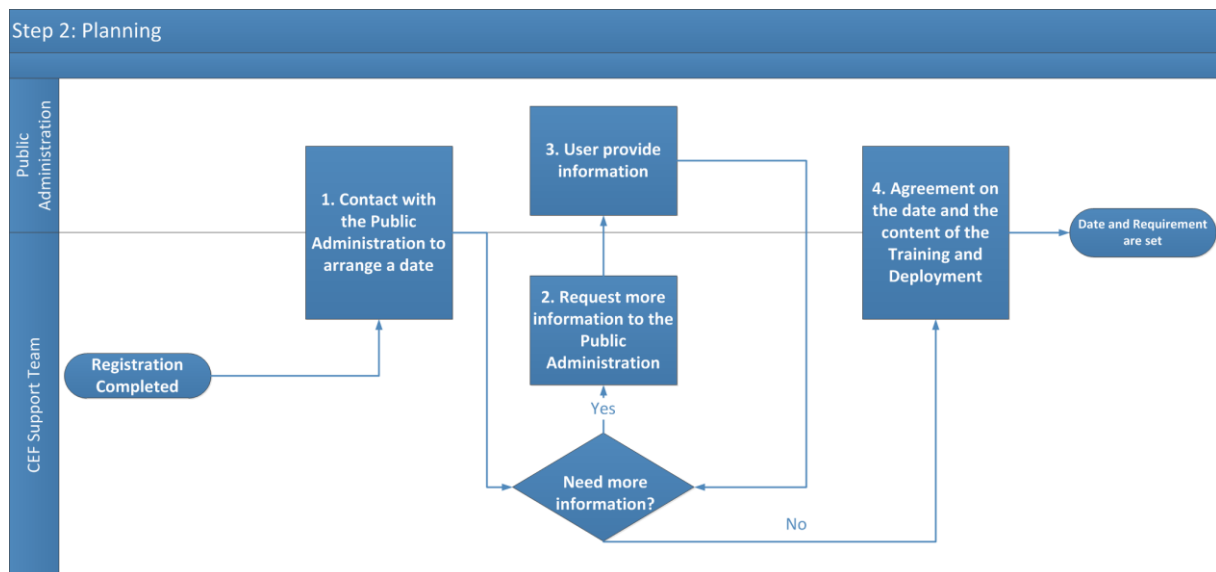
**Actors:**

- Public Administration
- CEF Support Team

**Process:**

1. The CEF Support Team contacts the Public Administration after the registration completion to arrange a date for the requested Training and Deployment session.
2. The CEF Support Team requests additional information from the Public Administration concerning the Training and Deployment needs (if required).
3. Public Administration provides at his best convenience the requested information to the CEF Support Team.
4. The CEF support Team and the Public Administration agree on the content of the Training and Deployment session based on the selected CEF eDelivery Component.

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



### 3.4. Step 3: Training and Deployment

**Purpose:** provision of the requested Training session and Deployment support on the applicable CEF eDelivery Component.

**Actors**

- Public Administration
- CEF Support Team
- CEF Technical Office Team

**Process:**

This process consists of the following **sequential** sub-processes:

- **Sub-process 1:** Training Session
- **Sub-process 2:** Deployment Support

#### 3.4.1. Sub-process 1: Training Session

**Purpose:** provide the requested training session on the applicable CEF eDelivery components

**Actors:**

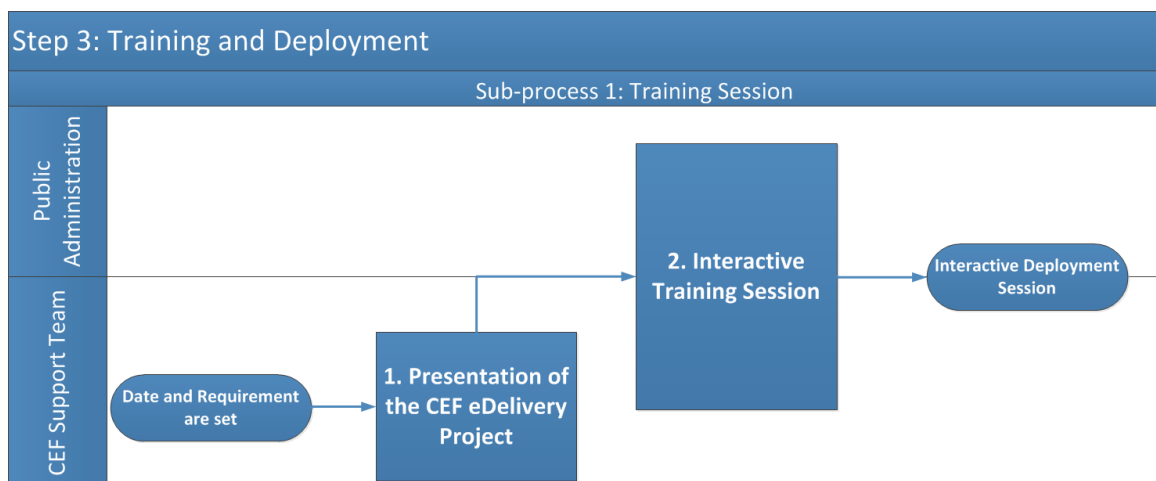
- Public Administration
- CEF Support Team
- CEF Technical Office Team

**Process:**

1. The CEF Support Team briefly introduces the CEF eDelivery Project.
2. Interactive training session provided by the CEF Support Team to the Service Provider by giving a detailed explanation of the requested CEF eDelivery Component.

Here are listed examples of explanations during the Training Session:

- What is an Access Point/Service Metadata Locator/Service Metadata Publisher?
- What does an Access Point/Service Metadata Locator/Service Metadata Publisher?
- What is the added value of an Access Point/Service Metadata Locator/Service Metadata Publisher?
- How to use or implement an Access Point/Service Metadata Locator/Service Metadata Publisher?



### 3.4.2. Sub-process 2: Deployment Support

**Purpose:** provide the requested deployment support through an interactive deployment session on the applicable CEF eDelivery components

**Actors:**

- Public Administration
- CEF Support Team

**Process:**

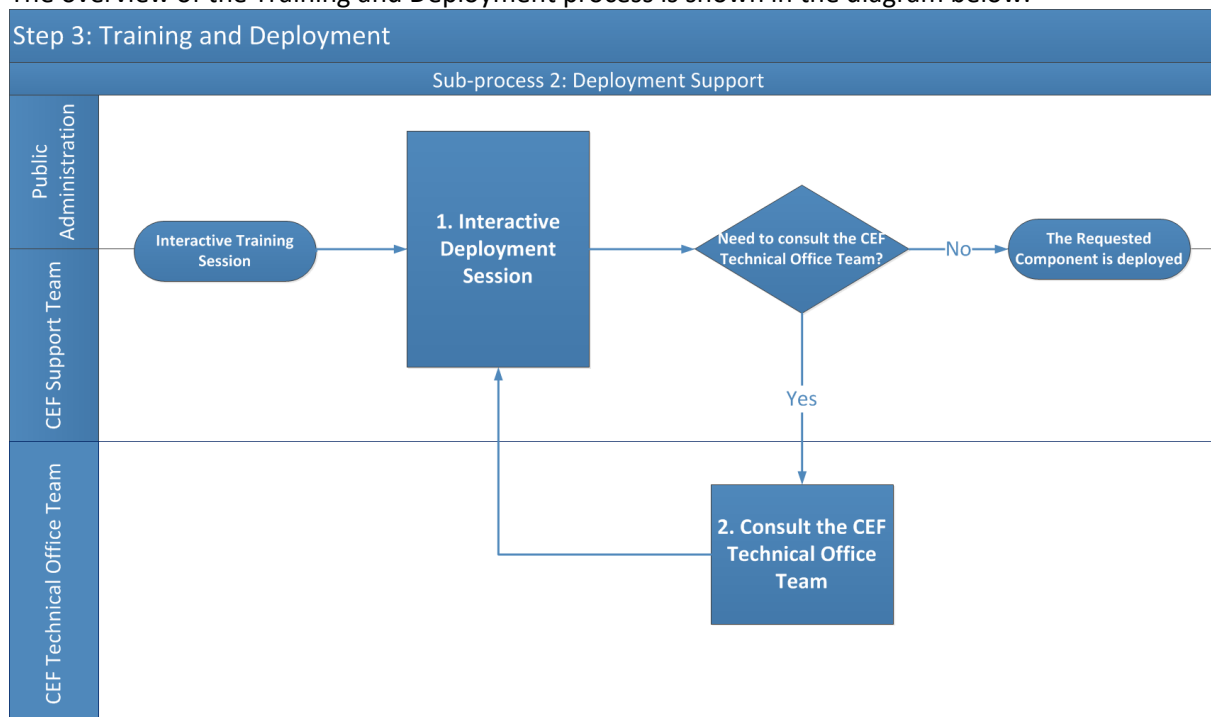
1. Interactive deployment session provided by the CEF Support Team to the Service Provider by supporting the installation and configuration of the sample implementation of the CEF eDelivery Access Point based on a known configuration (See Terms and conditions Section).

Here are listed examples of actions during the Deployment Session:

- Install and configure a Sample Implementation of the Access Point
- Add a new Participant
- Send a message from one Participant to an other

2. The CEF Technical Office Team can be contacted and involved in the deployment session if needed.

The overview of the Training and Deployment 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/DAiZAQ>

The terms and conditions specific to the CEF eDelivery Training and Deployment 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> <ol 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) Provide a version of the Sample Implementation that meets the prerequisites for deployment and apply appropriate changes based on the feedback from the deployment session(s).</li> </ol>
<b>Delivery of the services</b>	<p>The European Commission will provide the Training and Deployment service in accordance with the procedures outlined in this document. The timing of completion of the Training and Deployment service is based on best effort.</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>
<b>Service requester</b>	The CEF eDelivery Training and Deployment service can only be provided to a Public Administration.
<b>Language</b>	All communication in the context the CEF eDelivery Training and Deployment service must be done in English.
<b>Duration</b>	The duration of the provided CEF eDelivery Training and Deployment sessions will be bilaterally agreed between the CEF Support Team and the User based on the specifications of the request.
<b>Number of participants</b>	The number of participant of the Training and Deployment sessions provided by the CEF Support Team will not exceed 8 Users per session.
<b>Needed Material</b>	Each Participant should bring his own laptop and the documentation previously provided by the CEF Support Team
<b>Known Configuration</b>	<p>The deployment of the sample implementation is only based on the known configurations, listed below :</p> <ul style="list-style-type: none"> <li>• Windows / Linux</li> <li>• WebLogic / Tomcat / WildFly</li> <li>• Oracle / MySQL</li> </ul>

## 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. ANNEX 1 – DOCUMENT PARTS



Process Overview.vsd



Registration.vsd



Planning.vsd



Training and Deployment - Training Support.vsd



Training and Deployment - Deployment Support.vsd



## 7. CONTACT INFORMATION

CEF 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)