OOTS Query Service SLA

Version 1.0

Service Level Arrangement

Date: 1/29/2024

Table of Contents

1. INTRODUCTION

1.1. Arrangement approach and purpose of the document

The present Service Level Arrangement (SLA) is a statement of the intentions of the Commission within the specific context of the Digital Europe Programme (DEP) work programme and applies to the software and services provided by the Once-Only Technical System (OOTS) Common Services. It aims to specify how the software and services are provided as well as the expected level of service.

It must 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 user support on the overall OOTS service offering;
- Falls under the Terms of the OOTS Master Service Arrangement (MSA) available in Master Service Arrangement - OOTSHUB - (europa.eu).

The SLA applied for the OOTS Common Service Query Service is described in the Service Offering Description (available online: Common and Supporting services - OOTSHUB - (europa.eu))

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/digital-building-blocks/wikis/display/SDGOO/Technical+Design+Documents+-+SDG+OOTS

2. STAKEHOLDERS DEFINITION

2.1. Solution Provider DIGIT

The Solution Provider DG DIGIT is accountable for the delivery of the OOTS Common Services, including the design and implementation of solutions in the form of specifications, software and services.

In the context of OOTS the specifications are maintained in agreement with the Member States (according to the outputs of the OOTS subgroups and the SDG Coordination Group).

The Solution Provider DG DIGIT must ensure that it respects the terms described in the MSA and its SLAs when providing the OOTS Common Services and its associated software and services.

2.2. Client

"Clients" are users in either Member States' public administrations or European Institutions who want to reuse OOTS-related components (such as the OOTS Common Services, eDelivery Access Points, etc.) in their projects or pilots of setting up data spaces. Such clients can for example be competent authorities (and their service providers) for the OOTS in the European Economic Area (EEA).

3. SERVICE LEVEL TARGETS SPECIFIC TO THE QUERY SERVICE

The Query Service is shared/central and Critical. The full description of the Evidence Broker service is available online: Common and Supporting services - OOTSHUB - (europa.eu)

The full description of the Service desk processes and the distribution of related roles and responsibilities are available in the Service Offering Description (online: Common and Supporting services - OOTSHUB - (europa.eu)).

The Service desk Service Level Targets are defined in the Service desk SLA document available in on the Digital Web Portal: Common and Supporting services - OOTSHUB - (europa.eu).

This section lists all the service level targets that apply to the Evidence Broker service itself. 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. Availability

Availability of the Query Service	Importance: Critical
Description	This service level target ensures that the Query Service is accessible and available to its users during normal working hours.
Scope	Availability The Query Service is considered as "unavailable" if it is not reachable for a continuous 300 seconds. Please refer to Service Offering Description for more information on the delivery model.
Target	• 98% on average excluding maintenance
Periodicity	Monthly
Measurement tools	Grafana
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00 except for international holidays. Maintenance time excluded.

3.2. Maintenance operations

EB	Communication of planned maintenance	Importance: Normal
Description	Number of communications that are sent according to the defined rules in §3.2 - **Maintenance operations**- over total number of maintenance operations during the period.	
Scope	Inform the Query Service community about planned maintenances.	
Target	For normal system maintenance: • not cause an unavailability period of more than 4 hours; • be planned outside working hours (8:00-18:00 CET/CEST); • be announced via email to the Query Service User at least 5 Commission working days in advance. For major system maintenance: • not cause an unavailability period of more than 12 hours; • be planned outside working hours (8:00-18:00 CET/CEST); • be announced via mail to the Query Service User at least 10 Commission working days in advance. For urgent system maintenance: • in case of emergency (very high risk of failure or security breach e.g.), a maintenance operation may be performed without respect of the prior notice delays mentioned here above. • The solution provider DIGIT announces the operation via email to the Query Service User on a best effort basis. Any case of incompatibility of the proposed timeslot with business or legal constraints shall be communicated to the solution provider DIGIT.	
Periodicity	Upon occurrence	
Measurement tools	Emails	
Service conditions	Non-working hours: Saturday, Sunday, Commission and public holidays and from Monday to Friday between 18:00 and 08:00.	

4. CONTACT INFORMATION

OOTS Support Team

Working hours (Monday-Friday 08:00-18:00 CET, except international holidays)

By email: **EC-OOTS-SUPPORT@ec.europa.eu**

Or ticket: **Service Desk - OOTSHUB - (europa.eu)**

Non-working hours (Mon-Friday 18:00-18:00 CET, weekends and international holidays)

Via phone: +32 471670352

Only for Priority 1 incidents.