

OWNER: DG TAXUD	ISSUE DATE: 22/03/2010	VERSION : 1.00
TAXATION AND CUSTOMS UNION DG Subject: Contractual OLA between DG TAXUD and ...		
FRAMEWORK CONTRACT: TAXUD/2007/CC/088 SPECIFIC CONTRACT: SC04		
Status: <i>SfA</i>		

DOCUMENT HISTORY

Edi.	Rev.	Date	Description	Action (*)	Pages
0	10	01/02/2010	Accepted SC06 CQP delivered for review to DG TAXUD as part of the FQP package	I/R	As req.
0	11	05/02/2010	Accepted SC06 CQP re-delivered for review to DG TAXUD as part of the FQP package	N/A	N/A
1	00	22/03/2010	Delivered for acceptance to DG TAXUD	I/R	As req.

In agreement with DG TAXUD A4/CPT, the Contractual OLA used for the FQP delivery is the one accepted as part of the SC06 CQP delivery.

Please find hereafter the SC06 CQP cOLA, which is the Annex 5 of SC06 CQP package.

Please note that only the filename has been renamed to match the reference to the Annex 6 of the FQP package delivery.

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OWNER: ITSM	ISSUE DATE: 06/01/2010	VERSION: 1.00
TAXATION AND CUSTOMS UNION DG		
Subject: Contractual OLA SC06 between DG TAXUD and ...		
FRAMEWORK CONTRACT: TAXUD/2007/CC/088		
SPECIFIC CONTRACT: SC06		
Status: <i>SfA</i>		

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

DOCUMENT HISTORY

Edi.	Rev.	Date	Description	Action (*)	Pages
0	01	08/12/2009	Created and sent for internal QC	I/R	As req.
0	02	08/12/2009	Implementation of QC comments	I	All
0	10	10/12/2009	SfR to DG TAXUD after internal QC	I	All
1	00	06/01/2010	Sent for Acceptance	I	As req.

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1 INTRODUCTION TO THE CONTRACTUAL OLA

1.1 Purpose of this document

DG TAXUD has committed to one or more Service Level Agreements (SLA) with their customers or users (e.g. with National Administrations), and requires ... to deliver each SLA on their behalf, without any deviation. The mechanism used to ensure this commitment is the “contractual OLA” (cOLA). In its simplest form therefore, this cOLA commits ... to fulfilling the technical execution aspects of each SLA as if it were a ‘back-to-back’ agreement. Because it has contractual force, it has been named a ‘contractual OLA’.

This agreement outlines the terms and conditions under which ... will provide the specified services (collectively referred to as “the Services”) to DG TAXUD. The objective is to provide a framework for the delivery of high quality services that meet the needs of DG TAXUD and the customers/users of DG TAXUD, e.g. the National Administrations.

1.2 Intended readership

The target audience for this document includes the parties to this Agreement and their representative bodies, and other interested parties, e.g.:

- European Commission and their representatives;
- ... and their representatives;
- QA Contractor (nominated by the Commission), in order to fulfil QC responsibilities.

1.3 Structure of this document

This document first starts with some preliminary document information:

- Document History;
- Table of content;
- Introduction (this chapter);
- Applicable and Reference documents;
- Terminology.

Chapter 2 deals with the involved parties and their mutual agreement.

Chapter 3 explains the reporting services and monitoring means of the services provided to DG TAXUD.

Chapter 4 deals with Service Support Management.

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Chapter 5 explains the responsibilities of DG TAXUD.

Chapter 6 explains the processes used for meeting the DG TAXUD requested level of quality.

Chapter 7 refers to Security.

Chapter 8 deals with the resolution of disputes between DG TAXUD.

Chapter 9 deals with service performance issues.

Annexes for part one and two start at chapter 10. It gives more details about description made in this contractual OLA.

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1.4 Acronyms and Abbreviations

For a better understanding of this document, the reader can refer to the glossary [RD11] provided in annex.

1.5 Reference Documents

Ref.	Title	Publishing Organisation	Version	Date
[RD1]	Service Level Management Reference Manual, TMP-REF-SLM	DG TAXUD	V1.41-EN	28/02/2008
[RD2]	ITIL Toolkit, SLA Template	Easytec Solutions	N/A	2002
[RD3]	ITIL Service Delivery, SLA Template, Annex 4D	Office of Government Commerce (OGC)	V2.2	2001
[RD4]	TEMPO SLA Template, TMP-TEM-SLA	DG TAXUD	N/A	
[RD5]	TEMPO Deliverables Acceptance Guide, TMP-GDL-DEA	DG TAXUD	V0.18-EN	05/09/2007
[RD6]	TEMPO - Glossary of Terms, TMP-GEN-GLS	DG TAXUD	V2.04-EN	01/08/2007
[RD7]	TEMPO Problem Management Reference Manual, TMP-REF-PBM	DG TAXUD	V2.01-EN	28/06/2007
[RD8]	Trans-European System Lifecycle and Related Deliverables Description, TMP-GEN-TES	DG TAXUD	V1.00-EN	20/02/2008
[RD9]	TEMPO trans-European systems reference manual, TMP-REF-TES	DG TAXUD	V1.20-EN	04/02/2009
[RD10]	CobiT	ISACA	V4.1	n/a
[RD11]	Glossary	ITSM	V1.10	15/06/2009

Table 1-1: Reference documents

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1.6 Applicable Documents

Ref.	Title	Publishing Organisation	Version	Date
[AD01]	ITSM Invitation To Tender TAXUD/2006/AO-007 Technical Annex: http://ec.europa.eu/taxation_customs/resources/documents/common/tenders_grants/tenders/AO-2006-07/technical_annex_v01.pdf	DG TAXUD	V1.00-EN	25/07/2006
[AD02]	Directive on the protection of individuals with regard to the processing of personal data and on the free movement of such data.	European Commission	95/46/EC	2005
[AD03]	TAXUD Electronic Management of Projects Online (TEMPO) http://CIRCA.europa.eu/Members/irc/taxud/tempo/home	DG TAXUD	March 2009	2009
[AD04]	Framework Contract TAXUD/2007/CC/088	DG TAXUD	V1.00-EN	2007
[AD05]	ITS-IFQP-SC04-Framework quality Plan	ITSM	V1.02	2010
[AD06]	ITS-IFQP-SC01-Annex 10-Contractual OLA	ITSM	V1.01	2008
[AD07]	ITS-ICQP-SC01-Annex 10-Contractual OLA	ITSM	V1.00	2008
[AD08]	ITS-ICQP-SC02-Annex 10-Contractual OLA	ITSM	V1.00	2008
[AD09]	TAXUD/2009/DE/128	DG TAXUD	N/A	30/10/2009
[AD10]	ITS-ICQP-SC04-Annex 10-Contractual OLA	ITSM	V1.00	2008

Table 1-2: Applicable documents

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1.7 Definitions

TERM	DESCRIPTION
Benchmarks, targets and metrics	The agreed numeric criteria against which performance under this Agreement is to be measured.
Change control procedures	The agreed process to be followed when changes are required either to this Agreement or to the Services.
CMMi	Capability Maturity Model integration. A way of measuring the maturity of a process.
Commencement date	The date that the Agreement is considered to be effective. See also “Initial period” definition.
Defective or inadequate performance	The delivery of services where the performance levels do not meet agreed minimum criteria.
Disclosing party	The party who has disclosed confidential information.
Force Majeure	No Party shall be liable for any failure to perform its obligations where such failure is as a result of natural disaster (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity services.
Initial period	The Agreement period from the commencement date to the first renewal date. See also “Commencement date” definition.
Intellectual property rights	The registered or non-registered ownership of patents, trademarks, registered design, know-how or copyright.
ITSM/...	We use indifferently ... and ITSM to designate the Consortium. Usually, we use ITSM for operational level and ... for contractual level.
Key personnel	Those persons employed by DG TAXUD who have a key role in the delivery of the services to the Customer
Non-standard services	Those services which are customised to meet the requirements of the Customer.
Place of service delivery	The address or addresses of the Customer’s or Supplier’s premises where the Service delivery is deemed to take place.
Problem escalation	The agreed procedure for alerting and notifying increasingly senior members of DG TAXUD’s management of the non-resolution of problems
Problem management	The agreed procedures for providing support and problem resolution services to the Customer.
Receiving party	The party who has received confidential information from the other party.
Service availability	The times and periods DG TAXUD will make the Services available

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TERM	DESCRIPTION
	to the Customer.
Service component	A divisible and identifiable part of the overall Services to be delivered.
Service review meetings	Regular meetings that are held between representatives of DG TAXUD and the Customer specifically to discuss issues arising from the delivery of the Services including the performance of the Service delivery.
Service Level	Measure of the quality of the services provided by the Service Provider according to pre-defined criteria
Specified services	Those Services specified in the relevant Service Level Agreements.
System Level Specification	Guide the behaviour of the complete trans-European System and the interactions between the different systems/applications composing the TES.
System Owner	The System Owner is a non-IT role with overall responsibility for business processes. The System Owners shall bear responsibility for the security of their information system. They shall define the security needs of the information system and the information processed therein. To this end, they shall take note of the needs expressed by Data Owners and users. The System Owners shall inform the Project Leader of the security needs of the Information System. The classification assessment by the Project Leader is subject to approval by the System Owner. Furthermore, the System Owner is responsible for approving the user account requests, approving or amending the account lists...
trans-European system	A trans-European system is a set of processes, applications, services and infrastructure distributed in National Administrations and at the European Commission, in order to perform a given business activity.

Table 1-3: Definition of Terms

1.8 Deviations from TEMPO

To ease the reading of this document a separate heading have been created to outline the changes from previous version of the Contractual OLA (cOLA). The heading is under section two, named 2.5 Changes from the previous version of the cOLA.

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PART ONE

THE AGREEMENT MADE BETWEEN XXX AND DG TAXUD TO FULFIL SPECIFIED SLA(S) BETWEEN DG TAXUD AND THEIR RESPECTIVE CUSTOMERS.

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2 SCOPE OF WORK

2.1 Parties to the agreement

This agreement is made between the European Commission's Taxation and Customs Union DG and The agreement covers the provision of the services described in sections <[Standard Services](#); [Non-Standard Services](#)> to the Commission's representatives DG TAXUD.

2.2 Agreement period

This Agreement is valid for the whole period covering activities linked to SC06 and supersedes any previous agreement.

2.3 Standard Services

Standard services to be delivered under this Agreement are as listed, described and specified in Schedule A to this Agreement.

2.4 Non-Standard Services

Not applicable.

2.5 Changes from previous version of the cOLA

The applied changes in this cOLA, from previous version, are the description of the activated SQIs in section 10.6.2. Other applicable changes are the referral to the FQP version of the cOLA, ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06].

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3 SERVICE DELIVERY PERFORMANCE AND REPORTING

3.1 Objective metrics to measure performance achieved

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.2 Service level reporting

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.2.1 Monitor and report services delivered by ... to DG TAXUD A4/CPT in compliance with this contractual OLA

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.2.2 Monitor and report services that are part of any OLAs between DG TAXUD A4/CPT and its suppliers.

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.2.3 Monthly progress and service reporting

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.2.4 Monitor and report on evolutive maintenance of this contractual OLA

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.3 Monitoring means for all services

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.4 Reporting of exceptions and deviations from service levels

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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3.5 Maintenance of the planning of ...’s activities

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.6 Quarterly batch re-delivery of all deliverables

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.7 Co-ordination with DG TAXUD A4/CPT (ad hoc, BMM, Steering Committee)

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.8 Review Meetings between parties

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.9 Deliverables Acceptance Procedure

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.10 Continuity Management

3.10.1 Business Continuity

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.10.2 IT Service Continuity

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

3.10.2.1 In case of Disaster Recovery (DR) Plans Invoked

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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3.11 Availability Management

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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4 SERVICE SUPPORT MANAGEMENT

This chapter, part of the normal SLA template, is not applicable in this context of the relationship between DG TAXUD A4/CPT and

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5 DG TAXUD RESPONSIBILITIES

5.1 DG TAXUD responsibilities to ... relating to this contractual OLA

5.2 Customer Personnel, Facilities and Resources

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

5.3 Approvals and Information

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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6 SERVICE LEVEL QUALITY

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.1 Quality indicators

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2 SQI Overview

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.1 SQI metrics overview.

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.2 General purpose SQIs (GP-SQI) overview

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.3 Specific purpose SQIs (SP-SQI) overview

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.4 SQI Metrics

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.4.1 Specific Quality Indicators (SQI)

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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6.2.4.1.1 SQI NORMALISATION AND PROFILING

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.4.2 General Quality Indicator (GQI)

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.5 Usage of SQI and GQI

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.2.6 Process for managing the Quality Indicators

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.3 Internal Quality Assurance (QA), Internal Quality Control (QC), Risk Management, Internal Auditing, Self Assessment

6.3.1 Internal QA

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.3.2 Internal QC

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.3.3 Risk Management

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.3.4 Self Assessment & Internal Audit

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.4 User Satisfaction

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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6.5 Deviations from TEMPO in relation to this service

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.6 Deliverables to DG TAXUD A4/CPT

6.6.1 Production and maintenance of the Framework Quality Plan (FQP)

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.6.2 Production and revision of the Contract Quality Plan (CQP)

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.6.3 Production of proposals for Specific Contracts (SC) and Request for Actions (RfA)

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.6.4 Changes to the documents

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

6.7 Co-operation with DG TAXUD during Quality, Process and Security Audits

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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7 SECURITY

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

7.1 Physical Access

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

7.2 Logical Access

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

7.3 Compliance with Security Policies

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

7.4 Information and Data Security Measures

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

7.5 Disaster Recovery

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

7.6 Encryption

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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8 CONTRACTUAL COMPLIANCE AND RESOLUTION OF DISPUTES

8.1 The Contractual Status of the OLA

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

8.2 Resolution of Disputes

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

8.3 Language Conventions

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

8.4 Standards for Electronic Documents

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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9 GENERAL

9.1 Meeting Conventions

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

9.2 Changes to the Agreement

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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PART TWO

THE MASTER LIST OF SPECIFIED SLAS TO BE DELIVERED ON BEHALF OF DG TAXUD.

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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10 ANNEXES TO PART ONE

These annexes are a binding part of the contractual OLA, providing additional detail of agreed procedures.

10.1 Schedule A – Standard Services

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.2 Schedule B – Non-Standard Services

Not applicable.

10.3 Schedule C – Service Availability

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.4 Schedule D – Place of Delivery

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.5 Schedule E – Change Control Procedure

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.6 Schedule F – Service Monitoring and Performance Measurement

10.6.1 Contractual OLA

In order to support the Commission in meeting its Service Level Agreement obligations this document defines the contractual Operational Level Agreement between ... and the Commission. The purpose is to describe the measures to be taken to meet the quality and technical requirements to be delivered by ... to the Commission.

Not all SQIs are yet activated. For the non-activated SQIs, DG TAXUD has defined a list of such SQIs for which the ITSM Contractor has to monitor and report on them. This list is to be found under §10.6.4

For each of the SQIs mentioned, the following Normalised Measurement (M_{norm}) and SQI Profiled (SQI_{prof}) are valid:

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mSQI Attribute	SQI Attribute description
Normalised Measurement (M_{norm})	$M_{\text{norm}} = \frac{M - \text{Target}}{\text{Target} - \text{Limit}}$
SQI Profiled (SQI_{prof})	<p>The profiling function (f) is applied on all occurrences of the normalised Measurements. Those calculations are provided in detail in the SQI report attached to the Monthly Project Report. The profiling function f is defined as follows:</p> <p>If $M_{\text{norm}} \geq 0 \Rightarrow SQI_{\text{prof}} = f(M_{\text{norm}}) = 1$ i.e. the QoS leads to a Measurement above or on <i>Target</i></p> <p>If $-1 < M_{\text{norm}} < 0 \Rightarrow SQI_{\text{prof}} = f(M_{\text{norm}}) = 0$ i.e. the QoS leads to a Measurement between Target and Limit – neutral grace window</p> <p>If $M_{\text{norm}} = -1 \Rightarrow SQI_{\text{prof}} = f(M_{\text{norm}}) = -1$ i.e. the QoS leads to a Measurement on Limit</p> <p>If $M_{\text{norm}} < -1 \Rightarrow SQI_{\text{prof}} = f(M_{\text{norm}}) = M_{\text{norm}}$ i.e. the QoS leads to a Measurement below the Limit</p>

Remarks:

1. A QoS (Quality of Service) is the individual value of a particular service or deliverable.
2. All SQI will be provisionally reported in the corresponding MPR.
3. For SQIs that were flagged as “to be reported on a quarterly basis”, in the Technical Annex, these SQIs will be calculated on a 2-month period. Every 2 months, the SQI value is normalised and profiled. The value used in the calculation of the final GQI will be the average of the 4 profiled SQIs”[Rule1].

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.2 Deliverable oriented SQIs

For SQIs not mentioned herein, please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06], ITS-ICQP-SC01 and 2 –Annex 5-Contractual OLA [AD07/AD08] for a full description, same section as this.

10.6.2.1 SQI01a: Delivery of a major deliverable (SfA)

SQI Attribute	SQI Attribute description
SQI Name	SQI01a
SQI Description	Delivery, SfA, of a major deliverable.
Measurement of the QoS (M)	$SQI01a = A_{DD} - P_{DD}$ where: A_{DD} is the actual delivery date and P_{DD} is the planned delivery date
Unit of Measurement of the QoS	w-days
SQI Target	0 delay
SQI Limit	10 w-days

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Calculation	<p>The actual delivery date is the date the accepted deliverable is uploaded (for acceptance) on Circa.</p> <p>If the deliverable must be uploaded several times on Circa for acceptance:</p> <ul style="list-style-type: none"> the actual delivery date is the date of the last upload for acceptance; for each re-SfA, the number of days to be considered in the calculation of this SQI will be the number of days between the moment ... received the IVE_NOK and the moment the new version of the document has been uploaded on Circa. <p>The planned delivery date is:</p> <ul style="list-style-type: none"> the date defined in the Technical Annex of the Framework contract for all deliverables where that date is defined in the column “Planning” of the table 3: Services and deliverables; the date defined in the RfA for all deliverables provided in the frame of this RfA, except if they are in the previous category; the date defined in the last approved version of the DTM for all other deliverables <p>The SQI will be calculated for each major deliverable delivered for acceptance during the reporting period, and the value will be normalised, then profiled.</p> <p>The SQI reported in the MPR will then be the average of the several profiled SQIs for the major deliverables delivered for acceptance during the reporting period.</p> <p>The SQI value for the final GQI will be an average of all profiled SQIs during the SC.</p>
Applicable services/deliverables	DLV.0.1.2, DLV.0.3.1, DLV.0.3.2, DLV.7.1.x, DLV.7.2.2, DLV.7.2.3, DLV.7.2.6, DLV.7.2.10, DLV.8.2.1.1.1, DLV.8.2.1.1.2, DLV.8.2.1.2.2, DLV.8.2.2.1.2, DLV.8.2.2.2.2, DLV.8.2.3.1.2, DLV.8.2.3.1.4.1, DLV.8.2.3.1.4.2, DLV.8.2.3.2.2, DLV.8.2.3.2.4.1, DLV.8.2.3.2.4.2, DLV.8.2.4.1.2, DLV.8.2.4.2.2, DLV.8.3.4.1.3, DLV.8.3.5.1.2, DLV.8.3.5.2.2, DLV.8.4.1.1.2, DLV.8.4.3.1.1.3.3, DLV.8.4.3.1.1.4.3, DLV.8.4.3.1.2.2.2, DLV.8.4.3.1.2.2.3, DLV.8.5.4, DLV.8.5.6, DLV.8.6.1.2.2, DLV.8.6.1.3.2, DLV.8.6.1.3.4, DLV.8.6.1.3.5, DLV.8.6.2.3, DLV.8.6.2.1.2, DLV.8.6.2.1.7, DLV.8.7.1.2, DLV.8.7.1.3, DLV.8.7.1.4

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Minimum number of Measurements	1 deliverable
Application period	One-off, over the SC duration
Reporting period	1 month

10.6.2.2 SQI02a: Monthly Progress Report (SfA)

SQI Attribute	SQI Attribute description
SQI Name	SQI02a
SQI Description	Delivery, SfA, of the MPR.
Measurement of the QoS (M)	$SQI02a = A_{DD} - P_{DD}$ where: A_{DD} is the actual delivery date and P_{DD} is the planned delivery date
Unit of Measurement of the QoS	w-days
SQI Target	0 delay
SQI Limit	5 w-days

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Calculation	<p>The actual delivery date is the date the accepted deliverable is uploaded (for acceptance) on Circa.</p> <p>If the deliverable must be uploaded several times on CIRCA for acceptance:</p> <ul style="list-style-type: none"> the actual delivery date is the date of the last upload for acceptance; for each re-SfA, the number of days to be considered in the calculation of this SQI will be the number of days between the moment ... received the IVE_NOK and the moment the new version of the document has been uploaded on Circa. <p>Please note that the MPR deliverable must be sent for acceptance in bundle with the minutes of the BMM, the MSR and SARs.</p> <p>The planned delivery date is : Date of BMM + 10 w-days .</p> <p>The SQI will be calculated for each MPR delivered for acceptance during the reporting period, and the value will be normalised, then profiled.</p> <p>The SQI reported in the MPR will then be the average of the several profiled SQIs for the MPRs delivered for acceptance during the reporting period.</p> <p>The SQI value for the final GQI will be an average of all profiled SQIs during the SC.</p>
Applicable services/deliverables	DLV.0.7
Minimum number of Measurements	3 MPRs
Application period	One-off, over the SC duration
Reporting period	1 month

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.3 Service oriented SQIs

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] and ITS-ICQP-SC01/2-Annex 5-Contractual OLA [AD07/AD08] for a full description, same section as this.

10.6.3.1 SQI08: Acknowledgement time to call issuer

SQI Attribute	SQI Attribute description
SQI Name	SQI08
SQI Description	Acknowledgement time to call issuer.
Measurement of the QoS (M)	<p>$SQI08 = C_{OK} / C_{ALL}$</p> <p>where</p> <p>C_{ALL} is the total number of calls received by the SD during the reporting period</p> <p>and</p> <p>C_{OK} is the number of calls where $DT \leq 1$ hour during the reporting period</p> <p>$DT = DT_{ACK} - DT_{CAL}$</p> <p>where</p> <p>DT_{ACK} is the date/time stamp of the closure of the ACK action</p> <p>and</p> <p>DT_{CAL} is the date/time stamp of the incident reception</p>
Unit of Measurement of the QoS	%
SQI Target	97%
SQI Limit	92%
SQI Calculation	<p>DT is calculated in seconds.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Applicable services/deliverables	SE.8.1.1
Minimum number of Measurements	500 calls
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.3.2 SQI12a: Incident resolution time

SQI Attribute	SQI Attribute description
SQI Name	SQI12a
SQI Description	Incident resolution time.

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Measurement of the QoS (M)	<p>$SQI12a = C_{IT}/C_{ALL}$</p> <p>C_{ALL} is the total number of incidents closed in the SMT during the reporting period</p> <p>and</p> <p>C_{IT}=the total number of incidents closed in the SMT during the reporting period and, where C_{IPS} is lower than or equal to the maximum resolution time</p> <p>where</p> <p>C_{IPS} is the total number of minutes where the incident was</p> <ul style="list-style-type: none"> • assigned to any ... party • excluding the potential simultaneous assigned time for ... <p>C_{IPS} is calculated between the range C_{RDT} and C_{SDT},</p> <p>where:</p> <p>C_{SDT} is the date/time stamp of the solving of the incident</p> <p>and</p> <p>C_{RDT} is the date/time stamp of the registration of the incident</p>
Unit of Measurement of the QoS	%
SQI Target	98%
SQI Limit	95%

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description																																												
SQI Calculation	<p>SQI12a will only consider the <u>incidents</u>.</p> <p>The maximum resolution time is, depending on the severity of the incident:</p> <table><tr><td colspan="2">Normal</td><td colspan="2">Medium</td><td colspan="2">High</td><td>Critical</td></tr><tr><td>65h</td><td>5 w-d</td><td>39h</td><td>3 w-d</td><td>13h</td><td>1 w-d</td><td>4h</td></tr></table> <p>Incident severity will be defined by the following table:</p> <table><tr><td colspan="2"></td><td colspan="4">Impact</td></tr><tr><td colspan="2"></td><td>Low</td><td>Medium</td><td>High</td><td></td></tr><tr><td>Urgency</td><td>Low</td><td>4</td><td>3</td><td>2</td><td></td></tr><tr><td></td><td>Medium</td><td>3</td><td>2</td><td>1</td><td></td></tr><tr><td></td><td>High</td><td>2</td><td>1</td><td>1</td><td></td></tr></table> <p>The contractor will keep all necessary evidences in case the Commission wishes to check the values reported for this SQI.</p> <p>Special note for “Requests for Information”. These requests will be subject to SQI12a, priority.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>	Normal		Medium		High		Critical	65h	5 w-d	39h	3 w-d	13h	1 w-d	4h			Impact						Low	Medium	High		Urgency	Low	4	3	2			Medium	3	2	1			High	2	1	1	
Normal		Medium		High		Critical																																							
65h	5 w-d	39h	3 w-d	13h	1 w-d	4h																																							
		Impact																																											
		Low	Medium	High																																									
Urgency	Low	4	3	2																																									
	Medium	3	2	1																																									
	High	2	1	1																																									
Applicable services/deliverables	SE.8.1.2, SE.8.8.1, SE.8.8.2																																												
Minimum number of Measurements	100 calls																																												
Application period	Over the last “2-month” period, over the SC duration																																												
Reporting period	1 month																																												

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.3.3 SQI12c: Planning delivery on Service Request

SQI Attribute	SQI Attribute description
SQI Name	SQI12c
SQI Description	Planning delivery on Service Requests
Measurement of the QoS (M)	<p>$SQI12c = C_{SR} / C_{ALLC}$</p> <p>where</p> <p>$C_{ALLC}$ is the total number of Service Requests for which the planning activity was closed in the SMT during the reporting period</p> <p>and</p> <p>C_{SR} = the total number of Service Requests for which the planning activity was closed in the SMT during the reporting period and, where C_{PL} is lower than or equal to the maximum allowed time to provide the planning (5 w-days or MA).</p> <p>C_{PL} is calculated as follows:</p> $C_{PL} = \sum C_{ITPL}$ <p>where C_{ITPL} is the number of minutes where the Service Request was assigned to one of the following assignees:</p> <ul style="list-style-type: none"> • ITSM.Planning-Taxation; • ITSM.Planning-Excise; • ITSM.Planning-Customs; • ITSM.Planning-ITSM
Unit of Measurement of the QoS	%
SQI Target	98%

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Limit	95%
SQI Calculation	<p>SQI12c will only consider the SMT “calls” belonging the one of the following <i>categories</i>¹:</p> <ul style="list-style-type: none"> • Request for Service; • Request for Service.Ad hoc Business Analysis & Reporting; • Request for Service.Ad hoc Support; • Request for Service.Application Installation and Deployment; • Request for Service.Business Service with DG TAXUD; • Request for Service.Coordination Mission; • Request for Service.Demonstration; • Request for Service.Deployment of Trans European system; • Request for Service.Feasibility Studies & statement requirements; • Request for Service.ILIL Support to the Commission and NAs; • Request for Service.On-Site Technical Support; • Request for Service.Remote Technical Support; • Request for Service.Test; • Request for Service.Test.Conformance; • Request for Service.Test.pSAT; • Request for Service.Test.Qualification; • Request for Service.Test.SAT; • Request for Service.Training & Workshop; • Request for Service.Translation; • Request for Service.Working Group Meeting. <p>If the planning step would be missing from the call or if the planning is sent while the activity already started, the latter would systematically be considered as “missed”.</p> <p>Also, if more than 3 iterations of the planning are needed before it is accepted by the Service Requester, C_{PL} is considered as above the maximum allowed time to provide the planning.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>

¹ Not covered under SQI12c, but under SQI12d:

- Request for Service.Document Review
- Request for Service.Meeting room
- Request for Service.Notification
- Request for Service.Technical Meetings
- Request for Service.Web updates
- Request for Service.User Management
- Request for Service.Service Monthly Meeting;

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Applicable services/deliverables	See <i>categories</i> , here above
Minimum number of Measurements	10 Service Requests
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.3.4 SQI20: All CIs in production environment...in CMDB

SQI Attribute	SQI Attribute description
SQI Name	SQI20.
SQI Description	All CIs in production environment (Commission Applications, Commission infrastructure (hosted, DIGIT/DC, CCN), NAs services to the Common Domain), all Software CIs released to the NAs (Applications developed by the Commission on behalf of the NAs) and all specifications registered in the CMDB with the correct status. ²
Measurement of the QoS (M)	<p>$SQI20 = C_{CMDB} / C_{ALL}$</p> <p>where</p> <p>$C_{ALL}$ is the total number of CIs in production environment (Commission Applications, Commission infrastructure (hosted, DIGIT/DC, CCN), NAs services to the Common Domain), all Software CIs released to the NAs (Applications developed by the Commission on behalf of the NAs) and all specifications</p> <p>and</p> <p>C_{CMDB} is the total number of CIs described above, registered in the CMDB with the correct status.</p>

Not covered under SQI12c, but under SQI12a:

- Request for Service.Request for Information

² Scope of the SQI20 could potentially be aligned later on, based on evolution of the CMDB policy.

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
	Both C_{ALL} and C_{CMDB} refer to CIs linked to a change during the reporting period.
Unit of Measurement of the QoS	%
SQI Target	95% of the CI properly registered in the CMDB.
SQI Limit	90% of the CI properly registered.
SQI Calculation	<p>An initial audit to be carried out by ... on the CMDB content (objective realign the CMDB and have a correct one at the end of the audit). Then, on a monthly basis, the SQI20 will be calculated based on the delta that has been applied and the one that should have been applied to the CMDB.</p> <p>Warning: SQI would be calculated on the Delta!</p> <p>Typically, a cross-check will be performed by DG TAXUD or any other party designated by it, who will, together with ..., finally decide on the final value to be considered.</p> <p>If no agreement could be reached, the final decision will be taken by DG TAXUD/A4/CPT during the BMM.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>
Applicable services	SE.8.1.4
Minimum number of Measurements	100 CIs present in the CMDB
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.3.5 SQI23: Deployment and publication of software release

SQI Attribute	SQI Attribute description
SQI Name	SQI23
SQI Description	Deployment & publication of software releases
Measurement of the QoS (M)	$SQI23 = D_{IT} / D_{ALL}$ where D_{IT} is the number of deployment / publications performed with max 2 w-days delay from the scheduled date and D_{ALL} is the total number of deployments / publications during the reporting period
Unit of Measurement of the QoS	%
SQI Target	95% with max 2 w-days delay from the scheduled date.

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Limit	90% with max 2 w-days delay from the scheduled date.
SQI Calculation	<p>The contractor will provide, 1 working day after the end of each reporting period, a list of the deployments / publications dates (planned and actual³), sorted by business thread, to the TAXUD A3/A4 Business Thread Leaders (BThL), QAC and TAXUD ITSM PO. The BThLs have 4 working days to comment on the list. Once the comments have been implemented, the values on the list (planned and actual deployment / publication dates) are used for the calculation of the SQI23. If no agreement on some comments from the BThLs can be reached by the contractor, the final decision will be taken by the TAXUD A4 CPT during the BMM.</p> <p><u>Note:</u> If the list of deployments was not sent to the BThLs, as mentioned here above, this information will be provided to them in the MSR for validation. And their comments, if no agreement can be reached, will also be discussed in BMM, with TAXUD A4 CPT taking the final decision.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>
Applicable services/deliverables	The scope includes all environments.
Minimum number of Measurements	10 releases
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.3.6 SQI24a: Commission IT Services availability during time coverage of the Service Desk (per IT service)

SQI Attribute	SQI Attribute description
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³ The report will contain the following dates: Contractual (the date as initially agreed with the Issuer in the planning), Last Agreed (the last agreement with the Commission on the installation dates), Actual (the actual date when the installation was performed).

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Name	SQI24a
SQI Description	Commission IT services availability during time coverage of the SD per IT service.
Measurement of the QoS (M)	<p>$SQI24a = (\sum C_{AVA}) / N_{MCI}$</p> <p>where</p> <p>$N_{MCI}$ is the total number of managed CIs which are used for the calculation of this SQI</p> <p>and</p> <p>C_{AVA} is the percentage of availability for each individual managed CI used in the calculation of this SQI</p> <p>$C_{AVA} = ((780 * M_{DAY}) - (D_{UNV})) / (780 * M_{DAY})$</p> <p>where</p> <p>$M_{DAY}$ is the number of working days during the reporting period</p> <p>780 is the number of minutes during each working day</p> <p>D_{UNV} is the sum of the number of minutes of ITSM unjustified unavailability of each managed CI during the reporting period</p> <p>This is calculated for each managed CI used in the calculation of this SQI.</p>
Unit of Measurement of the QoS	%
SQI Target	99,30%
SQI Limit	98,00%
SQI Calculation	<p>780 is the current number of minutes in each working day (SD availability). If the opening window of the SD changes, this value must be changed also in the calculation of this SQI.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Applicable services/deliverables	<p>The applications covered are all managed CIs.</p> <p>The basic list of those CIs is defined in the “TAXUD ITSM Infrastructure and Applications Monitoring - Application URLs.xls” spread sheet.</p> <p>Additional CIs can be requested by the Commission via RfC linked to Infrastructure. Monitor(Monitor@itsmtaxud.europa.eu). The lifecycle of the managed CIs follows the lifecycle of the applications.</p> <p>SE.8.2.4.1, SE.8.4.3.2.1.1, SE.8.4.3.2.1.2, SE.8.8.1, SE.8.8.2</p>
Minimum number of Measurements	N.A.
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.3.7 SQI29: preSAT/SAT readiness

SQI Attribute	SQI Attribute description
SQI Name	SQI29
SQI Description	pSAT readiness statement
Measurement of the QoS (M)	<p>$SQI29 = T_{RED} / T_{ALL}$</p> <p>Where</p> <p>$T_{RED}$ = the number of pSATs, started during the reporting period, that were ready in time (value = 1, see below)</p> <p>And</p> <p>T_{ALL} = all pSATs started during the reporting period</p>
Unit of Measurement of the QoS	%
SQI Target	95% without delay

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Limit	90% without delay

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Calculation	<p>Once ... is ready to start the pSAT (or the SAT in case the pSAT would be skipped per mutual agreement), ... uploads the Environment Acceptance Report on CIRCA, which will at least contain the following information:</p> <ul style="list-style-type: none"> • the checkbox "ready for pSAT/SAT" checked; • ... Contact person name; • ... Contact person phone number; • the date when ... is ready. <p>As soon as the EAR deliverable has been received by QA Contractor (via CIRCA notification), QA Contractor takes contact with the ... Contact person and checks, in a maximum of 5 minutes⁴, that</p> <ul style="list-style-type: none"> • The environment is ready (QA Contractor can request screenshots by e-mail for this) • All necessary applications are installed and configured (except the applications, part of the pSAT)(QA Contractor can request screenshots by e-mail for this) • ... testers is/are ready to run the test cases, and has/have an adequate knowledge of the application in order to run and assess the tests correctly. <p>LotQA then sends a report to the following functional mailboxes (TAXUD ITSM PO, TAXUD ITSM PROCESS, BEQAITSM and ... SLM), stating</p> <ul style="list-style-type: none"> • The date the EAR was uploaded • QA Contractor 's assessment of the readiness <p>If LotQA's report is positive, and that the date of upload of the EAR is before the actual start date of the pSAT, the pSAT is tagged as having a value "1".</p> <p>If QA Contractor 's report is negative, or that the date of the upload of the EAR is later than the actual start date of the pSAT (or if no EAR is produced), the pSAT is tagged as having a value "0".</p> <p>(however ... can challenge, with arguments, the report from LotQA. In that case, TAXUD will take the final decision during the BMM).</p> <p>T_{RED} is the number of pSATs, started during the reporting period, that are tagged as having a value "1".</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Applicable services/deliverables	DLV.8.4.3.1.1.3.1
Minimum number of Measurements	2 pSAT
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.3.8 SQI35a: Service improvement under CSIP: planning adherence

SQI Attribute	SQI Attribute description
SQI Name	SQI35a
SQI Description	In the framework of the CSIP, SQI35a measures the percentage of deviations between the <i>last mutually agreed</i> implementation end date of all actions assigned to ... and their actual completion date. The <i>last mutually agreed</i> implementation end date is based on the action plan that derives from the decision taken during the CAB meeting and the detailed planning which will be built as part of the related <i>project</i> (in case of major improvement).
Measurement of the QoS (M)	$SQI35a = T_{UAC} / T_{ALL}$ <p>Where, during the reporting period:</p> <p>T_{UAC} = the number actions, assigned to ..., where closure date is beyond <i>last</i> agreed closure due date (value = 0, see SQI Calculation)</p> <p>and</p> <p>T_{ALL} = sum of all closed actions assigned to</p>
Unit of Measurement of the QoS	%
SQI Target	“0%” deviation from target to implement planned actions.

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Limit	“10%” deviation from target to implement planned actions.
SQI Calculation	<p>The SQI will be calculated for every reporting period.</p> <p>Deviations will be calculated based on the CSIP Action List, available on CIRCA.</p> <p>Each time an action assigned to ... is closed, the Action List on CIRCA will have to be adapted in order to always be up-to-date. ... has max. 1 w-day to update the Action List on CIRCA. The timestamp of the email issued by CIRCA, each time a modification is applied to the Action List will also be taken into consideration (in the validation of the max. 1 w-day).</p> <p>For each CSIP action assigned to ..., deviations will be checked. A “1” value will mean that no deviation is observed (actual completion date <= last mutually agreed implementation end date), while a “0” will highlight the deviation. If the Action List on CIRCA has not been adapted or if the update was made in more than 1 w-day, a “0” value will also be considered.</p> <p>The SQI will then be:</p> $SQI35a = \sum \text{“value ‘0’”} / \sum \text{closed actions}$ <p>The SQI reported in the MPR will be normalised and then profiled version of the SQI35a.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>
Applicable services/deliverables	SE.8.7.1.1
Minimum number of Measurements	1 action
Application period	Over the SC duration
Reporting period	1 month

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.4 Non-Contractual SQIs

This section lists the non-contractual SQIs the ITSM Contractor has to monitor and report on a monthly basis.

10.6.4.1 SQI03

SQI Attribute	SQI Attribute description
SQI Name	SQI03
SQI Description	Implementation of actions agreed with DG TAXUD.
Measurement of the QoS (M)	$SQI03 = T_{UAC} / T_{ALL}$ where: T_{UAC} is the number of actions, assigned to ..., where resolution date is beyond <i>last</i> agreed due date (value = 0 – see SQI Calculation) and T_{ALL} is the sum of all actions assigned to ...
Unit of Measurement of the QoS	w-days
SQI Target	0 delay
SQI Limit	3 w-days

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
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SQI Attribute	SQI Attribute description
SQI Calculation	<p>The actual date for the action's end is the date when the contractor resolves the action. The decision to close an action is taken during the meeting that follows the one during which the action was raised. When resolving an action, an e-mail will be sent to the action requestor. If the action requestor refuses the closure of the action, the action is re-opened, but the time between the sending of the action closure request and the reply of the action requester is not taken into account in the calculation of this SQI.</p> <p>The planned date for the action's end (due time) has to be agreed during the meeting, when the action is raised.</p> <p>For each action assigned to ..., deviations will be checked. A "1" value will mean that no deviation is observed (actual resolution date <= last agreed due date + SQI Limit), while a "0" will highlight the deviation.</p> <p>The SQI will then be:</p> $SQI03 = \sum \text{"value '0'"} / \sum \text{actions}$ <p>The SQI reported in the MPR will be normalised and then profiled version of the SQI03.</p> <p>The SQI reported in the MPR will then be the average of the several profiled SQIs for the actions closed in the "Master action list" during the reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
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SQI Attribute	SQI Attribute description
Applicable services/deliverables	<p>The actions covered are the one derived from the following meetings:</p> <ol style="list-style-type: none"> 1. BMM (actions agreed SQI03 flagged) 2. Steering Committee (all actions are SQI03) 3. Operational Meeting (actions agreed SQI03 flagged) 4. Ad-hoc meetings when requested by TAXUD, and identified as “Progress Meetings” (actions agreed SQI03 flagged) 5. SE.0.9.3 (all actions are SQI03) <p>The contractor will produce a “Master action list”, which will consolidate all the actions taken during the meetings listed above, that were agreed to be included in this list. That “Master action list” will be put on KT on a weekly basis. All differences with the previous version will be clearly tagged.</p>
Minimum number of Measurements	5 actions
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.4.2 SQI04a

SQI Attribute	SQI Attribute description
SQI Name	SQI04a
SQI Description	Delivery of an offer for review in reply to a Request for Offer (RfO) or Estimate (RfE) for a SC or RfA
Measurement of the QoS (M)	<p>$SQI04a = A_{DD} - P_{DD}$</p> <p>where:</p> <p>A_{DD} is the actual delivery date of the last Sfr version</p> <p>and</p> <p>P_{DD} is the planned delivery date</p>
Unit of Measurement of the QoS	Difference, in working days, between the actual date of submission of the Offer for review (Sfr) and the receipt of the Request (RfO or RfE).
SQI Target	"0 delay" for review, as per RfO or RfE, ranging from 5 to 10 w-days after reception of the RfO or RfE.
SQI Limit	5 w-days
SQI Calculation	<p>The actual delivery date is the date/time stamp of log on CIRCA by which the deliverable was sent for review.⁵</p> <p>Except if stated otherwise in the RfE, the delays are:</p> <ul style="list-style-type: none"> • Sfr 10 w-days if the offer concerns an action needing more than 20 w-days to perform, and • Sfr 5 w-days for actions needing less than 20 w-days to perform. <p>The SQI will be calculated for each <i>offer</i> delivered for review during the reporting period, and the value will be normalised, then profiled.</p> <p>The SQI reported in the MPR will then be the average of the several profiled SQIs for the <i>offers</i> delivered for review during the reporting period.</p> <p>The SQI value for the final GQI will be an average of all profiled SQIs during the SC.</p>
Applicable services/deliverables	DLV.0.4.1, DLV.0.4.2
Minimum number of Measurements	1 offer

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Application period	Over the SC duration
Reporting period	1 month

10.6.4.3 SQI04b

SQI Attribute	SQI Attribute description
SQI Name	SQI04b
SQI Description	Delivery of an offer for acceptance in reply to a Request for Offer (RfO) or Estimate (RfE) for a SC or RfA.
Measurement of the QoS (M)	$SQI04b = A_{DD} - P_{DD}$ where: A_{DD} is the actual delivery date of the last SfA version and P_{DD} is the planned delivery date
Unit of Measurement of the QoS	Difference, in working days, between the actual date of submission of the Offer for acceptance (SfA) and deadline date (if any).
SQI Target	"0 delay" for acceptance, as per RfO or RfE, ranging from 1 to 10 w-days after receipt of comments.
SQI Limit	10 w-days after set deadline.

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Calculation	<p>The actual delivery date is the date the accepted deliverable is uploaded (for acceptance) on Circa.⁶</p> <p>If the deliverable must be uploaded several times on Circa for acceptance:</p> <ul style="list-style-type: none"> the actual delivery date is the date of the last upload for acceptance; for each re-SfA, the number of days to be considered in the calculation of this SQI will be the number of days between the moment ... received the IVE_NOK (or the request for re-SfA from TAXUD) and the moment the new version of the document has been uploaded on Circa. <p>The review cycle is 5/5/5, except if otherwise stated in the RfE/RfO (but limited to a minimum of 5/5/5). In other words, the usual SfA = SfR + 10w-days.</p> <p>The SQI will be calculated for each <i>offer</i> (last version) delivered for acceptance during the reporting period, and the value will be normalised, then profiled.</p> <p>The SQI reported in the MPR will then be the average of the several profiled SQIs for the <i>offers</i> delivered for acceptance during the reporting period.</p> <p>The SQI value for the final GQI will be an average of all profiled SQIs during the SC.</p>
Applicable services/deliverables	DLV.0.4.1, DLV.0.4.2
Minimum number of Measurements	1 offer
Application period	Over the SC duration
Reporting period	1 month

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.4.4 SQI10

SQI Attribute	SQI Attribute description
SQI Name	SQI010
SQI Description	Incident integrity with the CMDB.
Measurement of the QoS (M)	$SQI10 = I_{CLC} / T_{INC}$ <p>where, during the reporting period:</p> <p style="text-align: center;">I_{CLC} = number of recorded closed incidents correctly linked to CI</p> <p style="text-align: center;">and</p> <p style="text-align: center;">T_{INC} = number of recorded closed incidents linked to CI</p>
Unit of Measurement of the QoS	%
SQI Target	99% of the recorded closed incidents linked to the appropriate CI in the CMDB
SQI Limit	95%

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Calculation	<p>At the end of the reporting period, ... will issue a list of Incidents, closed during the same reporting period, linked to CI.</p> <p>I_{CLC} will be defined as follows:</p> $I_{CLC} = I_{LC} - I_{WLC}$ <p>where</p> <p>I_{WLC} is the number of recorded closed incidents wrongly linked to CI. Typically, this cross-check will be performed by DG TAXUD or any other party designated by it, who will, together with ..., finally decide on the final value to be considered.</p> <p>and</p> <p>I_{LC} is the number of recorded closed incidents linked to CI.</p> <p>In case an incident would not be linked to any CI, ... to justify and DG TAXUD to take a decision.</p> <p>If no agreement could be reached, the final decision will be taken by DG TAXUD/A4/CPT during the BMM.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>
Applicable services/deliverables	SE.8.1.2
Minimum number of Measurements	500 incidents in the SMT tool
Application period	Over the last “2-month” period, over the SC duration

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Reporting period	1 month

10.6.4.5 SQI11

SQI Attribute	SQI Attribute description
SQI Name	SQI11
SQI Description	Problem integrity with the CMDB.
Measurement of the QoS (M)	$SQI11 = P_{CLC} / P_{LC}$ <p>where</p> <p>P_{CLC} = number of recorded closed problems correctly linked to CI</p> <p>and</p> <p>P_{LC} = number of recorded closed problems linked to CI</p>
Unit of Measurement of the QoS	%
SQI Target	99% of the recorded closed problems linked to the appropriate CI in the CMDB
SQI Limit	95%

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
SQI Calculation	<p>At the end of the reporting period, ... will issue a list of Problems, closed during the same reporting period.</p> <p>P_{CLC} will be defined as follows:</p> $P_{CLC} = P_{LC} - P_{WLC}$ <p>where</p> <p>P_{WLC} is the number of recorded closed problems wrongly linked to CI. Typically, this cross-check will be performed by DG TAXUD or any other party designated by it, who will, together with ..., finally decide on the final value to be considered.</p> <p>If no agreement could be reached, the final decision will be taken by DG TAXUD/A4/CPT during the BMM.</p> <p>In case a problem would not be linked to any CI, ... to justify and DG TAXUD to take a decision.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>
Applicable services/deliverables	SE.8.1.3
Minimum number of Measurements	100 problems in the SMT tool
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

10.6.4.6 SQI12b

SQI Attribute	SQI Attribute description
SQI Name	SQI12b
SQI Description	Problem Resolution Time
Measurement of the QoS (M)	<p>$SQI12b = C_{PR} / C_{ALL}$</p> <p>$C_{ALL}$ is the total number of Problems closed in the SMT during the reporting period</p> <p>and</p> <p>C_{PR} = the total number of Problems closed in the SMT during the reporting period and, where C_{IPS} is lower than or equal to the agreed resolution time</p> <p>where</p> <p>C_{IPS} is the total number of minutes where the Problem was</p> <ul style="list-style-type: none"> • assigned to any ... party • excluding the potential simultaneous assigned time for ... <p>C_{IPS} is calculated between the range C_{RDT} and C_{SDT},</p> <p>where,</p> <p>C_{SDT} is the date/time stamp of the solving of the Problem</p> <p>and</p> <p>C_{RDT} is the date/time stamp of the registration of the Problem</p>

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Unit of Measurement of the QoS	%
SQI Target	98%
SQI Limit	95%
SQI Calculation	<p>SQI12b is <u>limited to Problems</u>.</p> <p>The time within which the problem should be closed is dependant on the priority and determined as follows:</p> <p>For Critical problems:</p> <ul style="list-style-type: none"> • High level RCA⁽⁷⁾ with 13 hours • Final report within 65 hours unless otherwise agreed with Taxud CPT/Sectors <p>For High Problems:</p> <ul style="list-style-type: none"> • High level RCA with 39 hours • Final report within 130 hours unless otherwise agreed with Taxud CPT/Sectors <p>For Medium Problems:</p> <ul style="list-style-type: none"> • Upon agreement during PM status meeting <p>For Low Problems:</p> <ul style="list-style-type: none"> • Upon agreement during PM status meeting <p>Closure request = SFR of Problem Report.</p> <p><u>Note:</u></p> <p>If the priority of a Problem needs to be raised, the Problem is closed and a new Problem is created with the new priority. (The same procedure as for the incidents escalation is applicable).</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Applicable services/deliverables	SE.8.1.3
Minimum number of Measurements	100 problems linked to CIs in the SMT tool
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.4.7 SQI12d

SQI Attribute	SQI Attribute description
SQI Name	SQI12d
SQI Description	Special Service requests resolution time

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Measurement of the QoS (M)	<p>$SQI12d = C_{IT} / C_{ALL}$</p> <p>$C_{ALL}$ is the total number of <i>special service requests</i> closed in the SMT during the reporting period</p> <p>and</p> <p>C_{IT} = the total number of <i>special service requests</i> closed in the SMT during the reporting period and, where C_{IPS} is lower than or equal to the maximum resolution time</p> <p>where</p> <p>C_{IPS} is the total number of minutes where the <i>special service request</i> was</p> <ul style="list-style-type: none"> • assigned to any ... party • excluding the potential simultaneous assigned time for ... <p>C_{IPS} is calculated between the range C_{RDT} and C_{SDT},</p> <p>where,</p> <p>C_{SDT} is the date/time stamp of the solving of the <i>special service request</i></p> <p>and</p> <p>C_{RDT} is the date/time stamp of the registration of the <i>special service request</i></p>
Unit of Measurement of the QoS	%

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description																		
SQI Target	98%																		
SQI Limit	95%																		
SQI Calculation	<p>SQI12d is limited to the following categories of Service Requests (also named “<i>special service requests</i>”):</p> <ul style="list-style-type: none"> • Request for Service.Document Review • Request for Service.Meeting room • Request for Service.Conference Calls & Virtual Meetings • Request for Service.Notification • Request for Service.Service Monthly Meeting; • Request for Service.Technical Meetings • Request for Service.Web updates ○ Request for Service.User Management <p>The following table gives the maximum resolution time per “<i>special service request</i>”</p> <table> <tr> <th>Service Request name</th><th>Max resolution time</th></tr> <tr> <td>Document Review</td><td>65h</td></tr> <tr> <td>Meeting room</td><td>65h</td></tr> <tr> <td>Conference Calls & Virtual Meetings</td><td>39h</td></tr> <tr> <td>Service Monthly Meeting</td><td>65h</td></tr> <tr> <td>Notification</td><td>65h</td></tr> <tr> <td>Technical Meetings</td><td>65h</td></tr> <tr> <td>Web updates</td><td>39h</td></tr> <tr> <td>User Management</td><td>39h</td></tr> </table> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>	Service Request name	Max resolution time	Document Review	65h	Meeting room	65h	Conference Calls & Virtual Meetings	39h	Service Monthly Meeting	65h	Notification	65h	Technical Meetings	65h	Web updates	39h	User Management	39h
Service Request name	Max resolution time																		
Document Review	65h																		
Meeting room	65h																		
Conference Calls & Virtual Meetings	39h																		
Service Monthly Meeting	65h																		
Notification	65h																		
Technical Meetings	65h																		
Web updates	39h																		
User Management	39h																		
Applicable services/deliverables	SE.8.1																		
Minimum number of Measurements	10 Service Requests																		

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.4.8 SQI18

SQI Attribute	SQI Attribute description
SQI Name	SQI18
SQI Description	Integrity of the CMDB.
Measurement of the QoS (M)	$SQI18 = 100 * (1 - (I_{ER} / I_{CMDB}))$ <p>where</p> <p>I_{ER} = number of incidents recorded during the reporting period and linked to “<i>error reports</i>” on CIs recorded in the CMDB.</p> <p>and</p> <p>I_{CMDB} = total number of CIs, recorded in the CMDB, at the end of the reporting period.</p>
Unit of Measurement of the QoS	%
SQI Target	98% “0 defect” computed using the number of “error report” incidents related to the content of the CMDB in regard to the total number of CIs in the CMDB.
SQI Limit	95% “0” defect.

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SQI Attribute	SQI Attribute description
SQI Calculation	<p>An initial audit to be carried out by ... on the CMDB content (objective realign the CMDB and have a correct one at the end of the audit). Then, on a monthly basis, the SQI18 will be calculated based on the delta that has been applied and the one that should have been applied to the CMDB.</p> <p>Warning: SQI would be calculated on the Delta!</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>
Applicable services/deliverables	SE.8.1.4
Minimum number of Measurements	100 CIs in the SMT tool
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.4.9 SQI19

SQI Attribute	SQI Attribute description
SQI Name	SQI19
SQI Description	Change integrity in CMDB.

	REF.: ITS-ICQP-SC06-ANNEX 5-COLA
	VER.: 1.00

SQI Attribute	SQI Attribute description
Measurement of the QoS (M)	$SQI19 = 100 * (1 - (C_{CMDB} / C_{REL}))$ <p>where</p> <p>C_{REL} = CI-changes from monthly release report</p> <p>and</p> <p>C_{CMDB} = Marked CI-changes in CMDB</p> <p>Any traceable change in a CI is reflected in the CMDB and performed according the change and release management process.</p> <p>All changes to CI's should have an indication of the Release through which the changes are implemented. The Release should refer to the RFC's agreed to be implemented through this release.</p>
Unit of Measurement of the QoS	%
SQI Target	95% of changes are traceable in the CMDB.
SQI Limit	90% of changes are traceable in the CMDB.
SQI Calculation	<p>A monthly list will be created containing all CI's that were recorded in the CMDB as having been changed during the previous month.</p> <p>This list will then have to be compared to the monthly reported Release activities.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>
Applicable services/deliverables	SE.8.1.5.1
Minimum number of Measurements	10 changes
Application period	Over the last "2-month" period, over the SC duration

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SQI Attribute	SQI Attribute description
Reporting period	1 month

10.6.4.10 SQI22

SQI Attribute	SQI Attribute description
SQI Name	SQI22
SQI Description	All Commission Applications CI's released in production, all Software CI released to the NAs (Applications developed by the Commission on behalf of the NAs) and all specifications stored in the DSL.
Measurement of the QoS (M)	<p>A version of a Commission Application CI released in production, a software CI released to the NAs and all related specifications documents are stored on media in the DSL.</p> $SQI22 = 100 * (1 - (\text{Released } CIs_{inDSL} / \text{Released } CIs_{inTotal}))$ <p>where:</p> <p>Released CIs_{inDSL} = number of versions of Commission Application CIs released in production + the number of software CIs released to the NAs + plus all related specifications stored on media in the DSL. This measurement is based on activities that were carried out during the reporting period.</p> <p>Released $CIs_{inTotal}$ = number of versions of Commission Application CIs released in production + the number of software CIs released to the NAs + plus all related specifications, during the reporting period</p>

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SQI Attribute	SQI Attribute description
Unit of Measurement of the QoS	%
SQI Target	95% of the CIs released in the DSL.
SQI Limit	90% of the CI released in the DSL.
SQI Calculation	The SQI will be calculated provisionally for every reporting period. The reporting of this SQI will follow the rule [Rule1]
Applicable services/deliverables	SE.8.1.6.1
Minimum number of Measurements	1 release
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.6.4.11 SQI27

SQI Attribute	SQI Attribute description
SQI Name	SQI27.
SQI Description	Training/workshop hosting and performance (per training session/course); Training /workshop – Performance; Training/workshop – Hosting Facilities and infrastructure; Demonstration – Performance; Demonstration – Hosting Facilities and infrastructure.
Measurement of the QoS (M)	Per event the percentage is formed of the number of participants whose average score is >8 over the total number of valid evaluation forms.
Unit of Measurement of the QoS	One event is defined as 1 Performance or as 1 Hosting. In case of 3 weeks notice for the request the average duration of an event: Performance could have duration of 1-3 working days including hosting. In case less then 3 weeks notice the duration will be as

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SQI Attribute	SQI Attribute description
	<p>per Mutual Agreement.</p> <p>Evaluation is based on a service specific template, which is initially agreed upon. This template contains a set of service specific criteria, each one to be rated with one of the following ratings:</p> <p>Per event, evaluation forms will be distributed under the participants at the end of the event. Per event, valid evaluation forms (= the correctly and completely filled in returned evaluation forms) will be computed as follows:</p> <p>The participants are asked to express their evaluation by choosing one of the following 5 categories of subjective assessment for each question of the form:</p> <p>Excellent, Very good, Good, Adequate, Poor</p> <p>The evaluation assessment categories are then converted into numeric values according to the following rule:</p> <p>Excellent = 10, Very good = 8.1, Good = 7, Adequate = 5, Poor = 2</p> <p>The evaluation assessment categories are then converted into numeric values according to the following rule:</p> <p>Excellent is above 8,, Very good is above 8, Good is lower than 8, Adequate is lower than 8, Poor is lower than 8.</p> <p>The percentage of “<i>very good</i>” and “<i>excellent</i>” marks is calculated per trainee (above 8 equals 1, lower than 8</p>

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SQI Attribute	SQI Attribute description
	<p>equals 0). The percentage of “1” is calculated for each trainee (in percentage) and an average of the percentage is made for the whole training session.</p> <p>In case, per application period, more than 1 event occurred, the percentages of the total number of events are averaged.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>
Application period	Over the last “2-month” period, over the SC duration
Target	95% of participants rating > 8.
Limit	80% of participants rating > 8.
Applicable services	SE.8.3.2.5.5, SE.8.3.2.5.7, SE.8.3.3.4, SE.8.3.3.6
Minimum number of Measurements for the wholeSC	2 events.

10.7 SQI29a

SQI Attribute	SQI Attribute description
SQI Name	SQI29a
SQI Description	Conformance Test readiness.
Measurement of the QoS (M)	<p>$SQI29a = 100 * (1 - (C_{TR}/C_{TS}))$</p> <p>where</p> <p>$C_{TS}$ is the total number of CT Campaigns performed by the contractor in the reporting period.</p> <p>and</p> <p>C_{TR} is the number of CT Campaigns where the contractor was effectively ready (stated by the QA contractor) in time</p>
Unit of Measurement of the QoS	%

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SQI Attribute	SQI Attribute description
SQI Target	95% without delay
SQI Limit	90% without delay

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SQI Attribute	SQI Attribute description
SQI Calculation	<p>For each CT Campaign, the contractor will send, when ready for the CT, an e-mail to the TAXUD A4 PSU, the TAXUD ITSM PO, BE QA ITSM functional mailboxes and ITSM PMA mailbox. In the e-mail, the contractor will state the readiness of the CT. The QA contractor will then perform checks to verify the readiness, based on the following criteria:</p> <ol style="list-style-type: none"> 1. Is the environment ready 2. Are all necessary application installed and configured 3. Are the testers ready to start testing (executing test cases) 4. Are the CTO, CTD accepted by CI owners <p>The contents of the e-mail will be the following:</p> <ul style="list-style-type: none"> ○ Service Call number: (if there was a service call opened to request the installation) ○ Application name ○ Application version ○ Environment (CONF) ○ Installation planned date ○ Installation actual date/time of installation ○ Installation of application is <u>confirmed as completed</u>: ○ Configuration of application is <u>confirmed as completed</u>: ○ Planned date for start of CT campaign ○ Person responsible AM: point of contact ○ Person Testing: conformance test co-ordinator ○ CTD reference + version (possibly, list of documents, not part of the CTD and of importance) ○ Free field: installation configuration issues <p>The QA Contractor will then produce, one day after each reporting period, a list of all CTs for which a readiness statement e-mail has been sent by the contractor, stating for each of them if the readiness was effective, or if issues were found. In case of disagreement, the contractor can request a decision to be taken by the TAXUD PSU CPT during the BMM related to the reporting period.</p> <p>The SQI value is then reported, by calculating the percentage of the CTs that were effectively ready, and ready in time based on the CTT, versus all CTs that were started during the reporting period. If no CTT is produced for a specific CT, the contractor will provide as proof of the planned date, the email from the requestor of the service to the CTP co-ordinator where he/she agrees on the planning.</p> <p>The SQI will be calculated provisionally for every reporting period.</p> <p>At the end of each quarter of the SC, the final version of the SQI will be reported in the MPR.</p>

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SQI Attribute	SQI Attribute description
	The reporting of this SQI will follow the rule [Rule1]..
Applicable services/deliverables	SE.8.4.3.1.2.2.x
Minimum number of Measurements	2 CT
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.7.1.1 SQI31

SQI Attribute	SQI Attribute description
SQI Name	SQI31
SQI Description	Delivery of a minor deliverable (SfA).
Measurement of the QoS (M)	<p>$SQI31 = 100 * (1 - (A_D / P_{DD}))$</p> <p>where:</p> <p>$A_D$ is the number of minor deliverables that were actually delivered for final acceptance during the reporting period, no longer than the planned delivery date.</p> <p>and</p> <p>P_{DD} is total number of minor deliverables to be delivered for acceptance, during the reporting period</p>
Unit of Measurement of the QoS	%
SQI Target	90% “0 delay” for acceptance.
SQI Limit	80% “0 delay” for acceptance.

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SQI Attribute	SQI Attribute description
SQI Calculation	<p>The actual delivery date is the date the accepted deliverable is uploaded (for acceptance) on Circa.</p> <p>If the deliverable must be uploaded several times on Circa for acceptance:</p> <ul style="list-style-type: none"> the actual delivery date is the date of the last upload for acceptance; for each re-SfA, the number of days to be considered in the calculation of this SQI will be the number of days between the moment ... received the IVE_NOK (or the request for re-SfA from TAXUD) and the moment the new version of the document has been uploaded on Circa. <p>The planned delivery date is:</p> <ul style="list-style-type: none"> the date defined in the Technical Annex of the Framework contract for all deliverables where that date is defined in the column “Planning” of the table 3: Services and deliverables; the date defined in the RfA for all deliverables provided in the frame of this RfA, except if they are in the previous category; the date defined in the last approved version of the DTM for all other deliverables <p>The SQI will be calculated for each minor deliverable delivered for acceptance. Each time such minor deliverable will be delivered for final acceptance, no later than the “<i>planned delivery date</i>”, this deliverable will be flagged “1”, otherwise, “0” (this includes the cases where the deliverable could not have been delivered for acceptance).</p> <p>A_D will then be the sum of all the deliverables, flagged “1”.</p> <p>The SQI will be calculated for every reporting period.</p> <p>The SQI for the reporting period will be normalised, then profiled.</p> <p>The reporting of this SQI will follow the rule [Rule1].</p>

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SQI Attribute	SQI Attribute description
Applicable services/deliverables	DLV.0.10.1, DLV.8.4.3.1.1.6, DLV.8.4.3.1.1.4.1, DLV.8.3.2.2.1, DLV.8.3.2.5.1, DLV.8.3.3.3, DLV.0.5.1.1, DLV.0.5.3.1, DLV.0.6.3, DLV.0.6.5, DLV.0.9.2, DLV.8.3.1.1.4, DLV.8.3.4.2.1, DLV.7.2.1, DLV.7.2.4, DLV.7.2.5, DLV.7.2.8, DLV.7.2.9, DLV.8.1.5.2.1, DLV.8.1.5.2.2, DLV.8.1.5.2.3, DLV.8.3.2.1.2, DLV.8.3.2.1.3, DLV.8.3.2.1.4, DLV.8.3.2.1.5, DLV.8.3.2.3.1, DLV.8.3.2.3.2, DLV.8.3.2.3.3, DLV.8.1.1.1, DLV.8.1.2.4.2, DLV.8.1.2.4.3, DLV.8.3.2.4.1, DLV.8.3.2.4.4, DLV.8.3.1.2.2.1, DLV.8.3.1.2.2.2
Minimum number of Measurements	1 deliverable
Application period	Over the SC duration
Reporting period	1 month

10.7.1.2 SQI43

SQI Attribute	SQI Attribute description
SQI Name	SQI43
SQI Description	Integrity of the application/system portfolio.
Measurement of the QoS (M)	<p>Deviation from integrity and availability expectation for the portfolio. Online availability of the portfolio.</p> $SQI43 = 100 * (1 - (I_{DPF} / T_{EPF}))$ <p>where</p> <p>I_{DPF} = number of incidents, raised during the reporting period, linked to defects found in the entries of the Portfolio</p> <p>and</p> <p>T_{EPF} = total number of entries in the Portfolio</p>
Unit of Measurement of the QoS	%
SQI Target	95% of entries in the portfolio “0” defect
SQI Limit	90% “0” defect

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SQI Attribute	SQI Attribute description
SQI Calculation	<p>The SQI calculation will be based on new Incidents raised in the SMT tool during the reporting period, linked to “errors” found in the Portfolio.</p> <p>The SQI will be calculated for every reporting period.</p> <p>The SQI for the reporting period will be normalised, then profiled.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>
Applicable services/deliverables	SE.8.4.1.2
Minimum number of Measurements	1 defect
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.7.1.3 SQI52

SQI Attribute	SQI Attribute description
SQI Name	SQI52
SQI Description	<p>Monitoring of unscheduled unavailability applicable for all applications managed or operated by ITSM, on production environments:</p> <ul style="list-style-type: none"> • monitored by ... (limited to the CI’s covered and monitored by SQI24a); • or of 3rd parties (CCN/TC and DIGIT), for which ... is kept informed of the availability status, through email to Monitor@itsmtaxud.europa.eu. In this case ... has a maximum of 30 min delay to publish (via the Availability Dashboard and the moment the email was received) the reported unscheduled unavailability.

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SQI Attribute	SQI Attribute description
Measurement of the QoS (M)	<p>$SQI52 = 100 * (1 - (I_{OP} / T_{UNV}))$</p> <p>where</p> <p>$I_{OP}$ = during the reporting period, total number of Incidents raised by end users before ... about unscheduled unavailability of applications either directly monitored by ... or by 3rd parties (for which ... is kept informed of the availability and for which ... did not inform (via the availability Dashboard) before a delay of 30 minutes, after reception of the unscheduled unavailability email notification).</p> <p>and</p> <p>T_{UNV} = during the reporting period, total number of reported unscheduled unavailabilities, via the SMT tool. Rules:</p> <ul style="list-style-type: none"> • limited to the ones in line with the definition of an application unavailability (see below) and; • where multiple incidents linked to a very same instance (root cause and timeframe) of unscheduled unavailability are considered as 1. <p>An application is only considered as being unavailable, as from a minimum of 15 consecutive minutes of down time.</p>
Unit of Measurement of the QoS	%
SQI Target	97% of unscheduled unavailability reported first by the contractor, before any other party notifies the Service Desk about the unavailability.
SQI Limit	92%

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SQI Attribute	SQI Attribute description
SQI Calculation	<p>At the end of each reporting period, ... will collect all Incidents that were raised in the SMT tool (during the reporting period), linked to unscheduled unavailability notifications and meeting the following rules:</p> <ul style="list-style-type: none"> • limited to the ones in line with the definition of an application unavailability (see above) and; • where multiple incidents linked to a very same instance (root cause and timeframe) of unscheduled unavailability are considered as 1. <p>This list of incidents will be split into two and following calculation methods will apply:</p> <ul style="list-style-type: none"> • Applications directly monitored by ...: <p>I_{MNOK} = number of Incidents raised by Non-... either :</p> <ul style="list-style-type: none"> ○ before another incident was raised by ... and linked to the same application unscheduled unavailability or, ○ if ... did not raise any incident on the very same application unscheduled unavailability <ul style="list-style-type: none"> • Applications not monitored by ... but for which ... is kept informed of the availability: <p>I_{3NOK} = number of Incidents raised by Non-... either :</p> <ul style="list-style-type: none"> ○ before another incident was raised by ... (within 30 minutes after reception by ... of the unscheduled unavailability notification) and linked to the same application unscheduled unavailability or, ○ if ... did not raise any incident on the very same application unscheduled unavailability <p>$I_{OP} = I_{MNOK} + I_{3NOK}$</p> <p>The SQI will be calculated for every reporting period.</p> <p>The SQI for the reporting period will be normalised, then profiled.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>

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SQI Attribute	SQI Attribute description
Applicable services/deliverables	SE.8.1.1, SE.8.2.4.1, SE.8.3.1.1.1, SE.8.4.3.2.1.1, SE.8.4.3.2.1.2, SE.8.4.3.2.2, SE.8.6.3., SE.8.6.3.1, SE.8.6.3.2
Minimum number of Measurements	10 unscheduled unavailabilities
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.7.1.4 SQI53

SQI Attribute	SQI Attribute description
SQI Name	SQI53
SQI Description	Announcement (via mass mails) of scheduled unavailability.
Measurement of the QoS (M)	<p>One or several incidents reported by SDUs because scheduled unavailability has not been correctly announced.</p> $SQI53 = 100 * (1 - (I_{AN} / I_{TOT}))$ <p>where</p> <p>I_{AN} = during the reporting period, number of Incidents that were raised due to a defect in announcing a schedule unavailability, reported by SDUs.</p> <p>and</p> <p>I_{TOT} = total number of scheduled unavailability notifications that should have been sent (missed ones) + the ones that were actually sent by</p>

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SQI Attribute	SQI Attribute description
Unit of Measurement of the QoS	%
SQI Target	99% “0” incident because of defect in announcing scheduled unavailability.
SQI Limit	97% “0” incident.
SQI Calculation	<p>At the end of each reporting period, ... will count the number of new Incidents (raised by SDUs during that reporting period), linked to defect in announcements on scheduled unavailability made by This value is I_{AN}.</p> <p>The SQI will be calculated for every reporting period.</p> <p>The SQI for the reporting period will be normalised, then profiled.</p> <p>The reporting of this SQI will follow the rule [Rule1]</p>
Applicable services/deliverables	SE.8.2.4.1
Minimum number of Measurements	10 scheduled unavailabilities
Application period	Over the last “2-month” period, over the SC duration
Reporting period	1 month

10.8 Schedule G – Service Level Reporting

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.9 Schedule H – Support and Service Desk Services

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.10 Schedule I – Problem Escalation

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.11 Schedule J – Fees and Expenses

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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10.12 Schedule K – Scale of Penalties and Refunds

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.13 Schedule L – Notices

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

10.14 Schedule M – Changes to Agreement

Please see ITS-IFQP-SC01-Annex 10-Contractual OLA [AD06] for a full description, same section as this.

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11 ANNEXES TO PART TWO

These annexes are a binding part of the contractual OLA, and provide additional detail of service agreements.

11.1 Schedule A – Standard Services

Please see Schedule A of Part One of this document.