

## **CAMSSaaS Service Level Agreement v1.3.0**

## Change Control

Modification	Details
<b>Version 1.3.0</b>	
<b>Current version</b>	<ul style="list-style-type: none"><li>- Update of CAMSS Tools reference</li><li>- Update of the references to the CAMSSaaS Service Request form to the EU Survey form.</li></ul>
<b>Version 1.1.0</b>	
<b>Previous version</b>	<ul style="list-style-type: none"><li>- Addition of the CAMSSaaS modalities<ul style="list-style-type: none"><li>- CAMSSaaS Assessment</li><li>- CAMSSaaS Content review</li><li>- CAMSSaaS Compliance review</li></ul></li><li>- Addition of business process diagrams for each CAMSSaaS modality</li><li>- Update of the timing of each service modality</li></ul>
<b>Version 1.0.0</b>	
<b>Initial version</b>	

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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 objectives 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 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 **v4.0.0**.

All the previous assessments carried out with the MSP Streamlined Process and with CAMSSaaS can be found at the 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 4](#)): this section details the way a User can request CAMSSaaS;
- **Service delivery** (see [Section 5](#)): 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 6](#)): this section identifies what the main outputs of CAMSSaaS are and how much time does the User has 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 Jimenez<sup>7</sup>** and the contact telephone number is **+3222958003**

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

<sup>7</sup> PO who is who EC reference: [https://op.europa.eu/es/web/who-is-who/person/-/person/COM\\_00006AA424F4](https://op.europa.eu/es/web/who-is-who/person/-/person/COM_00006AA424F4)

## 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 or review of the assessment and the display of its results to the User in the shape of an Assessment Summary.

### 2.3. CAMSSaaS Modalities

The User can request three different types of service modalities depending on his/her preferences. These modalities are depicted in the table below:

Service modality	Description	Assessor	Assessment obtained
<b>CAMSSaaS Assessment</b>	The user requests the CAMSS Team to perform the assessment of a technical specification	CAMSS Team	CAMSS Solution
<b>CAMSSaaS Content Review</b>	The user requests the CAMSS Team to review an already performed assessment. The CAMSS Team will perform an in-depth review of the information, improving the answers of the user when needed and challenging them in order to strengthen the quality of the assessment as much as possible.	User/ CAMSS Team	CAMSS Solution
<b>CAMSSaaS Compliance Review</b>	The user requests the CAMSS Team to review an already performed assessment. The CAMSS Team will perform a review of the assessment in order to determine if it has been carried out properly, not challenging the actual content of it.	User	Not a CAMSS Solution

**Table 1: CAMSSaaS modalities**

\*All assessments considered as CAMSS Solution will be published in the CAMSS library of assessments in Joinup.

### 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**. The current version of the form has to be filled in on the [EUSurvey portal](#), which can be accessed by clicking the link. 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.

This information can also be sent to the CAMSS team via CAMSS functional mailbox by getting the pdf after the submission of the document:

[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 or review of the 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. These 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**

### **5.1. Tasks**

This section summarizes the tasks to be performed in the context of the CAMSSaaS service delivery for each modality.

#### **5.1.1. CAMSSaaS Assessment**

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

The process will start with the submission by the CAMSSaaS User of the Service Request Form.

Five working days after receiving the Service Request Form, and in case that the service request is accepted, the CAMSS Team will produce and forward the Service Acceptance Form to the CAMSSaaS User. In case that the service request is denied, the CAMSS Team will forward the denial to the CAMSSaaS User. Once the service is accepted, the CAMSS Team can ask the CAMSSaaS User to provide additional information. Five working days after delivering the Service Acceptance Form, the CAMSS Team will produce a first version of the CAMSS assessment that will be made available for the CAMSSaaS 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 Final Assessment. Five working days after the elaboration of the Final CAMSS Assessment, 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, together with a satisfaction survey. They will all be included in the Service Delivery Acceptance Note.

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.

### 5.1.2. CAMSSaaS Content Review

The CAMSS Team will perform an in-depth review of the information, improving the answers of the user when needed. The completion of the assessment is achieved using the documentation provided by the user and additional information gathered through desk research. In order to strengthen the quality of the assessment as much as possible, the user's responses and justifications will be challenged if deemed necessary.

The process will start with the submission by the CAMSSaaS User of the Service Request Form and the CAMSS assessment for review.

Five working days after receiving the Service Request Form, and in case that the service request is accepted, the CAMSS Team will produce and forward the Service Acceptance Form to the CAMSSaaS User. In case that the service request is denied, the CAMSS Team will forward the denial to the CAMSSaaS User.

Once the service is accepted, the CAMSS Team can ask the CAMSSaaS User to provide additional information.

If this is the case, the CAMSSaaS User will have ten working days to provide this information. After the provision of this information, the CAMSS Team will have five working days to produce the reviewed version of the CAMSS assessment. Five working days after this, the CAMSS Team will produce the CAMSS Assessment Summary. These two artefacts will then be delivered to the CAMSSaaS User together with a satisfaction survey in the CAMSS Service Delivery Acceptance Note. The CAMSSaaS will then have ten working days to review both artefacts. In case that they are accepted, the CAMSSaaS User will provide the CAMSS Team with feedback through the fulfilment of the satisfaction survey.

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.

### 5.1.3. CAMSSaaS Compliance Review

The CAMSS Team will verify if the assessment has been performed correctly by verifying that the CAMSSaaS User answered all the criteria using a coherent justification. For this offering modality, the CAMSS Team does not inspect the veracity of the justifications, only the methodology for the performance of the assessment is reviewed.

The process will start with the submission by the CAMSSaaS User of the Service Request Form and the CAMSS assessment for review.

Five working days after receiving the Service Request Form, and in case that the service request is accepted, the CAMSS Team will produce and forward the Service Acceptance Form to the CAMSSaaS User. In case that the service request is denied, the CAMSS Team will forward the denial to the CAMSSaaS User.

Five working days after delivering the final version of the Service Acceptance Form, the CAMSS Team will send the result of this review to the CAMSSaaS User that will have ten working days to review this feedback. After his/her review, if changes are needed the user will implement them and resubmit the assessment for review by the CAMSS Team. If the feedback has been implemented correctly, the Service Acceptance Note will be delivered to the CAMSSaaS User. Otherwise, more feedback will be submitted to the CAMSSaaS User. Finally, the CAMSSaaS User shall provide the CAMSS Team with feedback about the

service. Feedback shall always 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 may be accommodated at any moment of the process if needed by the CAMSS Team. This period will be denominated buffer week.

## **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 100% in terms of business hours, which 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 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.

These 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>8</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.

## **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>9</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.

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<sup>8</sup> <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss>

<sup>9</sup> [https://ec.europa.eu/isa2/home\\_en](https://ec.europa.eu/isa2/home_en)

## 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**

### 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 allow identifying 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 **CAMMSaaS Service Acceptance Form**.

#### 5.4.3. Service reports

As defined in the tables above, as part of CAMMSaaS 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 link to the 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 advice and recommendations on the [EUSurvey Form](#). This information can also be sent to the CAMSS team via [CAMSS functional mailbox](#) by getting the pdf after the submission of the document.

Once this period is finished, the CAMSS assessment and the Assessment Summary will be published in the CAMSS assessment repository in Joinup<sup>10</sup>.

## **7. TIMING**

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

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<sup>10</sup> <https://joinup.ec.europa.eu/page/camss-assessments>

## 7.1. CAMSSaaS Assessment

As shown below, the target timing for a whole CAMSSaaS Assessment process does not exceed fifty working days. Annex 1 of this document further depicts the process flow.

Metric	Description
<b>Service request (T1)</b>	Elaboration of the Service Request Acceptance Note (max. 5 working days)
<b>Service delivery (T2)</b>	Request for additional information (max 10 working days) + elaboration of the Draft Assessment (max 5 working days) + submitter feedback (max 10 working days) + elaboration of the Final Assessment (max 5 working days) + elaboration of the Assessment Summary (max 5 working days)
<b>Buffer</b>	Max 5 working days
<b>Service acceptance (T3)</b>	Service acceptance and feedback (max 10 working days)
<b>Total</b>	$T1+T2+T3+Buffer = \text{max } 50 \text{ working days}$

**Table 4: CAMSSaaS Assessment timing**

## 7.2. CAMSSaaS Content review

As shown below, the target timing for a whole CAMSSaaS content review process does not exceed fifty working days. Annex 1 of this document further depicts the process flow.

Metric	Description
<b>Service request (T1)</b>	Elaboration of the Service Request Acceptance Note (max. 5 working days)
<b>Service delivery (T2)</b>	Request for additional information (max 10 working days) + completion of the assessment (max 5 working days) + elaboration of the Assessment Summary (max 5 working days)
<b>Buffer</b>	Max 5 working days
<b>Service acceptance (T3)</b>	Service acceptance and feedback (max 10 working days)
<b>Total</b>	$T1+T2+T3+Buffer = \text{max } 40 \text{ working days}$

**Table 5: CAMSSaaS Compliance Review's timing**

### 7.3. CAMSSaaS Compliance review

As shown below, the target timing for a whole CAMSSaaS compliance review process does not exceed forty working days. Annex 1 of this document further depicts the process flow.

Metric	Description
<b>Service request (T1)</b>	Elaboration of the Service Request Acceptance Note (max. 5 working days)
<b>Service delivery (T2)</b>	Review of the assessment (max 5 working days) + request for additional information (max 10 working days) + second review of the assessment Summary (max 5 working days)
<b>Buffer</b>	Max 5 working days
<b>Service acceptance (T3)</b>	Service acceptance and feedback (max 10 working days)
<b>Total</b>	$T1+T2+T3+Buffer = \text{max } 40 \text{ working days}$

**Table 6: CAMSSaaS Content Review's timing**

# ANNEX 1: SERVICE BUSINESS PROCESSES

This annex consists of a set of process diagrams that aim at providing an overview of the process for the delivery of each CAMSSaaS service modality.

## CAMSSaaS Assessment

The business process below depicts the process for the delivery of CAMSSaaS Assessment:

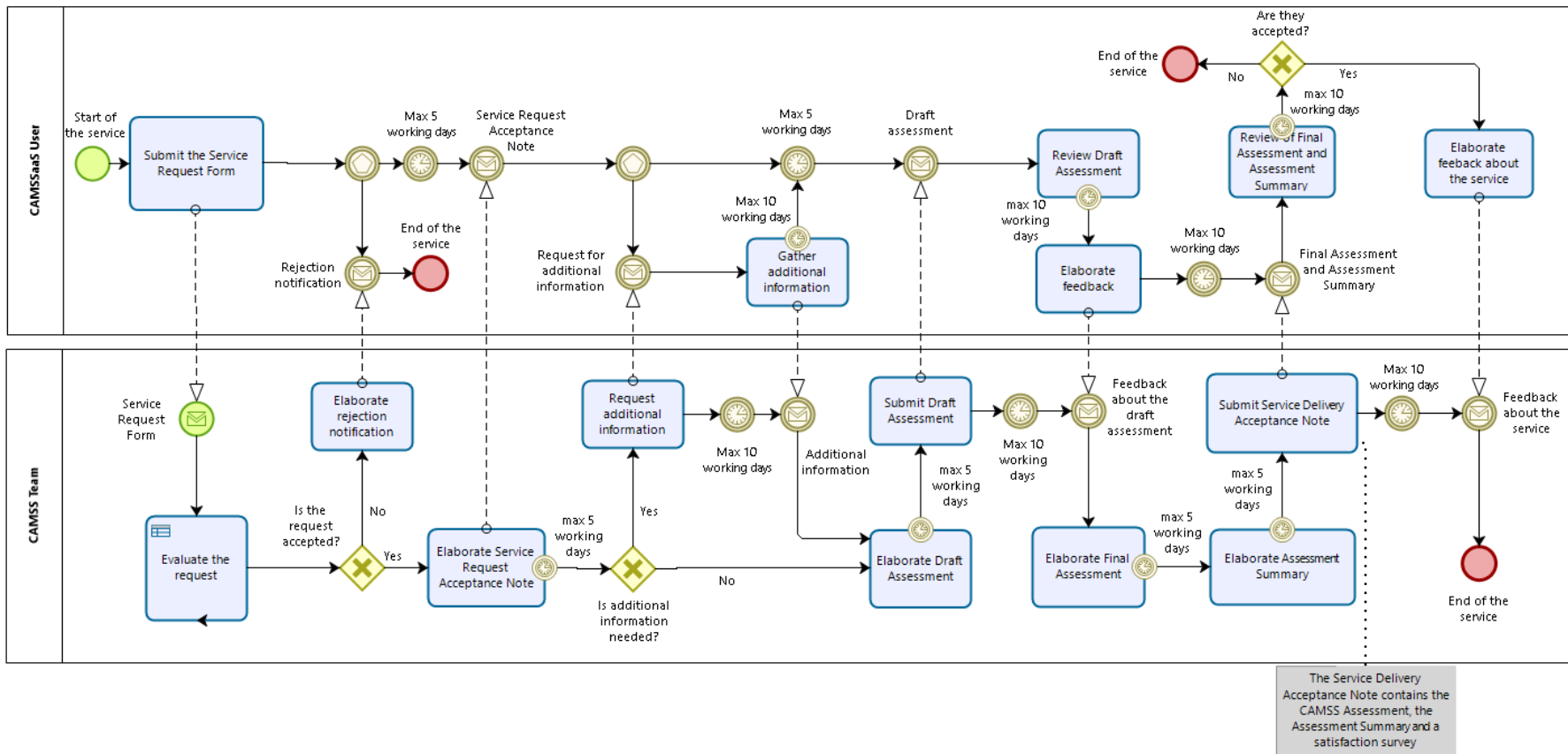


Figure 1 CAMSSaaS Assessment flowchart



## CAMSSaaS Content Review

The business process below depicts the process for the delivery of CAMSSaaS Content Review:

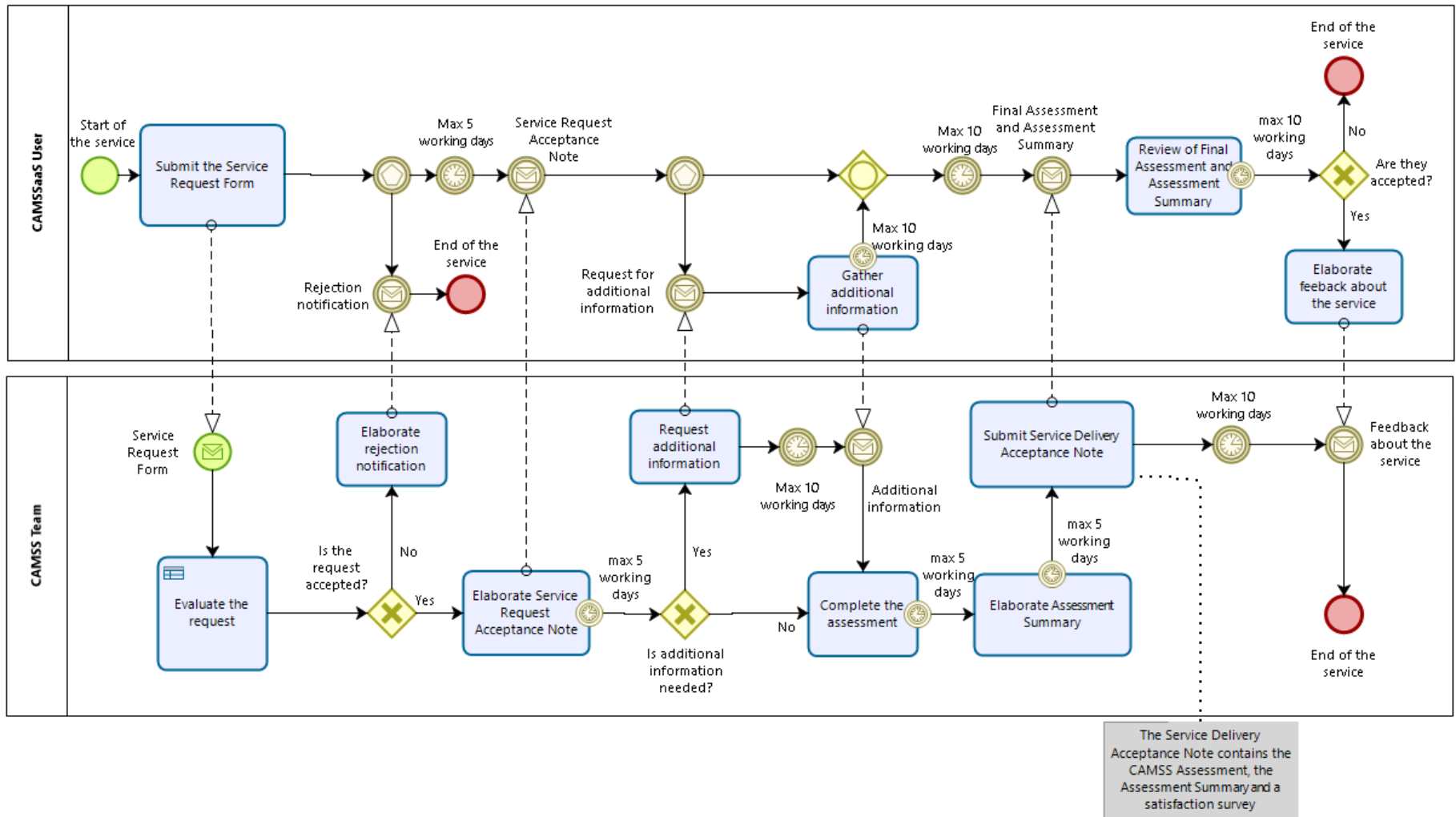


Figure 2 CAMSSaaS Content review flowchart

## CAMSSaaS Compliance Review

The business process below depicts the process for the delivery of CAMSSaaS Compliance review:

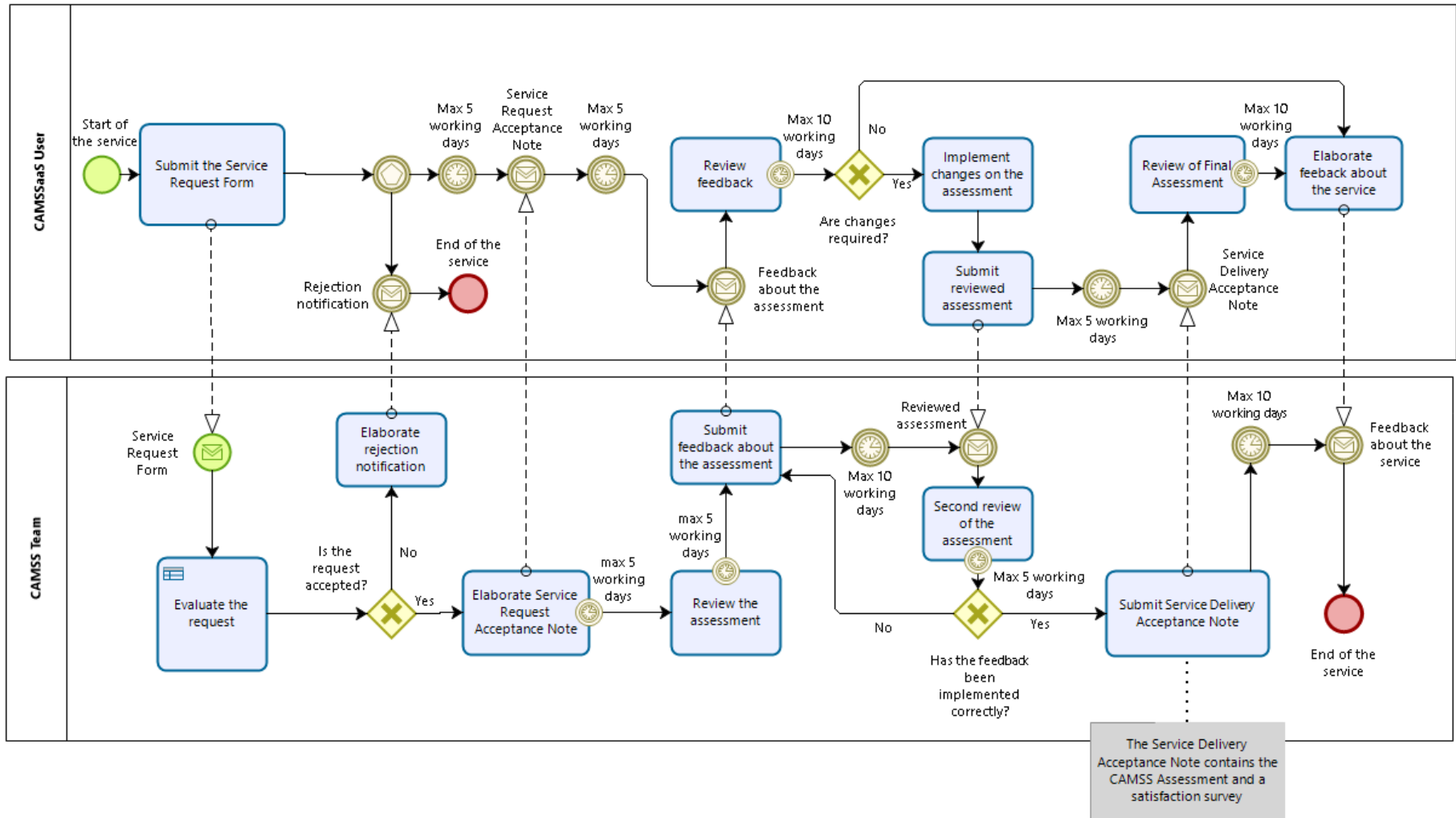


Figure 3 - CAMSSaaS Compliance Review

## ANNEX 2: TERMINOLOGY

### 7.4. Glossary

Terms	Description
User <sup>11</sup>	A User will be any person, entity, or Member State of the European Union that uses the service.
CAMSS Team	CAMSS Team will be the group of experts belonging to CAMSS action that will provide the service.

Table 7: Glossary

### 7.5. Acronyms

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

Table 8: Acronyms

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<sup>11</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.