



EUROPEAN COMMISSION

DIGIT  
Connecting Europe Facility

# **OOTS Common Services User Management Application SLA**

Version 1.0

## **Service Level Arrangement**

© European Union, 2024

Reuse of this document is authorised provided the source is acknowledged. The Commission's reuse policy is implemented by Commission Decision 2011/833/EU of 12 December 2011 on the reuse of Commission documents.

Date: 1/29/2024

# Table of Contents

- 1. INTRODUCTION..... 3**
  - 1.1. Arrangement approach and purpose of the document ..... 3
  - 1.2. Glossary ..... 3
- 2. STAKEHOLDERS DEFINITION ..... 4**
  - 2.1. Solution Provider DIGIT ..... 4
  - 2.2. Client..... 4
- 3. SERVICE LEVEL TARGETS SPECIFIC TO THE USER MANAGEMENT APPLICATION ..... 5**
  - 3.1. Availability ..... 6
  - 3.2. Maintenance operations ..... 7
- 4. CONTACT INFORMATION..... 8**

# 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 User Management Application 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 USER MANAGEMENT APPLICATION

The User Management Application 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 User Management Application		Importance: Critical
Description	This service level target ensures that the User Management Application is accessible and available to its users during normal working hours.	
Scope	<p>Availability</p> <p>The User Management Application is considered as “unavailable” if it is not reachable for a continuous 300 seconds.</p> <p>Please refer to Service Offering Description for more information on the delivery model.</p>	
Target	<ul style="list-style-type: none"> <li>98% on average excluding maintenance</li> </ul>	
Periodicity	Monthly	
Measurement tools	Grafana	
Service conditions	Maintenance time excluded.	

### 3.2. Maintenance operations

Communication of planned maintenance		Importance: Normal
Description	Number of communications that are sent according to the defined rules in §3.2 - <b>Maintenance operations</b> - over total number of maintenance operations during the period.	
Scope	Inform the User Management Application community about planned maintenances.	
Target	<p>For normal system maintenance:</p> <ul style="list-style-type: none"> <li>• cause an unavailability period of less than 4 hours;</li> <li>• be planned outside working hours (8:00-18:00 CET/CEST);</li> <li>• be announced via email to the User Management Application User at least 5 Commission working days in advance.</li> </ul> <p>For major system maintenance:</p> <ul style="list-style-type: none"> <li>• cause an unavailability period of less than 12 hours;</li> <li>• be planned outside working hours (8:00-18:00 CET/CEST);</li> <li>• be announced via mail to the User Management Application User at least 10 Commission working days in advance.</li> </ul> <p>For urgent system maintenance:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>The solution provider DIGIT announces the operation via email to the User Management Application User on a best effort basis.</p>	
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](mailto: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.