

MASTER SERVICE AGREEMENT

MISSION: eHealth core services

Reference: MSA eHealth

Version: 2022.01

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1. Document management

1.1 Version management

Table below gives an overview of the different versions which were discussed and/or approved with the Partner. Approved versions always have a version reference X.0. Intermediate versions have a version reference X.Y

Version	Date	Author	Description of changes / remarks
1.0	May 15 th , 2012	eHealth Service Management	
1.1	April 30 th , 2013	eHealth Service Management	Support information – updates
1.2	August, 2015	eHealth Service Management	Update
1.3	February, 2019	eHealth Service Management	Update
2022.01	April 12 th , 2022	eHealth Service Management	Update with new Infra HA

1.2 Document distribution

Every approved version of this document will be distributed by e-mail, to the following people:

Name	Function	Organisation
eHealth Service Management	Service Management	eHealth platform

1.3 Related documents

Name	Function	Organisation
“Application and Management of Certificates” – Process description	Cfr. eHealth portal	eHealth Service Management
eHealth Standard Changes List	Cfr. eHealth portal	eHealth Service Management
General Change an Release Management – Process Description	Cfr. eHealth portal	eHealth Service Management
SLA Address Book	Cfr. eHealth portal	eHealth Service Management
SLA ApiGateWay	Cfr. eHealth portal	eHealth Service Management
SLA Certificates	Cfr. eHealth portal	eHealth Service Management
SLA CoBRHA	Cfr. eHealth portal	eHealth Service Management
SLA Coding	Cfr. eHealth portal	eHealth Service Management
SLA Consent	Cfr. eHealth portal	eHealth Service Management
SLA DAAS	Cfr. eHealth portal	eHealth Service Management



SLA Directory	Cfr. eHealth portal	eHealth Service Management
SLA E2E Encryption	Cfr. eHealth portal	eHealth Service Management
SLA eHBox	Cfr. eHealth portal	eHealth Service Management
SLA ID Support	Cfr. eHealth portal	eHealth Service Management
SLA Link	Cfr. eHealth portal	eHealth Service Management
SLA Loggings	Cfr. eHealth portal	eHealth Service Management
SLA MetaHub	Cfr. eHealth portal	eHealth Service Management
SLA Portal eHealth	Cfr. eHealth portal	eHealth Service Management
SLA RNConsult	Cfr. eHealth portal	eHealth Service Management
SLA SOA	Cfr. eHealth portal	eHealth Service Management
SLA Therapeutic Exclusion	Cfr. eHealth portal	eHealth Service Management
SLA Therapeutic Links	Cfr. eHealth portal	eHealth Service Management
SLA Timestamping	Cfr. eHealth portal	eHealth Service Management
SLA Unique Portal (UPPAD)	Cfr. eHealth portal	eHealth Service Management
SLA User Access Management	Cfr. eHealth portal	eHealth Service Management



2. Objectives and scope

2.1 Objective of the Master service Agreement (MSA)

The objective of this document is to:

- Define a framework in which Service Level Agreements (SLA) can be developed for all the Basic Services available on the different environments of the eHealth platform, taking into account their changing role.
- Formalize the general directives in order to obtain quality Service descriptions, reporting and Service enhancement. Directives are:
 - Service levels will provide a mutual understanding of Service level definition, expectations and their measurement methods.
 - Every KPI will have 2 Service Level Objectives (SLO) defined:
 - The minimum (committed) Service level guaranteed by Service Provider (SP)
 - The target Service level = the expected Service level
 - List of monthly reports to be provided:
 - SLA reporting
 - Incident and Problem reporting
 - Incident and Change performance reporting
 - Contact Center/Supervision performance reporting
 - General evaluation of the Service
- Centralize all information that is common to all Services such as Service descriptions, generic process descriptions, standard definitions, etc.
- This document, as well as the SLA for the different Basic Services, unambiguously describes the commitments, responsibilities and objectives of the parties involved.
- The process of setting objectives, evaluating the quality delivered and developing Service Improvement Plans, will enhance the delivered quality so that it will meet the (changing) expectations of the Constituent.
- This MSA defines the directives to be followed by both Smals and eHealth platform, with regard to the delivery of eHealth services. Publication of this document or parts of it requires the approval of both parties..

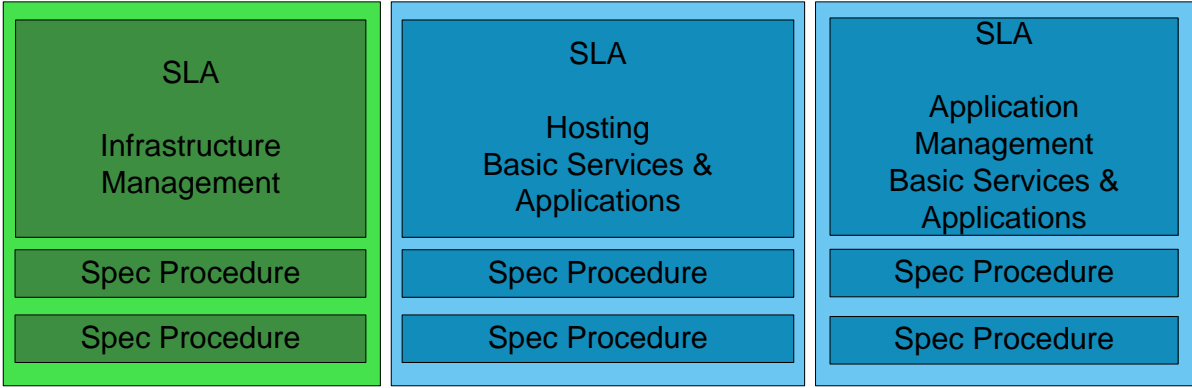
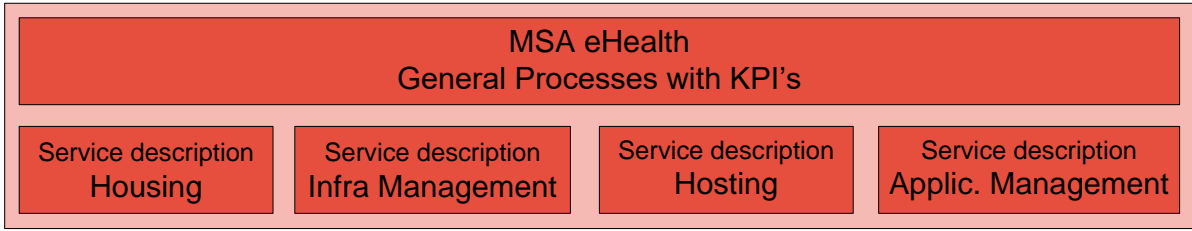
2.2 Positioning of the MSA and the relation with its attachments

The MSA contains commitments, procedures, Service descriptions and other specifications that are generic for all the activities performed in the scope of eHealth.

The different SLA contain commitments, procedures and SLO specific to the concerned Basic Service.

The different Collaboration Agreements describe and clarify the overall governance between the eHealth and the major external Partner offering value added services and solution on the eHealth platform.





2.3 Scope

This document contains or refers to:

- General terms & Conditions
- Collaboration Agreements
- Governance

This MSA is applicable to the Basic Services available on the eHealth platform. However, the Services to be provided are not the same for all Basic Services. The following chapters give a detailed scope for the different Basic Services.

2.3.1 Service management

This MSA describes the ITIL processes used to deliver services within the scope of the eHealth platform. For the different processes, Key Performance Indicators (KPI) will be defined, measured and where needed, Service Improvement Plans will be put in place if applicable.

eHealth is responsible for collecting the raw data necessary to calculate the KPI defined in this document or in attached SLA. eHealth will check the completeness and the validity of these data and calculate the results for the concerned period.

Processes that are covered in this MSA are:

- Incident Management
- Change and Release Management
- Service level Management

2.3.2 Infrastructure management

Infrastructure management Services are delivered on all the infrastructure components of eHealth environments.

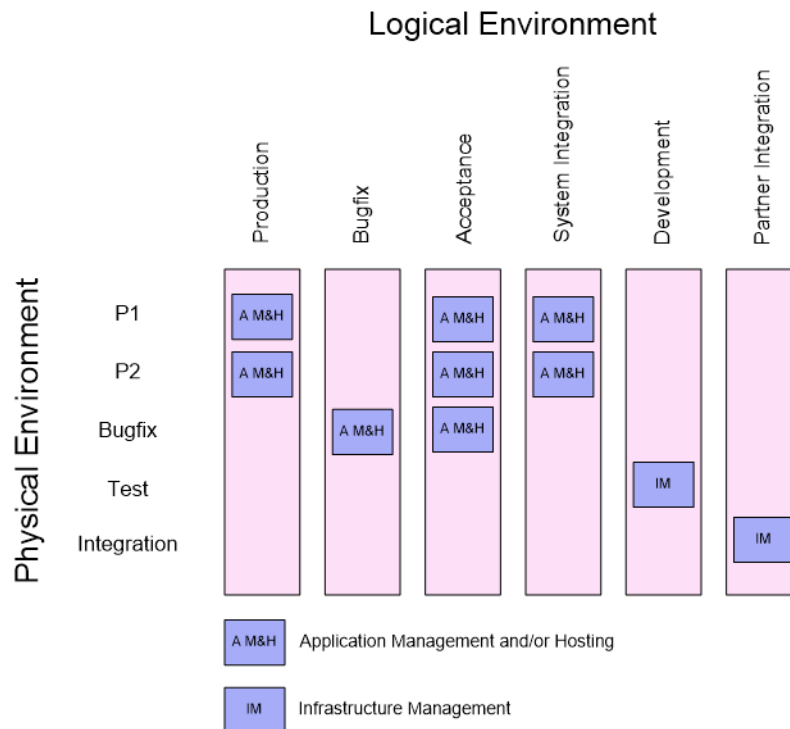
The Production environment is installed in two separate datacenters or Availability Zones (AZ). Each AZ is capable of running the whole production workload. Both AZ are always-on and constantly syncing data. In case of incident in one AZ, the other AZ will take over the entire production workload.



Each AZ is subdivided into three Fault Domains (FD). The FD are an independent hardware layer, aiding into the high availability of each AZ. The business applications can run on two FD, so an incident or intervention on one FD will have no business impact.

There are four environments:

- The Production environment
- The Acceptance environment
- The Integration environment (R1 & R2)
- The Test environment



2.3.3 Application Hosting of Services

Hosting services are delivered for following Basic Services of the eHealth environment.

- Coding
- Consent
- Consult RN
- DAta Attribute Service (DaaS)
- Directory
- eH2eBox
- eHealth Box
- End to end encryption
- ID Support
- Link
- Loggings
- MetaHub (Reference Directory and Hub Implementation)

- Orchestration (API Gateway)
- Therapeutic exclusion
- Therapeutic Links
- Timestamping
- UAM (MAZDA, ReMaPH, PEP, IAM, FAS2)
- Unique Portal (IANUA/UPPAD)
- Validated Authentic Source (CoBRHA) of healthcare providers

The SLOs for each of the Basic Services are defined in distinct SLA.

2.3.4 Business Operation Services

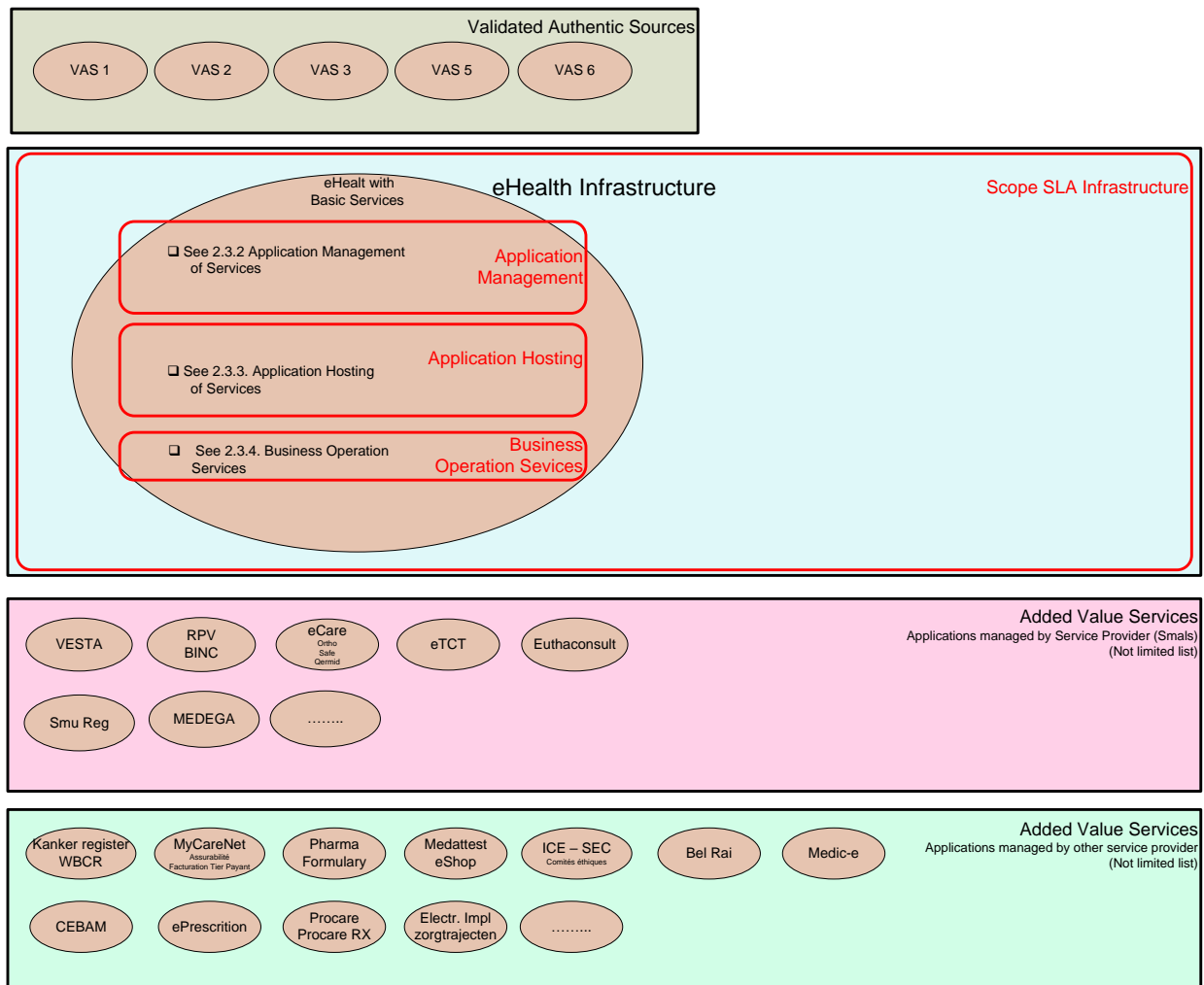
Business Operation Services are delivered for following Basic Services of the eHealth environment.

- Standard (First line support on KMEHR/standards related question)
- Any Software, tool, library, ... published by eHealth (First line support and afterwards 2nd line support) (e.g. the SumEHR Validation tool, connectors, ...)
- Business and Integration Support



2.3.5 Graphical overview of the eHealth scope

Following picture gives an example of the different Services within (and outside) the Scope of this MSA in the Production environment.



Some components as for the simulation hub are only covered in the Acceptance environment.

2.3.6 Supported Products

- Specific applications are developed on demand of the Constituent. The support and maintenance strategy will be defined based upon a mutual agreement between SP and Constituent.
- The SP will implement and maintain, as defined in the support and maintenance strategy, the necessary teams to support these specific applications.
- The support feasibility is partly dependent of the support strategy of the hardware and software manufacturers and of the SP. These manufacturers may, for example, decide to stop supporting certain versions/types of their products. This will cause the support strategy to be reviewed and or adapted.
- The needed actions will be taken to avoid lack of support, compatibility problems ...etc. This will also be done by mutual agreement.



2.4 Out of Scope

2.4.1 Validated Authentic Sources

For the Validated Authentic Sources (VAS) outside the responsibility of the SP, no formal commitment will be recorded unless the owner of the VAS accepts to provide an SLA on the Service he delivers or a copy of the VAS exists in the managed infrastructure. However, where ever possible, an End-to-end KPI will be defined, measured and reported. A not binding target will then also be defined. A VAS will not have a specific SLO. Therefore, a SLO for a VAS will be included in the SLO of the Basic Service using these sources.

In addition, the SP hosts several authentic sources or copy of them for the Constituent. The consultation interfaces to those VAS are in the scope of this MSA.

2.4.2 Added Value Services

The VAS using the Basic Services of eHealth, can have a specific SLA for the VAS itself. This SLA is out of scope of this MSA and may be provided by the company providing the service.

The Constituent, as owner of the Basic Services, has published SLA (Public SLA) for the different Basic Services on the eHealth Portal. This MSA and related SLA support the public SLA.

The SP will not offer an SLA for the use of eHealth Basic Services towards the owner of a VAS.

Nevertheless, it is the SP's responsibility to identify any specific business incident related to the VAS, addressed to the eHealth first line support and to redirect them towards their respective first line support. Collaboration agreements with major partners describing the service interactions will be developed.

2.5 Risks, conditions and dependencies

2.5.1 Hosting of Services

Basic Services, not developed by the SP, will be submitted for testing prior to Acceptance and deployment on the eHealth Production environment.

2.5.2 Case of Force Majeure

The SP cannot be held responsible for non-compliance with its commitments in case of termination, interruption or delay of services due to earthquake, flood, fire, storm, natural disaster, war, hostilities (including Computer Crimes) or any event which can be considered as a case of force majeure (event characterized according to the classic legal criteria of externality, unpredictability and irresistibility).

If necessary, the SP will inform the Constituent and will make every effort to minimize any damage due to force majeure and to come back to his commitments within a reasonable period.

2.5.3 Conditions

In case of Disaster, the SLA only stay active if the Constituent has a DRP foreseen for the same kind of scenario, known by the SP and tested (like foreseen in the DRP) on regular basis.

In all other cases, the SLA are temporarily put on hold and will be reactivated after restore of the normal conditions.

2.6 Responsibilities of the Partner

- The Constituent reports every deficiency as soon as possible to the SP using the appropriate procedure. See Ch. **Error! Reference source not found.**
- The Constituent makes sure that the Hosted Basic Services he develops, use the resources, offered by the infrastructure, conforming the specifications.



- The Constituent makes sure that the Users have been informed about the relevant procedures and that they respect them.
- For all Hosted Basic Services (see Ch. **Error! Reference source not found.**), the Constituent supports the 3rd level support.
- Constituent ensures an appropriate handover (training and documentation) of service developed by eHealth to the SP so that monitoring can be implemented as well as the 1st and 2nd level support. In addition, the Constituent defines requirements (SLO) in order to let the SP develop the appropriate monitoring.
- The Constituent communicates to the SP the contact details of VAS first line support.
- Deliver 3rd line Support for Hosted Services in Production and Acceptance environments and 1st, 2nd and 3rd line Support for Services in Test and Integration environment.
- The Constituent communicates to the SP when (a part) of the Service/SLA should be adapted due to legal or rule evolutions. The Constituent should evaluate any change of the needed capacity and inform the SP as soon as possible.

2.7 Implementation of the SLA

The definition of the SLO for the new eHealth Basic Services (or implementation of a major release) as well as for the ITIL processes will be done on a pragmatic base. During a start-up phase (6 months as of the use in Production environment), the results will be measured, reported and compared to the 3 SLO's mentioned in Ch. **Error! Reference source not found.** "Error! Reference source not found.". Service Improvement Plans (SIP) will be put in place to achieve timely the "expected committed Service level for next years".

At the end of the start-up phase, the SLO will be fixed by mutual agreement (Constituent and SP). This will be done by taking into account the achievements during the start-up phase, the statistical information about the installed equipment (MTBF, MTTR) and the degree of redundancy built into the infrastructure. The identified risks are also to be taken into consideration. An enhancement of the SLO requires that the identified risks are eliminated or at least monitored and mitigated.

All SIP will be evaluated by both the SP and the Constituent to define the budgetary impact as well as the influence on the overall quality (availability, stability, performance, etc...)

2.8 Start and evaluation of the MSA

- This MSA takes effect on April 2022 and remains active until a new version is communicated. The MSA describes the quality and operating procedures of the services/deliverables.
- The evaluation of the delivered Services is done on a regular basis.
- Once a year, the year results will be evaluated as well as the content of the MSA and related SLA. The MSA and related SLA can be modified as described in Par "2.92.9 Modifications to the MSA and related documents". Related documents (e.g. SLA) can have start dates different from the MSA start date.

2.9 Modifications to the MSA and related documents

- Every request by the Constituent to change the contents (like activities, equipment, applications, Services or Service objectives) of this MSA and the related SLA will officially be sent to the Service Manager of the SP.
- Similarly, the Service Manager of the SP can submit requests for modification to this MSA to the Service Manager of the Constituent.
- The Changes will become active as soon as the MSA and SLA have been agreed upon and the necessary changes have been made to the BSM.
- Minor modifications to the scope of this MSA will be confirmed in the minutes of the Steering Meetings or by issuing a BSM. The MSA scope will be updated yearly.



3. Definitions

When referring to the definitions in this Chapter, capital letters will always be used (in this and related documents)

Some definitions hereunder only appear in a limited amount of SLA. However, we keep these definitions because they are essential to avoid any confusion (for example in the documents, conversations or e-mails). The definitions hereunder are generally used. If another definition is applicable, it will be mentioned the de specific definitions of the concerned SLA.

3.1 General definitions

Acceptance environment

The environment used by the development teams (Constituent and SP) to test the Production readiness of a eHealth Service, and by partners to validate the Integration of their VAS Services for R+1

Application Software

Software developed in order to meet specific Constituent requirements.

Applicative Incident

An Incident that results in functional errors. Some functionalities may be unavailable or performed/calculated incorrectly. A solution can only be brought here by adjusting the Application Software (via Patch or Release)

Applicative Release

A Release specific to the applications.

Archiving

The process of moving data of a primary storage device (such as a hard drive) onto a secondary storage device (such as a backup tape), for permanent storage.

Availability of an environment or an application

Availability is usually calculated as a percentage of time the IT Service, the environment or the application is able to perform its agreed function. This calculation is based on the Agreed Service Window and Downtime.

Back-up

Copying data to protect against loss of Integrity or Availability of the original

Business and Integration Support

The Service for Integration support helps customers to integrate their service(s) into the eHealth environments. This support is given on both, Production and Acceptance, environments.

Roles and Responsibilities:

- Help the 1° line resolving issues about applications and services in Production (and Acceptance)
- Inform customers (only the restricted list) when the incidents are more technical
- Integration support (in Acceptance & Production) : act as "Gate Keeper"
- Update tickets and keep the 1° line support informed of the progress of each ticket
- Manage (update) the Web Form with new and to be deleted SAC's
- Manage all support documentation (Smals, eHealth & Partners)
- Populate the know-how database (FAQs,...) with regular upcoming incidents/problems



- Document Flow Validation Process
- Advanced reporting on the achievement of SLA for all incidents, and communicate these reports to the Service Management and Management Teams

Closing days of Smals

All Saturdays and Sundays.

1st January, 2nd January, Easter Monday, 1st May, Ascension day, White Monday, 21st July, 15th August, 1st November, 2nd November, 11th November, 15th November, 25th December, 26th December.

Configuration Item (CI)

A hard or software component of the IT infrastructure. Software license certificates and documents can also be considered as Configuration Items.

Conformity

The extent to which a goal (e.g. Resolution Time) is achieved.

Constituent

Member Institution of the non-profit-making organisation Smals (SP), who has mandated a Mission to the SP and who is signing this SLA

Contact Center

Single point of contact for end-users and customers, first line.

Content question

A question that focuses on the use of the application in a specific case. What are the applicable rules/laws in this case?

The application works correctly, the End User knows the different possibilities and functionalities of the application, but he does not know how to introduce this concrete situation.

Customer

A person, an institution, an external IT Service or an IT application, having integrated eHealth IT services in their specific IT Services or applications. Customers are distinct from End-user, as some customers do not use the IT Service directly.

Detection time (see also §5.2.4)

Time from the moment the incident occurs and the moment the incident is identified by the user or a monitoring service (still not communicated to the Service desk or the supervision). This period of time precedes the Response time.

Disaster

An unplanned situation that, due to its origin and/or size, has a significant influence on the availability (and/or performance) of one or more Services.

Downtime

Time during which an (IT) Service is not available



End-user

A person, an institution, an external IT Service or an IT application who uses the IT Service.

Equipment/Hardware

All material components of the environment such as servers, storage, network components, cables, communication lines, PCs or printers.

Extended Service Window

Agreed time period during which a particular IT Service may be available but during which no technical support is be available (no corrective action taken to restore the Service in case of unavailability. Extended Service Window is defined in the Service Level Agreement in light green.

Functional/Applicative question

A question that focuses on the understanding how the application works.

The application works correctly, but the End User does not know (exactly) how to use it.

Impact

The extent to which the Constituent or User experiences (negative) influence from an Incident that occurs. The concrete details of the Impact in the event of an Incident can be found in § 5.2.2.1

Implementation Time

Time between registration of the request (RFC) and its realisation (unless explicitly described otherwise in the description of the relevant RFC)

Incident

Any event deviating from the (expected) standard operation of a system.

Incident Management

The process that takes care of the handling of questions, wishes and disruptions.

Infrastructure

All Hardware, Software, buildings, procedures and documentation.

Integration (R1&R2)

The environment used by the development teams (Constituent and SP) to test correct interaction with other eHealth components and Infrastructure

IT Infrastructure Release

A Release specifically applicable to the IT infrastructure

Key-User

Employee from a Partner, a User, the Constituent or the SP, who has in-depth knowledge of a specific application or Service and who performs specific activities (e.g. Tester, first line support).



KPI (Key Performance Indicator)

A metric that is used to help manage a Process, Service or activity. Most of the KPI's concern Availability of Performance of a Process, Service or activity. For each KPI, a description of what it represents, how is it measured, calculated and evaluated is provided. A Service Level Objective is also associated.

Maintenance Windows for Planned Interventions

An agreed time period during which Changes or Releases may be implemented with minimal impact on Services. Maintenance Windows are defined in the Service Level Agreement.

Master Service Agreement (MSA)

An Agreement between an (IT) SP and a Constituent. The MSA contains general descriptions and agreements applicable for all the Service Level Agreements with this Constituent.

Mission

The set of Services to be provided by the SP following a demand from the Constituent

Multi-Tenant

Multi-tenant is a term/Architecture used in Cloud Computing for the case where several Users use the same public or private Cloud. Each tenant's data is segregated and invisible to the other tenants.

Opening Hours of the Contact Center

All Working days between 7:00 and 20:00.

Partner

Organisation, company which is neither the Constituent nor the SP, but which can or must perform a number of activities in order to complete the Service.

Patch

Small piece of software used by the Software publisher to fix errors or perform updates.

Performance

The extent to which the available functionalities are performed efficiently. The concrete definition of Performance for a given Service can be found in the "Definition" section of the KPI for Performance.

Priority

The Priority of an Incident is determined on the basis of Service Level and Impact. This Priority affects the order in which Incidents are handled within the Incident Management process.
The concrete determination of the Priority of an Incident can be found in §5.2.2.1.

Process

A structured set of activities designed to accomplish a specific Objective.

Production Environment

The environment that offers live eHealth Services to the end-users



Reaction Time (see also §5.2.4)

The time between the moment that the Service Desk is informed of an event (or the moment which an incident is detected via the monitoring) and the moment that a ticket is created, including its assignment to a group for resolution. This period of time precedes the resolution time.

Release

A group of Changes that are tested, packaged and deployed into the IT Infrastructure at the same time.

Request for Change

A means of proposing a Change to any component of an IT Infrastructure or any aspect of an IT Service

Request for Incident Resolution

Request for the resolution of an unplanned interruption to a Service or a reduction in the Quality or the Service Failure of a Configuration Item that has not yet impacted Service (for example : failure of one disk from a mirror set).

Request for Information

Request for an answer to a Service-related question.

Request for Support Improvement

Request for improvement of the manner in which support is provided. This type of request is also referred to as a "complaint".

Resolution time (see also §5.2.4)

The time from the initial assignment of ticket till the ticket is considered completed, in other words that an answer has been communicated for a request for information or a solution has been implemented.

Response time (see also §5.2.4)**Restore**

Replacing copied data (see Back-up) in order to recover lost or corrupted data.

Security Incident

Incident that could affect the confidentiality of the data handled by/at the SP. Some of these Incidents may be subject to GDPR regulation

Service

A Service is defined, within the context of Service management, as a logical grouping of functionality that is made available through the combination and specific configuration of hard- and software CI's.

A Service can also consist of one or more activities or Processes executed manually by an employee or a team of employees.

Service Desk

Point of contact for all the Service Requests. The Service Desk consists of the Contact Center, Supervision and Business and Integration Support.



Service hours (serv.h)

All hours within the Service Window

Service Level Agreement (SLA)

An Agreement between an (IT) SP and a Constituent. The SLA describes the IT Service, documents Service Level Objectives, and specifies the responsibilities of the IT SP and the Constituent.

Service Level Objective (SLO)

A commitment that is documented in a Service Level Agreement. Service Level Objectives are based on Service Level Requirements, and are needed to ensure that the IT Service quality is fit for purpose. Service Level Objectives are the target of the KPIs.

Service Provider (SP)

Institution providing the IT services to the Constituent and signing partner to this SLA. When performing this Mission, the SP may call on external contractors or the collaboration of the Constituent or Partners.

Service Request (SR)

Total set of Requests: Request for incident resolution, Information, Change and Support improvement

Service Window

Agreed time period during which a particular IT Service must be available and during which technical support must be available. For example, "Monday-Friday 08:00 to 17:00 except Closing Days of Smals". Service Window is defined in the Service Level Agreement in dark green.

Software

The set of programs required to make an environment function. This consists of System Software and Application Software.

Supervision

Second line of support with regards to IT operation matters. Nevertheless, the supervision is a privilege point of contact with major partner's Helpdesks.

Support hours (sup.h)

All hours within the Support Window for the related support team

Support Window

An agreed time period during which support can be reached by the Users. Typically, this is the period when the Service Desk is available. The Support Window may differ according to the support team.

System Software

Basic software as MS Windows, Linux, Oracle, etc.

Technical Incident

An Incident that results in unavailability, slowness or instability. The cause of these Technical Incidents can usually be found in the Infrastructure or the Software.



Tenant

(Co) User of a (shared) IT environment in the context of Cloud Computing.

Test environment

The environment(s) used by the development teams of the Constituent to test eHealth Services.

Treatment time (see also §5.2.4)

Time from the moment a user or a monitoring service tries to communicate an identified incident or an event to the service desk till the ticket is considered completed, in other words, that an answer has been communicated for a request for information or a solution has been implemented. It is equal to the Response time + Reaction time + Resolution time.

Underpinning Contract (UC)

An agreement between the SP and a third party. This third party can be an external SP, the Constituent or a Partner.

User

Organisation which uses the Services offered by the SP. The User can be different from the Constituent.

Working days (wd)

All weekdays except Closing days of Smals.

Working hours (wh)

All Smals working days between 8:00 and 16:30. There is no relation between Working hours and Service Window and/or Support Window.

3.2 Levels of Service

The measure of reliability and robustness of a Service. The Service Level is defined at the start of the Mission and is dependent on the installed infrastructure and used system software.

The I&S Governance Board can validate the requested level by analysing the foreseen I&S infrastructure blocks.

Other factors may influence the Service Level. There is no formal description of this influence.

The Service Level only has an influence on the Priority in Incident Management.

3.2.1 Summary of the conditions to join a particular Service Level

Service Level Bronze

An SLA can have the Service Level Bronze when following conditions are met:

- The different infrastructure layers used have a level of at least Bronze.
- Service coordination is standard performed by Supervision/Back Office.
- There is at least Infrastructure monitoring provided.

Note: the Non-PROD environments usually fall under Bronze.



Service Level Silver

An SLA can have the Service Level Silver when following conditions are met, in addition to those of Bronze:

- The different infrastructure layers used, have a Level of at least Silver. This can be achieved based on Silver level building blocks or through a combination of lower level building blocks that, together, meet the Silver level requirements.
- There is always some form of duplication of the infrastructure.
- An Acceptance environment is always provided.
- In addition to infrastructure monitoring, Application monitoring is also provided¹.

Service Level Gold

An SLA can have the Service Level Gold when following conditions are met, in addition to those of Silver:

- The different infrastructure layers used, have a level of at least Gold. This can be achieved by using Gold level building blocks or by a combination of lower level building blocks that, together, meet the Gold level requirements.
- A Test environment and an Acceptance environment are always provided.
- Service coordination is performed by a dedicated Technical Coordinator (TC) or Service Delivery Manager.
- The Release Management Process applies to both Infrastructure and Application¹.

Service Level Platinum

An SLA can have the Service Level Platinum when following conditions are met, in addition to those of Gold:

- The different Infrastructure Layers used, have a level of at least Platinum. This can be achieved using Platinum level building blocks or a combination of lower level building blocks that, together, meet the Platinum level requirements.
- Service coordination is performed by a dedicated Technical Coordinator (TC) or Service Delivery Manager with backup and Business Duty Manager
- Demand Management (Capacity Management) is implemented
- A Disaster Recovery Plan (DRP) test is performed twice a year, one of which is based on a “Data center down” scenario.
- A BCP (3rd Data Center) is required when no High Availability Infrastructure is implemented.
- Real time performance monitoring has been implemented.

3.2.2 Summary of the benefits of the different Service Levels

Service Level Bronze

- Availability for Infrastructure Services: 98% to 99%
- Availability of Application Services: 95% to 98%
- Service Window: up to maximum Mon – Fri , 8:00 – 16:30
- Priority Incidents: maximum P4 (with impact HIGH)
- General Infrastructure Release communication
- A Service Meeting can be scheduled annually

¹ If the Service contains Application Software

Note:

- There is no communication during the Incident Management process.
- A maximum of 12 x 8 hours of planned downtime per year is foreseen. Other periods can also be agreed with the Constituent.

Service Level Silver

- Availability for Infrastructure Services: 99% to 99.5%
- Availability of Application Services: 98% to 99%
- Service Window: up to maximum Mon – Sun , 0:00 – 24:00
- Priority Incidents: maximum P2 (with impact HIGH)
- General Infrastructure Release communication
- A Service Meeting can be scheduled quarterly

Note:

- There is no communication during the Incident Management process.
- A maximum of 12 x 8 hours of planned downtime per year is foreseen. Other periods can also be agreed with the Constituent.

Service Level Gold

- Availability for Infrastructure Services: 99.5% to 99.9%
- Availability of Application Services: 99% to 99.5%
- Service Window: up to maximum Mon – Sun , 0:00 – 24:00
- Priority Incidents: maximum P1 (with impact HIGH)
- Incident communication for Incidents with Business impact during Working Hours (e-mail and SMS)
- Incident report (initial version) for Incidents with business impact within 2 Business Days
- Follow-up of the Incidents by the Incident Manager during working hours
- General Infrastructure Release communication
- A Service Meeting can be scheduled monthly

Note:

A maximum of 12 x 8 hours of planned downtime per year is foreseen. Other periods can also be agreed with the Constituent.

Service Level Platinum

- Availability for Infrastructure Services: 99.9% to 99.95%
- Availability of Application Services: 99.5% to 99.9%
- Service Window: up to maximum Mon – Sun , 0:00 – 24:00
- Priority Incidents: maximum P1 (with impact HIGH). In case of several Incidents at the same time, those for Platinum will be handled before those for Gold Services.
- Incident communication for Incidents with Business impact during Working Hours (e-mail and SMS)
- Specific communication during crises: Instant communication Channel
- Incident report (initial version) for Incidents with Business impact within 1 Business Day
- Follow-up of the Incidents by the Incident Manager during working hours
- Business and Infrastructure Duty Manager available 24 hours a day during crisis periods



- Specific and detailed Release communication
- A Service Meeting can be planned according to the Client's wishes
- RPO can be reduced to 0
- RTO: to be determined per Service

Note:

A maximum of 2 x 30 minutes of planned downtime per year is foreseen for the execution of the major releases. This can also be scheduled outside of Working Hours. Other periods can also be agreed with the Constituent.

3.3 Abbreviations

ASM	Algemene Samenwerkingsmodaliteiten
AZ	Availability Zone
BSM	Bijzondere Samenwerkingsmodaliteiten
CAB	Change Advisory Board
CI	Configuration Item
CoBRHA	Common Base Registry of Healthcare Actors
DRP	Disaster Recovery Plan
FD	Fault Domain
GDPR	General Data Protection Regulation
IN	Data center Industrielaan, Bruxelles
KPI	Key Performance Indicator
P01, P02, P04, P08, P16 & P40	The different priority levels
MTBF	Mean Time Between Failure
MTTR	Mean Time To Repair
MSA	Master Service Agreement
OLA	Operational Level Agreement
RFC	Request for Change
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SFPD	Datacenter Esplanade de l'Europe, Saint-Gilles
SLA	Service Level Agreement
SLM	Service Level Management
SLO	Service Level Objective
SPOC	Single point of contact
SR	Service Request
SIP	Service Improvement Plan



UC	Underpinning Contract
UP	Data center Quai de Willebroeck, Bruxelles
VAS	Added Value Services

4. Relationship management

To be able to manage the Service Delivery in an efficient and consistent way, the Partner and eHealth agree to put in place a Relationship Management process. It describes the Relationship roles.

4.1 Contact

Following roles are defined for the management of the Services delivered in the scope of this MSA and related SLA. The specific contacts in following table will only be updated once a year.

Level	Role	eHealth platform
1	SPOC	Production Support : Contact Center eHealth 02 788.51.55 support@ehealth.fgov.be Acceptance/Integration Support for Partners and Software Houses only : Integration-support@ehealth.fgov.be
2	Service Management	Service Management eHealth eHealth_Service_Management@ehealth.fgov.be
3	Program Office	info@ehealth.fgov.be

4.2 Escalation procedure

4.2.1 Escalation approach

From time to time, issues will arise that cannot be resolved at the various levels of management within the Partner and eHealth teams. These issues may arise at a particular site or level. These issues may involve obligations of Party, performance, staff, etc.

It is the intent of both parties to resolve issues constructively, reflecting the concerns and collaboration interests of each party. Both parties' primary objective and intent is to have issues resolved by the appropriate levels of authority without the need for escalation.

Escalation procedures are described in the specific Collaboration Agreements. In the context of this MSA, the first step is to inform eHealth Service Management.



5. Service Management

- To be able to deliver all Services with a professional quality, eHealth has put in place Service Management processes based on ITIL good practices.
- These Service Management processes will guarantee that the different Services are delivered in a consistent way and that the Service Objectives will be met.
- Key Performance Indicators necessary to measure the quality of these processes will be described in the following paragraphs.

5.1 Service level standards

5.1.1 Service, Support and Maintenance Window

5.1.1.1 Service and Support Window

Support for eHealth Basic Services in Production environment

The default Service and Support Window is :

		Support Window Production environment						
		Day of the week (Closing days of eHealth = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Support for eHealth Services in Acceptance/Integration environments

The default Support Window is:

		Support Window Acceptance and Test environments						
		Day of the week (Closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 9:00							
	09:00 – 16:30							
	16:30 – 19:00							
	19:00 – 21:00							
	21:00 – 24:00							

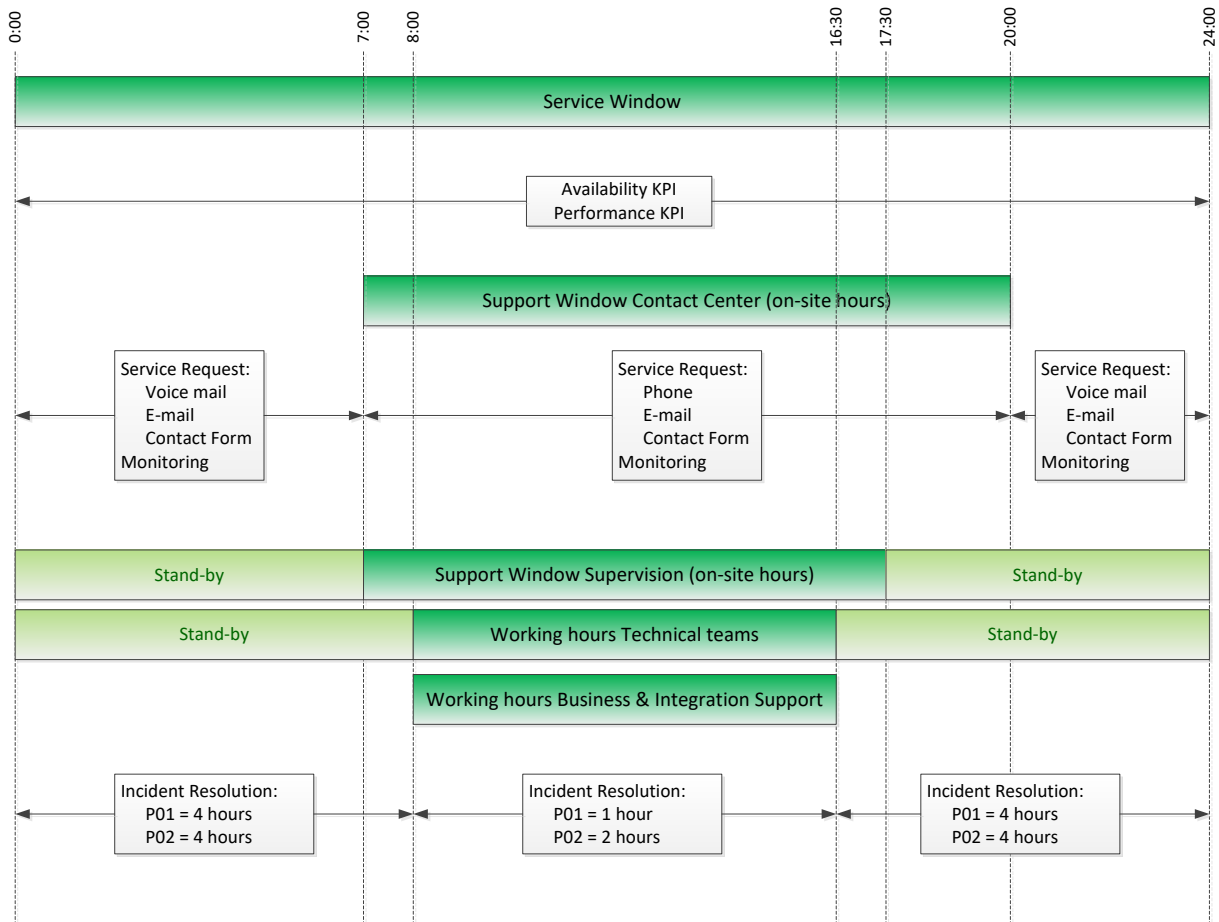
Legend

Timeslots for which the eHealth Call Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)



	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support, including Application Support.
	Timeslots for which the eHealth Call Center is unavailable for the End-Users. The End-User will have the possibility to record a voice message or send a web request that will be treated the next Working day.

Following chart illustrates the relations between Service Window, Support Window, Working hours and their related deliverables and/or KPI's



Remark: P01 Incidents logged between 5:00am and 8:00am on working days will be resolved by 9:00am and P02 Incidents logged between 6:00am and 8:00am on working days will be resolved by 10:00am

- Service Window and Support Window (default or other) will be specified in each separate SLA.
- Maintenance Window will also be specified in each SLA.
- Changes on the Production environment can only be performed during the Maintenance Window, unless specified otherwise and agreed upon by both parties.
- Changes & release requiring modifications to the Constituent system or their users system, SP will be subject to terms & conditions of the release policy.
- Service Window and Support Window (default or other) will be specified in each separate SLA.
- Maintenance Window will also be specified in each SLA.



- Changes on the Production environment can only be performed during the Maintenance Window, unless specified otherwise.

5.1.2 Maintenance window for Production environment

During the Major Releases, a downtime of maximum 30 minutes is authorized.

Other maintenance windows can be defined in agreement with the Constituent (e.g. Major upgrade of DB's).

This downtime will not be taken into account when calculating the Availability of the different Services.

5.1.3 Service Level Criticality

Service Level Criticality are defined per Service and per logical environment

Service Level criticality is defined in the specific SLA. However, following levels are defined as standard:

Production environment	PLATINUM
Acceptance environment	SILVER

5.2 Incident management

5.2.1 Definition

The Incident management process points to the activities needed to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

5.2.2 Implementation of Incident management

This paragraph describes the way eHealth has implemented Incident Management. This document contains the main information needed by the Partner to be able to communicate and interact efficiently with eHealth and vice versa.

5.2.2.1 Priorities

- On Incident assignation, the Priority is calculated based on the Service level criticality and the Impact of the situation.
- By default, the Business Importance Level on eHealth service in production is Platinum. Specific Service Level for each basic service is specified in the respective SLA.
- In case of conflicting data (in MSA and SLA) about the Business Importance Level of a Service, the SLA data prevail.
- The impact is defined based upon the following table. When the situation changes over time, Impact and Priority will be adapted accordingly.

Impact	Situation
High	The incident affects all end-users
Medium	The incident affects a group of end-users
Low	The incident affects one or a limited number of end-users
None	No degradation of the Service

- The priority is calculated as follows:



Business Importance Level		Impact			
		HIGH	MEDIUM	LOW	NONE
Business Importance Level	GOLD / Platinum	Priority 1 (P01)	Priority 2 (P02)	Priority 8 (P08)	Priority 40 (P40)
	SILVER	Priority 2 (P02)	Priority 4 (P04)	Priority 16 (P16)	Priority 40 (P40)
	BRONZE	Priority 4 (P04)	Priority 8 (P08)	Priority 40 (P40)	Priority 40 (P40)

Please note that a Priority 1 or 2 incident shall be raised in case of lack of compliancy to the KPI within the calculation window.

5.2.2.2 Detection, Response, Reaction and Resolution targets

When the resolution process requires an intervention of the Partner or 3rd parties outside the responsibility sphere of eHealth, the time needed to perform these interventions, will not be counted as Resolution time of eHealth (Status = "Waiting For").

Interventions performed outside Working Hours can take longer as those within Working Hours. (

5.2.3 Incident Reporting

Incident management depends mainly on the following:

- The PABX, phone logs every incoming call;
- Service Now logs and support the management of incident by the Contact Center;
- Service Now logs and support the management of incident by the Supervision. It is thus the second line incident management tool;
- Infrastructure and other monitoring tool

5.2.4 Graphical overview of Incident lifecycle

5.2.4.1 Contact Center

Statuses in the Service Management tool at Contact Center

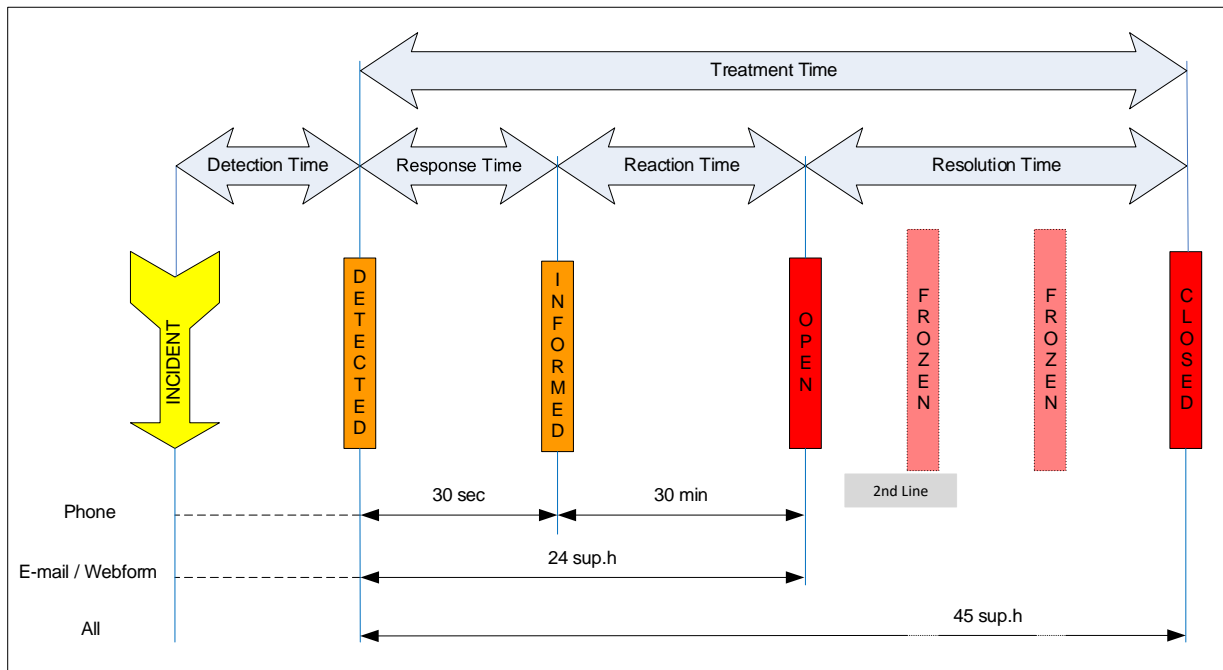
Status	Meaning
Open	When a SR is created and transferred to a Group Coordinator
Closed	When the Incident is solved by all parties involved in solving the issue. At this point, the solution has already been implemented and the client informed of this solution.
Frozen	When waiting for action or information of the End User

Other statuses

Status	Meaning
Detected	<ul style="list-style-type: none"> • phone: the user calls the Contact Center • e-mail/web form: the e-mail is received in the mailbox of the Call Center
Informed	<ul style="list-style-type: none"> • phone: Call Center picks up the phone • e-mail/web form: not applicable



- Timeline within Contact Center



5.2.5 KPI for Incident management

- Measuring *method*
 - The KPI's mentioned hereunder and in the following paragraphs are, unless specified otherwise, related to the processing of technical Incidents and are therefore seen in the perspective of the Supervision part of the Service Desk.
 - The definition is most of the time seen as a timeframe delimited by two statuses in the Service Management tool.
 - The measuring method and calculation is based on a ratio of the "Defined Performance" and the maximum possible Performance

5.2.5.1 Incident detection phase by eHealth

Monitoring tools Availability		
Goal of the KPI	Evaluate the availability of the Monitoring tools	
Definition	Monitoring is considered to be available when the logfile is updated with the results of the different measurements.	
Measuring method	The availability of the Monitoring tools are measured with the Monitoring tool. The amount of valid (OK or Not OK) results for the application monitoring is compared with the expected amount of results	
Calculation	$Availability = \frac{Amount\ of\ valid\ results}{Amount\ of\ expected\ results}$	
Calculation window	Monthly	
Objective	Committed	Target
	Min 99,5%	Min 99,9%

5.2.5.2 Incident Response phase

- The incident response phase objective is to limit the time between incident identification by a specific tool or end user and the moment the service desk initiate its take up. This set of KPI's gives an indication of the speed of Response by the service desk on new incident.
- The incident response time is the time between the detection of an incident and the moment the service desk respond to the event.
- There are three major inputs for the service desks (the monitoring, the mail & the contact form, and the phone). As described in the “**Error! Reference source not found.**” chapter, Incidents can be notified either to the Contact Center or to the Supervision.
- Currently, the response time is only measured on the performance of the Contact Center and the Supervision with regard to phone call. This SLA assumes also that for each service request initiated by phone if require a ticket for an incident is opened at the same time.

Contact Center availability		
Goal of the KPI	Evaluate the availability of the Contact Center	
Definition	“Availability Contact Center” is measured by checking its response time.	
Measuring method	The PBX records timestamps for incoming calls and for phone pick-up.	
Calculation	<ul style="list-style-type: none"> • The difference between above mentioned parameters is calculated for each incoming call • The percentage of phone pick-up performed within X sec is calculated 	
Calculation window	Monthly	
Objective	30 seconds	
Conformance	Committed	Target
	Min 80%	Min 90%

Supervision availability		
Goal of the KPI	Evaluate the availability of the Supervision Service desk	
Definition	“Supervision Availability” is measured by checking its response time.	
Measuring method	The PBX records timestamps for incoming calls and for phone pick-up.	
Calculation	<ul style="list-style-type: none"> • The difference between above mentioned parameters is calculated for each incoming call • The percentage of phone pick-up performed within X sec is calculated 	
Calculation window	Monthly	
Objective	45 seconds (during availability timeslot within Support Window of Supervision)	
Conformance	Committed	Target
	Min 80%	Min 90%



Abandoned call rate in the Contact Center		
Goal of the KPI	Evaluate the rate of the abandoned calls in the Contact Center	
Definition	“Abandoned call rate in the Contact Center” is measured by checking the amount of abandoned calls (hanged up calls without answer) in relation with the total amount of incoming calls.	
Measuring method	The PBX records for incoming calls.	
Calculation	The percentage of phone calls hanged up without answer regarding the total amount of incoming calls	
Calculation window	Monthly	
Conformance	Committed	Target
	N/A (depends on the caller too)	Max 10%

Abandoned call rate in the Supervision		
Goal of the KPI	Evaluate the rate of the abandoned calls in the Supervision	
Definition	“Abandoned call rate in the Supervision” is measured by checking the amount of abandoned calls (hanged up calls without answer) in relation with the total amount of incoming calls.	
Measuring method	The PBX records for incoming calls.	
Calculation	The percentage of phone calls hanged up without answer regarding the total amount of incoming calls	
Calculation window	Monthly	
Conformance	Committed	Target
	N/A (depends on the caller too)	Max 10%

5.2.5.3 KPI Incident Reaction phase

Incident Reaction time at Contact Center for phone calls	
Goal of the KPI	<ul style="list-style-type: none"> Measure whether the Incidents are registered (a ticket is created) and are assigned within the committed timeframes. This KPI gives an indication of the speed of Incident registration and assignment / dispatching.
Definition	The time between the answer of the call and the creation of a ticket and its assignment to a group for resolution (status “Open”) this includes the communication time with the end user to understand the incident/request, set the right priority and identify to whom it should be assigned.
Measuring method	<ul style="list-style-type: none"> All “Incidents assigned within the committed timeframe” are filtered and listed. All “Incidents” are filtered and listed. This is done for the Incidents registered during the Calculation window.
Calculation	Ratio of the above mentioned parameters



Calculation window	Monthly reporting, yearly evaluation		
Objective	Reaction time at Contact Center for phone calls	Compliance	
		Committed	Target
	30 minutes within the Support Hours	Min 80%	Min 95%
Remark	This measure is currently limited to the measure related to incident notified by phone call at the Contact Center.		

Incident Response & Reaction time at Contact Center for web form and mail			
Goal of the KPI	<ul style="list-style-type: none"> • Measure whether the Incidents (or requests) are registered (a ticket is created) and are assigned within the committed timeframes. • This KPI gives an indication of the speed of Incident registration and assignment / dispatching. 		
Definition	The time between the receipt of the e-mail and the creation of a ticket and its assignment to a group for resolution (status “Open”).		
Measuring method	<ul style="list-style-type: none"> • All “Incidents assigned within the committed timeframe” are filtered and listed. • All “Incidents” are filtered and listed. • This is done for the Incidents registered during the Calculation window. 		
Calculation	Ratio of the above mentioned parameters		
Calculation window	Monthly reporting, yearly evaluation		
Objective	Response & Reaction time at Contact Center for Web form and mail	Compliance	
		Committed	Target
	24 Support Hours	Min 80%	Min 90%
Remark	This measure is currently limited to the measure related to incident notified by web form/mail at the Contact Center.		

Incident Response & Reaction time at 2nd line support for web form and mail			
Goal of the KPI	<ul style="list-style-type: none"> • Measure whether the Incidents (or requests) are registered (a ticket is created) and are assigned within the committed timeframes. • This KPI gives an indication of the speed of Incident registration and assignment / dispatching. 		
Definition	The time between the receipt of the e-mail and the creation of a ticket and its assignment to a group for resolution (status “Open”).		
Measuring method	<ul style="list-style-type: none"> • All “Incidents assigned within the committed timeframe” are filtered and listed. • All “Incidents” are filtered and listed. • This is done for the Incidents registered during the Calculation window. 		



Calculation	Ratio of the above mentioned parameters		
Calculation window	Monthly reporting, yearly evaluation		
Objective	Response & Reaction time at 2nd line support for Webform and mail	Compliance	
		Committed	Target
	1 work day	Min 80%	Min 90%
Remark	This measure is currently limited to the measure related to incident notified by web form/mail at the Contact Center.		

5.2.5.4 KPI Incident Resolution phase

Incident Resolution time at Supervision					
Goal of the KPI	<ul style="list-style-type: none"> Measure whether the Incidents are solved within the committed timeframes. This KPI gives an indication of the speed of Incident resolution. 				
Definition	The time between the first assignment to a group for resolution (status "Assigned") and the moment that an answer is communicated or a solution is implemented (status "Completed").				
Measuring method	<ul style="list-style-type: none"> Per priority, all "Incidents completed within the committed timeframe" are filtered and listed. All "Incidents" are filtered and listed. This is done for the Incidents "completed" during the Calculation window. 				
Calculation	Ratio of the above mentioned figures				
Calculation window	Monthly reporting, yearly evaluation				
Objective	Priority	Resolution time for Incidents registered during Working Hours	Resolution time for Incidents registered outside Working Hours	Compliance	
				Committed	Target
	P01	1 Service Hour	4 Service Hours	Min 80 %	Min 90 %
	P02	2 Service Hours	4 Service Hours		
	P04	4 Working Hours	4 Working Hours		
	P08	1 Working Day	1 Working Day		
	P16	2 Working Days	2 Working Days		
P40	5 Working Days	5 Working Days			



Remark	<p>The current reporting on resolution time cannot distinguish incident resolution period under the responsibility of the SP and one under the responsibility of a third party or a partner (identified by the status).</p> <p>Therefore, a global reporting on resolution time including the “waiting for” period has been implemented. When the indicator exceeds the committed value, the SP further investigates on the influence of “waiting for” period.</p> <p>Refer to §Error! Reference source not found. for more details on Resolution time for P01 and P02 outside Working Hours.</p>
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Incident Treatment time at Call Center			
Goal of the KPI	<ul style="list-style-type: none"> Measure whether the Incidents (or requests) are handled and solved within the committed timeframes. This KPI gives an indication of the speed of Incident resolution. 		
Definition	The time between the receipt of the e-mail or the call (“Detection time”) and the moment that an answer is communicated or a solution is implemented (status “Closed”).		
Measuring method	<ul style="list-style-type: none"> All “Incidents completed within the committed timeframe” are filtered and listed. All “Incidents” are filtered and listed. This is done for the Incidents “Closed” during the Calculation window. 		
Calculation	Ratio of the above mentioned figures		
Calculation window	Monthly reporting, yearly evaluation		
Objective	Treatment time at Call Center	Compliance	
		Committed	Target
	45 Support Hours	Min 80 %	Min 90 %
Remark	The reporting on resolution at Call Center distinguishes incident resolution period under the responsibility of the SP and one under the responsibility of the End User (identified by the status). This last period is excluded from the Treatment time.		

Incident Treatment time at 2 nd line support			
Goal of the KPI	<ul style="list-style-type: none"> Measure whether the Incidents (or requests) are handled and solved within the committed timeframes. This KPI gives an indication of the speed of Incident resolution. 		
Definition	The time between the receipt of the e-mail or the call (“Detection time”) and the moment that an answer is communicated or a solution is implemented (status “Closed”).		
Measuring method	<ul style="list-style-type: none"> All “Incidents completed within the committed timeframe” are filtered and listed. All “Incidents” are filtered and listed. 		



	<ul style="list-style-type: none"> This is done for the Incidents “Closed” during the Calculation window. 		
Calculation	Ratio of the above mentioned figures		
Calculation window	Monthly reporting, yearly evaluation		
Objective	Treatment time at Call Center		Compliance
			Committed Target
	5 work days		Min 80 % Min 90 %
Remark	The reporting on resolution at Call Center distinguishes incident resolution period under the responsibility of the SP and one under the responsibility of the End User (identified by the status). This last period is excluded from the Treatment time.		

Reopened Incidents at Supervision			
Goal of the KPI	<ul style="list-style-type: none"> Measure whether the closed Incidents were indeed really solved. This is a KPI that measures the quality of the Incident management process. 		
Definition	An Incident is considered to be “Reopened” when the status goes from the status “Closed ” or “Closed mail” back to the status “Assigned”.		
Measuring method	<ul style="list-style-type: none"> All “Reopened Incidents” are filtered and listed.(can be done only within 28 days) All “Incidents” are filtered and listed. This is done for the Incidents “closed” during the Calculation window. 		
Calculation	Ratio of the above mentioned parameters		
Calculation window	Monthly with data of the last 3 months		
Objective	Committed		Target
	Max 10 %		Max 5%

5.3 Release Management

- For the description of this process, reference is made to the Release Management Process (general principles) and the specific Release Policy for eHealth.
- Both SP and Constituent will respect the specifications in the above mentioned documents (Release Management process and Release Policy for eHealth).

5.3.1 Category of Releases

The different Release categories are listed hereafter for information purposes. The formal definitions are available in the Release Management process description.

Major release

- Contains
 - nonstandard changes, new application and infrastructure deployments



- Changes on the eHealth Backend Core
- Modifications to libraries
- Modifications to Weblogic descriptors

Minor release

- Contains all Changes that can't wait until the following Major Release to meet specific business needs approved by the Release Board. This includes:
 - Deployment / modifications of simple pipes (pass through)
 - Deployment / modifications of complex pipes without impact on the eHealth Backend Core

Emergency Release (at any time)

- Changes that cannot wait until next Major or Minor Release due to a bug that has high production and/or business impact
- Release process will be followed although some process steps will be simplified to meet the urgency for deployment

5.3.2 Generic Release Timeline

Release Process Timeline, Next-Release Calendar can be found on :

<https://www.ehealth.fgov.be/ehealthplatform/fr/service-releases-management>

5.3.3 KPI for Release Management

Number of bugfixes after Major and Minor Release deployment		
Goal of the KPI	Evaluate the quality of the Release by evaluating the additional amount of bug fixes after the release.	
Definition	Bugfixes identified to be linked to (succeeding) a Release	
Measuring method	Manual registration of the Emergency changes linked to a Release	
Calculation	List the Emergency changes linked to a Release per Calculation window	
Calculation window	Monthly with data of the last 3 months	
Objective	Committed	Target
	As both the Constituent and the SP can cause bugs, no formal objective will be defined	Max 5 Bug Fixes per Calculation Window

Respect of the release calendar	
Goal of the KPI	A correct planning is important to offer all the partners the opportunity to test extensively their part of the eHealth solution.
Definition	Number of reschedules per year. The schedules taken into account are: <ul style="list-style-type: none"> • Content Freeze • Code Freeze • beginning of the yellow phase (start of Integration tests with partners) • production date
Measuring method	Manual registration of the reschedules
Calculation	Number of reschedules per year taken out of the list of schedules and their applied date.



Calculation window	Monthly with data of the last 3 months
Objective	As both the Constituent and the SP can request reschedules, no formal objective will be defined. The number of reschedules will only be reported

Respect of the compliance against Freeze period	
Goal of the KPI	A correct planning is important to offer all the partners the opportunity to test extensively their part of the eHealth solution. This includes compliance against Freeze Periods.
Definition	Number of accepted demands not respecting freeze periods.
Measuring method	Manual registration of the defined demands
Calculation	Number of accepted demands per year
Calculation window	Monthly with data of the last 3 months
Objective	As both the Constituent and the SP can request reschedules or demands for exception on freeze, no formal objective will be defined. The number of demands will only be reported

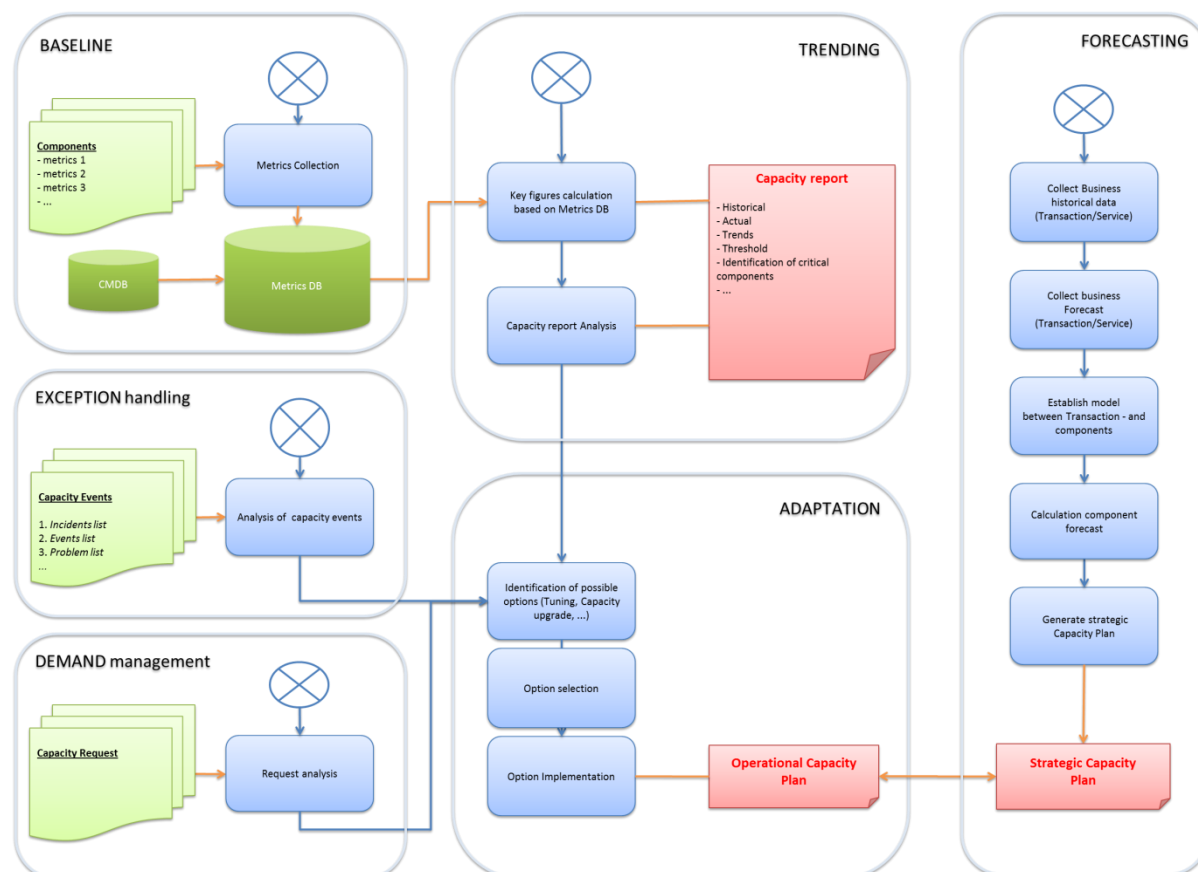
5.4 Capacity Management

Goals

- Prevent incidents related to capacity issues
- Manage the capacity of the infrastructure
- Manage the Business Forecast

A monthly meeting is organised for the follow up of the capacity.

Following activities will be covered by the Capacity Management.



5.4.1 Baseline: Centralized Collection of the infrastructure's usage

- Gathering of metrics from the monitoring tools
- Aggregation of the data and calculation of some key indicators

5.4.2 Trending: Analysis of the evolution of the resources usage

- Based on historical data
- Trend computation
- Capacity reporting
- Identification of under-/overcapacity components
- Analyse of Capacity reports by technical teams

5.4.3 Adaptation: Definition of the required adaptations to cope with the needed capacity

- Based on capacity analysis, incidents or new requests
- Analysis possible options to cover Capacity need
- Adaptation of the Operational Capacity Plan

5.4.4 Exception handling: Analysis of the capacity incidents/events to take the necessary measures to prevent their new occurrence

- Early detection of capacity events
- Periodical review with technical teams

5.4.5 Demand Management: Management of new capacity request

- Management of the requests
- Improvement of the evaluation of the capacity needs

5.4.6 Forecasting: Definition of a Strategic Capacity plan

- Based on business forecasts
- Identification of the historical business data and future needs (amount of transactions)
- Modelling transactions <-> resource needs
- Definition of the Strategic Capacity Plan

5.5 Service Level Management

5.5.1 Service Review

During the lifetime of the agreement, Service review meetings will be held on a monthly basis. The date of these meetings will be agreed between both Service Manager of the SP and the Management Committee.

5.5.2 SLA Reporting

The goal of SLA measurements and SLA reporting is to share a common understanding between the user community and eHealth on the Services delivered over the last period.

This will enable both:

- to compare the actual performance against the agreed upon KPI's and other criteria,
- to have a clear view on the development and the trends of this performance.

This information will allow the Management Committee to manage this performance.

eHealth supplier shall provide detailed supporting information for each report to eHealth in machine-readable form suitable for use on a personal computer. The data and detailed supporting information shall be eHealth's Confidential Information, and eHealth may access such information online and in real-time, where technically feasible, at any time during the Term.



5.6 Overview of KPI

Process	KPI			SLO	Committed Service Level	Target Service Level
Incident Management	Monitoring tools Availability				Min 99,9%	Min 99,9%
	Contact Center	Phone	Availability (Response time)	30 sec	Min 80%	Min 90%
			Abandoned call rate		N/A	Max 10%
			Reaction time	30 min within sup.h	Min 80%	Min 95%
		Mail/Webform	Response & Reaction time	24 sup.h	Min 80%	Min 95%
		All	Incident Treatment time	45 sup.h	Min 80%	Min 90%
	Supervision	Phone	Availability (Response time)	45 sec	Min 80%	Min 90%
			Abandoned call rate		N/A	Max 10%
		All	Resolution time	According to priority	Min 80%	Min 90%
			% Reopened Incidents	(3 months view)	Max 10%	Max 5%
	2 nd Line	Mail	Response & Reaction time	1 work day	Min 80% ²	Min 95%
			Incident Treatment time	5 work days	Min 80%	Min 95%
			Number of tickets opened	(monthly view	N/A	N/A

² Only if amount of tickets is big enough for evaluation

Change Management	Non Standard and Emergency Changes executed without a CAB	(3 months view)	Max 20%	Max 5%
	Requests for Change executed in time	(3 months view)	Min 80%	Min 90%
	Number of Emergency Changes (Bug Fix implementation)	(Monthly view)	N/A	Max 5 Emergency Changes
Release Management	Number of Bug fixes after Major and Minor Release Deployment	(3 months view)	N/A	Max 5 Bug fixes
	Respect of the release calendar	(3 months view)	N/A	N/A
	Respect of the compliance against Freeze period	(3 months view)	N/A	N/A

Signature

Name	Fonction	Signature

