



EUROPEAN COMMISSION

DIGIT
Digital Europe Programme

Once-Only Technical System Service Desk

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Service Level Arrangement

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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 programmes 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 applies for the OOTS Service Desk services described in the Service Offering Description (available online: [Common and Supporting services - OOTSHUB - \(europa.eu\)](#))

1.2. Glossary

The key terms, acronyms and definitions are defined in the Technical Design Documents of the OOTS:

<https://ec.europa.eu/digital-building-blocks/wikis/display/SDGOO/Technical+Design+Documents+-+SDG+OOTS>

2. STAKEHOLDERS DEFINITION

2.1. Solution Provider DG 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 OOTS SERVICE DESK

The full description of the Service Desk service is available online: [Common and Supporting services - OOTSHUB - \(europa.eu\)](https://europea.europa.eu/ootshub)

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 the duration of incident resolution during working hours	
Scope	<p>Incident Management</p> <p>Please refer to the Service Offering Description¹ for more information on the Roles & Responsibilities.</p> <p>The priority levels are listed below:</p> <ul style="list-style-type: none"> • P1: Critical – an incident will be classified as ‘Critical’ when the service does not work; or when critical functions or a totally unusable Information System (IS) are causing a major impact (unavailability) • P2: Urgent – an incident will be classified as ‘Urgent’ when it is possible to use the service but some of its functions are limited (deteriorated method) or when a large but not critical part of an IS is unusable, which can have an impact on the users • P3: Normal – an incident will be classified as ‘Normal’ when it does not affect production or only causes limited loss of functionality • P4: Low – an incident will be classified as ‘Low’ for all other calls, without priority 	
Targets	<ul style="list-style-type: none"> • P1: 96% of incidents resolved within 2 working hours • P2: 96% of incidents resolved within 4 working hours • P3: 96% of incidents resolved within 20 working hours • P4: 96% of incidents resolved within 40 working hours 	
Periodicity of evaluation	Monthly	
Measurement tools	ServiceNow	
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00.	

¹ Service Offering Description of the OOTS Service Desk: [Common and Supporting services - OOTSHUB - \(europa.eu\)](#)

HPDK2	Incident resolution during non-working hours	Importance: Critical
Description	This service level target ensures a follow-up of the duration of incident resolution during non-working hours	
Scope	<p>Incident Management</p> <p>Please refer to the Service Offering Description² for more information on the Roles & Responsibilities.</p> <p>The priority levels are listed below:</p> <ul style="list-style-type: none"> • P1: Critical – an incident will be classified as ‘Critical’ when the service does not work; or when critical functions or a totally unusable Information System (IS) are causing a major impact (unavailability) 	
Targets	<ul style="list-style-type: none"> • P1: 90% of incidents resolved within 4 hours 	
Periodicity of evaluation	Monthly	
Measurement tools	ServiceNow	
Service conditions	<p>Non-working hours: Saturday, Sunday, Commission and public holidays and from Monday to Friday between 18:00 and 08:00.</p> <p>Only for P1 incidents.</p>	

² Service Offering Description of the OOTS Service Desk: [Common and Supporting services - OOTSHUB - \(europa.eu\)](#)

3.2. Service Request Management

HPDK3	Service request execution	Importance: Normal
Description	This service level target ensures a follow-up of the duration of service request executions during working hours	
Scope	<p>Please refer to the Service Offering Description³ for more information on the Roles & Responsibilities.</p> <p>The priority levels are listed below:</p> <ul style="list-style-type: none"> • P1: Critical – an incident will be classified as ‘Critical’ when the service does not work; or when critical functions or a totally unusable Information System (IS) are causing a major impact (unavailability) • P2: Urgent – an incident will be classified as ‘Urgent’ when it is possible to use the service but some of its functions are limited (deteriorated method): or when a large but not critical part of an IS is unusable, which can have an impact on the users • P3: Normal – an incident will be classified as ‘Normal’ when it does not affect production or only causes limited loss of functionality • P4: Low – an incident will be classified as ‘Low’ for all other calls, without priority 	
Targets	<ul style="list-style-type: none"> • P1 and P2: 96% of service requests executed within 12 working hours • P3: 96% of service requests executed within 40 working hours • P4: 96% of service requests executed within 80 working hours 	
Periodicity of evaluation	Monthly	
Measurement tools	ServiceNow	
Service conditions	Working hours: from Monday to Friday between 08:00 and 18:00.	

³ Service Offering Description of the OOTS Service Desk: [Common and Supporting services - OOTSHUB - \(europa.eu\)](#)

4. CONTACT INFORMATION

OOTS Support Team

Via Service Desk interface: [Service Desk - OOTSHUB - \(europa.eu\)](#)

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

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

Via phone: +32471670352

Non-working hours only, and only for Priority 1 incidents.