

# **CAMSSaaS Service Level Agreement v1.0.0**



## Change Control

Modification		Details	
Version 1.0.0			
Initial version			

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## 1. INTRODUCTION

### 1.1. The CAMSS Method

CAMSS is a neutral and unbiased method for the assessment of technical specifications and standards in the field of ICT. It has as its main objective fostering interoperability and avoiding vendor-lock in.

The different assessment scenarios of the CAMSS methodology are in full compliance with Annex II criteria set out in the Regulation 1025/2012 and they build on it to develop more complete assessment scenarios. They can be consulted in Joinup<sup>1</sup>.

The CAMSS action is funded by the ISA<sup>2</sup> programme and falls under the category of Supporting Instruments for Public Administrations. Funding is revised annually, taking into account the opinion of the ISA Committee (composed of Member States). The ISA2 Programme runs from 2016 to 2020. The project is managed by DIGIT and all its related resources are published in the collaboration platform Joinup<sup>3</sup>.

### 1.2. CAMSS as a Service description

CAMSSaaS (CAMSS as a Service) builds on the aforementioned MSP Streamlined Process to provide a User-neutral service whose aim is the assessment of technical specifications and standards on demand through the use of CAMSS Tools. The version of the CAMSS Tools used for the performance of the assessments will be **v2.0.0**.

All the previous assessments carried out with the MSP Streamlined Process and with CAMSSaaS can be found at CAMSS Assessments repository in Joinup<sup>4</sup>.

#### 1.2.1. Objective

The objective of CAMSSaaS is the establishment of a service that provides Users with assessments of ICT technical specifications on demand through the use of the CAMSS tools.

CAMSSaaS firmly supports the fifth principle of the Tallinn Declaration on eGovernment<sup>5</sup> “Interoperability by default” helping the Member States to make more use of open source solutions and/or open standards when (re)building ICT systems and solutions (among else, to avoid vendor lock-ins).

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<sup>1</sup> <https://joinup.ec.europa.eu/page/camss-tools>

<sup>2</sup> [https://ec.europa.eu/isa2/actions/achieving-modern-ict-standardisation-policy\\_en](https://ec.europa.eu/isa2/actions/achieving-modern-ict-standardisation-policy_en)

<sup>3</sup> <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss>

<sup>4</sup> <https://joinup.ec.europa.eu/page/camss-assessments>

<sup>5</sup> [https://ec.europa.eu/newsroom/document.cfm?doc\\_id=47559](https://ec.europa.eu/newsroom/document.cfm?doc_id=47559)

### 1.2.2. Scope

The following list of actions and elements defines the scope of CAMSSaaS:

- Allow the Users to use the service;
- Assess the conformance of the proposed specification or standard to the regulation (EU) No 1025/2012 of the European Parliament and of the Council of 25 October 2012 on European standardisation, and to the rest of criteria established by CAMSS;
- Provide the User with an interpretation of the results of the assessment in the shape of an Assessment Summary;
- Give the User the chance of providing feedback on the Assessment Summary;
- Give the User the chance of showing its level of satisfaction with the service;

## 1.3. Organization of the Service Level Agreement

This Service Level Agreement<sup>6</sup> will be divided into the following sections:

- **Responsibilities** (see [Section 2](#)): this section identifies and describes responsibilities for CAMSS as the service provider and responsibilities located on the User side. As an agreement, both parties must be accountable with their commitments.
- **Service request** (see [Section 3](#)): this section details the way a User can request CAMSSaaS.
- **Service delivery** (see [Section 4](#)): this section details the process that takes place from the request of CAMSSaaS to the delivery of its main outputs, the CAMSS assessment and the Assessment Summary. This process includes the timing, capacity, fares, reporting, reviewing and continuous improvement components of the service.
- **Service acceptance** (see [Section 5](#)): this section identifies what the main outputs of CAMSSaaS are and how much time does the User have to express its advice and recommendations on them;

## 1.4. Contact details

This service is supported by **ISA D2**, the responsible project officer is **Raúl Mario Abril** and the contact telephone number is **+3222958003**

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<sup>6</sup> This SLA is inspired in ITIL framework.

## **2. RESPONSIBILITIES**

### **2.1. User responsibilities**

The User will be responsible for the fulfilment of the Service Request Form and its further delivery to the CAMSS Team; and for the expression of advice and recommendations on CAMSS assessment and Assessment Summary.

### **2.2. CAMSS Team responsibilities**

The CAMSS Team will be responsible for the performance of the assessment and the display of its results to the User in the shape of an Assessment Summary.

## **3. SERVICE DISCLAIMER**

(\*)By no means will CAMSS assessment imply any direct or indirect endorsement of the EC to the assessed specification.

## **4. SERVICE REQUEST**

### **4.1. Request submission**

The service is initiated by the request made by a User in the form of the submission of a (set of) ICT technical specification(s) to the CAMSS Team by using the **CAMSSaaS Service Request Form**. A joint request by more than one User is possible, but the process followed by this kind of request will be the same one as the one followed by individual requests.

Submissions shall be made through CAMSS functional mailbox:

[DIGIT-CAMSS@ec.europa.eu](mailto:DIGIT-CAMSS@ec.europa.eu)

The User/s should try to fill in as many fields as possible.

In the case of a second (or subsequent) submission of specifications developed by the same organisation, the part of the submission form related to the developing organisation could be reused if no change has taken place. In this case, appropriate reference shall be made to the relevant previous submission(s).

Submissions can be made by individuals, Member States or by European public administrations.

The CAMSS Team will verify and complete the Service Request Form. If required, the CAMSS Team will contact the submitter and/or the specification-developing organisation for further information and/or clarification. Once the CAMSS Team has completed the Service Request Form it will proceed with the elaboration of the CAMSS assessment.

## 4.2. Request acceptance

Every service request will be evaluated against a set of criteria to determine if it will be accepted by the CAMSS Team. This criteria will take into consideration both the submitter of the specification and the submitted specification itself.

If a service request is made by an individual representing the interests of an organization, this individual will be considered an agent acting on behalf of that organization. In this case the characteristics taken into consideration for the evaluation of the service request regarding the submitter will be the ones of the organization.

Regarding the specification, it will be evaluated against the criteria grouped under the section "Relevance" of the CAMSS Tools.

In case the evaluation of the service request (submitter and technical specification) results in the acceptance of the service request by the CAMSS Team, the submitter will receive this evaluation in the shape of the **CAMSSaaS Service Request Acceptance Form**. This document will be composed of a set of scores that will reflect the degree of compliance of the service request with the criteria against which it has been evaluated.

In case the evaluation of the service request (submitter and technical specification) results in the rejection of the service request by the CAMSS Team, the submitter will be notified of the service request not being compliant with our criteria.

## 5. SERVICE DELIVERY

The CAMSS Team will perform a CAMSS assessment using the information from the Service Request Form and other information gathered through the performance of a desk research for the justification of CAMSS assessment criteria.

Ten working days after delivering the final version of the Service Request Form, the CAMSS Team will produce a first version of the CAMSS assessment that will be made available for the User/s to provide feedback within a maximum period of ten working days. This feedback shall be made available to the CAMSS Team as it is produced by the User/s instead of waiting until the end of the ten working days period.

Five working days after the reception of the feedback, the CAMSS Team will produce the Assessment Summary. Finally, the corresponding CAMSS assessment and Assessment Summary will be sent to the User as the main outputs of the service.

Five working days may be accommodated at any moment of the process if needed by the CAMSS Team. This period will be denominated buffer week.



## 5.1. Timing

The following is the target timing of CAMSSaaS but by no means shall it be considered a formal compromise between the CAMSS Team and the Users.

Metric	Description
<b>Service request</b>	(T1) Max. ten working days: the reception of a service request
<b>Service delivery</b>	(T2) Ten working days + submitter feedback on CAMSS assessment (ten working days approx.) + five working days: The Assessment Summary
<b>Buffer</b>	(Buffer) Max. five working days
<b>Service acceptance</b>	(T3) Ten working days
<b>Total</b>	T1+T2+T3+buffer= 45-50 working days

**Table 1: Timing**

## 5.2. Capacity

### 5.2.1. Availability

Availability of the service means that a User will be able to submit a technical specification or standard for its assessment.

The target availability for the service is a 100% in terms of business hours, what means that the service will be available from 9:00 to 18:00 from Monday to Friday during 365 days a year.

### 5.2.2. Resources

Although the target availability of the service is a 100% in terms of business hours, the service will have to convey with CAMSS Team's constraints in terms of resources for the execution of the assessments.

This resources will vary in the future, and the availability of the service will always depend on them.

In case there were already accepted service requests by the Users and no resources to perform the assessments, those service requests shall be stored in a public repository<sup>7</sup> and the "first come, first served" approach shall be followed for their assessment when CAMSS Team resources allow it.

The resources available for the CAMSS Team to perform assessments at every moment will be made public for the Users through Joinup and DIGIT Catalogue of Services.

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<sup>7</sup> <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss>

### 5.3. Service charges

CAMSSaaS is free of charge for its Users, and its costs are covered by the ISA<sup>2</sup> budget.

The ISA<sup>2</sup> programme<sup>8</sup> supports the development of digital solutions that enable public administrations, businesses and citizens in Europe to benefit from interoperable cross-border and cross-sector public services.

### 5.4. Reporting and continuous improvement

CAMSS Team will measure CAMSSaaS quality and performance parameters annually through the following SLA metrics:

#### 5.4.1. Service performance metrics

Metrics defined to demonstrate that service is fit for consumption. In other words, proofing the service allows Users to perform their activities when required and ensuring that CAMSSaaS runs with an adequate performance level.

Metrics considered here are the following ones:

Metric	Description	Target value	Reporting method
<b>Service availability</b>	Availability of the service at any moment	100% in terms of business hours	Monthly and annual service report
<b>Average response time</b>	The average response time of CAMSSaaS from the moment of the request to the moment when the summary is delivered to the User	<6 months	Monthly and annual service report
<b>Maximum response time</b>	The maximum response time of CAMSSaaS from the moment of the request to the moment when the summary is delivered to the User	1 year	Monthly and annual service report

**Table 2: Service reporting, reviewing and continuous improvement metrics**

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<sup>8</sup> [https://ec.europa.eu/isa2/home\\_en](https://ec.europa.eu/isa2/home_en)

#### 5.4.2. Service satisfaction metrics

Satisfaction metrics allow the CAMSS Team to know to what extent Users are happy with the service received and give the opportunity to identify which delivery aspects could improve as well as to prioritise improvement initiatives based on a balance between the effort required and the value expected.

Metrics considered here are the following ones:

Metric	Description	Target value	Reporting method
<b>User satisfaction index</b>	Level of satisfaction achieved within the Users of the service	9/10	Annual service report

**Table 3: Service satisfaction metrics**

The User satisfaction index will be elaborated as an average of the criteria of the satisfaction survey in the **CAMSSaaS Service Acceptance Form**.

#### 5.4.3. Service reports

As defined in the tables above, as part of CAMSSaaS features, annual service reports will be produced to inform about metric results.

Service performance and quality metrics will be reported on a monthly basis. A report will be elaborated on a yearly basis in order to give a more general overview of these factors.

Reports will provide historic information (based on target values achieved in previous reporting periods) for comparison and will show the expected trend.

### 6. SERVICE ACCEPTANCE

Once finished, the CAMSS Team will send the CAMSS assessment, the Assessment Summary and a satisfaction survey to the User/s via [CAMSS functional mailbox](#) in the shape of the **CAMSS Service Acceptance Form**. The User/s will have ten working days to fulfil the satisfaction survey and express advices and recommendations. This information shall be delivered to the CAMSS Team via [CAMSS functional mailbox](#).

Once this period is finished, the CAMSS assessment and the Assessment Summary will be published in CAMSS assessment repository in JOINUP<sup>9</sup>.

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<sup>9</sup> <https://joinup.ec.europa.eu/page/camss-assessments>

## 7. ANNEX 1: TERMINOLOGY

### 7.1. Glossary

Terms	Description
<b>User<sup>10</sup></b>	A User will be any person, entity or Member State of the European Union that uses the service.
<b>CAMSS Team</b>	CAMSS Team will be the group of experts belonging to CAMSS action that will provide the service.

**Table 4: Glossary**

### 7.2. Acronyms

Acronym	Description
<b>MSP</b>	Multi Stakeholder Platform
<b>CAMSS</b>	Common Assessment Method for Standards and Specifications
<b>CAMSSaaS</b>	Common Assessment Method for Standards and Specifications as a Service

**Table 5: Acronyms**

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<sup>10</sup> In case no use of the service is requested through the submission of the correspondent Service Request Form by a User, CAMSS Team will be entitled to become a User of the service through the submission of its own Service Request Forms in order to keep the service running.