



EUROPEAN COMMISSION

DIGIT
Digital Europe Programme

Once-Only Technical System Service Desk

Service Offering Description

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1. INTRODUCTION

1.1. Purpose of the service

The Once Only Technical System (OOTS) Service Desk provides services for users to improve the performance, continuity and reliability of their OOTS implementations. The purpose of the OOTS Service Desk is twofold:

- Firstly, the Service Desk provides user support on the overall OOTS service offering¹. It acts as the Single Point of Contact (SPOC) to address questions, incidents, requests and requests for change reported by the Users.
- Secondly, the Service Desk provides availability and capacity monitoring of the European Commission (EC)-managed OOTS Common Services to allow a proactive way of detecting and resolving incidents.

Well-defined processes including early incident detection – structured classification and synchronized multi-team collaboration resolution on the one hand and continuous monitoring of EC-managed OOTS Common Services on the other hand – guarantee short-term incident resolution and optimal continuity.

A list of key terminology related to the OOTS Service Desk is defined in the table below.

Terminology	Definition
Incident	Interruption or abnormal functioning of service, application or system.
Request	Request for service, information, installation, addition or move
Request for change	Request to implement a change, to fix a bug or to add a new feature, generally managed by the change management process which is not part of this document

1.2. Users

The OOTS Service Desk service is intended for the following types of users:

- **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**

¹ [OOTSHUB Home - OOTSHUB - \(europa.eu\)](https://ootshub.europa.eu/)

The term "**User**" will be used in the remainder of this document to refer to any of these types of users.

1.3. Scope

As defined in the purpose section of this document, scope of the OOTS Service Desk is two-folded:

- User support
- Monitoring

The Service Desk answers technical requests and incidents regarding OOTS; other, project management related questions (e.g. about testing services, simulators, Projectathons) are handled by the Project Management Office (PMO) team. In these cases, the Service Desk will act as a first point of contact and escalate such tickets to the PMO team.

1.3.1. User support

The OOTS Service Desk provides support on the overall OOTS service offering. An overview of the OOTS service offering is available on the [Once Only Hub](#).

Based on this service offering, the typical scope of questions addressed by the OOTS is presented in the tables below. A distinction should be made whether the implementation is based on the OOTS sample software or not.

Access Points

Member States can choose to use the eDelivery sample software (Domibus) or they can set up their own Access Points which conform to eDelivery specifications. However, it is preferred that they choose a solution that has already successfully completed conformance testing.

The list of the EC conformant solutions is available via <https://ec.europa.eu/digital-building-blocks/wikis/display/DIGITAL/eDelivery+AS4+conformant+solutions>.

Questions related to	Users of the eDelivery (Domibus) sample software	Users of an implementation other than the eDelivery (Domibus) sample software
Specifications	☑	☑
Deployment	☑	☒
Configuration	☑	☑
Certificates	Supported if using the eDelivery PKI	Supported if using the eDelivery PKI
Connectivity	☑	☑
Bugs and Troubleshooting	☑	☒

Common Services

The Commission will host one instance of all Common Services, which Member States are recommended to use. However, Member States can choose to develop their own products, based on the specifications published by EC as open-source code.

Questions related to	Users of the EC managed Common Services	Users of an implementation other than EC managed Common Services
Specifications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deployment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configuration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Connectivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bugs and Troubleshooting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

In terms of level of support,

- The OOTS User remains responsible for providing 1st Level of Support to their own end users. *(Out of scope of this service)*
- The OOTS Support Team acts as the 2nd Level of support and is considered as the Single Point of Contact (SPOC) for the OOTS Users. Additionally, the OOTS Support Team supports any OOTS implementers in the initial, pre-go-live phase of the project to facilitate the Member States' onboarding. *(In scope of this service)*
- The 3rd Level of Support is provided by the technical office teams within the Commission (e.g. OOTS Technical Office Team, Datacentre Team, and Network Team). They are involved by the OOTS Support Team in case a (change) request/incident requires a further technical analysis and resolution. *(In scope of this service)*

1.3.2. Monitoring

The OOTS Service Desk also provides availability and capacity monitoring of the EC managed OOTS Common Services, including:

- Evidence Broker

- DSD (Data Service Directory)
- Semantic Repository

1.4. Benefits

The OOTS Service Desk service has been designed to generate the following benefits to the User:

- **Maintain high level of availability and capacity:** the daily monitoring and 5x10 hours service helps to have a high level of availability and capacity of the EC managed OOTS Common Services.
- **Troubleshooting:** anytime an issue is encountered by a user the Service Desk is the one who will troubleshoot the issue then ultimately find and apply a solution.
- **Proactive Incident detection:** monitoring and filtering events will improve the reliability, usability and proactive incident resolution of the OOTS Common Services.
- **Knowledge Base:** a useful and reliable Knowledge base helps all users and technical staff to benefit from it. The Knowledge Base is populated and consulted by the OOTS Support Team to help solving issues efficiently.

These benefits are intended to lead to full **user satisfaction**, which is considered a critical success factor for the OOTS Service Desk.

2. ROLES AND RESPONSIBILITIES

This section describes the roles and responsibilities of the entities involved in the OOTS Service Desk 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 §3 - *How to use the service step by step.*

Process/Step	Entity Role		
	User	OOTS Support Team	OOTS Technical Office Team
Step1: Detection and Initiation of an Incident, a Request or a Request for Change	RA	CI	
Step 2: Registration of an Incident, a Request or a Request for Change	CI	RA	
Step 3: Classification & initial support of an Incident, a Request or a Request for Change		RA	
Step 4: Investigation and Escalation of an Incident, a Request or a Request for Change	RC	RA	I
Step 5: Resolution & Recovery of an Incident, a Request or a Request for Change	C	RA	RC
Step 6: Closure of an Incident, a Request or a Request for Change	I	RA	
The Monitoring process		RA	CI

2.1. OOTS Users/implementers

Role: User

Responsibilities:

- Detect and report an Incident, a Request or a Request for Change.
- Test and validate the closure an Incident, a Request or a Request for Change.

2.2. OOTS Support Team

Role: OOTS Support Team (2nd level support)

Responsibilities:

- Register, classify, investigate, escalate if needed, resolve and close tickets.
- Manage the availability and capacity monitoring of the managed services.

2.3. 3rd Level of Support

Role: 3rd Level Support (e.g. Technical Office Team, Datacentre Team, Network Team)

Responsibilities:

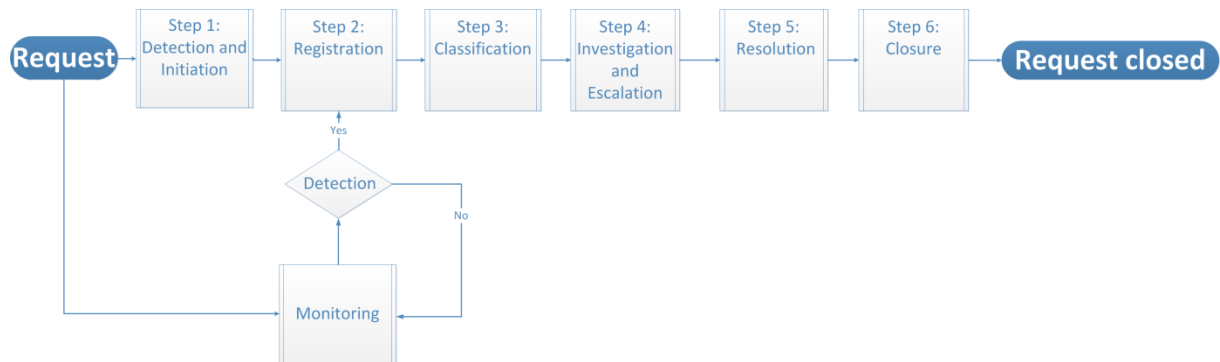
- Investigate, resolve and reassign tickets to the OOTS Support team
- Point of escalation for the OOTS Support Team

3. HOW TO USE THE SERVICE STEP BY STEP

This section describes the processes that are part of the OOTS Service Desk service.

3.1. Processes Overview

The figure, below, gives an overview of the OOTS Service Desk processes. Each of these is described in more details in the next sections.



3.2. Step 1: Detection and Initiation

Purpose: Detect, and initiate the incident, request or request for change and exchange the necessary information and documentation.

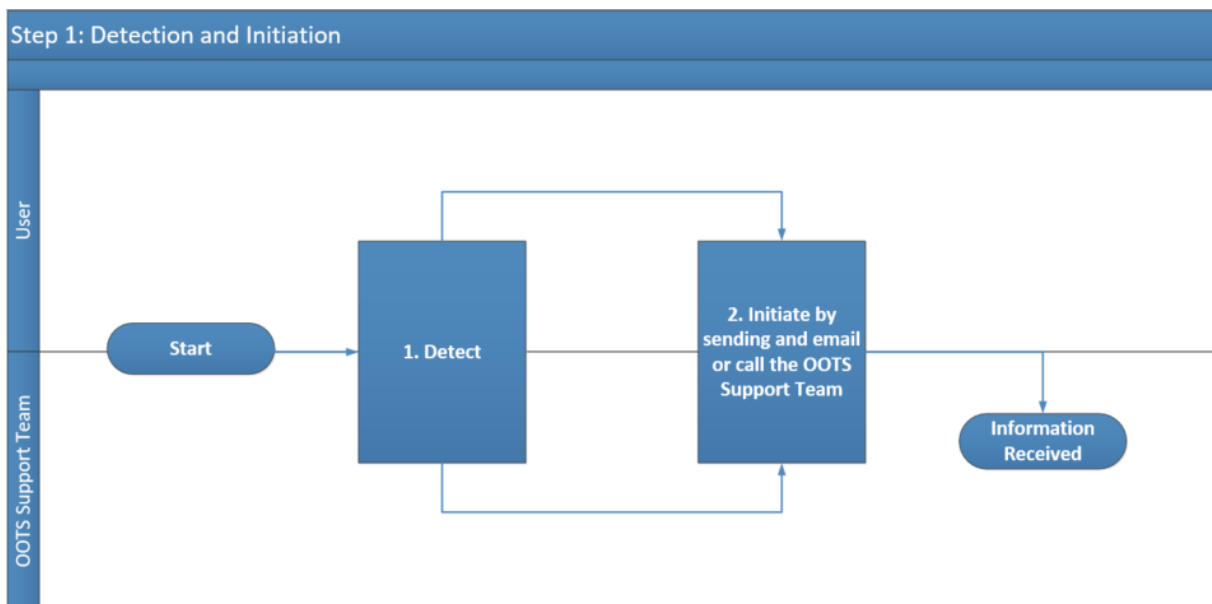
Actors:

- User

Process:

1. The User detects a service interruption, decrease in service quality, a need for information or new features.
2. The User initiates the incident or request by reporting it to the OOTS Support Team (See §7 - *Contact Information*). When reporting an incident or request the user should take the following guidelines into account:
 - The incident or the request should be described as precisely as possible
 - If a new feature is requested to be developed, it needs to be aligned with the scope of the OOTS Project

The overview of the Detection and Initiation process is shown in the diagram below:



3.3. Step 2: Registration

Purpose: Register the information on an incident / (change) request sent by the User or detected through the Monitoring Process on the ticket management tool.

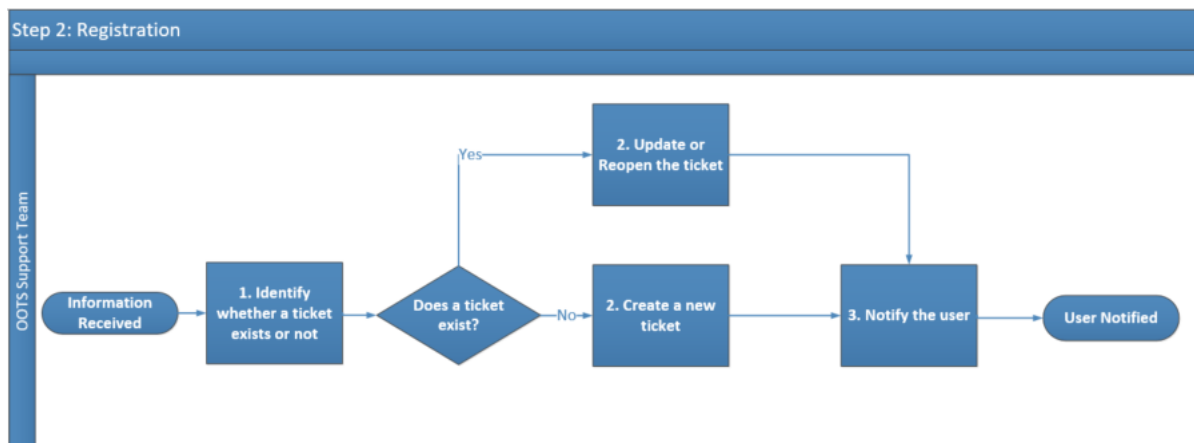
Actors:

- OOTS Support Team

Process:

1. Identify whether a ticket already exists for this particular incident/request or not.
2. Create a new ticket if needed, or update or reopen an existing ticket.
3. Notify the user of the registration by e-mail.

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



3.4. Step 3: Classification

Purpose: Classification and initial support of an Incident, a Request or a Request for Change.

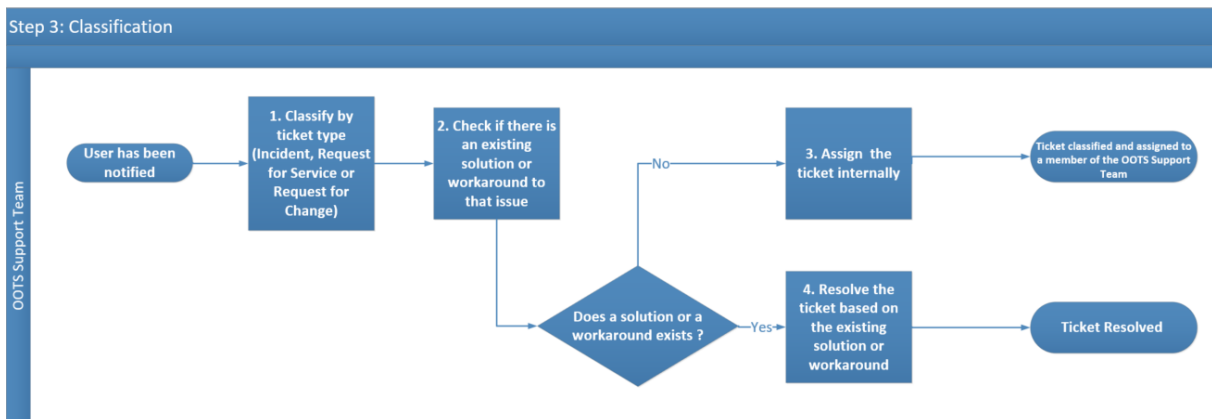
Actors

- OOTS Support Team

Process:

1. Classify the ticket by type (Incident, Request or Request for Change).
2. Check if there is an existing solution or workaround to that ticket.
3. If no, assign the ticket internally.
4. If yes, resolve the ticket based on the existing solution or workaround and go to step 5.

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



3.5. Step 4: Investigation and Escalation

Purpose: Investigate the incident, request or request for change and escalate if needed.

Actors:

- User
- OOTS Support Team
- 3rd Level of Support

Process:

1. Search for similar tickets (using wiki, knowledge base or the ticket management tool).
2. Associate the ticket to the related master ticket (the master ticket is the generic ticket which englobe all other similar tickets).
3. Diagnose

Does the OOTS Support Team need more information from the user?

4. If yes, request more information to the user.

5. The user provides the needed information to the OOTS Support Team.

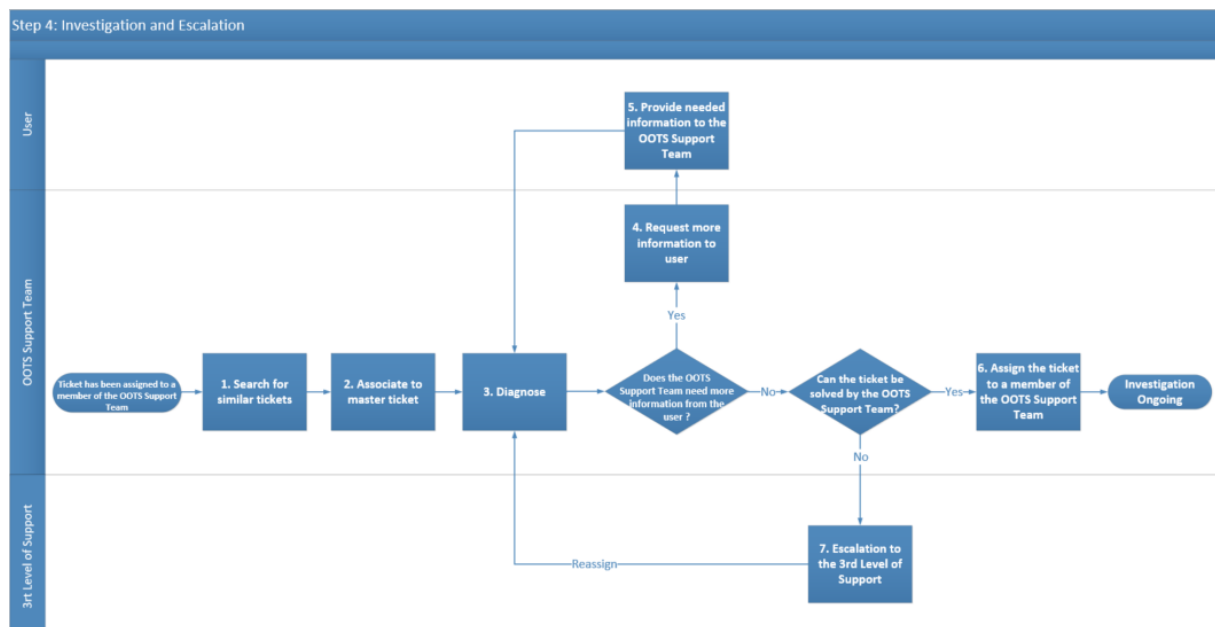
If no, can the ticket be solved by the OOTS Support team?

6. If yes, assign the ticket to a member of the OOTS Support Team.

7. If no, escalate the ticket to the 3rd Level of Support (e.g. OOTS Technical Office, Datacentre Team, ...)

8. The 3rd Level of Support will further investigate and resolve the ticket in case of escalation. Once the ticket has been investigated (and resolved) by the 3rd Level of Support they will inform the OOTS Support Team to re-diagnose the ticket.

The overview of the Investigation and Escalation process is shown in the diagram below:



3.6. Step 5: Resolution

Purpose: Resolution of the ticket.

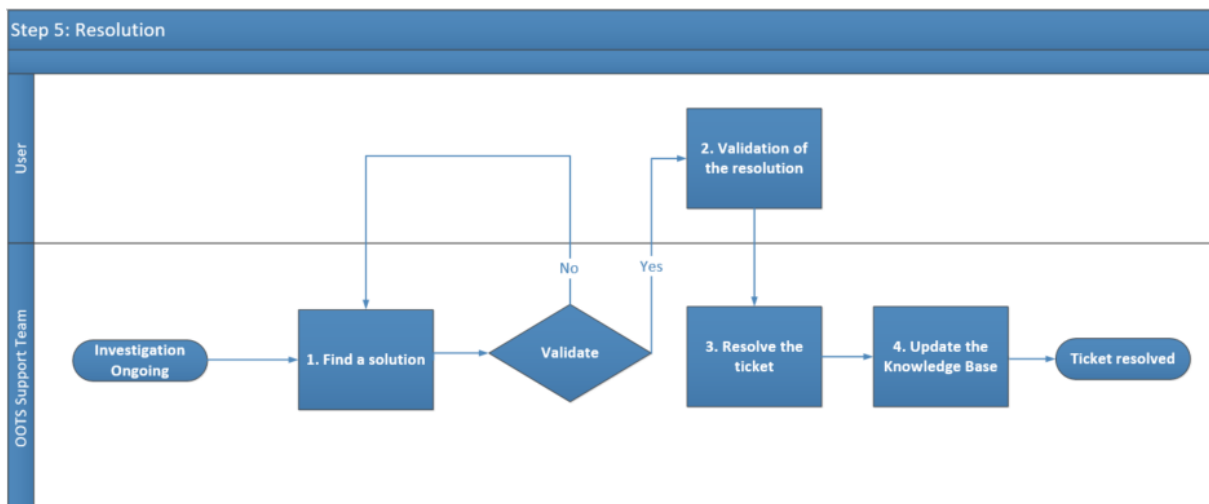
Actors:

- User
- OOTS Support Team

Process:

1. The OOTS Support Team will define the resolution.
2. The OOTS Support Team will communicate the defined resolution to the user.
3. The user will validate the Resolution.
4. Once validated the OOTS Support Team will resolve the ticket in the Ticket Management Tool
5. The OOTS Support Team will update the Knowledge Base with the solution/workaround.

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



3.7. Step 6: Closure

Purpose: Closure of the ticket.

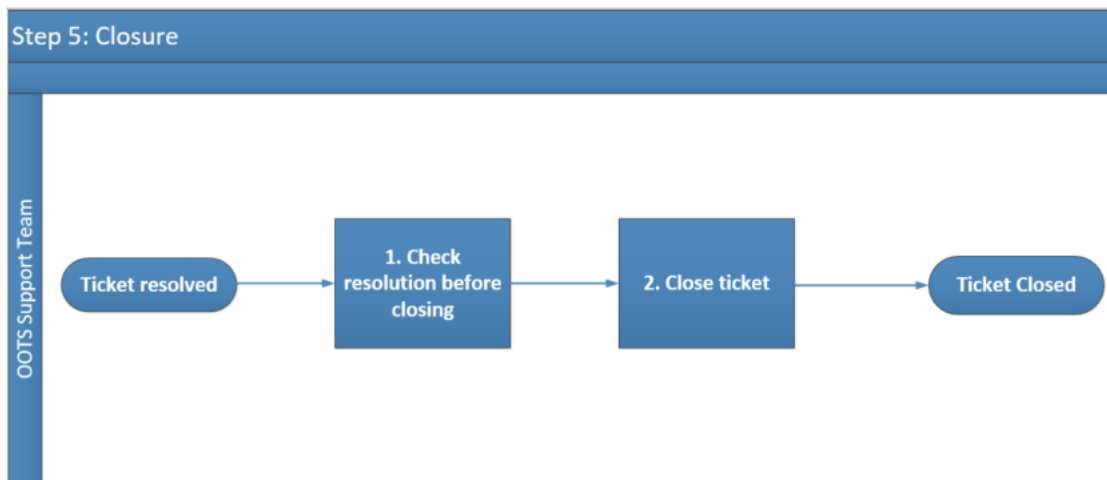
Actors:

- OOTS Support Team

Process:

1. Check resolution before closing.
2. Close ticket in the Ticket Management Tool.

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



3.8. The Monitoring process

Purpose: Monitor the EC managed OOTS Common Services.

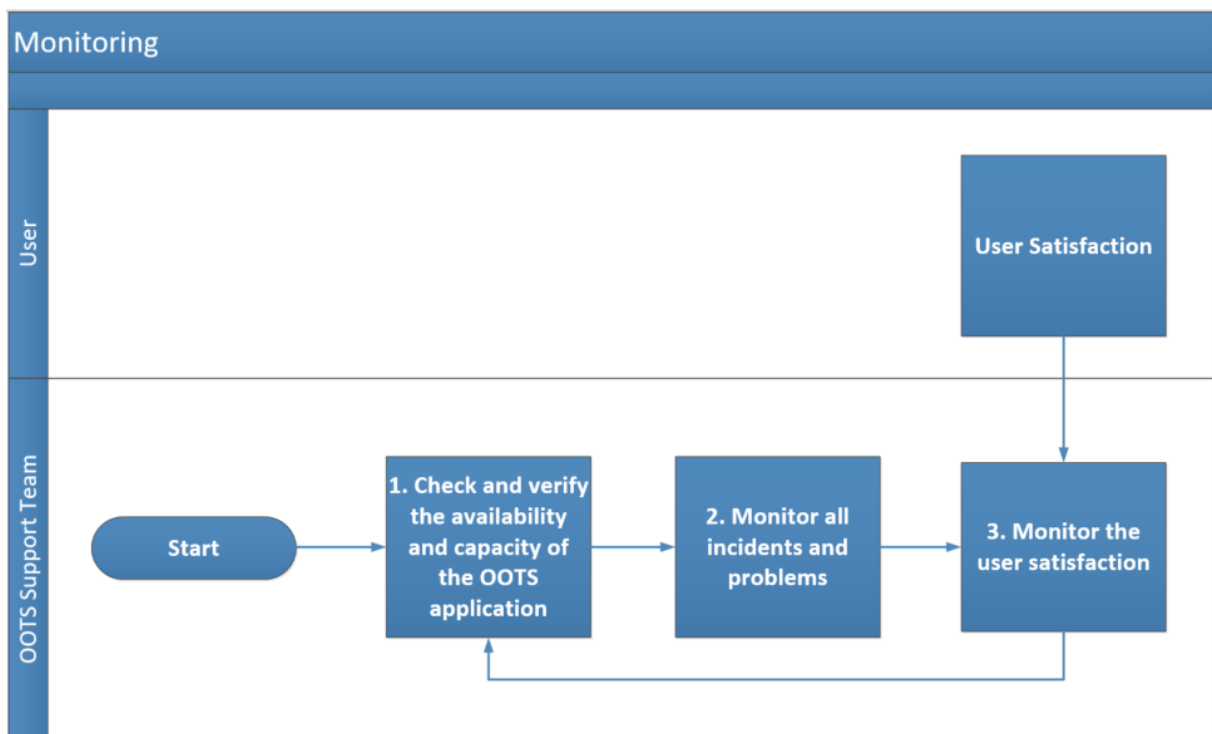
Actors:

- User
- OOTS Support Team

Process:

1. Check and verify the availability and capacity of the OOTS Common Services through continuous automated monitoring.
2. Incidents and problems detected during the monitoring process are captured and handled through the support process (go to step 2).

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



4. TERMS AND CONDITIONS

The general terms and conditions of Once-Only Technical System Common Services can be consulted in the Master Service Arrangement, available on the Digital Web Portal:

[Master Service Arrangement - OOTSHUB - \(europa.eu\)](#)

The terms and conditions specific to the OOTS Service Desk service are described in the table below.

Term / Condition	Description
Obligations of the User	<p>It is the responsibility of the User to</p> <ul style="list-style-type: none"> a) Ensure that sufficient information is given, in due time, to enable the required services to be performed; b) Fulfil the requirements of the procedure outlined in this document, including the validation and implementation of the proposed solution or work around.
Level of support	<p>The OOTS Support Team provides the second level of support on the OOTS Managed Services to the Users which are the first level of support for their own implementation. The end-user cannot contact directly the OOTS Support Team, first he has to go to his first level of support that will escalate the issue to the OOTS Support Team if they cannot solve the issue.</p>
Delivery of the services	<p>The European Commission will provide the Service Desk services using reasonable care and skill and in accordance with the procedures outlined in this document.</p> <p>The Service desk Service Level Targets are defined in the Service desk SLA document available on the Digital Web Portal: Common and Supporting services - OOTSHUB - (europa.eu)</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>

5. GLOSSARY

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

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

<https://ec.europa.eu/cefdigital/wiki/pages/viewpage.action?spaceKey=CEFDIGITAL&title=CEF+Glossary>

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

6. ANNEX 1 – DOCUMENT PARTS



Process Overview.vsd



Detection and Initiation.vsd



Registration.vsd



Classification.vsd



Investigation and Escalation.vsd



Resolution.vsd



Closure.vsd



Monitoring.vsd

7. CONTACT INFORMATION

OOTS Support Team

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

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

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