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| Assessment of Trans-European Solutions supporting EU policies  **Self-assessment Questionnaire** |
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**Self-assessment questionnaire**

***INTRODUCTION***

The objective of the Interoperability Solutions for Public Administrations (ISA) programme is to foster interoperability between electronic public services, allowing Member States to work together and to create efficient and effective electronic cross-border public services for the benefit of citizens and businesses. In order to reach this objective, the ISA programme is implemented by means of more than 40 actions (i.e. studies and projects, and accompanying measures) in the period of 2010-15, financed by a total budget of €164.1m.

KURT SALMON as part of KonSulT consortium has been mandated by DIGIT to assist the Commission on ISA Action 2.14 – Assessment of Trans-European Solutions (TES) supporting EU Policies. The main objectives of this action are to build the cartography of existing TESs based on the European Interoperability Reference Architecture (EIRA) and to provide a set of recommendations regarding potential areas and means of rationalisation on the TES.

As part of this assessment, the ISA Programme would like to invite Commission Officials to complete this questionnaire. The main purpose of this questionnaire is to gather business, governance, functional and technical aspects of the TESs. Therefore, taking into account the scope of this questionnaire, please do not hesitate to involve other stakeholders (e.g. system suppliers, external contractors, etc.) in order to fill it in.

We would be grateful if you could complete the survey by <Insert survey completion date>.

The term information system (IS) will be used along this questionnaire to refer to the TES concerned.

The Specific Privacy Statement related to this questionnaire can be found in Annex II. Should you have any questions or remarks regarding this questionnaire, please do not hesitate to contact us at[ks.survey@kurtsalmon.com](mailto:ks.survey@kurtsalmon.com)**.**

# **BUSINESS INFORMATION**

## Please fill in the following information about the IS.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Official name of the IS** |  | | | |
| **Responsible DG** |  | | | |
| **Unit responsible** |  | | | |
| **Referenced in GOVIS?** |  | Yes |  | No |
| **Other DGs part of the IS governance** |  | | | |

## Please provide a brief description of the IS. What digital public service(s) it delivers (e.g. e-invoicing, electonic transmission of specific information, e-signature, etc.)? Is this public service part of a service catalogue? What are the business needs that the IS answers? What type of information is exchanged? Please explain in the box provided below.

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## Please list the main type(s) of transaction(s)/interaction(s) that users are enable to perform thanks to the IS (e.g. handle information requests, handle alerts, handle notifications, submission of form(s), etc.).

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## Please indicate the EU policy area(s) and policy issue(s) supported by the IS.

## **Several answers possible**

| **EU Policy areas** | | | **Policy issue(s)** |
| --- | --- | --- | --- |
| 1 |  | Agriculture, fisheries and foods |  |
| 2 |  | Business |  |
| 3 |  | Climate action |  |
| 4 |  | Cross-cutting policies |  |
| 5 |  | Culture, education and youth |  |
| 6 |  | Economy, finance and tax |  |
| 7 |  | Employment and social rights |  |
| 8 |  | Energy and natural resources |  |
| 9 |  | Environment consumers and health |  |
| 10 |  | External relations and foreign affairs |  |
| 11 |  | Internal Market |  |
| 12 |  | Justice and citizens’ rights |  |
| 13 |  | Regions and local development |  |
| 14 |  | Science and technologies |  |
| 15 |  | Transport and travel |  |
| 16 |  | Other |  |

## In case the IS is planned to be expanded to additional EU policy areas, please indicate the appropriate ones and their related policy issue(s).

## **Several answers possible**

| **EU Policy areas** | | | **Policy issue(s)** |
| --- | --- | --- | --- |
| 1 |  | Agriculture, fisheries and foods |  |
| 2 |  | Business |  |
| 3 |  | Climate action |  |
| 4 |  | Cross-cutting policies |  |
| 5 |  | Culture, education and youth |  |
| 6 |  | Economy, finance and tax |  |
| 7 |  | Employment and social rights |  |
| 8 |  | Energy and natural resources |  |
| 9 |  | Environment consumers and health |  |
| 10 |  | External relations and foreign affairs |  |
| 11 |  | Internal Market |  |
| 12 |  | Justice and citizens’ rights |  |
| 13 |  | Regions and local development |  |
| 14 |  | Science and technologies |  |
| 15 |  | Transport and travel |  |
| 16 |  | Other |  |

## Please indicate the level of importance of the IS, with regards to the impact that an interruption of the IS might have on the functionning of the EU:

* **Critical:** IS which cannot be interrupted at all, or which needs to be restored in 1-2 days.
* **Essential:** IS where a short interruption can be tolerated (up to a week).
* **Necessary:** IS could afford to interrupt for at least a week without serious effects, but which could be restored as soon as circumstances permit.

**Only one answer**

| **Level of importance** | | | **Description of the impact that an interruption might have** |
| --- | --- | --- | --- |
| 1 |  | Critical |  |
| 2 |  | Essential |  |
| 3 |  | Necessary |  |

## Please indicate which legal basis is/are supporting the IS, if any. Legal basis supporting the IS refer either to legal act(s) setting the general rules on the use and functioning of the IS, or to legal act(s) establishing the mandatory or voluntary use of the IS in one or more policy area.

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## Please indicate the legal basis (e.g. respect of constraints and dependencies related to the processing of personal data and the free movement of this data described in the Data Protection Regulation No. 45/2001 and Directive 95/46/EC) and organisational policy (e.g. Financial regulation) to which the IS comply with.

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## To identify the direct user population of the IS you will be presented with a series of user groups. Please tick the appropriate group(s), and for each of them, provide a description of the population.

## **Several answers possible**

|  |  |  |  |
| --- | --- | --- | --- |
| **User groups** | | | **Description** |
| 1 |  | European Commission DGs | *Which DG(s)?*  *In case your system is used by other systems, which system from which DG?* |
| 2 |  | Other European institutions | *Which Institution(s)?* |
| 3 |  | Member States or third-countries national administrations | *Which national administration? In which Member State(s)?* |
| 4 |  | Particular public outside the Commission | *Citizens? Businesses? Other?* |

## Interoperability agreements are the means through which participants of ICT projects formalise cooperation with one another. These agreements can be established, for example as a memorandum of understanding, a contract, a letter of agreement, a SLA, etc. Please indicate whether there is any agreement between:

|  |  |
| --- | --- |
| **Participants of the agreement** | Detailed description of the agreement |
| The responsible DG (as a service provider) and the direct users of the IS |  |
| The responsible DG and other DGs or organisations both action as a service provider |  |

## Reaching agreement on the meaning (semantic and syntax) of the information exhanged is key to ensure interoperability. Semantic assets which should be understood as highly reusable metadata (e.g. xml schemata, generic data models) and reference data (e.g. code lists, taxonomies, dictionaries, vocabularies) are developed for that purpose[[1]](#footnote-1).

## Bearing in mind this definition, please list the semantic interoperability assets (re)used or developed (or which will be developped in the frame of the IS) and indicate the status of the semantic asset.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Semantic asset name** | | **Description** | **Status** | | |
| **Development Planned** | **Developed** | **(re)Used** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |

## Please select the current state of the IS from the list below.

**Only one answer**

|  |  |  |  |
| --- | --- | --- | --- |
| **Current State** | | | **Comments** |
| 1 |  | Study |  |
| 2 |  | Development |  |
| 3 |  | Pilot |  |
| 4 |  | Operational |  |
| 5 |  | Phase-out |  |

## Please, indicate the first year when the information IS was/is planned to be operational.

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## Is the IS linked or foreseen to be linked to any other IS? Please list the link(s) with other IS and for each please precise the owner of the IS and if the link is already established (current) or is planned to be established (foreseen) in a near future. If the link is foreseen, please specify the forecasted date (expressed in quarter and year).

## **Several answers possible**

| **Official name of the linked IS** | **Responsible DG** | **Short description of this link** | **Type of link** | | | | **Date  (only if foreseen)** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | Current |  | Foreseen |  |
|  |  |  |  | Current |  | Foreseen |  |

## In the event of another DG wishing to reuse the IS or part of it, could you please indicate what could be the legal, organisational, semantic and technical conditions for operations to take into account?

* **Legal constraints**, existence of legal conditions to be met to reuse the system (e.g. restriction of the reuse to specific policy area(s), dependencies towards a proprietary supplier, etc.).
* **Organisational constraints** (e.g.level of effort required to operate and maintain the system, responsibilities, etc.).
* **Semantic constraints** (e.g. type of protocol used by the system to exchange information, etc.).
* **Technical constraints** (e.g. scalability, modularity, security, programming languages in which the system is developed, etc.).

**Several answers possible**

| **Conditions for operation** | | | **Description** |
| --- | --- | --- | --- |
| 1 |  | Legal |  |
| 2 |  | Organisational |  |
| 3 |  | Semantic |  |
| 4 |  | Technical |  |

## Please indicate what are, from your experience, the main constraints or a barriers for reuse of the IS.

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# **FUNCTIONAL AND TECHNICAL INFORMATION**

## Please indicate if reusability[[2]](#footnote-2) of the IS and its components was taken into account during the IS design phase.

|  |  |  |
| --- | --- | --- |
| 1 |  | Yes |
| 2 |  | No |

## If answered ‘Yes’ to Q2.1 please indicate the extent to which reusability was taken into account (e.g. SOA, use of standards for information exchange, etc.).

|  |
| --- |
|  |

## If answered yes to Q2.1 please indicate what could be reused from the IS.

| **Reuse options** | | | **Comment** |
| --- | --- | --- | --- |
| 1 |  | Reuse of the source code (e.g. a different instance of the system can be deployed and reused in a context other than its original, intended or main purpose) | *Please detail the conditions of reuse of the IS source code* |
| 2 |  | Reuse of the IS as a service (e.g. the IS can be reused as a service in a context other than its original, intended or main purpose) | *Please detail the conditions of reuse of the IS as a service* |
| 3 |  | One or several native module(s) or component(s) of the IS can be reused in a context other than its original, intended or main purpose | *Please detail which module or component as well as the conditions of reuse of the IS module or component* |
| 4 |  | One/several module(s) or component(s) used by the IS and provided by another IS can be reused in a context other than its original, intended or main purpose | *Please detail which module or component as well as the conditions of reuse of the IS module or component* |

## Please indicate whether the IS source code can be freely modified or shared (i.e. with no intellectual property issues).

## **Only one answer**

|  |  |  |
| --- | --- | --- |
| 1 |  | Yes |
| 2 |  | No |

## Please indicate if the IS has a formalised licence or licencing policy and charging policy at the system/source code, data and/or metadata levels.

## Please provide detailed information on the license associated to each level if any.

| **Subject of the licence** | | **Formalised licence or licence policy?** | | **Licensing and charging policy description** |
| --- | --- | --- | --- | --- |
| 1 | System/source code |  | Yes |  |
|  | No |
| 2 | Data / data sets |  | Yes |  |
|  | No |
| 3 | Metadata |  | Yes |  |
|  | No |

## Please indicate if the source code, data or metadata of the IS is published in a catalogue or software forge. Please specify the catalogue/software forge if possible.

| **Subject of the publication** | | **Published in a catalogue or software forge?** | | **Catalogue / Software Forge description** |
| --- | --- | --- | --- | --- |
| 1 | System/source code |  | Yes |  |
|  | No |
| 2 | Data / data sets |  | Yes |  |
|  | No |
| 3 | Metadata |  | Yes |  |
|  | No |

## The scalability of a system is defined as the extent to which its technical capacity (e.g. number of users, bandwith, number of transactions) could be increased to answer new users demand. Bearing in mind this definition, could you please indicate the level of scalability of the IS and provide a justification for your answer.

**Only one answer**

| **Adaptability level** | | | **Justification** |
| --- | --- | --- | --- |
| 1 |  | High |  |
| 2 |  | Medium |  |
| 3 |  | Low |  |

## Please indicate if the digital public service is delivered via a machine to machine interface and/or web user-interface (human interface).

## **Several answers possible**

|  |  |  |
| --- | --- | --- |
| 1 |  | Machine -to-machine |
| 2 |  | Web user-interface |

## Please indicate the major business processes[[3]](#footnote-3) supported by the IS, as well as the name of the process owners (for instance, the major processes of e-CODEX from DG JUST, were identified below in grey).

**Several answers possible**

| **ID** | **Process name** | **Process description** | **Process owner name** | **DG** |
| --- | --- | --- | --- | --- |
| P.1 | Recovery of uncontested monetary claims in cross-border cases | EU citizens to fill an application-form for a European order for payment and to submit this application directly in electronic format to the competent court in a Member State participating in the pilot. | n.a. | DG JUST |
| P.2 | Addressing a small claim | Enables to address a claim on civil or commercial matters where the value of the claim does not exceed 2 000 € excluding interest, expenses and disbursements. | n.a. | DG JUST |
| P.3 | Addressing an information request to another judicial authority | Enables secure cross-border exchange of sensitive data  between judicial authorities | n.a. | DG JUST |
| P.4 | Handling European Arrest Warrant (EAW) | Enables the exchange of messages for an EAW between issuing and executing authorities. | n.a. | DG JUST |
| P.5 | Recognition of mutual financial penalties | Enables a Member States to recognise decisions relating to financial penalties transmitted by another Member State without any further formality. | n.a. | DG JUST |

## Please identify and describe each business functionality[[4]](#footnote-4) (also named business services) supporting the above listed business processes. For each function, please indicate which business process(es) it supports by ticking the box (for instance, some of the business functionalities of e-CODEX from DG JUST, were identified below in grey).

**Several business processes can correspond to one business functionality**

| **ID** | **Functionality name** | **Functionality description** | **Business process (ID)** | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| P.1 | P.2 | P.3 | P.4 | P.5 |
| F.1 | *Electronic submission of forms* | *Enables to submit an application directly in electronic format to the competent court in a Member State.* |  |  |  |  |  |
| F.2 | *Payment order* | *Enables to easily pay the corresponding court fees in the member state where they wish to file their case.* |  |  |  |  |  |
| F.3 |  |  |  |  |  |  |  |
| F.4 |  |  |  |  |  |  |  |
| F.5 |  |  |  |  |  |  |  |

## Please indicate if some business functionalities used by the IS are provided by another IS.

| **ID of the functionality provided by another IS** | **Name of the IS providing the business functionality** | **Responsible DG** |
| --- | --- | --- |
|  |  |  |
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## Please indicate if other systems use business functionalities provided by the IS.

| **ID of the functionality provided by the IS and used by another IS** | **Official name of the IS using one of the IS business functionality** | **Responsible DG** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

## The aim of this question is to identify the technical services supporting the business functionalities listed in 0; and to determine whether these services can be reused or have already been reused by other ISs.

## You will be presented a series of application and infrastructure services, please indicate if the following services:

* **Exists by reusing other IS:** the service is provided via the reuse of a service/component from another IS. (please indicate which IS provides the service in the appropriate column)

## **Exists and is used by other IS :** the service is provided by the IS and is reused by other IS (please indicate which IS provides the service in the appropriate column)

## **Exists and can be reused:** the service is provided by the IS and can be reused as reusability was taken into account in the design and development of the service/solution;

* **Exists but is not reusable:** the service is provided by the IS but cannot be reused;
* **Development Planned:** the service is foreseen in the future evolution of the IS and it will be developed as a native part of the IS;
* **Reuse of another IS planned:** the service is foreseen in the future evolution of the IS and it will be implemented via reuse of another IS service or component.

The services are grouped according to their main purpose (cells in grey). You can find the definition of each service in Annex I.

**One service can support several business functionalities.**

| **Services** | | **Exists by reusing other IS** | **Exists and it is reused by another IS** | **Exists and can be reused** | **Exist but is not reusable** | **Development Planned** | **Reuse of another IS Planned** | **Indicate IS reused by or reusing your IS** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Workflow enablers | | | | | | | | |
| S.1 | Choreography Service |  |  |  |  |  |  |  |
| S.2 | Orchestration Service |  |  |  |  |  |  |  |
| S.3 | Other *(please describe)* |  |  |  |  |  |  |  |
| Collaboration enablers | | | | | | | | |
| S.4 | Messaging Service |  |  |  |  |  |  |  |
| S.5 | Audiovisual Service |  |  |  |  |  |  |  |
| S.6 | Other *(please describe)* |  |  |  |  |  |  |  |
| Mediation enablers | | | | | | | | |
| S.7 | Data Transformation Service |  |  |  |  |  |  |  |
| S.8 | Data Routing Service |  |  |  |  |  |  |  |
| S.9 | Data Validation Service |  |  |  |  |  |  |  |
| S.10 | Data Exchange Service |  |  |  |  |  |  |  |
| S.11 | Other *(please describe)* |  |  |  |  |  |  |  |
| Decision support enablers | | | | | | | | |
| S.12 | Business Analytics Service |  |  |  |  |  |  |  |
| S.13 | Business Reporting Service |  |  |  |  |  |  |  |
| S.14 | Other *(please describe)* |  |  |  |  |  |  |  |
| Test enablers | | | | | | | | |
| S.15 | Test Service |  |  |  |  |  |  |  |
| S.16 | Other *(please describe)* |  |  |  |  |  |  |  |
| Discovery enablers | | | | | | | | |
| S.17 | Service Discovery Service |  |  |  |  |  |  |  |
| S.18 | Other *(please describe)* |  |  |  |  |  |  |  |
| Data source enablers | | | | | | | | |
| S.19 | Forms Management Service |  |  |  |  |  |  |  |
| S.20 | Records Management Service |  |  |  |  |  |  |  |
| S.21 | Document Management Service |  |  |  |  |  |  |  |
| S.22 | Content Management Service |  |  |  |  |  |  |  |
| S.23 | Metadata Management Service |  |  |  |  |  |  |  |
| S.24 | e-Archiving Service |  |  |  |  |  |  |  |
| S.25 | Other *(please describe)* |  |  |  |  |  |  |  |
| Administration enablers | | | | | | | | |
| S.26 | Administration and Monitoring Service |  |  |  |  |  |  |  |
| S.27 | Lifecycle Management Service |  |  |  |  |  |  |  |
| S.28 | Partner Management Service |  |  |  |  |  |  |  |
| S.29 | Other *(please describe)* |  |  |  |  |  |  |  |
| Application Security enablers | | | | | | | | |
| S.30 | Access Management Service |  |  |  |  |  |  |  |
| S.31 | Audit Service |  |  |  |  |  |  |  |
| S.32 | Logging Service |  |  |  |  |  |  |  |
| S.33 | Other *(please describe)* |  |  |  |  |  |  |  |
| Infrastructure Security enablers | | | | | | | | |
| S.34 | e-Signing Service |  |  |  |  |  |  |  |
| S.35 | e-Signature Validation Service |  |  |  |  |  |  |  |
| S.36 | Identity Management Service |  |  |  |  |  |  |  |
| S.37 | Trust Management Service |  |  |  |  |  |  |  |
| S.38 | Other *(please describe)* |  |  |  |  |  |  |  |
| Digital Services Infrastructure | | | | | | | | |
| S.39 | e-Payment Service |  |  |  |  |  |  |  |
| S.40 | Machine Translation Service |  |  |  |  |  |  |  |
| S.41 | Other *(please describe)* |  |  |  |  |  |  |  |
| Hosting and Networking services | | | | | | | | |
| S.42 | Networking Service |  |  |  |  |  |  |  |
| S.43 | Hosting Service |  |  |  |  |  |  |  |
| S.44 | Other *(please describe)* |  |  |  |  |  |  |  |

## Please indicate if the network used by the IS is private (e.g. sTESTA) or public (e.g. internet) and give the name of network used.

**Only one answer**

| **Type of network** | | | **Name of the network used** |
| --- | --- | --- | --- |
| 1 |  | Private |  |
| 2 |  | Public |  |

## 

## Please indicate if the hosting service provider of the IS.

|  |
| --- |
|  |

## Are the development and/or support activities of the IS adequatly supported by pertinent documentation?

| **Type of Documentation** | | **Is the IS supported by this type of documentation?** | | **Comments. *In case the documentation is publicly available please indicate the link where it can be accessed.*** |
| --- | --- | --- | --- | --- |
| 1 | Specifications |  | Yes |  |
|  | No |
| 2 | Operational Procedures |  | Yes |  |
|  | No |
| 3 | Configuration Management |  | Yes |  |
|  | No |
| 4 | Test Scenarios |  | Yes |  |
|  | No |
| 5 | Test Reports |  | Yes |  |
|  | No |
| 6 | Data Models |  | Yes |  |
|  | No |

# **GOVERNANCE OF THE IS**

## The following questions aims to build a global picture of the IS governance structure by identifying the different bodies involved in the management of the IS at all levels.

## This question aims at describing the anticipated financing structure of the IS for the five coming years. Could you please provide the total costs implied by the IS, including costs - if any - for other DGs and/or external stakeholders, related to the following type of activities:

## **Infrastructure:** cost of the hardware and software required to develop, support, operate and maintain the IS;

## **Development:** cost of the development of the IS;

## **Maintenance:** yearly cost to maintain the IS;

## **Support:** yearly cost of the IS support (e.g. helpdesk, operations, etc.);

## **Training:** cost to ensure the training of the users, the support and operations staff, etc.

| **Expenditure** | **Amount of the funding (in million Euros)** | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **2013** | **2014** | **2015** | **2016** | **2017** | **Total** |
| Infrastructure |  |  |  |  |  |  |
| Development |  |  |  |  |  |  |
| Maintenance |  |  |  |  |  |  |
| Support |  |  |  |  |  |  |
| Training |  |  |  |  |  |  |
| **Comments** |  | | | | | |

## Please indicate the source(s) of funding for the the IS.

|  |
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## In the frame of the rationalisation strategy launched by the European Commission, 19 rationalisation domains are defined. Could you please tick the rationalisation domain(s) to which the IS belongs to.

## **Minimum of one answer**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 |  | Asset Management | 12 |  | Procurement |
| 2 |  | Audit | 13 |  | Program management |
| 3 |  | External communication | 14 |  | Strategic planning |
| 4 |  | Internal communication | 15 |  | Analyses and databases |
| 5 |  | Document management | 16 |  | Case management |
| 6 |  | Financial Management | 17 |  | Trans-European systems |
| 7 |  | Grant management | 18 |  | Alert systems |
| 8 |  | Human resources | 19 |  | Structured Data Exchange Management |
| 9 |  | IT | 20 |  | Coordination |
| 10 |  | Legislation lifecycle | 21 |  | None of them |
| 11 |  | Policy lifecycle |  |  |  |

## Could you please describe your plans regarding the future of the IS? Could you please describe any rationalisation action planned (e.g. IS absorption, integration, decommissioning, etc.) and provide the related foreseen date?

## **Several answers possible**

| **Description of the rationalisation action** | **Foreseen date** |
| --- | --- |
|  |  |
|  |  |

## Please indicate, based on your knowledge, any other IS which could be considered as similar considering that it serves similar business processes, asnwers similar business needs,etc.

| **Official name of the IS** | **Responsible DG** | **Similarity description** |
| --- | --- | --- |
|  |  |  |
|  |  |  |

## Please indicate if you have any additional need which is not currently fulfilled by the IS?

|  |
| --- |
|  |

## Please share any comment that you may have regarding this questionnaire (areas of improvement, complexity, administration process, etc.).

|  |
| --- |
|  |

Thank you for your time and valuable input.

Should you have any questions or remarks regarding this survey, please do not hesitate to contact us at:

**ks.**[**survey@kurtsalmon.com**](mailto:survey@kurtsalmon.com)**.**

Annex I Description of technical services (listed in Q2.13)

The definitions provided in the table below are based on the European Interoperability Architecture Reference Architecture (EIRA) developed in the framework of ISA action 2.1 European Interoperability Architecture (EIA).

| **Services** | **Definition** |
| --- | --- |
| Access Management Service | The Access Management Service provides the mechanisms to ensure that only authorized people can access and perform actions on IT resources. |
| Administration and Monitoring Service | The Administration and Monitoring Service enables the administration and monitoring of services offered by the different components |
| Audiovisual Service | The Audiovisual Service enables the broadcast of audio and video content over the internet or satellite. |
| Audit Service | The Audit Service traces all events and user actions impacting a data entity throughout its lifecycle (from its creation to its disposal). It can be used to reproduce a certain state of a data entity at a certain moment in time. |
| Business Analytics Service | The Business Analytics Service enables the storage and manipulation of dimensional data models for the analysis of business trends and projections. |
| Business Reporting Service | The Business Reporting Service provides detailed reports using unified views of enterprise data. |
| Choreography Service | The Choreography Service enables the collaboration among groups of services which, in turn, make up a larger, composite service, or which interact across organisational boundaries in order to obtain and process information. |
| Content Management Service | The Content Management Service enables the organisation and categorisation of information resources so that they can be stored, published and reused in multiple contexts. |
| Data Exchange Service | The Data Exchange Service enables the secure exchange of messages, records, forms and other kinds of data between different ICT systems. |
| Data Routing Service | The Data Routing Service has the ability to route the data messaged based on the content of the message (header). The messages are forwarded from a starting endpoint to a client endpoint. Standardised protocols can be used, e.g. REST, SOAP, etc. to support the routing. |
| Data Transformation Service | The Data Transformation Service translates one data format to another. |
| Data Validation Service | The Data Validation Service is used to validate data against predefined semantic and syntactic constraints. |
| Document Management Service | The Document Management Service enables the organisation and categorisation of electronic documents in order to store, publish and reuse these documents in multiple contexts. For a differentiation between ERMS and EDMS visit section 10.3 of Moreq  http://ec.europa.eu/archival-policy/moreq/doc/moreq\_en. |
| e-Signing Service | The e-Signing Service is used for the generation of interoperable electronic signatures. This service is mainly used to sign document electronically. |
| e-Payment Service | The e-Payment Service enables the execution of payment transactions where the consent of the payer to execute a payment transaction is given by means of any telecommunication, digital or IT device. |
| e-Signature Validation Service | The e-Signature Validation Service is used for the verification of documents that are signed electronically. |
| Forms Management Service | The Forms Management Service enables the dynamic creation, distribution and analysis of forms and online surveys. |
| Hosting Service | A Hosting Service of a hosting provider. |
| Identity Management Service | The Identity Management Service provides functionalities for the authentication of users. |
| Lifecycle Management Service | The Lifecycle Management Service supports the governance of services throughout their lifecycle. |
| Logging Service | The Logging Service traces events that happen while an information system is running and that can be used to identify technical problems. |
| Machine Translation Service | The Machine Translation Service enables the automatic translation of data in form of plain text from one EU language to another EU language (or to a set of other EU languages). |
| Messaging Service | The Messaging Service enables real-time transmission of text over the internet. |
| Metadata Management Service | The Metadata Management Service enables the creation, storage, categorisation and retrieval of metadata. |
| Networking Service | The Networking Service of a network provider. |
| Orchestration Service | Orchestration is the aggregation and sequenced execution of sets of transactions involving use of other services and functionalities, according to business rules embodied in one or more documented business processes, with the ultimate goal of performing or providing some other value-added function or service.  The Orchestration Service executes all the required transactions and routes the inputs and outputs of processes according to rules described in a standard language (i.e. BPEL). |
| Partner management Service | The Partner Management Service enables the management of the consumers of the services offered by the different components (i.e. the Partners). |
| Records Management Service | The Records Management Service enables the classification, storage, access, and disposal of the records of an organization from the time they are captured (e.g. creation of an internal document or receival of an external document) up to their eventual disposal. Electronic records are document(s) in digital format produced or received by a person or organisation in the course of business, and retained by that person or organisation. |
| Service Discovery Service | The Service Discovery Service enables the automatic detection of devices and services on a specific network. In order to enable this functionality a common language is required to discover the services without the need of user intervention. |
| Test Service | The Test Service enables the execution of the test scenarios by follow a number of sequential steps to validate the performance of a service, the accuracy, etc. |
| Trust Management Service | The Trust Management Service enables the discovery of essential information about e.g. supervised/accredited certification service providers, supervised/accredited service end-points, etc. |

Annex II Specific Privacy Statement

**Assessment of Trans-European Solutions supporting EU policies - Self-assessment Questionnaire  
referred as "consultation" in the text**

1. **Objective**

The objective of this consultation is to receive the views of stakeholders or people concerned by the topic of the consultation and potentially to publish them in an anonymised format on the Internet, under the responsibility of the Head of the Unit“Margarida ABECASIS"*,* Directorate-General *for Informatics,* acting as the Controller.

As this questionnaire collects and further processes personal data, Regulation (EC) 45/2001, of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, is applicable.

1. **What personal information do we collect and through which technical means?**

**Identification Data**

The personal data collected such as name, surname, and e-mail addresses, will only be used for further contact in case further details regarding the data collected is necessary.

The processing operations on personal data linked to the organisation and management of this consultation are necessary for the management and functioning of the Commission, as mandated by the Treaties, and more specifically in Article 5 of TEU, Article 13 TEU and Articles 244-250 TFEU, and in accordance with Article 1 and Article 11of TEU.

**Technical information**

Your reply and personal data will be collected through e-mail. The e-mail system of the European Commission abides by the Commission's security decisions and provisions established by the Directorate of Security.

1. **Who has access to your information and to whom is it disclosed?**

The access to all personal data as well as all information collected in the context of this consultationis only granted to a defined population of users, without prejudice to a possible transmission to the bodies in charge of a monitoring or inspection task in accordance with Community legislation. These users typically are members of DIGIT B6, as the unit organising the consultation, and its subcontractor KURT SALMON , acting as processor.

No personal data is transmitted to parties which are outside the recipients and the legal framework mentioned.

The European Commission will not share personal data with third parties for direct marketing purposes.

1. **How do we protect and safeguard your information?**

The collected personal data and all information related to the above mentioned consultation is stored on a computer of the external contractor, acting as processor, who has to guarantee the data protection and confidentiality required by the Regulation (EC) 45/2001.

1. **How can you verify, modify or delete your information?**

In case you want to verify which personal data is stored on your behalf by the responsible controller, have it modified, corrected or deleted, please contact the Controller by using the Contact Information below and by explicitly specifying your request.

1. **How long do we keep your data?**

Your personal data will remain in the database until the results have been completely analysed and will be rendered anonymous when they have been usefully exploited, and at the latest after 1 year from the end of the consultation

1. **Contact Information**

In case you wish to verify which personal data is stored on your behalf by the responsible controller, have it modified, corrected, or deleted, or if you have questions regarding the consultation, or concerning any information processed in the context of the consultation, or on your rights, feel free to contact the support team, operating under the responsibility of the Controller, using the following contact information:

Raul Abril Jimenez, UnitB6, DG Informatics  
Phone: +32 2 2958003  
eMail: Raul-Mario.ABRIL-JIMENEZ@ec.europa.eu

1. **Recourse**

Complaints, in case of conflict, can be addressed to the [European Data Protection Supervisor](http://edps.europa.eu/EDPSWEB/).

1. [European Commission Joinup e-Library. Towards Open Government Metadata](http://joinup.ec.europa.eu/elibrary/document/towards-open-government-metadata) [↑](#footnote-ref-1)
2. Reusability is defined as the degree to which a software module or other work product can be used in a context other than its original, intended or main purpose. Source: [European Interoperability Framework - 7.2 Glossary](http://ec.europa.eu/isa/documents/isa_annex_ii_eif_en.pdf). [↑](#footnote-ref-2)
3. A business process is a sequence of linked activities that creates value by turning inputs into a more valuable output, D2 – European Interoperability Architecture - Reference Architecture version 6.00, European Commission – ISA Work Programme. [↑](#footnote-ref-3)
4. A function is a useful capability provided by one or more components of a system, European Interoperable Infrastructure Services, Study on potential reuse of system components, Final Report Study II Version 1.1. [↑](#footnote-ref-4)