



European  
Commission

# CAMSS - Solutions CAMSS as a Service (CAMSSaaS)

CAMSSaaS Service Level Agreement (SLA) v1.4.0

*Directorate-General for Informatics*

interoperable  
europe

## CHANGE CONTROL

Modification	Details
<b>Version 1.4.0</b>	
Current version	<ul style="list-style-type: none"><li>- Update of business process diagrams for each CAMSSaaS modality</li><li>- Update the timing of each service modality</li></ul>
<b>Version 1.3.0</b>	
Previous version	<ul style="list-style-type: none"><li>- Update of CAMSS Tools reference</li><li>- Update the references to the CAMSSaaS Service Request form to the EU Survey form.</li></ul>
<b>Version 1.1.0</b>	
Previous version	<ul style="list-style-type: none"><li>- Update of CAMSS Tools reference</li><li>- Update the references to the CAMSSaaS Service Request form to the EU Survey form.</li></ul>
<b>Version 1.0.0</b>	
Initial version	

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## European Commission

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**Foreword**

This SLA has been produced by the Common Assessment Method for Standards and Specifications (CAMSS) Team, a Digital Europe (DEP) Programme initiative.

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1

INTRODUCTION

# 1. Introduction

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## 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 the European Interoperability Framework, and they build on it to develop more complete assessment scenarios. They can be consulted in CAMSS's repository in Joinup<sup>1</sup>.

The CAMSS action is funded by the Digital Europe Programme (DEP)<sup>2</sup> and falls under the category of Supporting Instruments for Public Administrations. Investments under the Digital Europe programme support the Union's twin objectives of a green transition and digital transformation and strengthen the Union's resilience and strategic autonomy.

## 1.2 CAMSS as a Service description

CAMSSaaS (CAMSS as a Service) is built on a streamlined process to provide a User-neutral service whose aim is the assessment of technical specifications and standards on demand using the CAMSS Method and the different scenarios deployed in the EU Survey Platform:

- CAMSS Assessment EIF Scenario.
- CAMSS Multi-Stakeholder Platform (MSP) Scenario

### 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 Assessment EIF Scenario.

CAMSSaaS firmly supports the fifth principle of the Tallinn Declaration on eGovernment<sup>3</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).

### 1.2.3 Scope

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

- Allow the users to use the service;
- Review 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 the criteria established by CAMSS;

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<sup>1</sup>CAMSS repository: <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss>

<sup>2</sup> Digital Europe Programme: <https://digital-strategy.ec.europa.eu/en/activities/digital-programme>

<sup>3</sup> Tallin Declaration on eGovernment: [https://ec.europa.eu/newsroom/document.cfm?doc\\_id=47559](https://ec.europa.eu/newsroom/document.cfm?doc_id=47559)

- Provide the user with an interpretation of the results of the review 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.

The set of actions defined before are related to the different types of services listed below and defined in detail in section 5.1:

- CAMSSaaS Assessment
- CAMSSaaS Content Review
- CAMSSaaS Compliance Review

## 1.3 Organization of the Service Level Agreement

This Service Level Agreement<sup>4</sup> will be divided into the following sections:

- **Responsibilities** (see [Section 2](#)): this section identifies and describes responsibilities for CAMSSaaS service provider and responsibilities located on the User side. As an agreement, both parties must be accountable for 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 the User has to express its advice and recommendations on them.

## 1.4 Contact details

This service is supported by the Interoperable Europe initiative, the responsible project officer is **Raúl Mario Abril Jimenez**<sup>5</sup> and the contact telephone number is **+3222958003**

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<sup>4</sup> This SLA is inspired in ITIL framework.

<sup>5</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. 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 maintenance of the Service Request Form. The current version of the form can be found in the EUSurvey portal, which can be accessed by clicking the link.: <https://ec.europa.eu/eusurvey/runner/CAMSSaaS-Request-Form>.

Once the User submits the Service Request Form, 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 provide an analysis on how 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 to determine if it has been carried out properly, in order to provide input. It should be noted that the CAMSS Team will not challenge 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. All the assessments that are not considered as part of the CAMSS Solution could be published in the CAMSS Library of assessments in Joinup with previous consent of the user.



# 3

## SERVICE DISCLAIMER

### 3. Service Disclaimer

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



4

SERVICE REQUEST

## 4. Service request

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### 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) fields related to the User and the Request (ICT technical specifications). This information is submitted to the CAMSS Team using the **CAMSSaaS Service Request Form in the EUSurvey portal**. It is expected that the User fills in as many fields as possible. The (set of) information fields and ICT technical specification(s) are the following (compulsory fields are marked in with the \* symbol):

#### Information on the User

- First name of the requestor
- Last Name of the requestor
- \*Organisation of the requestor
- Position / Role of the requestor in the above-mentioned organisation
- \*Contact Information of the requestor: Address, phone number, email
- \*Date of submission

#### Information on the Request

- \*Title of the specification
- \*Address where the version of the specification can be obtained/downloaded
- \*Name, identifier and website of the standard developing organisation (SDO) of the specification
- Contact information/contact person (including email address and phone number)
  - for the organisation (optional)
  - for the specification submitted (optional)
- Describe the reason for the submission, the need and the intended use of the specification
- CAMSSaaS modality requested:
  - CAMSSaaS Assessment
  - CAMSSaaS Content Review
  - CAMSSaaS Compliance Review

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

A joint request by more than one user is possible, but the CAMSS team will treat this request as one individual request and not as two separate requests.

This information can also be sent to the CAMSS team via the CAMSS functional mailbox (see below) by attaching the pdf generated after the submission of the request via the EUSurvey platform:

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

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 **CAMSSaaS Service Request Form**.

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 User and the Request (ICT technical specifications) information.

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

Regarding the specification, it will be evaluated against the criteria grouped under the section "Relevance" of the CAMSS Assessment EIF Scenario. The criteria used for the evaluation stem from Regulation 1025/2012 (<https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:32012R1025>) and the European Interoperability Framework.

In case the evaluation of the service request results in the acceptance of the service request by the CAMSS Team, the User 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.

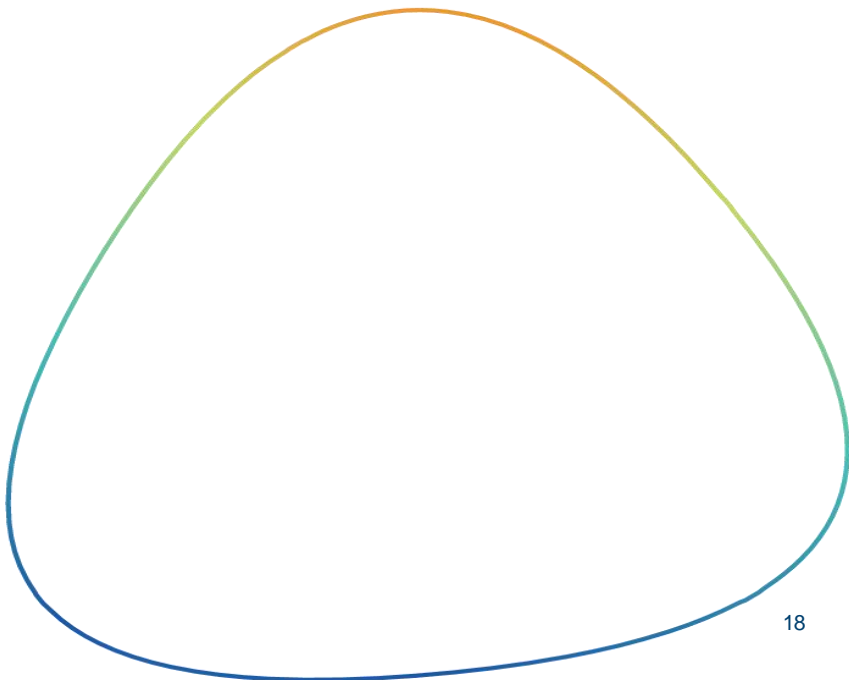
In case the evaluation of the service request results in the rejection of the service request by the CAMSS Team, the User will be notified of the service request not being compliant with our criteria. This document will be composed of a set of scores that will reflect the degree of compliance of the service request with the criteria against which it has been evaluated.





# 5

## SERVICE DELIVERY



## 5. Service delivery

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### 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 process will start with the submission by the CAMSSaaS User of the Service Request Form. The CAMSS Team will perform a CAMSS assessment using the information from the Service Request Form and other information gathered on the requirements from the EIF or the standardisation regulation, through the performance of desk research for the justification of CAMSS assessment criteria.

Five working days after receiving the Service Request Form, the CAMSS Team will produce and forward the Service Acceptance Form (in case the service request is accepted) or a rejection communication (in case the service request is denied) to the CAMSSaaS User. Once the service is accepted, the CAMSS Team can ask the CAMSSaaS User to provide additional information one working day posterior to the service acceptance. If this is the case, the CAMSSaaS User will have ten working days to provide this information.

Five working days after delivering the Service Acceptance Form, the CAMSS Team will produce a draft version of the CAMSS assessment that will be made available for the CAMSSaaS User. The User will then be able to provide feedback and ask for clarifications within the five following working days (i.e., feedback period). This feedback shall be made available to the CAMSS Team in comments in the document or via email as it is produced by the User.

Five working days after the end of the feedback period, 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.

One working day after the Assessment Summary is produced, the corresponding Final 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. The User will then have ten working days to review both artefacts and provide 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.

#### 5.1.2. *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 of the Service Request Form and the CAMSS assessment for review.

Two working days after receiving the Service Request Form, the CAMSS Team will produce and forward the Service Acceptance Form (in case the service request is accepted) or a rejection communication (in case the service request is denied) to the CAMSSaaS User. Once the service is accepted, the CAMSS Team can ask the CAMSSaaS User to provide additional information one working day posterior to the service acceptance. 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.

One working day after producing the CAMSS Assessment Summary, the reviewed CAMSS assessment and the CAMSS Assessment Summary will then be delivered to the User together with a satisfaction survey in the CAMSS Service Delivery Acceptance Note. The User will then have ten working days to review all artefacts and provide 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 of the Service Request Form and the CAMSS assessment for review. If the CAMSSaaS User submits a request for this service through another channel, the CAMSS team will explain the process of the CAMSSaaS Compliance review and the CAMSSaaS User with then have a maximum of 10 days to perform the assessment of a specification.

Two working days after receiving the Service Request Form or after receiving the request through another channel, the CAMSS Team will produce and forward the Service Acceptance note (in case the service request is accepted) or a rejection communication (in case the service request is denied) to the CAMSSaaS User.

Three working days after delivering the Service Acceptance Form, the CAMSS Team will verify if the assessment has been performed correctly and submit the review results to the CAMSSaaS User.

The CAMSS Team may ask the CAMSSaaS User to implement the feedback resulting from the review. The CAMSSaaS User will implement the feedback up to 5 working days posterior to the review (i.e, feedback period).

If the feedback has been implemented correctly, the team will deliver a satisfaction survey together with the CAMSS Service Delivery Acceptance Note to the CAMSSaaS User within the following one working day. The User will then have ten working days to review all artefacts and provide 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.

## **5.2 Capacity**

### **5.2.1. Availability**

The User will be able to submit a Service Request Form and a CAMSS assessment at any given moment during the year.

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 on all working days of the 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 were available to perform the assessments, those service requests shall be stored in a public repository<sup>6</sup> and the "first come, first served" approach shall be followed for their assessment when CAMSS Team resources allow for it.

The resources available for the CAMSS Team to perform assessments at every moment will be made public for the Users through the CAMSS Joinup page for the different scenarios (EIF<sup>7</sup>, MSP<sup>8</sup>, and TS<sup>9</sup>) and DIGIT Catalogue of Services<sup>10</sup>.

## 5.3 Service charges

CAMSSaaS is free of charge for its Users, and its costs are covered by the DEP budget.

The Digital Europe Programme (DEP) is a new EU funding programme focused on bringing digital technology to businesses, citizens, and public administrations. It will provide strategic funding to ensure a wide use of digital technologies across the economy and society. It aims to accelerate the economic recovery and shape the digital transformation of Europe's society and economy, bringing benefits to everyone, but in particular to small and medium-sized enterprises.

## 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 are defined to demonstrate that the service is fit for consumption. In other words, metrics are used for proving that the service allows Users to perform their activities when required and that CAMSSaaS runs with an adequate performance level. The metrics considered here are the following ones:

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<sup>6</sup> CAMSS Joinup page: <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss>

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

<sup>8</sup> CAMSS MSP scenario: <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss/solution/camss-assessment-multi-stakeholder-platform-msp-scenario>

<sup>9</sup> CAMSS TS scenario: <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss/solution/camss-assessment-technical-specification-ts-scenario>

<sup>10</sup> Catalogue of services: <https://joinup.ec.europa.eu/collection/catalogue-services>

Metric	Description	Target value	Reporting method
Service availability	Availability of the service at any moment.	100% in terms of business hours	Monthly and annual service report
Average response time	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
Maximum response time	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. This allows 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. The metrics considered here are the following ones:

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

Table 3: Service satisfaction metrics

The User satisfaction index will be taken from the average calculation of the criteria of the satisfaction surveys delivered together with the CAMSS Service Delivery Acceptance Note.

#### 5.4.3. Service reports

As defined in the tables above, 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 DELIVERY CHANNELS

## 6. Service delivery channels

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The CAMSS Team will use the [CAMSS functional mailbox](#) to send the materials of the CAMSSaaS, namely: the Service Acceptance Form, CAMSS assessment, the Assessment Summary, the link to the satisfaction survey, and the CAMSS Service Delivery Acceptance to the User/s.

The CAMSS Team will share with the User/s the satisfaction survey created in [EUSurvey Form](#). The User/s can complete the survey through EUSurvey or it can also be sent to the CAMSS team via [CAMSS functional mailbox](#) by getting the pdf after the completion of the survey.

Once this period is finished, the CAMSS assessment and the Assessment Summary will be published in the CAMSS assessment repository in Joinup<sup>11</sup> if the user has expressed consent to do so.

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<sup>11</sup> <https://joinup.ec.europa.eu/page/camss-assessments>



7

TIMING



## 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.

### 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) + elaboration of the Service Delivery Acceptance Note (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 = max 51 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 11 working days)
<b>Total</b>	T1+T2+T3+Buffer = max 41 working days

Table 5: CAMSSaaS Content 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.

<b>Metric</b>	<b>Description</b>
<b>Service request (T1)</b>	Elaboration of the Service Request Acceptance Note (max. 2 working days)
<b>Service delivery (T2)</b>	Completion of the review (max 3 working days) + feedback period (max 5 working days)
<b>Buffer</b>	Max 5 working days
<b>Service acceptance (T3)</b>	Service acceptance and feedback (max 11 working days)
<b>Total</b>	$T1+T2+Buffer+T3 = \text{max } 26 \text{ working days}$

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



# Annex 1

SERVICE BUSINESS PROCESSES

# 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 the CAMSSaaS Assessment:

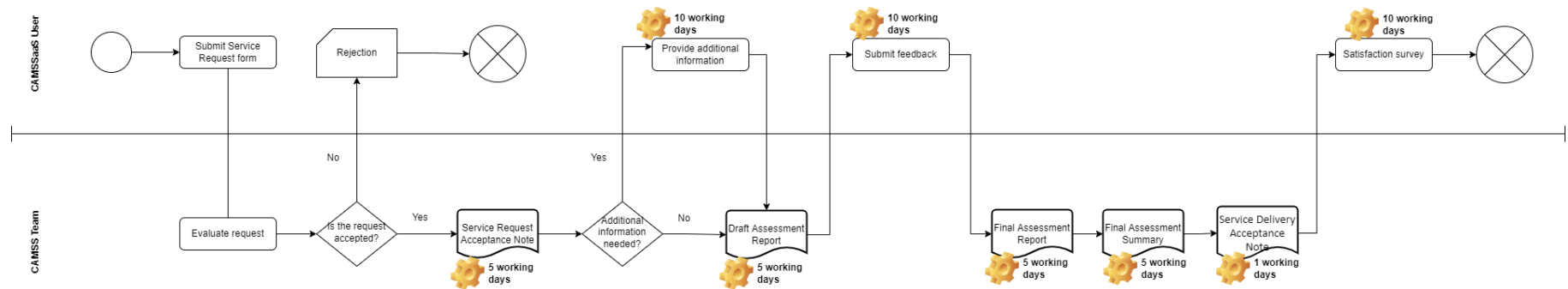


Figure 1 CAMSSaaS Assessment flowchart

## CAMSSaaS Content Review

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

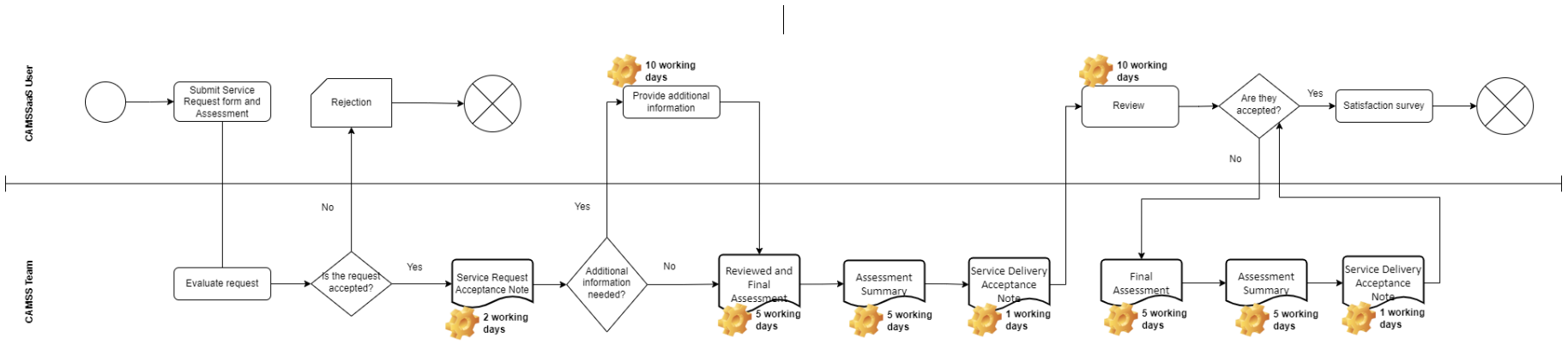


Figure 2 CAMSSaaS Content review flowchart

## CAMSSaaS Compliance Review

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

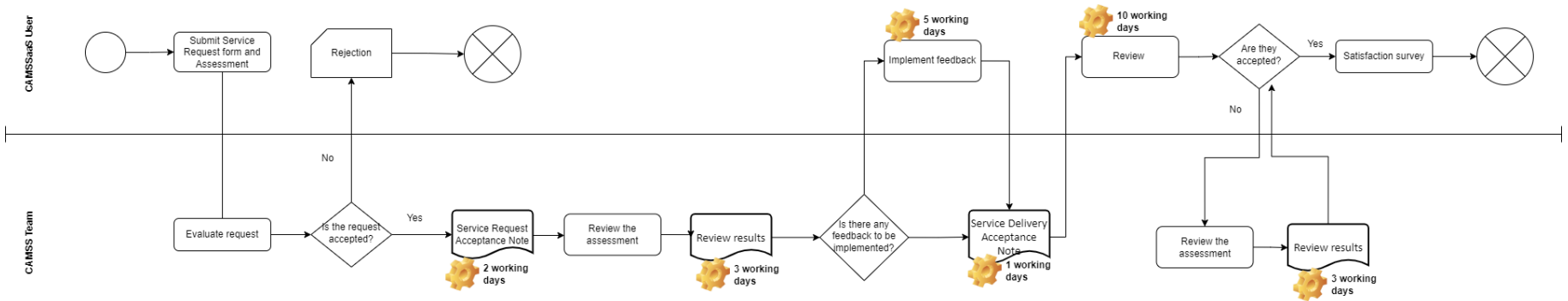


Figure 3 CAMSSaaS Compliance Review



# Annex 2

TERMINOLOGY

## Annex 2: Terminology

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### Glossary

Terms	Description
User <sup>12</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

### 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>12</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.