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DIRECTORATE-GENERAL INFORMATICS

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**DIGIT A3 - Corporate Infrastructure Solutions for Information Systems (LUX) - CISIS**

## **ANNEX 5**

# **Functional Overview of the Multi-Site Drupal7 Platform at DIGIT.**

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Authors: Delphine Lepers, Henri Putseys  
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## Contact:

Henri Putseys, Telephone: +32 229-68916, [henri.putseys@ec.europa.eu](mailto:henri.putseys@ec.europa.eu)

## 1. INTRODUCTION.

### 1.1. What is the multi-site?

The multi-site platform allows webmasters to easily build websites including management of users, design of the site structure and editing of various content types.

The platform is based upon Drupal7 technology and functions as a Software as a Service (SaaS), into which new web-sites can be easily deployed. The service is hosted in DIGIT's Data Centre at the European Commission.

The Multi-site software package is based upon a standard distribution<sup>1</sup> of Drupal 7. The multisite platform offers a set of applications (blogs, faq's, contact forms, surveys, newsletters,...) with "all-in" functionality : i.e. content types, user permissions, menus, default configuration data, etc... are automatically activated and ready to use "out-of-the-box".

The "Flexible Platform For Internet Services" team (FPFIS) implements regularly new extensions into the Multisite distribution via extending contributed modules , packaged as features, so that the platform evolves and so that protection against security breaches is guaranteed.

Requests for new features are addressed to the FPFIS team who explores these specifications and ensures the selection and implementation of a generic solution with a maximum potential for re-use by other DG's.

In order to request a new feature, a form has to be filled in at :

<https://webgate.ec.europa.eu/CITnet/confluence/display/MULTISITE/To+be+evaluated>

The source code of the distribution is available on our public Subversion (SVN) repository at :  
<https://webgate.ec.europa.eu/CITnet/svn/MULTISITE-PUBLIC>

A small demo website build upon the Multisite platform is accessible at:  
<https://webgate.ec.europa.eu/multisite/fpfis>

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<sup>1</sup> Distributions are full copies of Drupal that include Drupal Core, along with additional software such as themes, modules, libraries, and installation profiles. There are several distributions available on the web. The FPFIS distribution is tailored to meet the needs of the European Institutions. It strives to respect standards.

## 1.2. Why creating the multi-site platform?

In September 2011, the Directorate General of Communications (DG COMM), as leader in the domain of external communication, proposed a plan for **rationalisation** of the Commission's external communication information systems.

The 2012-2013 DG COMM development plan summarizes the current status of external communication and provides guidance to DGs in adapting their IT Master Plans with regards to web publication standards and technical applications.

According to this document, most of the Commission's websites are static pages managed using either the Corporate Web Content Management System (CWCMS) based on Documentum or plain HTML editors.

Dynamic sites are not recommended by DG COMM in general, but specific web-site sections may use off-the-shelf services available through the Flexible Platform for Internet Services (FPFIS). FPFIS offers several interactive tools to all DGs (including blogs, forums, e-voting, feedback, rating, RSS, video, maps, etc.). The FPFIS platform is implemented using only Open Source software.

But these applications do not fully meet the evolving needs of DG's because they do not allow for integrated sites which combine several of these dynamic functionalities. In the lack of a corporate solution that fulfils all user needs, DG's have sought various solutions in an attempt to provide more two-way communication with citizens. The EUROPA Statistical Report released in September 2011 reports that other technologies, such as ColdFusion, Weblogic Java, Oracle Portal and PHP, are frequently used by DGs to generate pages dynamically. Statistics on web technology trends also show that as the number of technologies used increases, also the costs spent on maintenance and the underlying infrastructure, raise exponentially.

To avoid this phenomenon of exploding costs in the context of EUROPA websites, many external technologies and communication functionalities used today by DG's can be made redundant via the use of a single comprehensive solution, such as the Multi-Site platform.

The Multi-Site platform provides an easy solution for the creation and configuration of dynamic, interactive websites and applies directly the standard Commission visual identity. The use of existing FPFIS modules can be embedded into the Multi-Site platform, resulting in an integrated environment that fulfils most user needs.

### 1.3. More about the Open Source Drupal Community.

Drupal is an [open source content management platform](#) powering millions of websites and applications. It's built, used, and supported by an active and diverse community of people around the world

Drupal is used by [some of the biggest sites on the web](#) and [copes with a variety of sites](#)

By way of example, some well-known Drupal web-sites are :

- The Drupal Open Source community site itself at <http://www.drupal.org> handles millions of requests each month;
- The White House <http://www.whitehouse.gov/>
- The Economist <http://www.economist.com/>
- MTV <http://www.mtv.co.uk/>
- ING <http://ing.us/>
- Ubuntu <http://www.ubuntu.com/>
- The Examiner <http://www.examiner.com/>

## **2. LIST OF FEATURES AVAILABLE IN THE MULTI-SITE PLATFORM.**

### **2.1. Standard Drupal 7 modules.**

- The Multisite Platform is based upon the standard Drupal7 installation, so that all standard functionality available in [Drupal7](#) is also directly available in DIGIT's Multisite service.
- The approach of the Multisite Platform service at the European Commission is to extend, over time, the basic Drupal 7 release package with a previously agreed selection of optional Drupal7 community modules matching the requirements from participating DG websites.
- The goal is to maximize the use of Open Source community software and also to reinject into the Drupal open source community the experience at EC (i.e. bugs found, enhancement requests, ideas, best practices).



### **2.2. The distribution core functionalities are:**












- A selection of predefined roles with basic permissions.
- The workbench workflow module allowing to moderate content with role-based access.
- Multilingual baseline options.
- A tool allowing to change easily the appearance of your site.
- A notification mechanism (subscribing to content).
- The ability to vote on content.
- The ability to create complex menu structures and side sub-menu blocks.
- Print or PDF views of the content.
- Several contexts allowing to display blocks depending on conditions.
- The possibility to enrich any content type or user profile with new fields (files, image, text fields..).
- The possibility to login to the site using the European Commission Authentication Service (ECAS) account.
- A powerful search engine that uses the popular Open Source Solr implementation.
- An easy to use WYSIWYG HTML editor

### **2.3. Additional features besides the core Multisite functionalities**



The dependencies are mentioned next to each feature. You can find the module version in use in the annexed document.

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	<p><b>Contact form</b> Allows contacting support by email, forwarding the email to different contact persons depending on the email's subject.</p> <p><b>Module Dependencies</b> : features,menu,contact</p>
	<p><b>Communities</b> Allows publishing or managing content by community (group). Users can join a community and members can access to community-restricted content.</p> <p><b>Module Dependencies</b> : context,features,file,list,media,menu,multisite_drupal_access,multisite_drupal_workbench_moderation,multisite_og_access_admin,multisite_og_button,og_access,og_context,og_create_perms,og_ui,strongarm,taxonomy,views,workbench,workbench_moderation</p>
	<p><b>E-Library</b> Allows contributors to publish documents represented as uploaded files in various possible formats (pdf, xls, doc...). Documents will be stored in a space named E-Library. Every visitor can have access to the documents in the E-Library.</p> <p><b>Module Dependencies</b> : features,file,strongarm,views</p>
	<p><b>Extend Profiles</b> Create a directory page.</p> <p><b>Dependencies</b> : user_field_privacy,views</p>
	<p><b>Events</b> Allows contributors to define an event in the calendar. An event is used to store the information about something happening somewhere at a specific day or period of time.</p> <p><b>Module Dependencies</b> : cce_basic_config,colorbox,colors,date,date_popup,fullcalendar,fullcalendar_colors,fullcalendar_legend,fullcalendar_options,i18n_taxonomy,link,views</p>
	<p><b>FAQ</b> Allows administrators to post answers to frequently asked questions. This content is available for every visitor on the site, directly from its homepage.</p> <p><b>Module Dependencies</b> : features,i18n_taxonomy,menu,strongarm,taxonomy,token,views</p>
	<p><b>Fat footer</b> Provides an expanded main menu at the bottom of page.</p> <p><b>Module Dependencies</b> : workbench_moderation</p>
	<p><b>EU Press Releases</b> Display a block on your homepage with EU Press Releases Information. Other feeds can be added to the site.</p> <p><b>Module Dependencies</b> : aggregator</p>
	<p><b>Media Galleries</b> Contributors can add picture galleries.</p> <p><b>Module Dependencies</b>:cce_basic_config, ctools, features, file_entity, i18n_taxonomy, image, media, strongarm, taxonomy, video, video_ui</p>

	<p><b>Idea</b> Suggest ideas, vote on and discuss already submitted ideas, surface most important/best ideas. <b>Module Dependencies:</b> cce_basic_config, ctools, features, rate, i18n_taxonomy, list, options, strongarm, taxonomy, views</p>
	<p><b>Like/Dislike</b> This feature enables to display the "Like/Dislike buttons". Please visit: <a href="http://webtools.ec.europa.eu/like/examples/">http://webtools.ec.europa.eu/like/examples/</a> to view documentation on how to install the buttons. <b>Module Dependencies :</b> none</p>
	<p><b>Links</b> Allows contributors to store a bookmark/URL to another website they wish to share with visitors. <b>Module Dependencies:</b> features, link, strongarm, taxonomy, views</p>
	<p><b>Multi-user blog</b> Multi-user blog <b>Module Dependencies:</b> cce_basic_config, ctools, features, rate, node, strongarm, text, views</p>
	<p><b>Multilingual tools</b> Provide tools to enhance the translation tasks. <b>Module Dependencies :</b> translation_overview, translation_table</p>
	<p><b>News</b> Allows contributors to publish a news article he wishes to share with other visitors. Every visitor can view the content of the news through the news slider on the homepage. <b>Module Dependencies :</b> cce_basic_config, date, date_popup, features, i18n_taxonomy, link, list, media, multisite_rules_configuration, rules_scheduler, strongarm, views, workbench_moderation</p>
	<p><b>Newsletters</b> Publish and send newsletters to lists of subscribers <b>Module Dependencies :</b> ctools, features, mailsystem, mimemail, entityreference, options, simplenews, strongarm, taxonomy</p>
	<p><b>Notifications</b> Provide the possibility to subscribe to contents and receive notifications. <b>Module Dependencies :</b> ctools, messaging, messaging_htmlmail, messaging_mail, messaging_template, notifications, notifications_content, notifications_ui, notifications_views, notifications_account, strongarm</p>
	<p><b>Sitemap</b> Helps visitors (mainly new visitors) to have a quick overview of how the site is organized and what the site proposes to visitors. <b>Module Dependencies:</b> ctools, features, menu, site_map, strongarm, xmlsitemap, xmlsitemap_engines, xmlsitemap_taxonomy, xmlsitemap_user</p>
	<p><b>Social bookmark</b> Let your visitor share your site content on social networks. <b>Module Dependencies :</b> i18n_taxonomy</p>
	<p><b>Splash screen</b> Provides a home page to choose a language and stores this language in a cookie. <b>Module Dependencies :</b> locale_cookie, strongarm</p>



	<p><b>Surveys</b></p> <p>Allows administrators to question site visitors. Every visitor concerned by the poll/survey can respond as many times as allowed by the survey initiator. Results are stored and statistics are generated and can be browsed by visitors.</p> <p><b>Module Dependencies:</b> cce_basic_config, features, i18n_taxonomy, strongarm, taxonomy, views, webform</p>
	<p><b>Wikis</b></p> <p>Collaborative content that allows contributors to share information about a specific subject. Every contributor having access to the wiki can modify it and create a new revision. Every visitor, can view the content of the wiki.</p> <p><b>Module Dependencies:</b> context, diff, features, multisite_drupal_wiki_toc, strongarm, taxonomy, views</p>

## 2.4. Features that will be released in the near future (by end of Q1 2013) include:

- "Advanced Help" allowing to create additional help topics  
**Module Dependencies:** advanced help, book
- "Search into document" allowing the search engine to "full-text" search into documents  
**Module Dependencies:** apachesolr\_attachement
- "Carousel" allows to display content into a slider with different types of transitions  
**Module Dependencies:** ddblock
- "Top, left, footer menu" allows more flexibility in the ways dropdown menus display  
**Module Dependencies:** superfish, menu\_block
- "Interactive sitemap" creates a map of content which should help users to find their way through the website in an intuitive way.  
**Module Dependencies:** The jit, colorbox
- "Node export" provides the possibility to export content  
**Module Dependencies:** node\_export
- "Charts" includes charts in a website  
**Module Dependencies:** To be confirmed
- "Maps" includes Openlayer maps  
**Module Dependencies:** To be confirmed

## 2.5. Themes.

The multi-site platform provides by default a Drupal theme with several predefined regions, and the Sweaver application that allows to customise the look and feel of your website.

The platform also includes the software packages [Bootstrap](#), [Less css](#) and [jQuery](#).

If this is not sufficient, you can additionally create your own theme.

- (1) **(Recommended)** Using the provided tools and methods (Sweaver, context...). This is the way to go, unless you need to modify the html.
- (2) **(Recommended)** Create a subtheme of the ECweb theme <http://drupal.org/node/225125>, if you have the need for a custom template including changes in html or inclusion of

additional Javascript .

With this solution you'll have to verify that the subtheme is still working as designed and expected, after updating the master theme with your new versions of theme files.

- (3) **(Not recommended)** Fork or Create a brand new theme. It will drastically increase the weight of the maintenance of the theme on your side.

Warning : remember that your theme must respect the [IPG recommendations](#).

## **2.6. Statistics & Reporting.**

DIGIT will provide regularly system statistics on every production site. Currently Awstats (<http://awstats.sourceforge.net/>) is installed into the Multisite production configuration in order to provide these system statistics. DIGIT might switch in the future to another system monitoring tool, but will continue to publish regularly such statistics.

In addition we have planned the development and integration of the feature "Business Indicators" to provide useful "site business" information like number of articles, pages, users, etc...

DIGIT will also investigate the integration between the Multisite Platform powered by Drupal7 and the standard Web Analytics tools, currently available for the EUROPA website.

## **2.7. The Multisite Platform : Community Driven and in fast Evolution.**

It is important to take note that the Multisite Platform does not offer a closed collection of certified Drupal7 features, but the platform is still in full evolution and the customer websites are welcome to request integration of additional existing standard Drupal community modules or to contribute in the development of new custom modules (by preference of a generic nature).

An internal workflow has been defined in order to streamline the future functional evolution of the platform and to organise professionally the EC-internal community development and software support.

### 3. MULTISITE SERVICE ENVIRONMENT AT DIGIT'S DATA CENTER.

The Multisite Platform provides you today 2 different environments:

#### 3.1. The Multisite production environment.

- The production environment is the place for a contributor to elaborate content,
- and for a webmaster to configure the site (all actions can be performed via the site administrator user interface including creating content type, views, CSS feeds etc...)
- This environment offers data persistency i.e. all content created in this environment will be automatically kept across software upgrades.

#### 3.2. The Multisite playground environment.

The **playground environment** is a sandbox (it can be reset at any time), it does not provide data persistency and its purpose is:

- Experiment with or test new features or configuration options on your side before re-creating it on the production side.
- Fix your site during a "transition period" preceding a new major release of the underlying software stack (Multisite-distribution/Drupal7/LAMP).

#### 3.3. Your local development environment.

- We do not provide any development environment. When creating new features, we do this in our own personal development environment.

Once a feature has been tested, demo-ed within a "sprint" review and validated/accepted by the business users, we integrate it to the playground environment and subsequently into the production environment.

- If you want to create additional features to be included in the Multi-site platform, you should:
  - Submit and describe a feature request in the project wiki confer a workflow defined at:  
<https://webgate.ec.europa.eu/CITnet/confluence/display/MULTISITE/Request+new+feature>
  - Setup your development environment (Standard Drupal7), develop, test and package the feature
  - Validate the feature with your contractor
  - Release the feature to the DIGIT team so that additional Quality Assurance analysis can happen.
  - If the feature is compliant with the guidelines and standards published for the Multisite by DIGIT, then we'll deploy this feature on the playground and on the production platform

- When developing your own feature, please keep in mind that each feature should be completely independent from other features

### **3.4. Getting Started.**

The first step in order to request your website to be part of the multi-site platform, is to fill in the form available at: <https://webgate.ec.europa.eu/multisite/fpfis/en/request-creation-sub-site>

Training sessions are organised regularly by the DIGIT to allow webmaster to get familiar with Drupal and the FPFIS multi-site distribution.

#### 4. MULTISITE PRODUCTION HOSTING.

Drupal Websites will be hosted on the Multisite Platform, supported by a Service Level Agreement (SLA).

This Multisite SLA describes the services offered by DIGIT for the Drupal Multisite Platform.

- Analysis of the user functional requirements whether compatible and when available in the Multisite platform;
- Configuration and customization of the MultiSite Platform : mapping requirements to generic features re-usable by multiple DG's;
- Selecting between alternative candidate modules for requested features which are not yet available;
- Evolutive Maintenance of the Multisite platform (e.g. applying security patches);
- Operational support for the Multisite platform:
  - Second level technical support contact for features, modules and their supporting technologies : Drupal7, Solr search engine, caching solution , database server, etc...
  - Single point of contact with DIGIT, responsible to coordinate support issues and manage the different Operational Level Agreements (OLA) upon which the Multi-Site Services relies, such as:
    - network services (domain mappings and firewall/proxy services)
    - storage services (backup & restore)
    - database services
    - Virtual Machine (processing power) and Linux-Apache-MySQL-PHP (LAMP) software stack
    - Solr search server
    - EC Authentication Service (ECAS)
    - SLA Monitoring services

The Multisite SLA does not cover the following services which should be provided by the DG's website coordination team:

- Defining user requirements
- Editing Content
- Translating Content
- Advertising Events, etc...
- Financing the site
- Interactions with user and moderation in forums
- End User support

- User access management: distribution of moderator role, content editor roles, etc...

An example Multisite SLA is available in Annex II

## annex i : modules in the multisite platform (release 1.2 beta)

Package	Version	Name
Administration		Actions permissions (actions_permissions)
Not installed	7.x-3.0-beta3	
Caching		Varnish (varnish)
Enabled	7.x-1.0-beta1	
carousel modules		Block Carousel (block_carousel)
Not installed	7.x-1.x-dev	
Chaos tool suite		Bulk Export (bulk_export)
Not installed	7.x-1.2	
Chaos tool suite		Chaos tools (ctools)
Enabled	7.x-1.2	
Chaos tool suite		Chaos Tools (CTools) AJAX Example (ctools_ajax_sample)
Not installed	7.x-1.2	
Chaos tool suite		Chaos Tools (CTools) Plugin Example (ctools_plugin_example)
Not installed	7.x-1.2	
Chaos tool suite		Custom content panes (ctools_custom_content)
Not installed	7.x-1.2	
Chaos tool suite		Custom rulesets (ctools_access_ruleset)
Not installed	7.x-1.2	
Chaos tool suite		Page manager (page_manager)
Not installed	7.x-1.2	
Chaos tool suite		Stylizer (stylizer)
Not installed	7.x-1.2	
Chaos tool suite		Views content panes (views_content)
Not installed	7.x-1.2	
Configuration		Configuration Management (configuration)
Not installed	7.x-2.x-dev	
Configuration		Configuration Management UI (configuration_ui)
Not installed	7.x-2.x-dev	
Context		Context (context)
Enabled	7.x-3.0-beta3	
Context		Context layouts (context_layouts)
Enabled	7.x-3.0-beta3	
Context		Context UI (context_ui)
Enabled	7.x-3.0-beta3	
Core		Aggregator (aggregator)
Not installed	7.17	
Core		Block (block)
Enabled	7.17	
Core		Blog (blog)
Not installed	7.17	
Core		Book (book)
Not installed	7.17	
Core		Color (color)
Enabled	7.17	
Core		Comment (comment)
Enabled	7.17	
Core		Contact (contact)
Enabled	7.17	
Core		Content translation (translation)
Enabled	7.17	
Core		Contextual links (contextual)
Enabled	7.17	
Core		Dashboard (dashboard)
Enabled	7.17	
Core		Database logging (dblog)
Enabled	7.17	
Core		Field (field)
Enabled	7.17	
Core		Field SQL storage (field_sql_storage)
Enabled	7.17	
Core		Field UI (field_ui)
Enabled	7.17	
Core		File (file)
Enabled	7.17	
Core		Filter (filter)
Enabled	7.17	
Core		Forum (forum)
Not installed	7.17	
Core		Help (help)
Enabled	7.17	
Core		Image (image)
Enabled	7.17	
Core		List (list)
Enabled	7.17	
Core		Locale (locale)
Enabled	7.17	
Core		Menu (menu)
Enabled	7.17	
Core		Node (node)
Enabled	7.17	
Core		Number (number)
Enabled	7.17	
Core		OpenID (openid)
Not installed	7.17	

Core		Options (options)
Enabled	7.17	
Core		Overlay (overlay)
Not installed	7.17	
Core		Path (path)
Enabled	7.17	
Core		PHP filter (php)
Not installed	7.17	
Core		Poll (poll)
Not installed	7.17	
Core		RDF (rdf)
Enabled	7.17	
Core		Search (search)
Enabled	7.17	
Core		Shortcut (shortcut)
Not installed	7.17	
Core		Statistics (statistics)
Not installed	7.17	
Core		Syslog (syslog)
Not installed	7.17	
Core		System (system)
Enabled	7.17	
Core		Taxonomy (taxonomy)
Enabled	7.17	
Core		Testing (simpletest)
Enabled	7.17	
Core		Text (text)
Enabled	7.17	
Core		Toolbar (toolbar)
Enabled	7.17	
Core		Tracker (tracker)
Not installed	7.17	
Core		Trigger (trigger)
Not installed	7.17	
Core		Update manager (update)
Enabled	7.17	
Core		User (user)
Enabled	7.17	
Date/Time		Date (date)
Enabled	7.x-2.6+2-dev	
Date/Time		Date All Day (date_all_day)
Not installed	7.x-2.6+2-dev	
Date/Time		Date API (date_api)
Enabled	7.x-2.6+2-dev	
Date/Time		Date Context (date_context)
Not installed	7.x-2.6+2-dev	
Date/Time		Date Migration (date_migrate)
Not installed	7.x-2.6+2-dev	
Date/Time		Date Popup (date_popup)
Enabled	7.x-2.6+2-dev	
Date/Time		Date Repeat API (date_repeat)
Not installed	7.x-2.6+2-dev	
Date/Time		Date Repeat Field (date_repeat_field)
Not installed	7.x-2.6+2-dev	
Date/Time		Date Tools (date_tools)
Not installed	7.x-2.6+2-dev	
Date/Time		Date Views (date_views)
Not installed	7.x-2.6+2-dev	
Development		Coder (coder)
Enabled	7.x-1.1	
Development		Coder Review (coder_review)
Enabled	7.x-1.1	
Development		Coder Upgrade (coder_upgrade)
Not installed	7.x-1.1	
Development		Devel (devel)
Not installed	7.x-1.2	
Development		Devel generate (devel_generate)
Not installed	7.x-1.2	
Development		Devel node access (devel_node_access)
Not installed	7.x-1.2	
ECAS		ECAS (ecas)
Not installed	7.x-1.1	
ECAS		ECAS extra (ecas_extra)
Not installed	7.x-1.x-dev	
ECAS		ECAS import users (ecas_import_users)
Not installed	7.x-1.x-dev	
Example modules		Variable example (variable_example)
Not installed	7.x-2.1	
Experimental		Free Pager (freepager)
Not installed	7.x-2.x-dev	
Features		Article extended (article_extended)
Enabled	7.x-1.2	
Features		Contact form (contact_form)
Not installed	7.x-1.0	
Features		content_examples (content_examples)
Enabled	7.x-1.0	
Features		Date Migration Example (date_migrate_example)
Not installed	7.x-2.6+2-dev	



Features		Default Content (defaultcontent)
Enabled	7.x-1.0-alpha6	
Features		e_library_standard_content_default
(e_library_standard_content_default)		Not installed 7.x-1.0
Features		EC Profiles (ec_profiles)
Not installed	7.x-1.0	
Features		event_content_default (events_standard_content)
Not installed	7.x-1.0	
Features		faq content default (faq_content_default)
Not installed	7.x-1.0	
Features		Features (features)
Enabled	7.x-1.0	
Features		link content default (links_standard_content)
Not installed	7.x-1.0	
Features		UUID default entities example (uuid_default_entities_example)
Not installed	7.x-1.0-alpha3+51-dev	
Features		UUID Services Example (uuid_services_example)
Not installed	7.x-1.0-alpha3+51-dev	
Fields		Entity Reference (entityreference)
Enabled	7.x-1.0-rc5+11-dev	
Fields		Entity Reference Behavior Example
(entityreference_behavior_example)		Not installed 7.x-1.0-rc5+11-dev
Fields		Fieldgroup (field_group)
Enabled	7.x-2.x-dev	
Fields		Link (link)
Not installed	7.x-1.0	
FullCalendar		FullCalendar (fullcalendar)
Not installed	7.x-2.0-rc1	
FullCalendar		FullCalendar Colors (fullcalendar_colors)
Not installed	7.x-2.0-rc1	
FullCalendar		FullCalendar Legend (fullcalendar_legend)
Not installed	7.x-2.0-rc1	
FullCalendar		FullCalendar Options (fullcalendar_options)
Not installed	7.x-2.0-rc1	
Mail		Mail System (mailsystem)
Not installed	7.x-2.34	
Mail		Mime Mail (mimemail)
Not installed	7.x-1.0-alpha2+5-dev	
Mail		Mime Mail Action (mimemail_action)
Not installed	7.x-1.0-alpha2+5-dev	
Mail		Mime Mail CSS Compressor (mimemail_compress)
Not installed	7.x-1.0-alpha2+5-dev	
Mail		Simplenews (simplenews)
Not installed	7.x-1.0+4-dev	
Mail		Simplenews rules (simplenews_rules)
Not installed	7.x-1.0+4-dev	
Media		File entity (file_entity)
Enabled	7.x-2.0-unstable6+20-dev	
Media		Media (media)
Enabled	7.x-2.0-unstable6+83-dev	
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Not installed	7.x-1.0-alpha2+2-dev	
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Not installed	7.x-1.0-alpha2+2-dev	
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Not installed	7.x-2.0-beta1	
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Enabled	7.x-1.7	
Multilingual - Internationalization		Contact translation (i18n_contact)
Not installed	7.x-1.7	
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Not installed	7.x-1.7	
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Enabled	7.x-1.7	

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Enabled 7.x-1.7	
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multisite drupal toolbox	multisite drupal features set standard
(multisite_drupal_features_set_standard)	Enabled 7.x-1.x-dev
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(multisite_drupal_language_negociation)	Not installed 7.x-1.x-dev
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multisite drupal toolbox	multisite drupal workbench moderation
(multisite_drupal_workbench_moderation)	Not installed 7.x-1.0
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Not installed 7.x-1.x-dev	
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Not installed 7.x-1.0	
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Not installed 7.x-1.0	
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Not installed 7.x-1.0	
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Not installed 7.x-1.0	
Multisite Standard Features	Events (events_standard)
Not installed 7.x-2.0	
Multisite Standard Features	Links standard (links_standard)
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Not installed 7.x-1.0	
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Not installed 7.x-1.0	
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Not installed 7.x-1.0	
Multisite Standard Features	survey_standard (survey_standard)
Not installed 7.x-1.1	
Multisite Standard Features	wiki_content (wiki_standard_content)
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Enabled 7.x-1.4	
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Not installed 7.x-1.0	
Multisite features	e_library_og (e_library_og)
Not installed 7.x-1.0	
Multisite features	ECAS_env (ecas_env)
Not installed 7.x-1.1	
Multisite features	F.A.Q (f_a_q)
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Multisite features	Group Forum (group_forum)
Not installed 7.x-1.0	
Multisite features	likedislike (likedislike)
Not installed 7.x-1.0	
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Not installed 7.x-1.0	
Multisite features	Newsletters (newsletters)
Not installed 7.x-1.2	
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Not installed 7.x-1.0	
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Enabled 7.x-1.0	
Multisite features	Splash_screen (splash_screen)
Enabled 7.x-1.0	
Node export	Node export (node_export)
Enabled 7.x-3.0	
Node export	Node export dependency (experimental) (node_export_dependency)
Not installed 7.x-3.0	
Node export	Node export features (node_export_features)
Not installed 7.x-3.0	
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Not installed 7.x-3.0	
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Not installed 7.x-3.0	
Notifications	Content Notifications (notifications_content)
Not installed 7.x-1.0-alpha2+2-dev	
Notifications	Notifications (notifications)
Not installed 7.x-1.0-alpha2+2-dev	
Notifications	Notifications scheduler (notifications_scheduler)
Not installed 7.x-1.0-alpha2+2-dev	
Notifications	Notifications UI (notifications_ui)
Not installed 7.x-1.0-alpha2+2-dev	
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Not installed 7.x-1.0-alpha2+2-dev	
Notifications	User account tabs (notifications_account)
Not installed 7.x-1.0-alpha2+2-dev	
Notifications	User subscriptions (notifications_user)
Not installed 7.x-1.0-alpha2+2-dev	
Organic groups	Multisite OG Access Admin (multisite_og_access_admin)
Not installed 7.x-1.0	
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Not installed	
Other	Advanced help (advanced_help)
Enabled 7.x-1.0	
Other	Advanced help example (help_example)
Not installed 7.x-1.0	
Other	Better Formats (better_formats)
Enabled 7.x-1.0-beta1	
Other	Colorbox (colorbox)
Not installed 7.x-1.3	
Other	Colors (colors)
Not installed 7.x-1.0-beta2	
Other	Custom Breadcrumbs (custom_breadcrumbs)
Enabled 7.x-1.0-alpha1	
Other	Diff (diff)
Enabled 7.x-2.0	
Other	Entity API (entity)
Enabled 7.x-1.0-rc3	
Other	Entity tokens (entity_token)
Enabled 7.x-1.0-rc3	
Other	Feature Set (feature_set)
Enabled 7.x-1.0-beta1	
Other	jQuery Multi (jqmulti)
Enabled 7.x-1.0-beta1	

Other		Libraries (libraries)
Enabled	7.x-2.0	
Other		Link checker (linkchecker)
Enabled	7.x-1.0-beta1+8-dev	
Other		Menu Block (menu_block)
Enabled	7.x-2.3	
Other		Password change tab (password_policy_password_tab)
Not installed	7.x-1.2	
Other		Password policy (password_policy)
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Other		Pathauto (pathauto)
Enabled	7.x-1.2	
Other		Quicktabs (quicktabs)
Enabled	7.x-3.4	
Other		Quicktabs Styles (quicktabs_tabstyles)
Not installed	7.x-3.4	
Other		Real name (realname)
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Other		Site map (site_map)
Not installed	7.x-1.0	
Other		Strongarm (strongarm)
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Other		Token (token)
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Other		User Field Privacy (user_field_privacy)
Not installed	7.x-1.2	
Printer, email and PDF versions		PDF version (print_pdf)
Enabled	7.x-1.2	
Printer, email and PDF versions		Printer-friendly pages (print)
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Printer, email and PDF versions		Send by email (print_mail)
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Enabled	7.x-1.x-dev	
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Search Toolkit		Apache Solr search attachments (apachesolr_attachments)
Enabled	7.x-1.2	
Search Toolkit		Current Search Blocks (current_search)
Enabled	7.x-1.0-rc4	
Search Toolkit		Facet API (facetapi)
Enabled	7.x-1.0-rc4	
Services - resources		UUID Services (uuid_services)
Not installed	7.x-1.0-alpha3+51-dev	
Spam control		CAPTCHA (captcha)
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User interface		CKEditor (ckeditor)
Not installed	7.x-1.9	
User interface		CKEditorÂ Link (ckeditor_link)
Enabled	7.x-2.2	
User interface		Sweaver (sweaver)
Enabled	7.x-1.3	
User interface		Wysiwyg (wysiwyg)
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UUID		Universally Unique ID (uuid)
Enabled	7.x-1.0-alpha3+51-dev	
UUID		UUID Path (uuid_path)
Not installed	7.x-1.0-alpha3+51-dev	
Variable		Variable (variable)
Enabled	7.x-2.1	
Variable		Variable admin (variable_admin)
Not installed	7.x-2.1	
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Not installed	7.x-2.1	
Variable		Variable realm (variable_realm)
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Views		Views JSON (views_json)
Not installed	7.x-1.x-dev	
Views		Views RDF (views_rdf)
Not installed	7.x-1.x-dev	
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Views		Views XHTML (views_xhtml)
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Voting		Voting API (votingapi)
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Not installed	7.x-2.0-rc1	
XML sitemap		XML sitemap custom (xmlsitemap_custom)
Not installed	7.x-2.0-rc1	
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Not installed	7.x-2.0-rc1	
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Not installed	7.x-2.0-rc1	
XML sitemap		XML sitemap menu (xmlsitemap_menu)
Not installed	7.x-2.0-rc1	
XML sitemap		XML sitemap node (xmlsitemap_node)
Not installed	7.x-2.0-rc1	
XML sitemap		XML sitemap taxonomy (xmlsitemap_taxonomy)
Not installed	7.x-2.0-rc1	
XML sitemap		XML sitemap user (xmlsitemap_user)
Not installed	7.x-2.0-rc1	

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- Bootstrap v2.1.0
- Ckeditor v3.6.5
- Colorbox v1.3.19
- FullCalendar v1.5.4
- JQuery v1.7.1
- JsTree v1.0-rc3
- Tcpdf v5.9.190

## **ANNEX III : AN EXAMPLE OF A MULTISITE SLA.**

Confer separate document.



**EUROPEAN COMMISSION**  
DIRECTORATE-GENERAL INFORMATICS

Directorate A - Corporate IT Solutions & Services  
**DIGIT A3 - Corporate Infrastructure Solutions for Information Systems (LUX) - CISIS**

## **ANNEX III: AN EXAMPLE OF A MULTISITE SLA**

# **MULTISITE SERVICE LEVEL AGREEMENT**

**between**  
**THE DIRECTORATES-GENERAL OR**  
**SERVICES USING**  
**THE MULTISITE SERVICE**

**and**  
**THE DIRECTORATE-GENERAL FOR**  
**INFORMATICS (DIGIT)**

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Contact:

Henri Putseys, Telephone: +32 229-68916, [henri.putseys@ec.europa.eu](mailto:henri.putseys@ec.europa.eu)

## 1. PREAMBLE.

This document describes the service level agreement between DIGIT.A and the DG, owning an instance of a Drupal website on the Multisite Platform, identified as the customer in the rest of this document.

This agreement is signed by the Director of the DG, owning a Drupal application instance and the Director of DIGIT.A.

The **DG\_COMPLETE\_NAME**, DG of the European Communities (**DG\_ACRONYM**), hereinafter referred to as **Customer (aka System Owner/Service Requestor)**,

represented by Mr YYYY, Director XXXX,

And

The Directorate-General for Informatics (DIGIT), hereinafter referred to as **Service Provider (aka System Supplier)**, represented by Mr C. Ellinides, Director DIGIT.A,

have agreed as follows:

## 2. SUBJECT.

In order to streamline the demand for [external, dynamic and social websites](#), DIGIT proposes a [Multisite Website Platform](#) based upon the [Drupal CMS](#) (Content Management System).

The [Multisite Platform](#) addresses the following concerns:

- The European Commission announced in the [Commission Internet strategy](#) plans to transform the EUROPA web site from a source of one-way information into a tool for communication and interaction (i.e. provide modern interactive web sites for the citizens and stakeholders).
- Web sites are a key tool for external communications. They are the institution's business card. Websites are a very cost-effective and efficient means of communication. EUROPA now hosts over 460 websites. EUROPA would benefit from fewer and better sites to respond to user needs. To address the shortcomings, as part of the Commission's IT governance process, the College on 30 November 2011, instructed Commission departments **to rationalise the institution's web presence**.
- Reduce the cost (human, financial, technical) of the Commission's web presence via exploiting economies of scale and eliminating redundancies by building corporate solutions.\* The European Commission should offer a corporate service which optimizes and harmonizes the use of different website tools, which speeds up the creation of new external dynamic and social websites (i.e. in days or weeks and not months) and which provides a common solid modern shared infrastructure to support the rapid deployment of these sites.
- Avoid vendor lock-in via use of Open Source tools (also contributing to the Commission's Open Source Strategy) and via the use of service framework contracts established after an open call for tender.

The following objectives are envisioned by the Multisite Project:

- Provide a software package with a wide set of features (news, events, FAQ, site map, etc.) to build a web site rapidly ("in just a few clicks"). Be open and flexible in order to easily extend it by adding new features to respond to Commission future needs.
- Provide several types of site "templates" (e.g. standard site, community site).
- Define a scalable architecture and hosting environment at DIGIT's Data Center (cloud ready).
- Provide the service description (SLA, support, training, etc.).
- Provide a report upon the "dynamic web site" experiences feeding into DG COMM's study about the future of the Europa web site.

This document defines the SLA for instances within the Multisite Platform as hosted by DIGIT's Data Center.

Several alternative options are available like self-hosting a copy of the Multisite Platform code or external Cloud deployment. Choosing these options will modify the service offering considerably which will lead to another SLA.

### 3. SCOPE OF THE AGREEMENT

#### 3.1. SLA structure.

The MultiSite Service Level Agreement (SLA) identifies what is to be delivered by the Service Provider (in casu DIGIT.A3) and what is the quality of the services provided, in terms of specific quality metrics and associated targets.

The SLA addresses four basic questions:

- (1) **Service definition, provision and level of service**  
What is the service supplier promising in terms of services provided and associated performance and quality levels ?
- (2) **Service management**  
How is the delivery measured and how are the results reported to the customer ?
- (3) **Responsibilities**  
What are the responsibilities of both the customer and the service provider with regard to this service ?
- (4) **SLA evolution**  
How shall the SLA change over time ?

#### 3.2. Multisite Platform Specifics.

This SLA describes the services offered by DIGIT for the Drupal Multisite Platform.

These services are offered to the DGs that wish to deploy **external, dynamic and social websites** in the Commission's EUROPA domain or within an extranet context (also known as Commission's webgates access) for the following purposes:

Category	Description
<a href="#">Programme site</a>	Offers direct services to users in the context of a programme managed by the Commission.
<a href="#">Campaign site</a>	A highly <i>interactive</i> site in support of a specific communication campaign.
<a href="#">Event site</a>	<i>Temporary</i> site created in the context of a European Union, Commission or DG event aimed at the general public (e.g. European Week of Regions and Cities) and promoting and supporting the event's organisation. Events can be one-off special events or recurring events.
<a href="#">Audience site</a>	A portal offering specific services to a particular audience and providing the gateway to all relevant sites within EUROPA that are of interest.

The Multisite Platform includes "Web 2.0" features like : events, RSS feeds, videos, links to Twitter, Facebook Flickr sites, instant comments, etc....

The services are clearly distinct form the services offered by the DG itself to their Business Customers and the hosting services offered by DIGIT's Data Center.

Actually these services are part of a hierarchy of services in which the Multisite Platform and its associated services offer a streamlined and optimized package for creating and deploying Drupal websites.

This package itself uses Operational Level Agreements for the underlying supporting services offered by the Datacenter related to:

- Hosting Proposal
- ECAS authentication and provisioning
- Network elements (including URL mappings)
- Storage (backup+ restore)
- Processing power : Central Processing Units(CPU) + Virtual Machines (VM) + Operating Systems (OS) + Linux-Apache-MySQL-PHP (LAMP)
- Monitoring SLA services.

The package can also be referred to from within specific sIte SLAs that a DG offers to its Business Units.

Note however that the Services delivered in the context of the Mutlisite Platform project have the following characteristics:

- They are widely-used on the Internet
- They will be used "out-of-the-box"
- They will be non-critical
- They will be standalone services.

Modifications or extensions to these conditions will require a new separate SLA negotiation.

## **4. MANAGEMENT OF THE AGREEMENT.**

### **4.1. Validity Period.**

The totality of the present SLA comes into effect as soon as the present document is signed by both parties and the hosting solution implemented and operational. The terms of the present SLA are valid until replaced by a new SLA.

The agreement is **renewed tacitly for a period of a year** at the limit of each period of validity.

### **4.2. Revision.**

- (1) (1) The changes in the "[Specific Roles \(Annex 1\)](#)" don't require a formal revision. They are notified by exchange of e-mails by the DG Information Resource Manager (IRM as Customer representative) and the DIGIT Customer Relationship Manager (CRM as Service Provider representative).
- (2) (2) The information in the "[Operational Level Agreement \(OLA\) Annex 2](#)" (e.g. Hosting Services) is subject to annual revision, conducted by the DIGIT's Data Center representatives. If there is no major impact on the content of the Multisite SLA a formal revision is not required and the results of the annual revision are notified by exchange of emails.
- (3) (3) In any other cases where the body of the current SLA is subject to a change, a formal approval by both parties is required.

### **4.3. Strategic Evolution.**

In terms of ensuring fine-tuning of the balance point between the service viability and customer satisfaction, the two parties may review and adapt the terms of the present SLA by common consent in the event of exceptional circumstances affecting the "normal" operations of services, such as:

- major changes in the operational environment (for instance: storage, processing, and communication capacity of the technical infrastructure, new and enhanced tools and applications, advanced services, application of new technologies and design principles),
- major changes in the [scope of the services](#) as defined in the current SLA,
- major new service functionalities of the Multisite Platform, not previously envisaged, and
- major changes on the End-User's population (number and behaviour)

### **4.4. Cancellation.**

Each party may terminate this contract by means of notice enabling each part party to take the measures necessary for the adoption of an alternative solution.



The cancellation is notified by an official note between the two signatory parties of this agreement.

#### **Cancellation on the initiative of the Customer**

- At the end of the existence of the systems covered by the agreement, with 6-months notice, or
- in the event of a change of solution (another supplier) with 6-months notice.

#### **Cancellation on the initiative of the Service Provider**

- in the event of the impossibility of continuing the service offered, with notice of at least 12 months leaving the possibility for the Customer to find another solution, or
- in the event of a profound change of needs as regards hosting of non reconcilable applications with the Service Provider's architecture

### **4.5. Conflict Resolution.**

The Customer and the Service Provider commit themselves to carrying out the tasks related to this agreement in the best spirit of mutual collaboration.

In the case of conflict between the Service Provider and the Customer related to this agreement, the two parties agree on the following resolution methods:

- Contact is made between the Customer's IRM and the Service Provider's Customer Relationship Manager (CRM). The conflict may also be addressed during the follow-up meetings.
- If the conflict is not resolved at the follow-up meetings, contact is made between the Service Provider's Head of Unit who is responsible for customer service and the Customer's IRM or the equivalent person responsible on the Customer's side.
- If the dispute is not resolved at the previous escalation level, it is treated at DG level, disputes are arbitrated by the directors or Directors General for the two parties

## 5. SERVICE DEFINITION.

### 5.1. Definition of the Service.

The Multisite service contract covers the following services offered by DIGIT:

- Analysis of the customer's user requirements for the instance on the Multisite platform;
- Configuration and customization of the required instance : mapping requirements to features;
- Selecting modules for features that are not yet covered within the Multisite platform;
- Maintenance of the Multisite platform;
- Operational support for the Multisite platform:
- Second level support contact for Drupal, features and modules and their underlying Drupal, PHP, Solr, Caching, database, operating system, etc... implementation aspects;
- Single Point Of Contact (SPOC) for DIGIT with [support level responsables](#) of the OLAs on which the Multisite service relies.

There should be one SLA contract per website instance within the Multisite platform.

The Multisite service relies on the following "system" services offered by DIGIT.C :

- hosting service
- network service
- database service
- Drupal LAMP-stack service
- Solr LAMT-stack service
- ECAS authentication service
- Monitoring service
- *ec.europa domain URL mapping service*
- *webgate URL mapping service.*

This SLA does not cover the following services which should be provided by the customer DG :

- Defining user requirements
- Editing Content
- Translating Content
- Advertising
- Financing the site
- User interactions and moderation
- End User support
- Provisioning users and access management with role attribution like moderator, content editor, etc...

## 5.2. Infrastructure Change Management.

The Multisite Platform is based upon an open balanced architecture to host multiple websites as instances of Drupal.

This means that deploying a new website on this platform can be done as fast as organisational agreements and configuration actions allow for.

In some cases however the deployment of new instances is preceded by a request for modifications in the Multisite Platform (e.g. adding extra modules in Drupal) or even addition of extra virtual machines, storage, etc .... This will trigger the launch of a change management process.

The change management process is performed in accordance with the service elements - as described in detail in the Service Catalogue of DIGIT.C (see **Annex III : Reference to be added** )

The change management process facilitates the implementation of changes efficiently and with acceptable risks to the existing and the new Drupal instances on the Multisite Platform.

The scope of this process involves changes to any components such as hardware, communication equipment and software, systems software, environments, documentation and procedures.

The Change Management process aims at controlling that changes are justified, approved, planned, tested, controlled, reviewed and supported by any efficient communication.

The Service Provider supports the hosting of the services related to this agreement in terms of:

- discussing with the related parties the technical details, interdependencies with existing services, potential risks or opportunities that need to be taken into account;
- gathering business and technical information for the new services;
- identifying the impact on the process for service management, delivery procedures and the applicable SLA;
- providing consultancy and support to the Customer on implementation

## 5.3. Daily Operations, Support and Maintenance.

These services refer to the daily activities performed for the continuous monitoring, maintenance and management of the delivered environments in order to ensure that these are available to the end users and functioning according to the agreed specifications.

They are:

- provisioning of support for Drupal, Solr and relaying to technical support for hosting, network, database, storage, etc .... ;
- follow up of the daily monitoring of all services parameters and the characteristics of all environments as reported by the monitoring services in order to verify the appropriate system performance and early predict potential future problems,
- preparing and executing Drupal installations/upgrade/replacement plans (related operations are performed in a way that guarantees the continuous availability of the services or if deemed necessary the temporary unavailability for the minimum possible time);
- reporting the performed activities

This means that the DG itself is responsible for setting up first level support and helpdesk (single point of contact) facilities for the end users and business users of their website.

The interface (practical modalities) between the DG's designated or organized first level help desk and the second level responsibilities of the service provider described above shall be agreed explicitly and written down in a supporting document "Modalities of support". This interface description is revisable at all moments via common agreement of both parties.

After validation by the first level help desk, the technical support requests will be transmitted to the DIGIT FPFIS SUPPORT service desk via use of the communication channels as specified into the "Modalities of support".

The technical support requests should contain all required information in order to treat the issue efficiently (i.e. contact details, priority level, problem description, special conditions, etc...). The "Modalities of support" document describes also the supporting tools for regular follow-up of progress and the reporting and statistics provided by the service provider.

#### **5.4. Pre-Production Performance Tests.**

*"Testing is the process of operating a system or component under specified conditions, observing or recording the results, and making an evaluation of some aspects of the system or component."*

Pre-production tests are especially important for Web applications and it should not only happen at initial roll-out, but also for "major" Information System change releases.

The basic Multisite platform has been tested before production launch. However for each new website instance usage load and volume estimates have to be provided. Evaluation of these performance requirements may lead to additional pre-production testing efforts.

Due to their nature (they have potentially a huge number of users and they have a distributed architecture where several components are working together), it is necessary to study behaviour under peak loads for each website instance.

Questions such as:

- "how many end users is the application coping with?";
- "what is the impact of the number of simultaneously connected end users on performance?";
- "what is the impact of the new website instance on the global performance of the multisite platform?";
- "which is the component that will become the first bottleneck under a high load?";

should be investigated during the pre-production test phase.

This suite of tests results in the qualification or non-qualification of the Drupal instance for production. In an exceptional case, a separate hardware platform may be advised to host the new website, which will lead to a specific SLA.

The following types of tests are conducted to assess the goals listed above.

- load testing;
- stress testing;
- and performance testing.

#### **5.5. Pre-Production Vulnerability Tests.**

A vulnerability is a hole or a weakness in the application, which can be a design flaw or an implementation bug, that allows an attacker to cause harm to the stakeholders of an application or a website. Stakeholders include the site owner, website users, and other entities that rely on the website.

Examples of vulnerabilities are:

- Lack of input validation on user input
- Lack of a sufficient logging mechanism
- Fail-open error handling
- Not closing the database connection properly

DIGIT, as service provider, enforces security aspects in its IT operational platforms. The world is experiencing a growing number of "cyber attacks" and also the European Commission is increasingly exposed.

Network security alone does not sufficiently protect web applications and web sites.

Therefore a central vulnerability testing service has been installed in DIGIT's Data Centre; offering a final insurance concerning the "robustness" of a website.

The service offers 2 complementary types of vulnerability tests :

- black box testing : no access to source code is required ; is not specific to a coding language ; needs a working application (i.e. a target URL);
- white box testing : requires access to source code ; is dependent upon the coding language ; no absolute need for a working application target but it helps.

The vulnerabilities are classified in high, medium and low risks and also by type of processing : i.e. the user interface input/output handling, the authentication and session management, the access control and the business logic.

The Change Advisory Board (CAB) of DIGIT's data centre requires successful completion of vulnerability tests for risky new applications (web sites) and also before releasing a new version which incorporates significant changes.

## **6. SERVICE ATTRIBUTES.**

### **6.1. Security Management.**

#### *6.1.1. Applicable Information Security Policy framework*

The Service Provider provides customers with a range of structured and managed IT resources such as electronic communication networks, equipment and software and is responsible for the security management of these resources.

DG DIGIT, in its quality of Service Provider, gradually adapts the security of the IT Hosting Service and the Multisite Platform in conformance with the Commission's Information Security Policy and Framework and DIGIT's complementary Information Security Policy Framework. See also Commission Decision C(2006)3602 of 16 August 2006 concerning the "Security of information systems used by the European Commission" and "Implementing rules of 16.8.2006 concerning the security of information systems used by the European Commission"

The System Owner or customer DG is responsible for the security management of the Information Systems under their responsibility including the implementation and monitoring of the Commission's Information Security Policy and Framework.

#### *6.1.2. Security needs identification*

The System Owner is responsible for the security needs through a business impact assessment and for a risk-oriented selection of security measures.

#### *6.1.3. Security Requirements and Security Measures*

Based on the identified security needs of the web site and of the information processed therein, the web site is classified in either of the two categories: "Standard" or "Specific".

Instances on the Multisite Platform are always considered to be in category "STANDARD".

For the hosting of the Information systems classified as "Standard", the System Owner and the Service Provider are taking the necessary Security Measures for ensuring the security of respectively the Information System and of the Hosting Service to meet the requirements of the Security Policy and Framework at the Commission and at DIGIT level (where relevant and applicable).

In the absence of specific, formal and agreed Security Requirements with the System Owner, the security level of the DIGIT-C Hosting Services is based on the Security Requirements corresponding to the Information Systems classified as "STANDARD".

For the hosting of the Information systems classified as "Specific", in addition to the requirements of the Security Policy Framework in place at the Commission and at DIGIT level (where relevant and applicable), additional requirements are identified through a risk assessment process under the responsibility of the System Owner. The outcome of the risk is the identification of specific Security Measures and/or Security Controls to be implemented.

This means that these website instances can NOT be deployed on the Multisite Platform.

DIGIT-C may implement Security Measures corresponding to Security Requirements of an Information System classified as "SPECIFIC" if an agreement is achieved on the corresponding Hosting Proposal and this is formalized through a Memorandum of Understanding and a separate Service Level Agreement which clearly defines the complementary measures to be implemented and monitored on the IT Service Hosting infrastructure.

According to the C(2006)3602 Decision the "System Owner may delegate all or part of the implementation and management of their security requirements (formalized in their security plans) to horizontal departments such as the Directorate-General for Informatics. In such cases, the System Owner shall *ensure that the department in question applies the necessary security measures*".

In order to record the terms of the delegation, a formal agreement (part of the Hosting Proposal) shall be drawn up between the parties defining in particular measures for monitoring and implementation.

#### 6.1.4. Security Plans

The Customer (system owner) shall draw up, implement and manage the security plans for their Information Systems

The service provider shall draw up, implement and manage the security plans for the different hosting services.

### **6.2. Data Protection Management.**

For the Multisite Platform service, the Service Provider performs in the capacity of **Data Processor** - "*a natural or legal person, public authority, agency or any other body which processes personal data on behalf of the controller*" (Article 2(e) of Regulation 45/2001).

As regards the protection of the personal data possibly processed by the Service Provider, all the provisions of Regulation (EC) No45/2001 of the European Parliament and of the Council (the "Regulation") apply to the present agreement.

#### **The confidentiality and the security of data processing:**

As regards the protection of the integrity of the personal data processed, following the provisions of Article 21 about "Confidentiality of processing" and those of Article 22 about "Security of processing", the Customer in its capacity of **Data Controller** must implement appropriate technical and security measures to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access.

Moreover, any person acting under its authority (or under the authority of the Processor - including the Processor himself), who has access to personal data, must not process the data except on instructions from the controller.

For each of its services the Service Provider implements security measures as well as technical and organisational measures intended to ensure the confidentiality and the security of the personal data. The Customer acknowledges the fact that such measures are sufficient in regard of article 23 of the Regulation (EC) 45/2001.

### **6.3. Web Accessibility Compliance.**

All the official websites of the EU institutions – collectively known as EUROPA - should follow international guidelines for accessible web content, so they can be accessed and understood by as many people as possible without discrimination.

It is the responsibility of the system owner/customer to provide a design and the necessary themes on the Drupal instance which conform to these guidelines.

See [the Commission's Web accessibility policy](#) for more details.

### **6.4. Multilinguism.**

The customer should provide content and boiler plate texts for his web site, as a Drupal instance on the Multisite Platform, according to the guidelines expressed in the [European Commission's Information Providers Guide](#).

## 6.5. Business Continuity Plan.

Disaster recovery services ensure a continuity of business operations in case part or the entire IT infrastructure is out of business due to a disaster.

However the level of continuity offered is not equal for every information system. The European Commission has classified a number of information systems according to three categories: (i) critical, (ii) essential and (iii) necessary. Information systems not classified fall into the unclassified category. In the **Commission's communication SEC (2006)898 and 899**, concerning business continuity management, a definition of the three categories is presented. The decision on the class of the information system is a corporate Commission decision, but the customer may suggest a class in the information system's vision document.

The Commission decision SEC (2006)898 and SEC (2006) 899 define the following **standard** Recovery Time Objectives (RTO) with regards to disaster recovery:

Recovery time objectives	Coverage Window	Service Level Commitment
Return to normal operations (RTO)	24x7	<= 48 hours for critical IS < 1 week for essential IS As soon as circumstances permit for necessary IS according to SEC (2006) 899 Best effort for unclassified IS

The Service Provider achieves the following RPO (Recovery Point Objective) values, as shown below:

Recovery point objectives	Coverage Window	Service Level Commitment
Data Loss (RPO) for Disasters without impact on the integrity of data (Loss of cooling, loss of computer room, flood, hurricane etc ...)	24x7	Maximum loss of a time span of 1 hour (applicable to critical, essential and necessary IS)
Data Loss (RPO) for Disasters impacting data integrity (Data Corruption, Cyber Attack, Lightning Strike, ....)	24x7	Maximum loss of a time span of 1 day (applicable to critical, essential and necessary IS)

The Multisite Platform follows the recovery services offered by the hosting services for "necessary systems".



## 7. SERVICE LEVELS.

### 7.1. Defining time and other terms used.

Term	Definitions	Included in Multisite SLA
Working Day	This term is understood as a normal Monday to Friday Commission working week day, which is not a Commission holiday, unless explicitly stated otherwise.	Yes
Normal Working Hours	08.00-19.00 (Central European Time) working days excluding time covered by Critical Time.	Yes
Critical Time	The days of exceptional events are notified by the Customer to Service Provider's DIGIT.A3, quarterly and at least one month before the date of the first exceptional occurrence.	Can be Negotiated
On site hours for support groups	08:30-17.30 (On site presence of the technical expertise teams)	Yes
Normal system maintenance operation	<p>Normal system maintenance operations have to be performed regularly. A normal maintenance operation should :</p> <ul style="list-style-type: none"> <li>- not cause an unavailability period of more than 4 hours,</li> <li>- to be planned outside working hours (8:00-19:00),</li> <li>- to be announced via mail to the Customer's IRM and Local Help Desk at least five working days in advance.</li> </ul> <p>Any case of incompatibility of the proposed timeslot with business or legal constraints should be communicated to the Service Provider's Service Desk</p>	Yes
Major system maintenance operation	<p>Major system maintenance operation should:</p> <ul style="list-style-type: none"> <li>- not cause an unavailability period of more than 12</li> <li>- to be planned outside working hours (8:00-19:00),</li> <li>- to be announced via mail to the Customer's IRM and Local Help Desk at least ten working days in advance.</li> </ul> <p>Any case of incompatibility of the proposed timeslot with business or legal constraints should be communicated to the Service Provider's Service Desk.</p>	Yes

Infrastructure Computer Room maintenance operation	<p>Stoppages planned by OIB or OIL for the Service Provider's building concerning electricity and cooling maintenance;</p> <ul style="list-style-type: none"> <li>- these planned downtimes represent maximum 6-days unavailability (144h) per year</li> <li>- do our utmost best to plan outside working hours (8:00-19:00),</li> <li>- be announced via mail to the Customer's IRM and Local Help Desk's 1 month in advance</li> </ul>	As planned by hosting proposal
Urgent maintenance operation	<p>In case of emergency (very high risk of failure e.g.), a maintenance operation may be performed without respect of the prior notice delays mentioned here above.</p> <p>The Service Provider announces the operation via mail to the Customer's IRM and Local Help Desk on a best effort basis.</p>	As provided by hosting proposal
Downtime	Refers to the time interval of unplanned non-availability of services	Time to react. Time to solve or workaround
Major Downtime	Unplanned non-availability of services for more than 4h	Time to react
Reference Period	Refers to the period upon which the individual measurement (per sampling period) of performance and quality metrics is consolidated for the production of a final result that is compared to the targets for acceptable performance.	
Sampling Intervals	Refers to the intervals upon which measurements are performed on the specific performance and quality metrics.	

## 7.2. Defining performance indicators, metrics and targets.

The service performance and quality evaluation is performed via the identification of criteria which are of major importance for the end-users, the customer, and the other parties involved. Each one of those criteria is associated with specific performance indicators, which give a tangible description of the service quality and performance. Finally, for each performance indicator, specific metrics and targets are identified, providing a quantitative approach to measuring service performance and quality.

The following table presents an overview of the performance indicators and metrics that will be used in this SLA.

KPI	Metric
Availability	<ul style="list-style-type: none"> <li>• Multisite Platform Availability excluding maintenance time</li> <li>• Multisite Platform Availability including maintenance time</li> <li>• Instance Availability excluding maintenance time</li> <li>• Instance Availability including maintenance time</li> </ul>
Performance	<ul style="list-style-type: none"> <li>• Responce Time : internal network</li> <li>• Responce Time : external network</li> </ul>
Incident and Request Handling	<ul style="list-style-type: none"> <li>• Time to intervention</li> <li>• Time to restoring service</li> <li>• Time to deploy instance for the first time</li> <li>• Percentage of Rework</li> <li>• Evaluation of Multi-Site service by customer</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Availability Reporting</li> <li>• ReactionTime Reporting</li> <li>• Customer Satisfaction</li> </ul>

### 7.2.1. Availability Management KPI

	Availability Management KPI	
Description	<p>The Multisite Platform Availability refers to the overall Multisite Infrastructure performance and is guaranteed by the low level infrastructure layer measurements like hardware, OS, Storage, LAN, database servers and application servers (The SLA for the low level infrastructure layer are defined in the hosting services for the Multisite Platform at DIGIT's Data Center).</p> <p>The Instance Availability refers to whether the Customer's Instance of a (Drupal) site on the Multisite platform is accessible to all the end users, all the time.</p> <p>Reporting of availability is based on IS availability. These metrics refer to the percentage of time that the IS is available to its end users for the duration of the Reference Period</p> <p>The IS is considered as "unavailable", if it is not reachable for a continuous 120 seconds.</p> <p>Infrastructure Computer Room maintenance operations unavailability are excluded from the current SLA measurements.</p>	

Targets	Metric	Target
	non-Critical Time	
	Multisite Platform Availability excluding maintenance time	99% (21,6 h possible downtime/3 months)
	Multisite Platform Availability including maintenance time	97% (64,8 h possible downtime/3 months)
	Instance Availability excluding maintenance time	99%
	Instance Availability including maintenance time	97%
	Critical Time ( <a href="#">days of exceptional events</a> )	
	Instance Availability	<to be negotiated in case of improved availability request>
Reference Period	3 consecutive months	
Sampling Intervals	The availability of an IS is checked as follows: 10 minutes sampling - This period can be increased at the initiative of DIGIT.C or at the customer's request without revision of this agreement (General Monitoring Service)	
Measurement Methodology	<p>During the delivery of the service, and every interval equal to the sampling period, the IS availability is checked using specific tools that access the IS in order to verify its availability.</p> <p>The duration of continuous unavailability is the amount of the periods during which consecutive measurements establish the system as being unavailable.</p> <p>For example, for a period of 10 minutes measures, if three consecutive measures considered the system unavailable, then the duration of continuous unavailability is 20 min (3 measures, therefore 2 periods of 10 Min each one). This <a href="#">picture</a> depicts in detail how this period is calculated.</p>	
Monitoring Tools	End-To-End Monitoring Tools	

Alerts/Notifications/Warnings	<p>When monitoring detects the unavailability of one system in two consecutive measures, a notification is sent to the Service Provider operating staff.</p> <p>A major incident which is likely to cause extended unavailability is the subject of a notification email to the Customer's IRM and the local Helpdesk</p> <p>If the monitoring is itself out of use, then measurements cannot be carried out and warnings cannot be emitted. The absence of measurement on its own shall not be deemed to mean that systems are unavailable</p> <p>Note: unavailability of the monitoring system is considered critical. As soon as it is detected, such unavailability is treated as a critical incident.</p>	
SLA Assumption	<p>Availability is measured by automatic monitoring from beginning to end between the internal proxies located at the Service Provider's Data Centre in Luxembourg and the various IS production environment servers. This monitoring thus simulates an internal request and does not take into account connection equipment (firewalls, etc.) towards the outside of the Commission.</p>	
Exclusion	<p>The Service Provider is not responsible for the following causes of unavailability:</p> <ul style="list-style-type: none"> <li>• unavailability induced by Infrastructure Computer Room maintenance operations;</li> <li>• unavailability due to problems of external building sites to the Service Provider affecting all or part of its facilities (such as long lasting rupture of electric cables);</li> <li>• unavailability induced by building infrastructures failures (power, air conditioning, ...) other than those planned by OIB or OIL to the Service Provider's buildings; the Service Provider commits itself to informing its Customers as soon as possible if a non planned stoppage occur;.</li> <li>• unavailability due to problems involved in the development of the IS concerned;</li> <li>• unavailability due to interruptions of the Service Provider's services in the event of a major disaster.</li> </ul>	

7.2.2. Performance.

	<b>Performance KPI</b>	
Description	The Performance KPI, refers to a set of expectations for the quality of the service delivery in terms of response time for the Multisite.	

	<p>This metric refers to the response time of the Drupal instance for the duration of the Reference Period.</p> <p>The Drupal instance response time refers to the instance performance in terms of total execution times of customer-defined scenarios.</p> <p>This metric refers to the response time per scenario/transaction compared to the target per scenario/transaction.</p> <p>The commitment to these metrics and targets depends largely on the application logic and on the components of the application.</p> <p>These targets shall be specified and confirmed :</p> <ul style="list-style-type: none"> <li>• after pre-production tests (load &amp; stress tests) of the system, carried out in an environment in conformity with that of production and with volumes of data, simultaneous sessions, etc identical to those specified under the specific conditions; and</li> <li>• after a period of observation of the system in production via EndToEnd monitoring. Response time targets which are determined at these monitoring sessions shall be the subject of a revision of this agreement.</li> <li>• in the event of a major new release of the Drupal instance, the response time targets may be guaranteed under condition of re-specification of similar load &amp; stress tests to make sure that response conditions have not changed.</li> </ul>	
Targets	Metric	Target
	non-Critical Time	
	Internal Response Time	<to be defined after Go LIVE + observation period >
	External Response Time	<to be defined after Go LIVE + observation period >
	Critical Time	
	Internal Response Time	<to be defined after estimation of impact from e.g. event >
Reference Period	3 consecutive Months	
Sampling Intervals	The sampling intervals are the same as used in the metric "availability"	
Monitoring	End-to-end monitoring is the process of attempting to	

Methodology	remotely access a web server or other device, just as a real end user would, to verify that the Information System is accessible and functioning properly at all times The Service Provider may monitor a single page of the Customer's website or a complete business process (often referred to as multi-step transactions or scenarios). Website monitoring service can check using HTTP requests, HTTPS, FTP, SMTP, POPS, IMAP, DNS, SSH, Telnet, SSL, TCP, PING and a range of other protocols with great variety of check intervals from every 4 hours to every one minute. Typically, most website monitoring services test your server anywhere between once-per hour to once-per-ten-minutes.	
Monitoring Tools	End-To-End Monitoring Tools	
SLA Assumption	Application response times is measured by automatic monitoring from beginning to the end between the internal proxies located at the Service Provider's Data Centre in Luxembourg and the various servers of the IS production environment. This monitoring thus simulates an internal request and does not take into account connection equipment (firewalls, etc.) towards the outside of the Commission. Similar but separate monitoring for external access could be installed and run through Cloud Service providers.	

### 7.2.3. Incident and request management.

The primary goal of the Incident Management process is to restore normal service operation (as defined and within the current SLA limits) as quick as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels on service quality and availability are maintained.

The primary goal of the Request Management process is to reduce the time to set up and deploy new instances of Drupal websites on the Multisite Platform. This is according to one of the [goals of the initial project](#).

Incident and Request Management KPI		
Description	The Incident Handling KPI refers to the quality of the service delivered by the Service Provider's Service Desk & technical teams involved in the Incident Management process. It includes the following metrics: The time of restoring the service including the Time to React (TTR). The basic metric for the evaluation of the time in the handling of reported problems and incidents is the percentage of calls handled within the agreed deadlines during the Reference period.	

	<p>The accuracy of the actions - reworks ratio. The term "rework" refers to the cases where a problem is reported as being completed by the Service Provider's Service Desk, while the problem still exists or its resolution has affected other Information Systems. This metric counts the percentage of reworks compared to the total number of handled incidents completed.</p> <p>For the Request Management the main metric is the time to set up and deploy new instances on the Multisite Platform. This is divided in the time to render the instance available to the customer for configuration and the time to set a fully configured instance online in production. The configuration work as it should be done by the customer is not included.</p>	
Incident Management	On-site hours for support group	8.30 - 17.30
Request Management	Request Form	e-mail, wiki
Cover/Accessibility	24x7	During working hours : For each incident a ticket must be opened in SMT and assigned to DIGIT'S Service Desk (DIGIT FPFIS SUPPORT)
Cover/Accessibility	24x7	Outside working hours : EC Central Help Desk (CHD) ( phone +32 2 29 58181 or email to EC CENTRAL HELPDESK ) Limited to infrastructure problems
Targets	Restoring the service including the TTR (time to react) during on-site hours	
	Severity	Target
	P1 Critical	80% in less than 2 hours
	P2 Urgent	80% in less than 4 hours
	P3 Normal	80% in less than 8 working hours



	P4 Low	Best Effort - no target
Targets	Restoring the service including the TTR (time to react) outside on-site hours	
	Severity	Target
	P1 Critical	80% in less than 3 hours
	P2 Urgent	80% in less than 5 hours
	P3 Normal	Best Effort - no target
	Metric	Target
	Deploying instance for configuration	5 working days
	Making instance available in production	5 working days
	Reworks	<currently no commitment, to be defined and negotiated if requested>
	Evaluation of Multi-Site service by customer - Survey	A standard survey will be defined on the Multisite Wiki
Reference Period	Current year	
Sampling Intervals	For the timeline of the resolved incident, the sampling interval is the actual call handling period per helpdesk call. For the reworks ratio the sampling interval is per case of rework.	
Measurement Methodology	Time in restoring the service For each handled incident, the time required for its handling is recorded and compared to the agreed performance target. The performance targets depend on the priority of the call initially set up by the "reporting user". The call priorities are: <ul style="list-style-type: none"> <li>• Critical incident: Impossible to work; critical functions or totally unusable IS causing a major impact (unavailability)</li> <li>• Urgent incident: Possible use but limited in daily work (deteriorated method) : large but not critical part of IS which can</li> </ul>	

	<p>have an impact for the users</p> <ul style="list-style-type: none"> <li>• Normal incident: Incident not affecting production or limited loss of functionality</li> <li>• Low Incident: all other calls ; not a priority</li> </ul> <p>Reworks ratio This metric is the percentage of reworks compared to the total number of calls reported completed</p>	
Monitoring Tools	<ul style="list-style-type: none"> <li>• SMT Tool</li> <li>• Online Survey ???</li> </ul>	
Escalation procedure	<ul style="list-style-type: none"> <li>• During working hours : DIGIT FPFIS SUPPORT -&gt; FPFIS Operations Team leader -&gt; Deputy Head of Unit DIGIT.A3 -&gt; Head of Unit DIGIT.A3</li> <li>• Outside working hours : EC CENTRAL HELPDESK -&gt; FPFIS Coordinateur en astreinte -&gt; DIGIT Duty Officer</li> </ul>	
SLA Assumptions		

#### 7.2.4. Reporting

	Reporting KPI		
Description	<p>Proper and timely reporting is the cornerstone of a successful service, and therefore it is of major importance to consistently measure the performance of the service supplier in this field. More specifically the metrics are for:</p> <ul style="list-style-type: none"> <li>• Availability Report</li> <li>• Response Time Report</li> <li>• Survey Results for Customer Satisfaction</li> </ul>		
Targets	Report/Statistics	Definition	Target
	Availability Report	Report tracing the availability of the Homepage of the	The instance availability report is available online to designated authorized

		instance	users through the reporting website : <a href="http://www.cc.cec/isreports">www.cc.cec/isreports</a>
	Response Time Report	<to be defined if commitment for the instance Response Time >	The instance Response time are available online to designated authorized users through the reporting website : <a href="http://www.cc.cec/isreports">www.cc.cec/isreports</a>
	Survey Satisfaction Report	<Questions and scale to be defined>	Online available on the Multisite Wiki
Reference Period	In accordance to the reference period as used in the metric "Performance"		
Sampling Period	In accordance to the sampling period as used in the metric "Performance"		
Monitoring and measurement methodology	Availability and Responses Time Statistics are displayed on a reporting website : <a href="http://www.cc.cec/isreports">www.cc.cec/isreports</a> The website is updated according to the sampling period of each metric monitored for the needs of the SLA and also for the service's internal quality assurance. Survey reports will be published on the Multisite Wiki : <a href="https://webgate.ec.europa.eu/CITnet/confluence/display/MULTISITE/ECWEB+MultiSite">https://webgate.ec.europa.eu/CITnet/confluence/display/MULTISITE/ECWEB+MultiSite</a>		
SLA Assumptions	Monitoring and Reporting is part of a separate SLA with the Data Center		

## **8. PROJECT GOVERNANCE AND STAKEHOLDERS (ROLES AND RESPONSIBILITIES).**

### **8.1. Project Governance (DIGIT and Customer DG).**

A concise summary of the split of responsibilities between DIGIT and a "customer DG" of the Multi-site platform is the following :

DIGIT is responsible for:

- Analysing user requirements (previously defined by the "customer DG")
- Evaluating and selecting modules (matching these requirements)
- Customisation & Configuration of these modules
- Hosting
- Evolutive Maintenance
- Daily technical operations (backup, restore, monitoring, reporting)
- Technical support (helpdesk)

The "customer DG " is responsible for:

- Defining user requirements
- Validate solutions proposed by DIGIT
- Editorial aspects
- Content and Content Translations
- Aspects related to DPO (data protection officer)
- Users' provisioning and management
- End user interactions (Web 2.0 Style)
- End user support
- Advertising
- Financing the service

## 8.2. Stakeholders, Roles and Responsibilities.

This section complies with the Standard Roles and Responsibilities for IT Projects and IT Services.

### 8.2.1. Project Roles

Role	Project Steering Committee (PSC)
<b>Permanent Members</b>	<p><b>Chair :</b> COMM/A5 (HoU) : System Owner (SO) + Business Manager (BM), delegate of SO running daily operations</p> <p><b>Members:</b> DIGIT/A3 : System Supplier (SS) assuming overall accountability for IT deliverables and services requested by the SO + Project Manager (PM) DIGIT/C : Data Centre Representative (DCR) representing the interests of the operational department INFSO,EAC,PMO,JRC : User Representative (UR) representing the interests of the users in the project</p>
<b>Optional Members</b>	<ul style="list-style-type: none"> <li>• Corporate Project Office (CPO) very useful for large projects like the Multi-Site project</li> <li>• Data Protection Officer (DPO) to consult, advise and assist on Data Protection aspects concerning the project</li> <li>• Local Information Security Officer (LISO) to consult, advise and assist on Security aspects concerning the project</li> <li>• Document Management Officer (DMO) to assure a coherent implementation of the Document Management roles in DG</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Champions the project, raising awareness at senior level</li> <li>• Guides and promotes the successful execution of the project at a strategic level</li> <li>• Provides high level monitoring and control of the project</li> <li>• Authorises plan deviations, scope changes with high project impact and decides on recommendations</li> <li>• Arbitrates on conflicts and negotiates solutions to important problems</li> <li>• Drives and manages change in the organisation</li> <li>• Ensures adherence to organisation policies and directions</li> <li>• Approves and signs-off all key management milestone artefacts (vision document, project plan, business case, etc)</li> </ul>
<b>Deviation from the Standard R&amp;R Model</b>	None

Role	System Owner (SO)
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<b>Name</b>	<b>COMM.A5 (ad interim CNECT.D3)</b>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Acts as the project champion promoting the success of the project.</li> <li>• Chairs the Project Steering Committee.</li> <li>• Sets the business objective and defines the Business Case for the project.</li> <li>• Owns the project risks and assures proper project outcome is in-line with business objectives and priorities.</li> <li>• Mobilises the necessary resources for the project in accordance to the budget.</li> <li>• Monitors project progress regularly.</li> <li>• Provides leadership and strategic direction to the Business Manager (BM) and Project Manager (PM).</li> <li>• Coordinates resolution of issues and conflicts.</li> <li>• Ensures that the project outcome meets the business expectations.</li> <li>• Drives organisation change, mobilises necessary resources and monitors proper evolution and change implementation.</li> <li>• Approves and signs-off all key management milestone artefacts (Project Vision Document, Project Plan, Business Case, etc).</li> </ul>
<b>Deviation from the Standard R&amp;R Model</b>	None

<b>Role</b>	<b>Business Manager (BM)</b>
<b>Name</b>	COMM.A5 (act on a daily basis on behalf of the System Owner) (ad interim CNECTD3 : Zilberstein Fabio).
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assists the System Owner (SO) on the specification of the project and the main business objectives</li> <li>• Communicates with the User Representatives (UR) and acts as a liaison towards the IT organisation</li> <li>• Establishes and guarantees an efficient collaboration and communication channel with the Project Manager (PM)</li> <li>• Manages the non IT but organisation side activities for the project</li> <li>• Leads the implementation of the business changes within the users DG as defined by the project objectives</li> <li>• Ensures that the business organisation is ready to accommodate and employ the new IT system/application once delivered and deployed from the IT organisation</li> <li>• Coordinates the schedule and delivery of user training (and production of necessary user support material)</li> <li>• Devises the best track for business reengineering actions, when needed</li> <li>• Establishes the Service Level Agreement (SLA) on behalf of the business organisation and the users</li> </ul>
<b>Deviation from the</b>	None

<b>Standard R&amp;R Model</b>	
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<b>Role</b>	<b>System Supplier (SS)</b>
<b>Name</b>	DIGIT.A3 - Henri Putseys
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Assumes the overall accountability for IT deliverables and services requested by the Systems Owner (SO).</li> <li>May help the Systems Owner (SO) to establish the Business Case and objectives for the project.</li> <li>Represents the interests of those designing, developing, facilitating, procuring, implementing, operating and maintaining the IT system.</li> <li>Agrees on objectives for the supplier activities and approves the subcontractor's deliveries for the project.</li> <li>Mobilises the needed resources from the supplier side and appoints the Project Manager (PM)</li> </ul>
<b>Deviation from the Standard R&amp;R Model</b>	<i>None</i>

<b>Role</b>	<b>Project Manager (PM)</b>
<b>Name</b>	DIGIT.A3 - Rosa Ordinana Calabuig (assumes responsibility for project deliverables )
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Proposes and executes the project management plans as approved by Project Steering Committee (PSC)</li> <li>Manages and coordinates the Project Core Team (PCT) activities and resources on a daily basis</li> <li>Ensures that project objectives are achieved within the quality, time, cost constraints managing stakeholders expectations</li> <li>Ensures that all key management milestone artefacts are delivered and approved by the SO (vision document, business case, relevant Project Management Plans)</li> <li>Communicates and reports project progress to the Project Steering Committee (PSC)</li> <li>Performs risk management for IT organisation related risks</li> <li>Ensures the interoperability and integration of the different project related IT deliverables, systems, services and applications</li> </ul>
<b>Deviation from the Standard R&amp;R Model</b>	<i>None</i>

<b>Name</b>	<b>Project Change Control Board (CCB)</b>
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<b>Description</b>	Business Manager + Business Responsible Project Manager + Team leader
<b>Responsibilities</b>	Responsible for the control of the new requests, enhancement requests and corrective maintenance. Needs to be aware about the impact on the project scope, cost and planning
<b>Success Criteria</b>	The CCB is satisfied by the completeness of the list of issues. Issues do not remain unresolved after the deadline date. Problematic issues are identified and dealt with separately.

<b>Name</b>	<b>Customer (User) DG, managing a single site in the Multi-site platform</b>
<b>Description</b>	Units from various DG's, owner of a dynamic & social website hosted in the Multisite service. (JRC.A6, EAC.R5, PMO.7)
<b>Responsibilities / involvement</b>	<p><b>Pre-launch:</b></p> <ul style="list-style-type: none"> <li>• Defining user requirements</li> <li>• Validate solutions proposed by DIGIT</li> <li>• Customisation of solutions proposed by DIGIT</li> <li>• Aspects related to DPO (data protection officer)</li> <li>• User's provisioning and management (preparation)</li> </ul>
	<p><b>User testing:</b></p> <ul style="list-style-type: none"> <li>• Editorial aspects</li> <li>• Acceptance of solutions proposed by DIGIT</li> </ul>
	<p><b>Post launch:</b></p> <ul style="list-style-type: none"> <li>• Editorial aspects</li> <li>• Content</li> <li>• Content Translations</li> <li>• Users' provisioning and management (execution)</li> <li>• End user interactions (Web 2.0 Style)</li> <li>• End user support</li> <li>• Advertising</li> <li>• Financing the service</li> </ul>

### 8.2.2. Service Roles

<b>Name</b>	<b>IT Steering Committee (ITSC)</b>
<b>Description</b>	<ul style="list-style-type: none"> <li>• <b>Programme Level:</b> established at different levels of hierarchy on a DG basis. The programme level organisation is no detailed as its</li> </ul>



	implementation is defined at DG level.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Focus on multiple projects (services) or project portfolios</li> <li>• Steers, approves and commits resources for the portfolio of projects and all operational Information Systems in the DG</li> <li>• Appoints the main responsible persons for projects and services</li> </ul>

<b>Name</b>	<b>Service Requestor (System Owner)</b>
<b>Description</b>	<ul style="list-style-type: none"> <li>• Service Requestor is the System Owner (SO) who assumes full accountability for this service on the business side</li> <li>• S/he is typically a Head of Unit or Director from the user DG</li> <li>• The System Owner (SO) plays the role of the Data Controller (it can be delegated to Business Manager (BM))</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assumes full accountability for this service on the Business Side</li> <li>• Commissions the new service and its accompanying organisational and procedural changes</li> <li>• Provides leadership and business strategic direction for the service</li> <li>• Drives the evolution of the service provided by the Service Provider</li> <li>• Represents and makes key decisions on behalf of all the potential users</li> <li>• Approves and signs-off the Service Level Agreement on behalf of the Business User Community</li> <li>• Decides (with the Project Steering Committee (PSC) and Service Provider) on recommended improvement actions</li> </ul>
<b>Name</b>	<b>Business Manager</b>
<b>Description</b>	(S)he is a delegate of the Service Requestor (System Owner)
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Follows up on behalf of the Business User Community the Information System operation</li> <li>• Initiates opportunities for the service towards the Service Requestor</li> <li>• Leads DG specific process improvements to implementation</li> <li>• Ensures the follow up of Service Level Agreement with IT Service Manager (ITSM)</li> <li>• Manages the access rights of the different users, audits the use of the system</li> <li>• Ensures that the users assume the responsibilities regarding data ownership</li> </ul>

<b>Name</b>	<b>Service Provider (System Supplier)</b>
<b>Description</b>	<ul style="list-style-type: none"> <li>• Service Provider is the System Supplier (SS) who assumes full accountability for this service on the IT side</li> </ul>

	<ul style="list-style-type: none"> <li>• S/he is typically a Head of Unit / IRM within the IT</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Assumes full accountability for this service on the IT side</li> <li>• Appoints the IT Service Manager (ITSM)</li> <li>• Takes up the overall accountability for any IT deliverables and services requested by the service requestor</li> <li>• Provides leadership and IT strategic direction for the service</li> <li>• Approves and signs-off the SLA on behalf of the IT</li> <li>• Represents the interests of those operating and maintaining the IT system</li> <li>• Decides with the Steering Committee and System Supplier (SS) on recommended improvement actions</li> <li>• Approves the subcontractors' deliveries for the service (if any)</li> <li>• Mobilises the needed resources from the IT side</li> </ul>

<b>Role</b>	<b>Service Manager (SM) official nominated by the Service Supplier</b>
<b>Name</b>	DIGIT.A3 - Rosa Ordinana Calabuig (assumes responsibility for service provision )
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Performs the daily follow-up of the Service Level Agreement provided to the Business User Community</li> <li>• Manages and execute the service according to the user requirements and priorities established by the Service Requestor</li> <li>• Ensures the overall consistency of all services related to the business areas s/he is responsible for</li> <li>• Aligns IT efforts needed by different teams (Application Management Team (AMT), System Support Team (SST), etc.) in order to deliver the requested service</li> <li>• Reviews officially and performs the final acceptance of subcontractor's deliverables (documents, software or services), considering the opinion from the Service Teams</li> </ul>
<b>Deviation from the Standard R&amp;R Model</b>	<i>None</i>

<b>Role</b>	<b>System Service Team</b>
<b>Name</b>	<p>Consists of all the people that play a key role for the operation of a system/application</p> <p>The main key members are likely also members of the:</p> <ul style="list-style-type: none"> <li>- Application Management Team (AMT) responsible for the operations and management of the IT deliveries</li> </ul>

	- System Support Team (SST) responsible for the hosting of the IT deliveries
<b>Responsibilities</b>	Under the ITSM performs the day-to-day activities of the service monitoring, operation, maintenance according to the specified SLA (or according to the business needs in case no SLA is specified).
<b>Deviation from the Standard R&amp;R Model</b>	<i>None</i>

<b>Role</b>	<b>System Support Team (SST)</b>
<b>Name</b>	<ul style="list-style-type: none"> <li>• Is composed of members with skills to support hardware and software of the computer systems</li> <li>• Is a DG internal IT Team or outsourced to an external subcontractor team that is using a set of profiles such as: database manager, network manager, system engineer or alike</li> <li>• Typically, this role is assumed by the DataCentre and/or the local operations team</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensures the day-to-day running of the system (hardware and software) in order to provide services to the user community as specified in the SLA</li> <li>• Maintains the hardware structure efficiently and in accordance with the user's needs</li> <li>• To perform updates of the software (operating systems, etc)</li> </ul>
<b>Deviation from the Standard R&amp;R Model</b>	<i>None</i>

<b>Role</b>	<b>Application Management Team (AMT)</b>
<b>Composition</b>	<ul style="list-style-type: none"> <li>• Is composed of members with skills regarding the operation and maintenance of the IT specific application software</li> <li>• Is either a DG internal IT Team or outsourced to an external subcontractor team that is using a set of profiles such as: operator, programmer, tester or similar</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensures the day-to-day running of the specific IT applications</li> <li>• Provides the service to users based on the SLA and the quality plans and standards of the DG</li> <li>• Performs upgrades of the specific IT application software in production after new releases are tested and accepted by the impacted DG user community</li> </ul>
<b>Deviation from the</b>	<i>None</i>

Name	User Representative
Description	<ul style="list-style-type: none"> <li>Represents the interests of the users to the project</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>Ensures that the project specifications and deliverables meet the needs of all users</li> <li>Approves on behalf of the users the project specification, and acceptance criteria</li> <li>Performs the user acceptance tests</li> <li>Prioritises and contributes user opinions on Project/Service Steering Committee decisions on whether to implement recommendations on proposed changes</li> <li>Signs-off documents related to the users (documentation, requirements, etc)</li> <li>May also play the role of the Data Owner</li> </ul>

### 8.2.3. Service Functions

Function	Responsible Role	Description
1st level Functional Help Desk	System Owner	<p><b>1st level SPOC (Single Point of Contact)</b></p> <ul style="list-style-type: none"> <li>Acts as the Single Point Of Contact covering all issues related to publication under Europa: Corporate Web Content Management Services, Staging Manager, EU registration, Analytics ...</li> <li>Incident management is done using SMT, the central toolset recommended by DIGIT.</li> <li>An important part of the team's work will be related to various support actions such as advice to site management, XSL analysis, etc ... (i.e. much more than simple helpdesk answers).</li> </ul>

Function	Responsible Role	Description
Technical Help Desk	System Supplier	<p>DIGIT ensures the necessary actions for the smooth functioning of the tools and the operational environment:</p> <ul style="list-style-type: none"> <li>DIGIT.A3 FPFIS Support : 2nd level technical management</li> </ul>

2nd level Technical Support		<p>of the Operational Multi-site Service (SPOC for technical issues) and tickets related to the Drupal application layer , configuration and product management issues.</p> <ul style="list-style-type: none"> <li>• DIGIT ISHS LAMP: solution of tickets touching the LAMP (Linux-Apache-MySQL-PHP) stack and infrastructures below (cpu-storage-operating system- virtualisation-network-system/performance).</li> </ul>
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Function	Responsible Role	Description
Support to DG's	System Owner	<p>On request, DG COMM.A provides functional assistance to the DGs.</p> <p>These missions relate to screenings of sites or requests for new sites, targeting their implementation within the Multi-site platform.. Often improvement requests result from these actions.</p>
	System Supplier	<p>On request, DG DIGIT.A provides technical assistance to the DG's.</p> <p>These missions relate to technical analysis of the sites, integration of new modules, parameterisation and configuration of modules, performance audit, security audit, etc...</p> <p>Maintenance requests can result from these actions.</p>

Function	Responsible Role	Description
Identifying user needs	System Owner	<p>Issues are registered in the Service Management Tool and some will give rise to new user needs.</p> <p>Coaching sessions also often result in new user requirements.</p> <p>Normal use of the platform and testing of new functionality during acceptance procedure, will automatifaly generate enhancement requests.</p> <p>Multiple services will contact spontaneously the Multi-site service in order to discuss expectations and find possible solutions via the Multi-site platform.</p>

Function	Responsible Role	Description
Training	System Owner	<p>The Multisite trainings are integrated into the Syslog Catalog managed by DIGIT.A4.DTS (Digit Training Services).</p> <p>The DTS catalog will offer functional trainings for web-masters and content providers.</p>

	System Supplier	The DTS catalog will offer technical trainings about Drupal technology and about the reference configuration established by DIGIT.
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Function	Responsible Role	Description
Evolutionary Corrective Maintenance	System supplier Service Manager	Issues and needs are registered in the tracker application (SMT or Jira) , prioritized and submitted to the project team in charge of correction of bugs and of extending the software with new functionality.  Major issues are initiated by the Service (Project) Team (project/service manager + business manager).
Deliveries Follow-Up and Quality Assurance	System Supplier Project/Service Manager	The project team (business+project manager) establishes the roadmap.  The system supplier team controls and steers progress in the roadmap. The system owner confirms the business acceptance of deliveries (previously technically accepted by the system supplier) and schedules the production release date together with the update of the operational procedures.  (DGT does the acceptance of deliveries related to the translations.)
Integrator Follow-Up	System Supplier Project/Service Manager	Development and maintenance work requires continuous contact with the contractor. All tasks should be continuously documented in CITnet , the Commission's Application Lifecycle Management Software. No issue should be launched for execution (development) without prior approval in CITnet.

Function	Responsible Role	Description
Product Management	DIGIT Product Management (A3)	Relations with the Drupal Open Source Community and the company contracted for supporting the Drupal technology (Acquia) are managed by DIGIT's Product Management (DIGIT.A3).  This involves : establishing a professional vendor support channel for Drupal ; organisation of Drupal competence

		center, evaluation of new Drupal releases and establishment of a migration plan; definition of Drupal training course content ...

Function	Responsible Role	Description
Operations	System Supplier DIGIT.C	<p>DIGIT.C1 provides the hosting of the Multi-Site Platform. This includes the following services :</p> <ul style="list-style-type: none"> <li>• Second level support (DIGIT ISHS FPFIS) for all operational issues touching upon the LAMP (Linux Apache MySQL and PHP) software stack.</li> <li>• Release management and security patching of the LAMP software stack.</li> <li>• System monitoring of the virtual machines and the LAMP software layers.</li> <li>• Management of the hardware servers, the storage devices and the network connections.</li> <li>• Backup - Restore of files and databases.</li> <li>• Performance monitoring of the various layers of the LAMP software stack and below ( storage,network).</li> </ul>

Function	Responsible Role	Description
Governance & Management	System Owner	Chairing the Steering Committee bi-yearly.
	Business Manager	Approval of all important project decisions (prioritisation, approval of change requests requiring a more substantial resourcing effort, onboarding of new customer DG's, involvement in management presentations, scope/hr/budgetary project/service overview.
	System Supplier	Chairing the Technical Committee 3/4 times yearly
	Project/Service Manager	<p>Monitoring of developments and evolutive maintenance on a daily basis ( prioritisation workflow and acceptance of all change requests ).</p> <p>Monitoring of the supporting Operational Infrastructure ( concerning capacity evolution and vulnerability/security risks</p>

		).
		Monitoring of the business activity ( business statistics
Contracts Management	System Owner Business Manager	Specific contract management having to do with translations (Poetry) and with content management, business evaluations , etc... fall under the responsibility of the system owner (managed by the business manager).
	System Supplier Project/Service Manager	Specific conventions(contracts) linked to operations, technical administration, maintenance and development are specified and managed by the system supplier team under the supervision of the service(project) manager.

### **8.3. Deviations from the standard role and responsibilities model.**

Nil.

### **8.4. Follow-up.**

Coordination meetings between the Customer DG and the Service Provider are organised periodically in order to carry out follow-up of the website hosted in the Multisite platform covered by the agreement.

In the event of serious failure of services under this agreement, a management meeting with the Service Provider and the Customer representatives is organised in order to determine the gravity of defects and the solutions to be implemented.

### **8.5. Administrative notifications.**

The administrative notifications are the notifications delivered manually concerning:

- a request for cancellation or for revision of the SLA, or
- an exceptional occurrence (e.g. council of the EU) affecting at least one website covered by the agreement.

If such notification requires an answer, then the notified party commits itself to answering within two calendar weeks after receipt of notification.



## **9. CONTACT PERSONS.**

Technical Contact Persons at DIGIT.A3 are :

- Rosa Ordinana Calabuig
- Henri Putseys

## **10. GLOSSARY.**

To be supplied.

## **11. REFERENCES AND URL'S.**

To be supplied.

## **12. ANNEXES.**

To be supplied.