#6 OOTS Implementers' Café

"UX" and Projectathon Debrief (June) and Preparation (October)

29 June 2023, 09:30-12:30

European Commission

DG GROW
Directorate-General
for Internal Market, Industry,
Entrepreneurship and SMEs

DIGIT
Directorate-General
for Informatics

Agenda

09:30-09:40   **Welcome** *– Thomas Fillis, Charlotte Woolfson*

09:40-10:10   **The Once-Only UX Lab update** *– Nils McGrath*

10:10-10:25   **Q&A/discussion**

10:25-10:30   **Break**

10:30-11:30   **Projectathon Debrief (June) and Preparation (October)** *– Maarten Daniels and Marie-Laure Watrinet*

11:30-12:00   **Q&A**

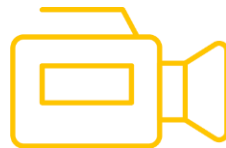**12:00+**   **Wrap-up** *– Thomas Fillis*

Instructions for this live webinar:

When in doubt, write in the chat – our team are there to help

This is an interactive session. There will be time for questions and answers throughout the session via the chat.

Klick "Connect audio" to hear the presenters and please mute your microphones when not speaking.

Please note this webinar will be recorded, but is not published publicly.

OOTS

Welcome words

Charlotte Woolfson – DG GROW

OOTS

The Once-Only UX Lab update

Nils McGrath - DIGIT

Projectathon UX Workshop

- Thank you to all those who attended the projectathon workshop

- We spent the day together reviewing your mock-ups and prototypes

- We identified problem areas and debated solutions

- We came away with a long list of things to think about

- We need more of this

- Our collective intelligence and unique national perspectives allow us to capture more UX issues

- …and design solutions for them

OOTS UX Lab Principles:

- **Continuously improve:** As with any other app, we will need to consistently push updates to improve the UX. Especially when the rubber hits the road, and we get some real users.

- **Contribute to the recommendations**. When you build and you try and implement the recommendations you will see ways of improving the current set of recommendations. Report back to us so that we can update or add new user experience recommendations and share them with the rest of the Member States.

- **Work together:** Remember that no one MS can control the entire user experience for citizens and businesses using the OOTS, we must work and design the journey together.

OOTS UX Lab

Created by Thomas Mavrogonatos, last modified by Nils MC GRATH 13 minutes ago

This is a collaborative space for the UX implementers of the OOTS

1. What is the UX Lab?

Objectives

- Help implementors understand the end-to-end journey and the user's pain points
- Create a common understanding of the UX issues that need to be addressed
- Provide actionable recommendations that create a coherent experience
- Create a UX community with designers from all member states to discuss and improve
- As the first step, we would like to come to a consensus on the possible variations of the user journey **(UX patterns)**
- Once we come to a consensus on the UX patterns, we would like to work on the best interface design **(UX components)**

Outputs

- Document a set of **UX patterns**
- Create a library of reusable **UX components**

[Go to the UX Lab Wiki](#)

Method

In Closing...

- Use our recommendations as a starting point

- If you have a way to improve or add to them, come to a meet-up and explain it to us

- If you see a UX issue that is not covered by the existing recommendations, but should be, come to a meet-up and explain it to us

- Please distribute the recommendations to far and wide

- To join our meet-ups: add your name to this page

https://ec.europa.eu/digital-building-blocks/wikis/x/VQpRJw

Q&A/break

OOTS

Projectathon Debrief (June) and Preparation (October)

Maarten Daniels and Marie-Laure Watrinet - DIGIT

Projectathon: we are now in stage five – Post Projectathon

MAY | **JUNE**

1 Information

05 May 2023

Attend the **Projectathon Deep-Dive session** during the **OOTS Implementers Café** on 05 May 2023.

Signal your intention to participate to the June 2023 Projectathon as Members States (can be with multiple teams)

> **Implementers Café #5**
> "Common Services Admin App & Projectathon Debrief (April event) and Preparation (June event)"
> 05/05/2023

2 Registration

8 – 23 May 2023

1. Register for the event via the **EU survey** and provide your consent to the Projectathon personal data privacy statement.

2. Register your organization, system under test (SUT), SUT operator(s) and features to be tested in **Gazelle**.

3 Pre-projectathon test

> **Projectathon Kick-off session with all participants**
> Remote event on 24 May

25 May – 9 June 2023

Perform **Preparatory Test** to get your system, test data and yourself ready before Projectathon.

29 May - 9 June 2023

Perform **Connectivity Test** to ensure network connection of SUTs are well configured before Projectathon.

4 Projectathon

> 14-16 June 2023

Game on!

Connect and perform Peer-to-Peer marathon test!

5 Post Projectathon

29 June 2023

Publication of **Test Reports**, lessons learned and best practices

> **Implementers Café #6**
> "Common Services Admin App & Projectathon Debrief (June event) and Preparation (October event)"
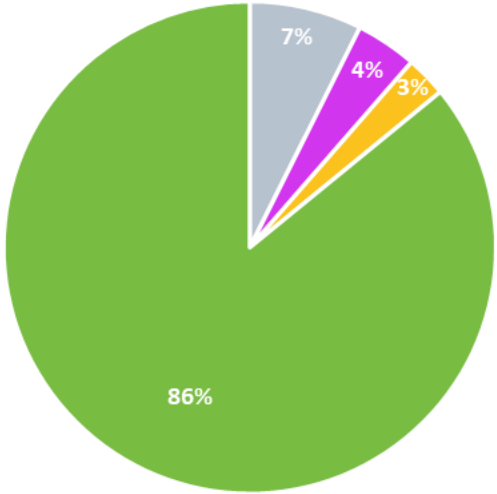> 29/06/2023

June Projectathon Debrief

- First of all, a **big thanks to everybody** that was joining the June Projectathon. Similar to April, it was a **great success** (some say it was even better!) and we **all advanced a lot**!

- We have collected your feedback to build the June Projectathon report that includes test reports, lessons learned and best practices
  - It will be shared soon, and introduced to you in the next slides

- We are preparing the material for October Projectathon including the updated version of the Playbook including your comments
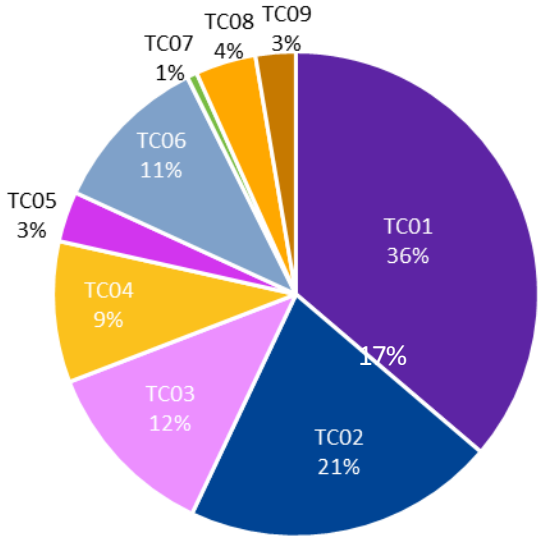
Overall results

Projectathon test results

Legend: Running · Failed · Partially verified · Verified

86%
7%
4%
3%

Test cases

TC07 1%
TC08 4%
TC09 3%
TC06 11%
TC05 3%
TC04 9%
TC03 12%
TC01 36%
17%
TC02 21%

Legend: TC01 · TC02 · TC03 · TC04 · TC05 · TC06 · TC07 · TC08 · TC09 · TC10

18% of tests with preview

Running tests are some tests that were initiated but due to a mix of reasons and could not progress to the stage where a full test case validation could take place. Therefore, these instances stayed in the state of "running".

To be verified are tests executed by the Member States, and ready to be reviewed by Monitors.

Partially verified concerns tests under verification by monitors, needing more information from Member States.

Verified means the tests is verified by Monitors and is successful.

Tests cases of June Projectathon

- ## Without preview

TC01: Basic evidence request without preview

TC02: Basic evidence request without evidence match

TC03: Evidence request error flow due to Basic Registry error

TC04: Evidence request error flow due to Access Point error

TC05: Evidence request, with an additional DSD conversation

- ## With preview

TC06: Basic evidence request with preview and reauthentication

TC07: Evidence request with preview and reauthentication at two different Evidence Providers

TC08: Evidence request with preview rejection by user and reauthentication

TC09: Evidence request with preview error (closure or timeout) and reauthentication

TC10: Evidence request with preview (including human readable transformation) and reauthentication

Note that the following requests and components are used within the tests:
- **Common Service requests** are lookups to determine what to find and where.
- **Evidence requests responses** are the actual messages to request and transfer the evidence.
- **Preview spaces** are the components needed for users that are making the request to preview their data before an actual transfer takes places and to decide whether or not the transfer can take place.

Test cases status "without preview" – days 1, 2 and 3 of June Projectathon compared to April results
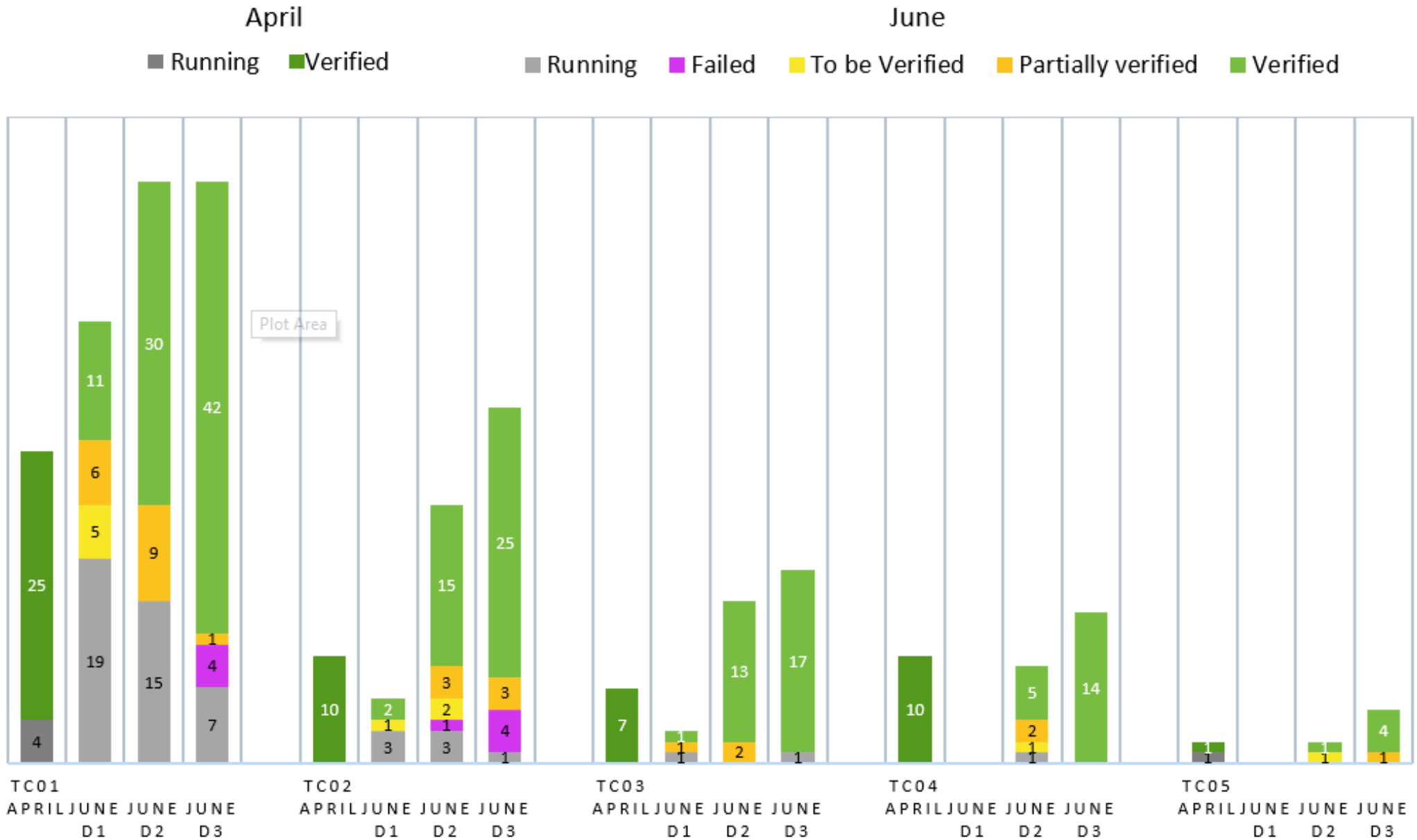
Test cases status "with preview" – days 1, 2 and 3 of June Projectathon compared to April results
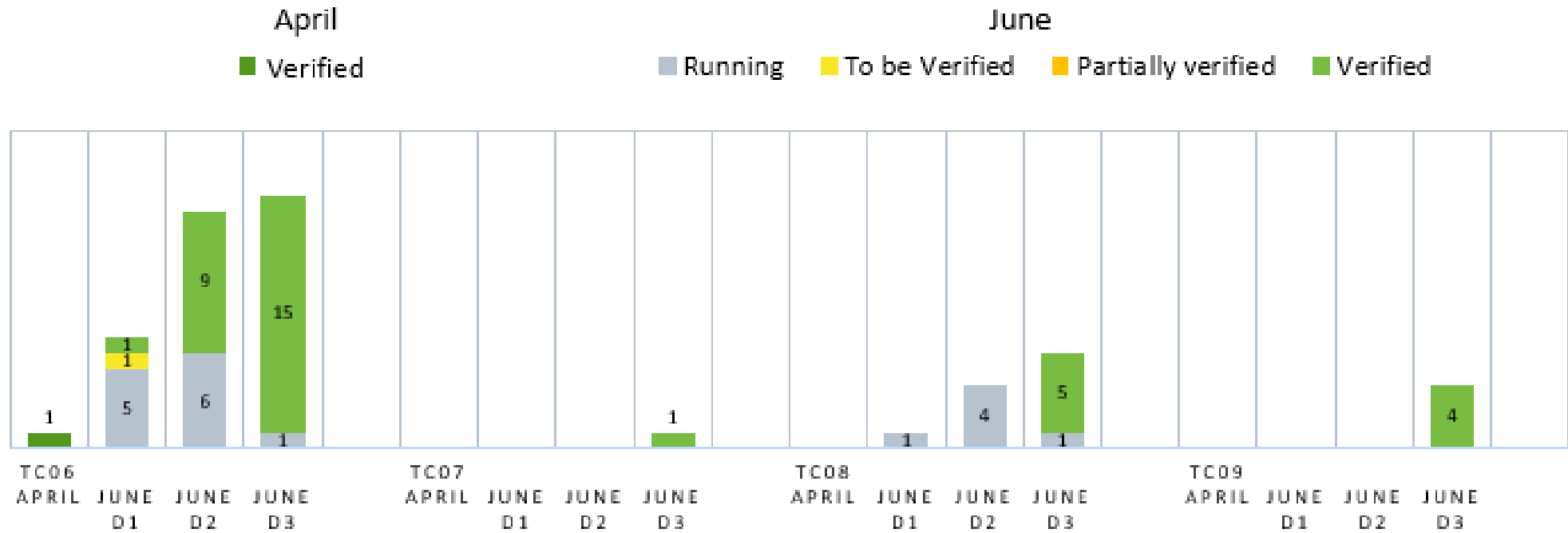
Overall results – June Projectathon

Status	14-16 June Projectathon	
	Participant	**Observer**
Number of Member States	19 Member States	8 Member States

On-site · Remote (Participant)

On-site · Remote (Observer)

From observer to participants

From non participating to participant

From non participating to observer

From participant to observer

Overall results - June Projectathon
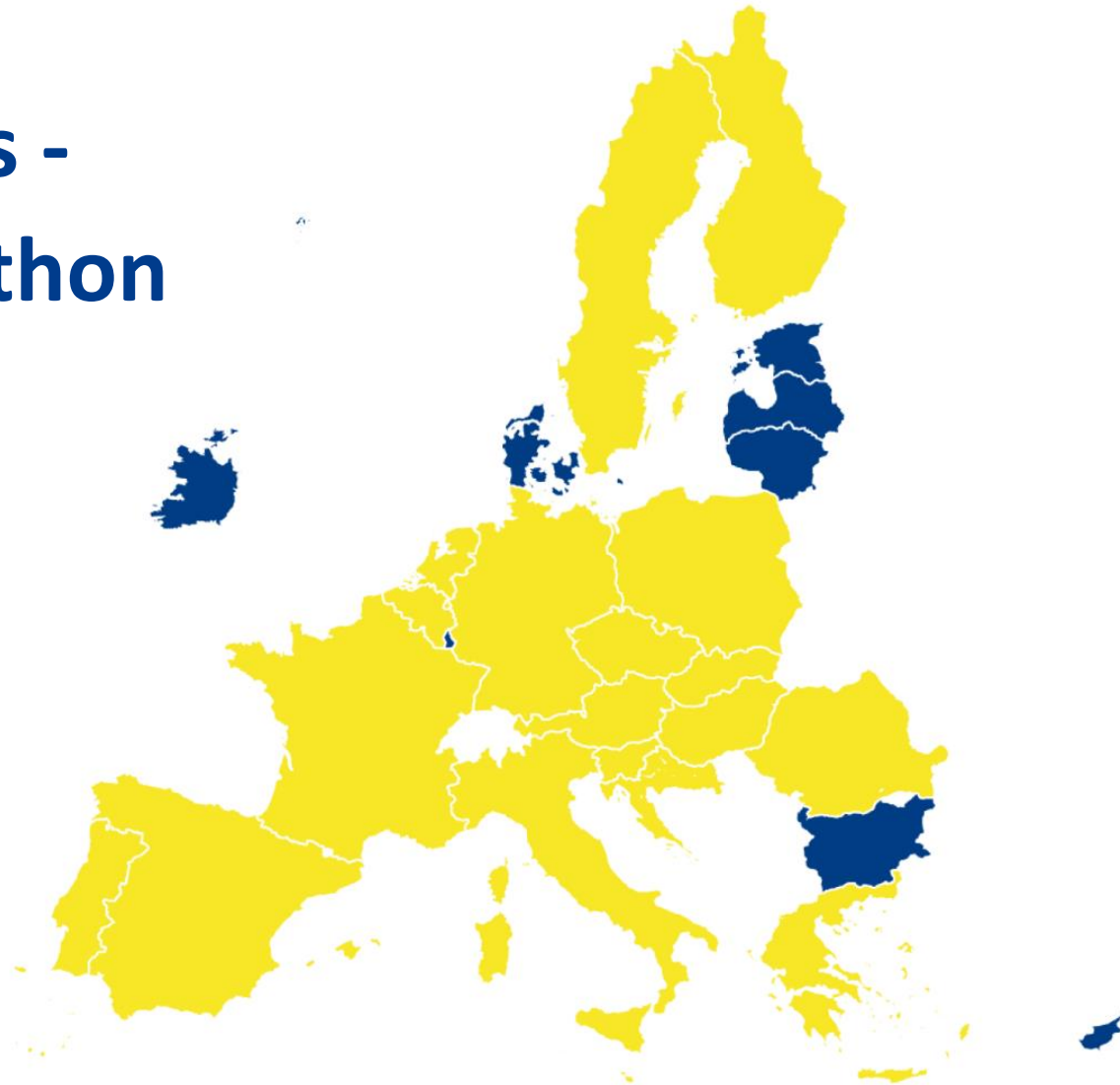
Participants   Observers

From April to June Projectathon – some numbers

	April Projectathon	June Projectathon
Member States participation	**26** 16 active participants, 10 observers (including one EEA MS), 2 non-participants	**27** 19 active participants, 8 observers
Tests executed	**59** 54 verified tests, 5 running	**149** 128 verified tests, 6 failed, 4 partially verified and 11 running
Success rate	**92%**	**86%**
Tests covered	Tests without 'preview' in 98% of the cases (TC01 – TC05). TC06 with preview was executed successfully once, representing 2% of all tests.	18% of tests were executed with preview (TC06 to TC10), knowing that not all the MS have a preview available at the moment. All test cases with preview and without preview (TC01 to TC05) were executed at least once.
Event satisfaction	**82%**	**91%**

June Projectathon debrief: collecting your feedback and suggestions

- Looking back at the April and June events and forward to the future events, we would like to receive your feedback and suggestions about the test levels

  - Level 1:

    - TC01 to TC05: the No-Preview test cases

  - Level 2:

    - TC06 to TC10: the Preview test cases

    - TC11 to TC12: the CS update test cases (via LCM updates or GUI updates)

  - Level 3

    - Adding more dynamic eID test cases by integrating eID nodes into the transactions

    - Adding test cases covering related systems (e.g. EUCARIS or EMREX)

  - Level 4

    - Adding actual Base Registries to the test cases (e.g. population registry, tax authorities, etc.)

    - Running full end-to-end test cases in dynamic mode with dynamic data, from user at Procedure Portal to Base Registry at Competent Authority

European Commission

June Projectathon – Test levels and capabilities

- Before the event, we asked what level do you expect to achieve during the June Projectathon and how much time do you think your Projectathon team would spend on each level during the June Projectathon

  - Do the actual results match your expectations?   If not, can you please explain?

- Did you come with a Preview Space

  - Did you manage to properly test it?

  - Did counterparties that needed to access your Preview Space have any comments?

- Did your SUT have an eID node integration

  - Did you manage to properly test it?

- Did you test the Common Service data updates

  - Via the Common Service GUI

  - Via the LCM machine to machine interface

- Did you test with a real (acceptance) base register integration at EP side

  - Which data impacts did this have for you or for other test partners?

- Any other remarks or suggestions

Lessons learned

- We collected feedback from all sides
  - Participants, observers, monitors, exploratory room teams, etc..
- This feedback has been summarised as lessons learned under the following categories
  - General lessons learned
  - Connectivity related lessons learned
  - Testing related lessons learned
  - Exploration rooms related lessons learned
  - ...
- More details will be available in the test report

Best practices derived from lessons learned (1)

Participate to as many Projectathons as possible as each one is an opportunity to gain experience and boost your progress.

Provide feedback or recommendations to improve future Projectathons on all aspects such as test cases, test data, test components to cover or any relevant improvement to the preparation or execution of the Projectathon.

Even if you think you are not completely ready, join as an active participant and be prepared to increase your capabilities during the event.

Keep on improving and retesting your systems and if you have a temporary setback, remember that not all evolutions go up in a straight line.

On site participation is key for ensuring a good testing and networking experience.

If the whole team cannot be on site, having 1 or 2 coordinators on site clearly increases your level of effective involvement.

Read the Projectathon Participant Playbook and its Annexes to get the necessary background information and guidelines.

Best practices derived from lessons learned (2)

Before the Projectathon, prepare a planning across your team and a target division of work, related to both test case execution and exploration room participation to fully benefit from all the opportunities that a Projectathon event offers.

Register to the MS Teams collaborative space to receive information (messages and files) from the organising team and to exchange information with other participants.

Respect the timelines:

- Register all your team members in time
- Register your SUT in time, including the test and connection details

Perform as many preparatory tests as possible.

Perform the connectivity test to not loose valuable testing time during the event (and keep you own connection details stable).

Best practices derived from lessons learned (3)

Reach out to the support team before, during or after the event as they are highly effective in sorting out questions and problems.

Reach out to the monitors during the event for any question related to testing or documenting/logging test cases.

Check out the exploratory sessions details in advance so you can plan to participate to them while still having other team members covering the test case executions.

Come with a mindset to learn and help each other.

Connection links should be shared in advance, as early as possible before the start of the event.

Projectathon report

- The Projectathon report that will be shared soon is structured this way:

  - Introduction: context, objectives & benefits, scope and preparation

  - Test results:

    - Participating Member States

    - Tests process

    - Tests results

  - Exploration rooms

    - UX key patterns

    - LCM updates to the Common Services

    - eID exploration and integration

    - Once-Only Technical System and related systems

    - Operational Governance

  - Networking

  - Communication

  - Lessons learned

  - Recommendations

  - Conclusion and next steps

Individual reports

- In addition to the Projectathon report that contains global information, you can download your MS individual report in Gazelle

- How to do it:

  - Go to Menu > Evaluation

  - Click on the "Download connectathon report" button

- However, as the default report contains some IHE references and misses a visualisation we find useful, you can contact us (EC OOTS Support) for an improved individual report.

- We are checking with the Kereval team to make these improvements available for upcoming Projectathons.

October Projectathon Preparation

- We are preparing the October Projectathon as it will take place soon from 18 to 20 October

- The dates in the next slide are close to final

- The stages are not so condensed as the June Projectathon and similar to the April Projectathon

  - However, please register in time: both your systems and your participants

  - However, please make use of the preparatory and connectivity test period as early as possible (and keep your connection details stable during the connectivity testing)

    - As we have seen in April and June, these pre-projectathon tests are crucial to get you and others up to speed before the actual event and to make sure connectivity issues are sorted out beforehand!

- About Gazelle input

  - For the participants that were registered in Gazelle for the April or June Projectathon:

    - You will not have to recreate your organisation and users that will still be there in Gazelle

    - You will be able to duplicate your SUT from the previous Projectathon test session to the October Projectathon test session. The Playbook includes information on how to proceed.

Projectathon Overview (participant) – October Projectathon – **tentative** dates

JUNE	SEPTEMBER	OCTOBER	NOVEMBER

1 Information

29 June 2023

Attend the **Projectathon Deep-Dive session** during the **OOTS Implementers Café** on 29 June 2023.

Signal your intention to participate to the October 2023 Projectathon as Members States (can be with multiple teams)

> **Implementers Café #6**
> "Common Services Admin App & Projectathon Debrief (June event) and Preparation (October event)"
> 29/06/2023

2 Registration

1 – 12 September 2023

1. Register for the event via the **EU survey** and provide your consent to the Projectathon personal data privacy statement.

2. Register* your organization, system under test (SUT), SUT operator(s) and features to be tested in **Gazelle**.

* or duplicate it from previous registration

3 Pre-projectathon test

> **Projectathon Kick-off session with all participants**
> Hybrid or online event on 13 September

14 September – 13 October 2023

Perform **Preparatory Test** to get your system, test data and yourself ready before Projectathon.

2 - 13 October 2023

Perform **Connectivity Test** to ensure network connection of SUTs are well configured before Projectathon.

4 Projectathon

> 18-20 October 2023

Game on!

Connect and perform Peer-to-Peer marathon test!

5 Post Projectathon

7 November 2023

Publication of **Test Reports**, lessons learned and best practices

> **Implementers Café #7**
> "Projectathon Debrief (October event) and next steps"
> 07/11/2023

TDD version baseline for October Projectathon

- For the October Projectathon the plan is that

    - The TDD sub-group meets on 01/09 to approve the publication of the 23_Q3 TDDs that will be the baseline for the October Projectathon AND the production release on the legal deadline in December 23

    - A testing service release in sync with these TDDs is made +- 2 weeks after the TDD release, so that the relevant testing components can be used during the October Projectathon and during preparatory testing

- Any other input/requirement from any team or sub-group should also be communicated to the testing team, preferably by 01/09 to ensure it can be integrated into the Projectathon

October Projectathon preparation: collecting your suggestions

- What about the test levels and cases?

  - Do they make sense?

  - The test cases in L1 and L2 are the ones that were available in the April and June Projectathon events.

    - Are they easy to execute? Do you have all the information or can you get it easily?

    - Should some tests be modified, deleted, added before the October Projectathon?

  - Please provide your suggestions for test cases in L3 and L4

    - E.g. on eID testing in L3, please let us know

      - Whether your teams can use these test eIDAS nodes in the Projectathon testing

      - If you have any recommendations on how to test them (e.g. based on the eIDAS interoperability testing)

      - If you have test data sets (identities) available for sharing or whether you can insert additional test data upon request

  - **As this is the final Projectathon for the legal deadline, do we need to add or modify**

    - **Test case flows or test variations**

    - **Test data sets**

    - **Test components**

- What level do you expect to achieve during the October Projectathon

- If possible, how much time do you think you (with your Projectathon team) will spend on each level during the October Projectathon, calculated in percentage of time

Projectathon preparation: test case flows

- The test case flows executed in the April and June Projectathon are described in test case document version 0.8, available in the [T&D Document Repository](), and this is still the up-to-date version.

- The test cases are also available in [Gazelle](), together with more details on the test steps and expected results.

- In case someone has test case suggestions for the October Projectathon, please [let us know]()

  - In case a concept is not yet completely stable, we could add it to an exploratory session to discuss the concept in a limited setting

  - In case a concept is relatively stable, we could add it as a test case for all teams to test

Test data sets

- The June Projectathon data sets are shared with the participating Projectathon teams via the [MS Teams channel](#) and are available in this [Teams folder](#)

    - The PPT presentation explains some background about the data per test case and includes a changelog compared to the April data

    - The Evidence_Requests_Responses folder contains Evidence Requests and Evidence Responses that can be sent via your eDelivery Access Points as Evidence Requester or Evidence Provide

    - A Postman project with all relevant Common Service (EB and DSD) requests, relevant for the June Projectathon test cases is available as well via the MS Teams channel

    - As nobody indicated they have a preview space that can handle the transformation of an XML to human readable format, the data for TC10 was not published. If this is needed, please [let us know](#)

- Were these data sets useful or does anyone have suggestions for improvements by October

- Which teams tried to use alternative or dynamic data sets or identities? Can any relevant findings be shared?

Test components

- Are there any components missing for an end-to-end OOTS flow?

  - Are there components missing?

  - Are there components that have received less priority than expected?

- Are all your components fully implemented and automated?

  - Sample tooling should help you get up to speed, but for a proper test result, your acceptance or production(-like) systems should be used

- Are all relevant features inside the components properly tested?

  - E.g. DSD conversation mechanism inside the Common Service clients?

Projectathon preparation: Access to Common Services management GUI

- Preparatory Test Case PTC19 and Projectathon Test Case TC11 is about getting access to the Common Services management GUI

- The Common Service team has made available these connections in preparation of and during the Projectathon to many users already

  - These users are invited to explore the Common Service GUI and provide any relevant feedback to our Support team

  - All other users are invited to request access by sending your EULogin username and the country you are representing to our Support team

- Note that for day-to-day exploration/testing of the Common Services you can use the "sandbox" instance while for Projectathon (preparatory) testing, you can use the "Projectathon" instance

- Please note that authentication is based on the ACCEPTANCE instance of EULogin

  - You must log in with your ACCEPTANCE EULogin username

  - If you already had one, but this one was inactive, you will get a request to perform 'ACCEPTANCE EU Login Password Initialisation'

  - If you did not yet have one, you can register via https://ecas.acceptance.ec.europa.eu/cas/login

  - After you select a new password you will get access to the CS GUI

  - In case of any issue, contact us

October Projectathon preparation: exploration rooms – tentative planning

- As the exploration room concept was successful, we plan to repeat the concept (with different/more topics) during the June Projectathon

- We are considering to add the following exploration room topics:

  - LCM eDelivery Integration workshop

  - UX key patterns

  - Related systems: e.g. how some related systems (e.g. EMREX) could be (optionally) connected via a technical bridge

  - Operational Governance: "Implementation of operational arrangements in National domain".

  - ...

- Do you have any suggestions at this stage?

Upcoming Projectathons – general remarks

- The first Projectathon in April and second in June have been an opportunity for all parties to make mistakes, to **learn**, to **help each other** and to assess their current state of play regarding their OOTS developments.

- Please [send us](#) your feedback about any issues or suggestions for improvements any point in time between now and the June or October Projectathon

- For the October Projectathon we will most likely be focusing more on assessing production readiness, so that means we should discuss whether:

  - Test cases need to be added

  - Existing test cases need to be updated or assessed in a stricter way

  - We need to set requirements about the automation level of systems

- As it is the final Projectathon before the deadline, we expect all teams to

  - actively participate

  - Be present onsite or have a representation onsite

October Projectathon – Why you must be there

- There is a broad set of test cases for you to test, from L1 to L4 test cases

- You can test against more counterparties

- You can attend new exploration room topics

- You can share experiences with colleagues from other Member States and help each other getting up to speed and to the next level

- It's the last opportunity to collectively test all OOTS scenarios during a Projectathon before the legal deadline

- It will be lots of fun (...)

Any additional feedback from your side?

- Is there something you would like to add?

- Did we forget to highlight something?

- Do you want to say some encouraging words for wrapping up the June Projectathon or for preparing the October Projectathon?

Upcoming relevant testing related meetings

→The next planned T&D SG session M19 is foreseen on Tuesday 04/07

→The following meeting M20 is foreseen on Tuesday 01/08

→*Contact us* *for any other sessions (bilaterals, multilaterals or plenary sessions) you find useful*

Q&A

OOTS among **top 4 most innovative projects** in Europe!

#EOAward

Next steps....

1. Complete the satisfaction survey for this meeting (it really does help).

2. Download June Projectathon Report (to be published on the Once-Only Hub).

3. Visit the October Projectathon event page

4. Enjoy the summer!

Further questions?

We're here for you at
EC-OOTS@ec.europa.eu