



DG EMPL EESSI

Transition Team Support to Participating Countries
during Transition Phase

21-22-25 September 2017

Employment,
Social Affairs
and Inclusion



Agenda

Objective of the Transition Phase webcast

EESSI Transition Team Support to Participating Countries during Transition Phase

- **Keys to Production** – an approach to help countries organise their national EESSI deployment
- For each key – a **checklist of actions** is provided
- **Monitoring Dashboard** - aligned to the Keys/Checklists

Next Steps



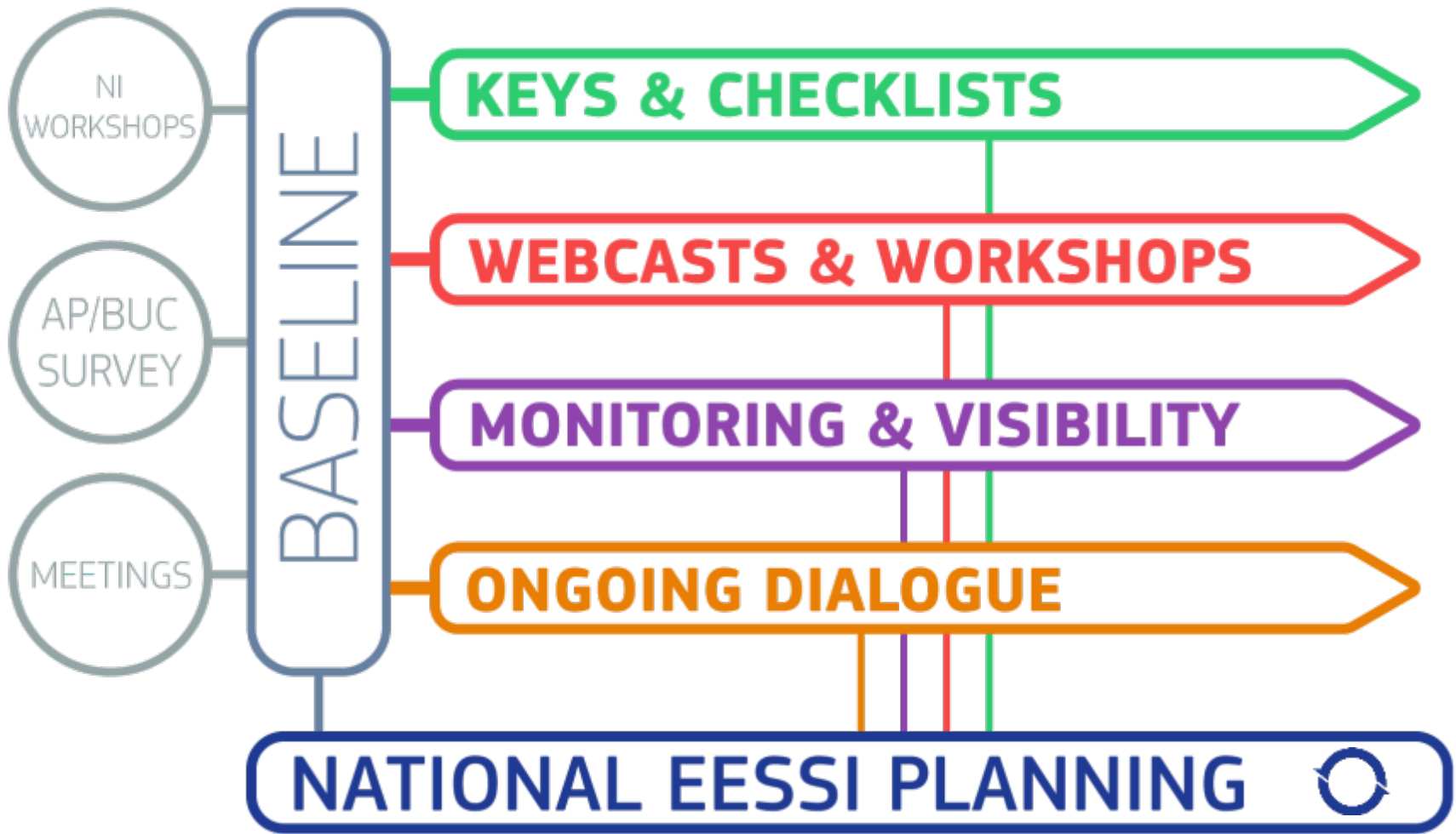
EESSI Transition Phase: Our Vision & Strategy in Support

Vision

- ***Accelerate** the stakeholders' understanding of the EESSI system and the organisational aspects needed in order to **succeed the milestone** of connecting the 32 participating countries in July 2019*

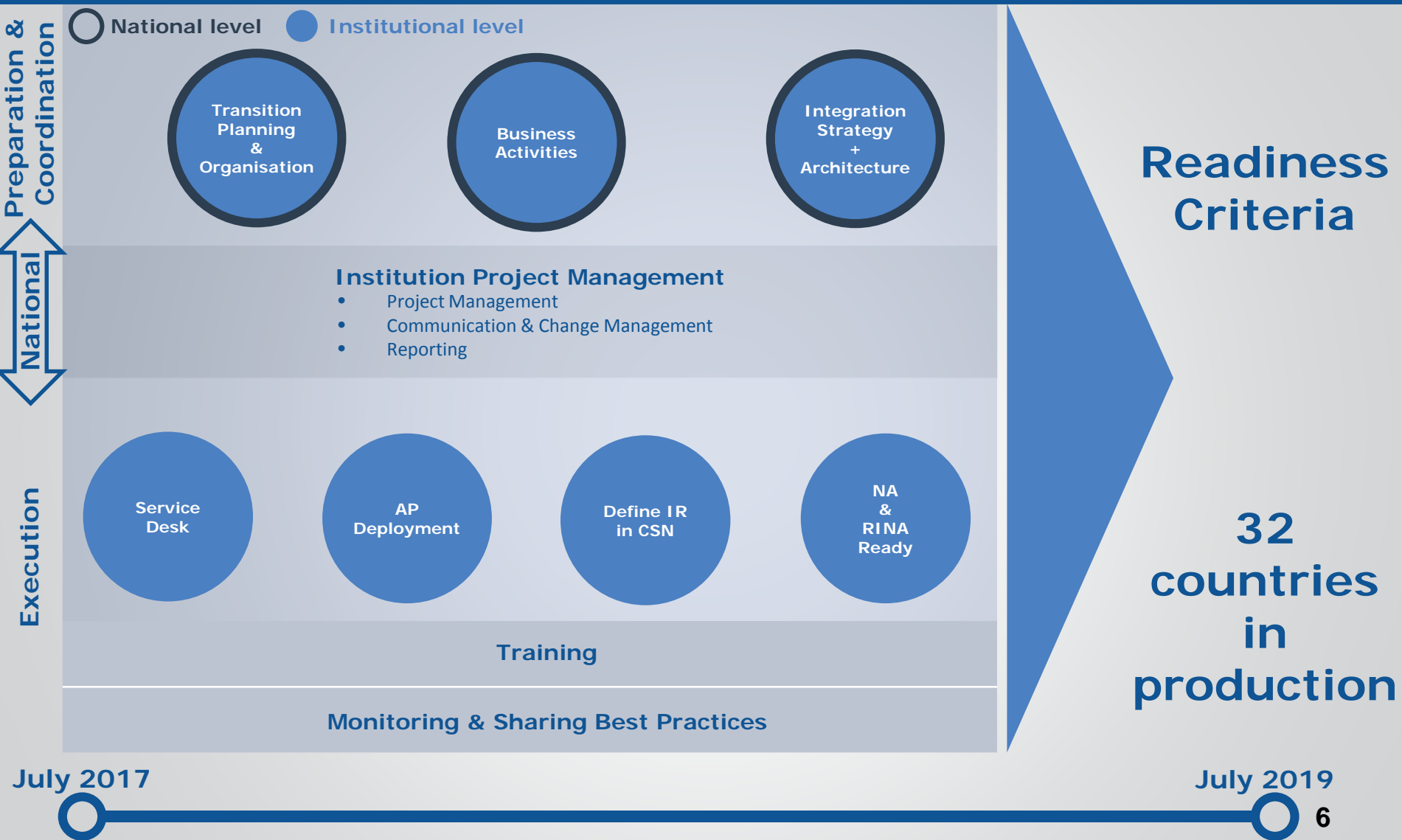
Strategy

- *Share a structured **approach** to organising national deployment, with proposed timeframes*
- ***Organise** webcasts, workshops/labs and training programs to accelerate understanding, good practices and project management*
- ***Monitor country progress** via the EESSI dashboard with selected elements from the "Keys to Production"*



EESSI TRANSITION PHASE DEPLOYMENT SUPPORT

Transition Keys to Production





Preparation & Coordination

Transition Planning & Organisation

Objective

Ensure that the Participating Country has put in place the organisational structure and elements that will allow a successful deployment of EESSI within the Participating Country

Checklist

1. National EESSI Project Governance

- a. Create a sustainable National organisational model and structure (governance, funding resources...) for EESSI implementation and operations covering the different project areas (planning, legal, business, architecture, operations...)
- b. Create the National vision and objectives for the National/Workstream Implementation Strategy
- c. Identify the National/Workstream projects
- d. Define relevant EESSI roles and responsibilities (see recommended roles*), then assign people (if not already done)
- e. Define National Service Desk Vision and organisation (L1 & L2)
- f. Create a high-level National training strategy for all target audiences

2. Communication & Managing Change

- g. Develop a National communication plan based on a stakeholder analysis and mapping
- h. Define a National change leadership strategy to get people actively involved in EESSI

3. Project Planning

- i. Plan the EESSI Go-Live strategy for the various National APs/sectors/institutions
- j. Create the National Implementation roadmap and project plans



Recommended list of EESSI roles

National project/program sponsor – Actor responsible to allocate/obtain national budget, organise, promote and decide on national initiatives and strategies related to the integration of EESSI within the national domain

EESSI SPOC* – Overall coordination role in a Country to ensure that the implementation of EESSI progresses according to plan and to do periodic reporting.

AP SPOC* – Responsible for AP-related communication towards the European Commission and other Participating Countries

IR SPOC* – Responsible for maintaining Institution Repository information covered by the AP.

Project Team – Team(s) responsible to execute the national project(s)

Project/program Manager – Responsible to manage and coordinate EESSI project-related activities in nationally executed project(s)

Business Analyst – Responsible to analyse business and/or organisational domain. Acts as a bridge between business problem(s) and technical solution(s)

Architect – Responsible to define the system architecture (conceptual, logical) based on business needs and EESSI architecture specifications in the international domain

System Administrators – Responsible for activities related to installation and configuration of the software and hardware

Help Desk Levels 2* – Will be implemented in each participating country at national or Access Point level. Provides support services to the institutions hosting APs and institutions hosting NAs.

Help Desk Levels 1* – Will be implemented in each participating country to support clerks and technicians at institution level.

National MS Security Coordinator* – Responsible to coordinate all security-related activities for the institutions associated with the AP in a given Participating Country in order to comply with all security related policies and standards.

National Training Coordinator – Responsible to coordinate training related (business, technical) activities inside the Country

Transition Planning & Organisation

Objective

Ensure that the Participating Country has put in place the organisational structure and elements that will allow a successful deployment of EESSI within the Participating Country

Checklist

4. Resources Management

- k. Assess integration and business implementation capabilities and conduct gap analysis; engage actions as needed
- l. Identify costs and secure budget (HR, infrastructure, HW, SW development activities, licences, certificates, adapting/translating of training materials, training, dev of national documentation for end users, etc.)
- m. Perform Procurement activities (ex: decision on entities responsible for tenders, securing budget, elaboration of tender specs based on NI strategy and gap analysis, monitoring the implementation, ...)
- n. Issue *Call for Tender* (if needed)

5. Alignment of National Legislation, Security and IT-Operations

- o. Assess national legislative framework to determine if adaptations are needed for EESSI purposes. Implement legislative adaptations through relevant decision making procedures
- p. Assess and align the security policies and standards. National/ sectorial dissemination of the info on Security rules approved for EESSI (obtain confirmation).
- q. Ensure that the agreed EESSI ToC* and accompanying SLAs are followed. Create and agree national ToC/SLAs* if needed

6. Follow-up & Reporting

- r. Follow-up on progress as agreed with the EESSI Central team (first ensure the right mechanisms are in place to collect information)
- s. Monitoring and reporting mechanisms are in place nationally



Transition Planning & Organisation

Objective

Ensure that the Participating Country has put the organisational structure and elements into place that will enable the successful deployment of EESSI

Key Outputs (national level)

National/Workstream Project Charters (Vision, Scope, Governance, Budget, Timeline...)
National Project Roadmaps/Plans
Procurement of necessary resources
Project Management Reporting

Validation Points

- Governance in place
 - Service Desk Vision defined
 - Nationally agreed plan in place
 - Budget secured to support the plan
- Capabilities, equipment and resources in place to support the plan
 - National legislation alignments (if needed)

Business activities

Objective

Align National Business processes to the International Business Model (BUCs, SEDs, Business rules)

Checklist

- a. Conduct As-Is vs. To-Be analysis of procedures/workflows
- b. Align national processes/workflows with the international electronic exchanges (BUCs). Consider business process optimisation if applicable
- c. Map the national data model to the international data model
- d. Define the business transition approach and roadmap from paper to electronic exchange (e.g. actions required for clerks to manage the parallel use of paper and electronic format of BUCs during the Transition period)
- e. Define and assign the Institution Organisation Scenarios for electronic exchange per each BUC Type
- f. Map competences of institutions to the BUCs
- g. Update the roles and responsibilities at the Institution level in line with new procedures/workflows
- h. Plan and manage the business implementation activities based on the agreed BUC-by-BUC rollout
- i. Prepare/update relevant instructions/supporting documentation (e.g. manuals, internal operating procedures) for clerk related activities in EESSI (to include if needed also translations of EESSI business documentation such as BUCs and BUCs Guidelines)
- j. Train clerks about the business model to be used in EESSI

Business Analysis

Objective

Align National Business processes to International Business Model (BUCs, SEDs, Business rules)

Key Outputs (national level)

Mapping of the competences of institutions to BUCs
Updated business processes/workflows and procedures
Institution Organisation Scenarios assigned for electronic exchange per each BUC Type.
Designated roles and responsibilities for electronic exchange

Validation Points

- Each BUC-type is mapped to relevant institution(s)
- Participating Country is business ready for specific BUCs
- Business implementation activities are planned and managed based on the agreed BUC-by-BUC rollout

Integration Strategy + Architecture

Objective

Each Participating Country has defined its National Integration Strategy, Architecture and approach to ensure successful EESSI implementation

Checklist

- a. Analyse implementation options for each institution:
 - with or without a National Gateway
 - RINA only ("Full stack")
 - RINA + National Applications
 - National Applications
- b. Decide on usage of AP National Access Services (Archiving, Intelligent Routing, Antimalware, Monitoring and Reporting)
- c. Decide on the most appropriate national implementation option and prepare the national architecture vision
- d. Design National Conceptual Architecture for integration of National Systems/ Applications with EESSI systems
- e. Design Institutional Application Architecture for the integration of Institution Applications with EESSI/ National systems
- f. Prepare national application specifications for adapting and integration of National Systems & Applications
- g. Plan and manage the transition to the national architecture vision
- h. Optional: do a proof-of-concept



Integration Strategy + Architecture

Objective

Each Participating Country has defined its National Integration Strategy, Architecture and approach to ensure successful EESSI implementation

Key Outputs (national level)

- National Conceptual Architecture for integration of National Systems/Applications with EESSI systems
- Institutional Application Architecture for integration of Institution Applications with EESSI / National systems
- National application specifications for adapting and integration of National Systems & Application

Validation Points

- National Architecture is defined
- Application architecture is defined for each Institution

Execution

Service Desk

Objective

Ensure that incident and event communications within the country and between the Country Service Desk(s) and the EESSI Service Desk are in place and up and running.

Checklist

- a. Appoint National /AP team(s) that will act as Service Desk L2; they will communicate with EESSI Central Service Desk (L3)
- b. Train the appointed team(s) on relevant EESSI courses (technical or operational ones depending on the Trainee profile and duties)
- c. Appoint team(s) that will act as Service Desk L1 and will communicate with National /AP team(s) that will act as Service Desk L2
- d. Define and implement procedure(s) to communicate incidents from Institutions (or Clerks) to the L 1 Service Desk
- e. Define and implement procedure(s) to communicate incidents from L1 Service Desk to the L 2 Service Desk
- f. Communicate the procedure(s) to the relevant entities
- g. Create and communicate a knowledge base considering FAQs and common issues
- h. Create and communicate a procedure for informing about the planned and unplanned downtimes
- i. Define and implement monitoring, reporting procedures and tools related to SLAs



Service Desk

Objective

Ensure that incident and event communications within the country and between the Country Service Desk(s) and the EESSI Service Desk are in place and up and running.

Key Outputs (national level)

- Service desk members have followed the EESSI training courses and have the knowledge and skills to support the Institutions in the different domains
- Support procedures have been defined and implemented for EESSI (incidents, events, SLAs)

Validation Points

- National supporting and reporting procedures are implemented
- L2 National EESSI Service Desk team is trained and ready to provide support services
 - L1 EESSI Service Desk team is trained and ready to provide support services

AP Deployment

Objective

Deploy and prepare for operations of APs in each Participating Country

Checklist

- a. Prepare for AP Deployment: get and train human resources, hardware & software, licences, documentation to install HW, SW and RINA, ... for the different environments
- b. Configure TESTA Connectivity & publish/update DNS records.
- c. Create the Environments (HW, Network ...) for hosting the Access Point
- d. Install & Configure AP Infrastructure Software
- e. Install & Configure AP Application Software
- f. Validate Installation & Connectivity
- g. Publish CDM & Define AP and Institution in IR
- h. Perform Synchronisation of CDM and IR together with the Commission EESSI Team.
- i. Implement the National Access Services (Antimalware – mandatory, other NAS -optional) and configure the related AP NAS interfaces
- j. Test Message Exchanges
- k. Implement Security Policies
- l. Define and implement AP operational procedures (e.g. backup and restore, update and upgrade, health monitoring, etc.)
- m. Declare Access Point as Active

AP Deployment

Objective

Deploy and prepare for operations of APs in each Participating Country

Key Outputs (national level)

The Access Point application is up and running within the given environment (TEST, ACCEPTANCE or PRODUCTION).

Validation Points

- The AP(s) is registered in IR
- The CDM and IR are synchronised to the AP
 - Test Message Exchange is successful
- AP is compliant with the security policies
 - Operational procedures are in place
 - AP is declared as Active

Define IR in CSN

Objective

Register the institutions in the IR, ensuring the quality of the data, for: identification of the correct institution, electronic exchange and PAI

Checklist

- a. Prepare the necessary data for the Institution Repository, based on the selected Institution Organisational Scenarios for electronic exchange
- b. Ensure that data migrated from MD is in accordance with the quality standards defined for the IR.
- c. Send necessary data for registration of the AP in IR
- d. Input the institution business and technical data to IR (manually or using the import tool)
- e. Assign competences to institutions (BUC Types and Application Roles)
- f. Establish which institution identification parameters will be used at BUC Type level
- g. Add the values for the specific identification parameters and map them with the competent institutions
- h. Publish and activate the institution data
- i. Enable institutions for electronic exchange (where applicable)



Define IR in CSN

Objective

Register the institutions in the IR, ensuring the quality of the data, for: PAI, identification of correct institution and electronic exchange

Key Outputs (national level)

IR data is available for national electronic exchange and synchronisation to AP and national domain

Validation Points

- IR defined, imported and ready for electronic exchange

RINA Ready

Objective

Deploy and configure RINA in the institutions which will use RINA

Checklist

RINA

1 Installation & Configuration

- a. Prepare for RINA Deployment: obtain and train human resources, acquire hardware & software, prepare documentation to install HW, SW, ... for the different environments
- b. Install and configure the hardware / software according to the specifications
- c. Verify that dedicated institution(s) exists in the IR (including certificates)
- d. Install and configure RINA software according to the documentation
- e. Test the connection between RINA and AP
- f. Synchronise the CDM and IR artefacts to RINA

2 Administration of RINA

- g. Based on the business analysis: configure users, groups and assignment policies/processes
- h. Optional: Configure NIE, Archiving policies, Case/Message retention policies and external LDAP synchronisation

RINA Ready

Objective

Deploy and configure RINA in the institutions which will use RINA

Checklist

3 Administrative activities

- i. Train the clerks on RINA usage
- j. Identify and implement security requirements and procedures that must be adapted/implemented for the operation of RINA
- k. Define and implement RINA operational procedures (e.g. backup and restore, update and upgrade, monitoring, etc.)
- l. Finalise support and operations procedures as well as service desk/service desk relationships
- m. Declare RINA ready for operation for the Institution

Key Outputs (national level)

RINA application is up and running within the given environment (TEST, ACCEPTANCE or PRODUCTION).

Validation Points

- Test Message Exchange is successful
- Clerks are trained to use the RINA application



NA/NG Ready

Objective

Deploy the National Domain Application (NA/NG) in the institutions which have made the decision to use those options

Note: Activities related to the national domain are dependent upon the software development methodology used within the specific Institution

Checklist

National Application /National Gateway

1 Preparation for development

- a. Prepare for NA/NG Deployment: obtain human resources, acquire hardware & software to install, licences ... for the different environments (DEVELOPMENT, TEST, ACCEPTANCE, PRODUCTION)
- b. Acquire hardware and software licences as required; get digital certificate(s) for the relevant environment (DEVELOPMENT, TEST, ACCEPTANCE, PRODUCTION)
- c. Elaborate National Architecture documentation (e.g. data exchange protocols between NG - if used - and CI.s, with decisions on RINA components/interfaces to be used)
- d. Verify that dedicated institutions exist in the IR (including certificates)

2 Development and testing

- e. Install the required new infrastructure (HW, SW, Network, certificates ...)
- f. Develop the necessary software components based on the requirements and the chosen integration option of the NA in order to have a fully integrated solution for the selected BUCs
- g. Carry out internal/external and conformance testing and all activities to go into production
- h. Rollout the new integrated NA in the relevant Institutions

NA/NG Ready

Objective

Deploy the National Domain Application (NA/NG) in the institutions which have made the decision to use those options

Note: The activities related to the national domain are dependent on the software development methodology used within the specific Institution

Checklist

3 Administrative activities

- i. Train the clerks (not applicable for NG) and necessary technical roles on National Application usage
- j. Ensure that security requirements are implemented adequately
- k. Define and implement NA/NG operational procedures (e.g. backup and restore, update and upgrade, monitoring etc)
- l. Declare NA/NG ready for operation for the Institution

Key Outputs (national level)

NA/NG is up and running on the given environment in the Institution

Validation Points

- Conformance Testing has been performed successfully for the application
 - Declaration that the NG is ready for operation (if applicable)
 - Declaration that the NA is ready for operation



Country Readiness



Country Readiness per BUC

Objective

Ensure the readiness of Participating Country per BUC-Type before starting electronic exchanges with other Participating Countries

Readiness criteria

- a. AP is declared as Active
- b. IR is defined for electronic exchange
- c. Conformance Testing has been performed for the National Application or National Gateway
- d. End-to-end message exchange testing has been performed
- e. Declare, per Institution and per BUC-type, EESSI-ready
- f. Confirm security compliance with the EESSI security policies and standards
- g. Confirm that operational procedures are in place
- h. Ensure availability of documentation: guidelines and procedures for the operation of EESSI
- i. National supporting and reporting procedures are implemented
- j. L2 National EESSI Service Desk team is ready to provide support services
- k. L1 EESSI Service Desk team is ready to provide support services

From Checklist to Monitoring Dashboard

- *To enable a **pragmatic and realistic** monitoring of your national deployment, a **list of validation points** has been identified per Checklist (per Key)*
- *Dashboard will be made available in **Confluence** for all Participating Countries, to provide visibility on progress of each country's national planning for the others*
- *Monitoring is an ongoing activity:
Ensure our **joint success story of the EESSI-project!***

Dashboard

- *Once the Dashboard is published, it will be made visible for all Participating Countries*
- *Participating Countries will update the Dashboard with the realistic information concerning national progress*

Participating Country	Workstream	AP name(s) used by the workstream	Number of Institutions per workstream	Transition Planning & Organisation						Business Activities			Integration Strategy & Architecture	
				Governance in place	Nationally agreed plan in place	National legislation alignments	Budget secured to support the plan	Capabilities, equipment and resources in place	Service desk vision defined	Each BUC-type is mapped to receiving institution(s)	Business implementation activities are planned and managed based on agreed BUC-by BUC rollout	Participating Country is business ready for specific BUC	National architecture is defined	Application architecture is defined for each Institution
Austria	WsAT01													
Belgium	WsBE01													
Bulgaria	WsBG01													
	WsBG02													
	WsBG03													
	WsBG04													
Croatia	WsHR01													
Cyprus	WsCY01													
Czech Republic	WsCZ01													
	WsCZ02													
Denmark	WsDK01													
Estonia	WsEE01													
Finland	WsFI01													

Draft Dashboard

Participating Country	Workstream	Number of Institutions per workstream	Service Desk		
			National supporting and reporting procedures are implemented	L2 National EESSI Service Desk team(s) ready	L1 EESSI Service Desk team(s) ready
Austria	WsAT01	0			
Belgium	WsBE01	0			
Bulgaria	WsBG01	0			
	WsBG02	0			
	WsBG03	0			
	WsBG04	0			
Croatia	WsHR01	0			
Cyprus	WsCY01	0			
Czech Republic	WsCZ01	0			
	WsCZ02	0			
Denmark	WsDK01	0			
Estonia	WsEE01	0			
Finland	WsFI01	0			

Participating Country	AP	Number of Institutions per AP	Environment	AP Deployment/Environment						Define IR
				The AP is registered in IR	The CDM and IR are synchronized to the AP	Test Message Exchange is successful	AP is compliant with the security policies	Operational procedures are in place	AP is declared as "Active"	IR defined, imported and ready for electronic exchange
Austria	ApAT01		Test Acceptance Production							
Belgium	ApBE01		Test Acceptance Production							
	Bulgaria	ApBG01	Test Acceptance Production							
		ApBG02	Test Acceptance Production							
		ApBG03	Test Acceptance Production							
ApBG04		Test Acceptance Production								
Croatia	ApHR01		Test Acceptance Production							
Cyprus	ApCY01		Test Acceptance Production							
	Czech Republic	ApCZ01	Test Acceptance Production							
ApCZ02		Test Acceptance Production								
Denmark	ApDK01		Test Acceptance Production							
Estonia	ApEE01		Test Acceptance Production							
Finland	ApFI01		Test Acceptance Production							



EESSI National Transition Labs

Labs are a continuation of the National Integration Workshops

- **Objectives:**
 - Advance on and share national planning
 - Share your national deployment
- **Focus:**
 - Applying the "Keys to Production," checklists and dashboard
- **Who: EESSI SPOCs & Project/Program Managers**

Next Steps led by EESSI SPOCs

- *Start working through the **checklists** with the relevant persons*
- *Communicate all relevant information within your country*
- *Finalise the **AP Allocation Survey** (AP SPOC)*
- *Participate in upcoming telco's and workshops*
- *Please provide your feedback to the checklist by the 2nd of October*



**KEEP
CALM**

END OF TRANSITION IS ONLY

648 DAYS AWAY

JULY 2017

JULY 2019

