eDelivery July 2016 OMB report

Date

Attendees

20 Jul 2016

- Marco FERNANDEZ GONZALEZ - Chair
- Joao RODRIGUES FRADE
- Kelly LILJEMO
- Michael SCANLON
- Nicolas LOOZEN
- Marcio SAMPAIO
- Adrien FERIAL

- Licinio KUSTRA MANO
- Michele FOUCART
- Chrysanthi GIORTSOU
- George* ONOFREI
- Matthieu MAYERUS
- Gregory STEENBEEK

Project progress

- Upon the conclusion of Domibus 3.1 FR, there was an increase in the planned activities due to the issues detected (that led to the intermediate release 3.1.1). Moreover the scope of the domibus 3.2 release was changed in order to emphasize the AP robustness and focus on implementing quality control and improvement mechanisms.
- Due to the well documented staffing issue, aggravated by the recent departure of another developer, there was no capacity to tackle the planned activities for the SML and SMP, which were postponed, 1.5 months and 3 months, respectively.

Evolutive Maintenance

Milestones

Summary	Status	Due
Support tasks	In Progress	N/A
SML/BDXL conformance testing services	In Progress	Dec 30, 2016
Adoption of JIRA Portfolio as the project planning tool	Closed	Feb 29, 2016
SMP Conformance Testing Service	In Progress	Dec 29, 2017
AS4 Conformance Testing Service	In Progress	Dec 31, 2016
SML 3.0 (SML according to OASIS specs - BDXL)	In Progress	Sep 19, 2016
DOMIBUS release 3.3	Open	Apr 07, 2017
DOMIBUS release 3.2	In Progress	Oct 10, 2016
DOMIBUS release 3.1	Closed	Jun 03, 2016
PKI services	In Progress	Dec 30, 2016
Demo environment	In Progress	Aug 31, 2016
SMP 3.0	Open	Feb 03, 2017

Change Requests

> ⚠️ Unable to render Jira issues macro, execution error.

will be discussed at the next OMB with representative of OpenPEPPOL;

> ⚠️ Unable to render Jira issues macro, execution error.

AF explained that this would improve the security on plugins; **JFR** asked if there was an impact on the plugin; **AF** stated that there was no impact ✅ RfC was approved by the OMB;

> ⚠️ Unable to render Jira issues macro, execution error.

will be discussed at the next OMB, **AF** will provide a presentation on the consequences and costs linked to this change.

Operations

EDELIVERY	FEEDBACK	INCIDENT	REQUEST	Total
Total Opened Tickets	1	8	7	16
Total Resolved Tickets	0	53	166	219
Total Closed Tickets	1	8	7	16
Touched By Group During Period	1	60	174	235
Touched By Group and Still assigned	0	10	20	30
Cancelled Tickets	0	0	2	2
First Line Resolution	0 (%)	10 (15.87 %	33 (15.87 %	43
First call Resolution	0 (%)	0 (%)	3 (1.44 %	3
Total tickets with slo	**0**	**49**	**135**	**184**
Total Slos Triggered	**0**	**52**	**139**	**191**

Target value									
		P1		P2		P3		P4	
		Time	KPI	Time	KPI	Time	KPI	Time	KPI
Incident	Target 2	120 min	80%	240 min	80%	600 min	80%	1200 min	80%
	Target 3	240 min	96%	360 min	96%	1200 min	96%	2400 min	96%
Request	Target 2	-	-	480 min	80%	1200 min	80%	2400 min	80%
	Target 3	-	-	720 min	80%	2400 min	80%	4800 min	80%

	INCIDENT											
	P1			P2			P3			P4		
	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target
Total Slo's Resolved	0	0	0	1	0	0	34	1	0	16	0	0
SLA %	0%	0%	0%	100%	0%	0%	100%	3%	0%	100%	0%	0%

	In Target	Out of Target
Total Slo's Planned	0	0
SLA %	0%	0%

	REQUEST											
	P1			P2			P3			P4		
	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target	In Target 2	In Target 3	Out of Target
Total Slo's Resolved	0	0	0	3	0	0	98	1	0	34	0	0
SLA %	0%	0%	0%	100%	0%	0%	100%	1%	0%	100%	0%	0%

	In Target	Out of Target
Total Slo's Planned	3	0
SLA %	100%	0%

Operations management:

SML availability	
Availability	100.00%