



EUROPEAN COMMISSION

DIGIT  
Digital Europe Programme

## eDelivery Training and Deployment

### Service Offering Description

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## 1. INTRODUCTION

This document describes the Training and Deployment service provided by 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 eDelivery team offers Trainings sessions and Deployment support of the 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 eDelivery, the services offered by the European Commission and its sample implementations.
- **Deployment support:** the eDelivery team may also assist with the deployment of the 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 eDelivery components.

### 1.2. User

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

- **Public Administrations:** Public Administrations that deploy one or more of the 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 eDelivery Support Team.

eDelivery Component	Description of the component	In scope of the service	
		Training sessions	Deployment support
<b>Access Point (AP)</b>	<p>The eDelivery Training and Deployment 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>eDelivery offers a sample implementation (named Domibus<sup>2</sup>), maintained by the European Commission, of the AS4 AP.</p>	<b>YES</b>	<b>YES</b>
<b>Service Metadata Locator (SML)</b>	<p>The eDelivery Service Metadata Locator (SML<sup>3</sup>) 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 eDelivery Service Metadata Publisher (SMP<sup>4</sup>) 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/digital-building-blocks/wikis/display/DIGITAL/Domibus>

<sup>3</sup> <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/SML+software>

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

## 1.4. Benefits

The eDelivery Training and Deployment service is a well-balanced combination of information about the technical specifications, components and sample implementations of 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 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 eDelivery 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 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 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	eDelivery Support Team	eDelivery Technical Office Team
Step 1: Registration	R	RA	
Step 2: Planning	R	RA	
Step 3: Training and Deployment			
<b>Step 3.1 Training Session</b>	R	RA	
<b>Step 3.2 Deployment Support</b>	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 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 eDelivery Support Team with the Sample Implementation version of the Access Point that will be deployed, in the context and scope of the eDelivery Training and Deployment service.
- Will deploy the selected eDelivery Component (Sample Implementation of the Access Point, Service Metadata Locator or Service Metadata Publisher) during the Deployment session with the help of the eDelivery Support Team and based on the information provided during the Training session).

## 2.2. eDelivery Support Team

**Role:** eDelivery 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. eDelivery Technical Office Team

**Role:** eDelivery 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 eDelivery Support Team during the training and deployment sessions, when needed.

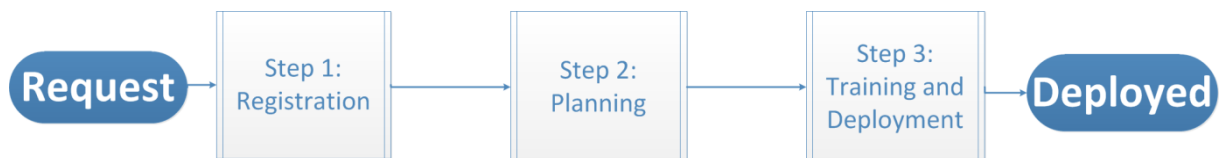


### 3. HOW TO USE THE SERVICE STEP BY STEP

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

#### 3.1. Process Overview

The figure below gives an overview of the main steps of the 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
- eDelivery Support Team

**Process:**

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

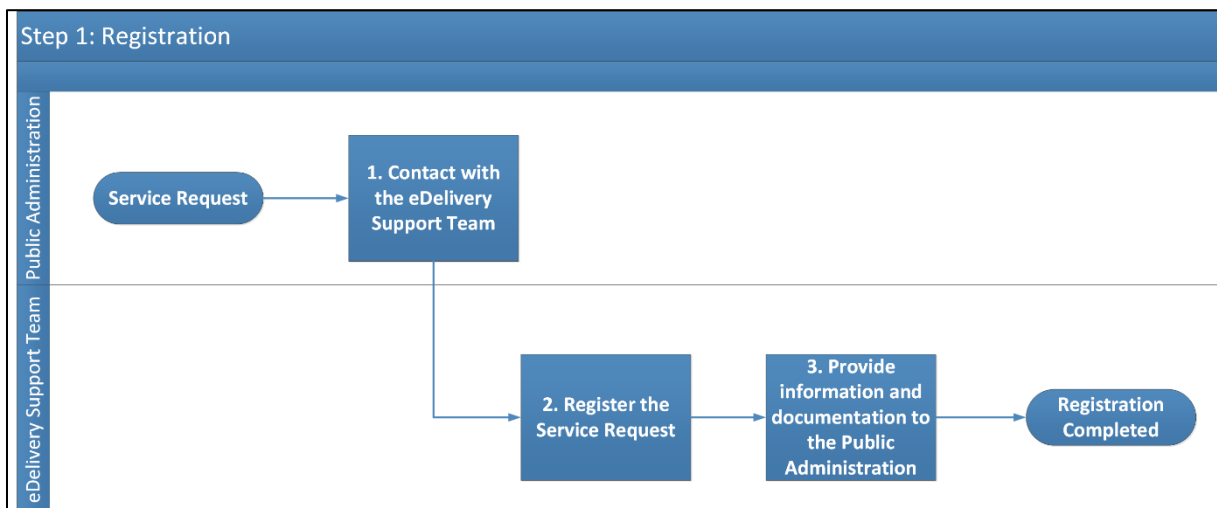
The request should contain the followings information:

- Contact information of the Public Administration
- Which 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 eDelivery Support Team registers the service request.

3. The eDelivery Support Team provides the documentation regarding eDelivery and the requested 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.

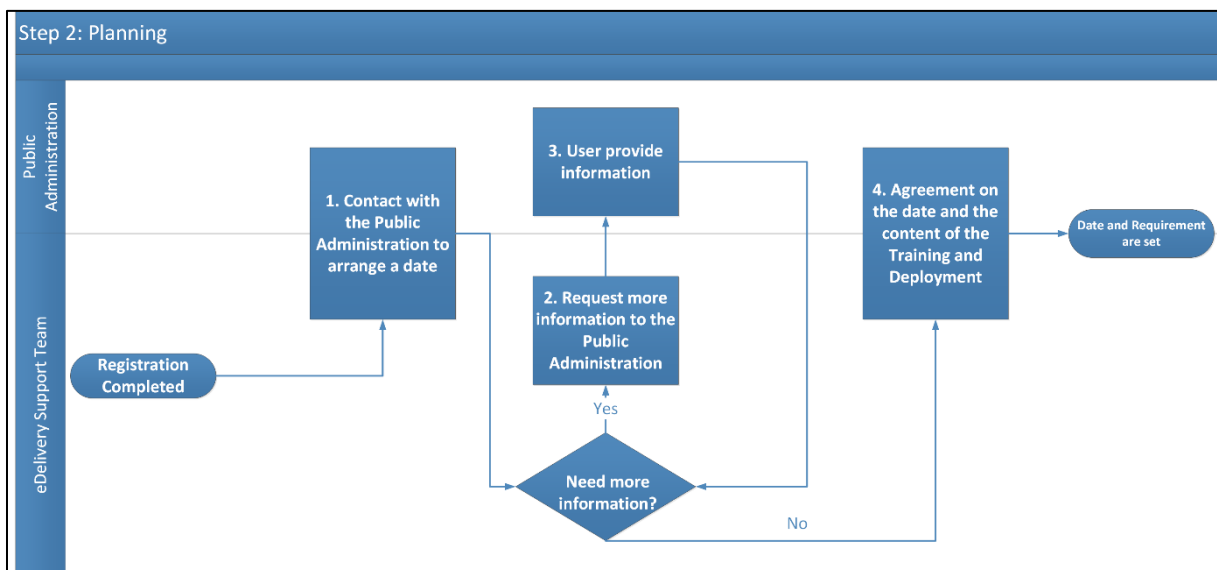
**Actors:**

- Public Administration
- eDelivery Support Team

**Process:**

1. The eDelivery Support Team contacts the Public Administration after the registration completion to arrange a date for the requested Training and Deployment session.
2. The eDelivery 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 eDelivery Support Team.
4. The eDelivery support Team and the Public Administration agree on the content of the Training and Deployment session based on the selected 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 eDelivery Component.

**Actors**

- Public Administration
- eDelivery Support Team
- eDelivery 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 eDelivery components

**Actors:**

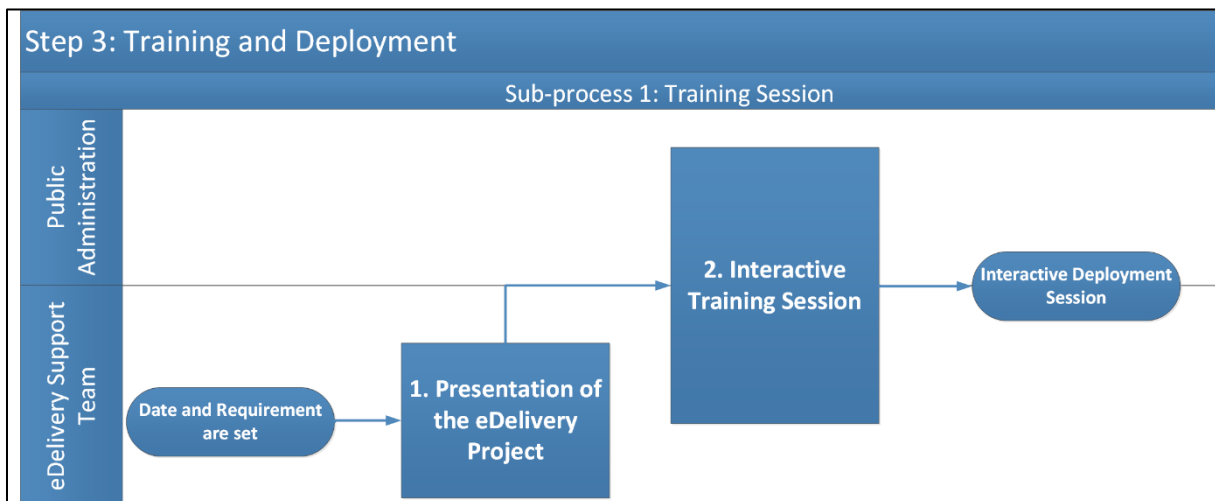
- Public Administration
- eDelivery Support Team
- eDelivery Technical Office Team

**Process:**

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

**Actors:**

- Public Administration
- eDelivery Support Team

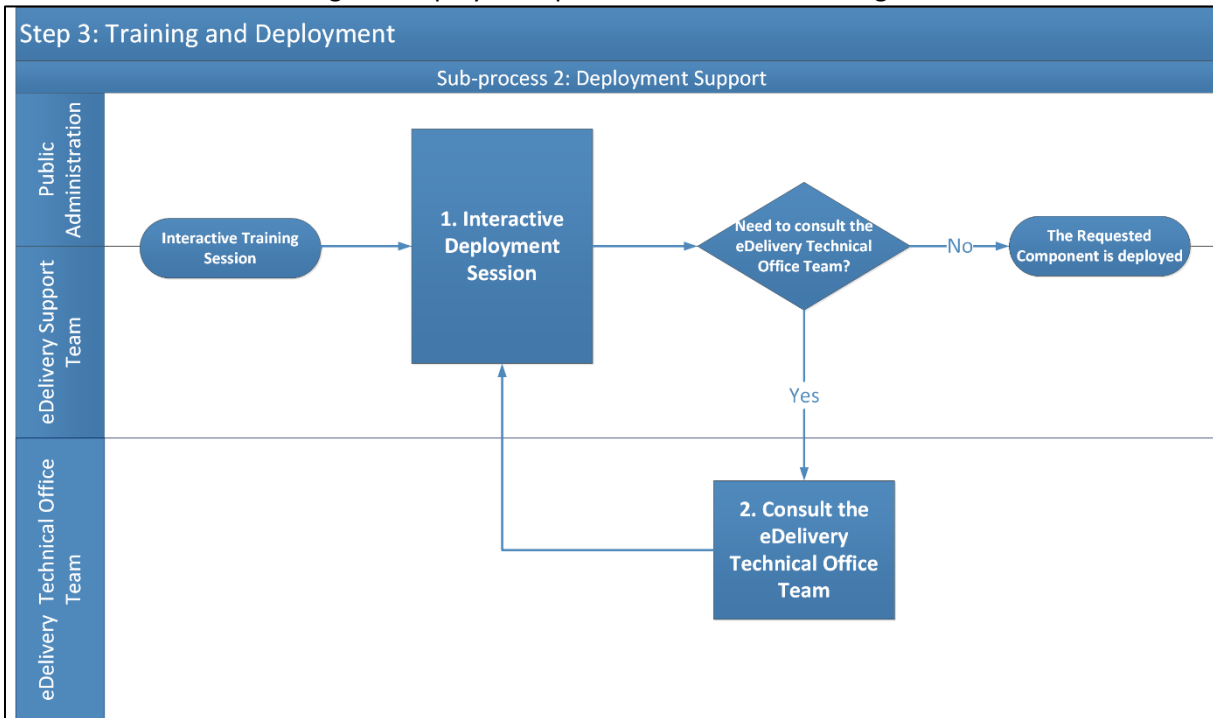
**Process:**

1. Interactive deployment session provided by the eDelivery Support Team to the Service Provider by supporting the installation and configuration of the sample implementation of the 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 eDelivery 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 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 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 eDelivery Training and Deployment service can only be provided to a Public Administration.
<b>Language</b>	All communication in the context the eDelivery Training and Deployment service must be done in English.
<b>Duration</b>	The duration of the provided eDelivery Training and Deployment sessions will be bilaterally agreed between the eDelivery 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 eDelivery 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 eDelivery 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 Service Offering Description are defined in the eDelivery Definitions section on the Digital Web Portal:

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

The key acronyms used in this Service 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. 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

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)