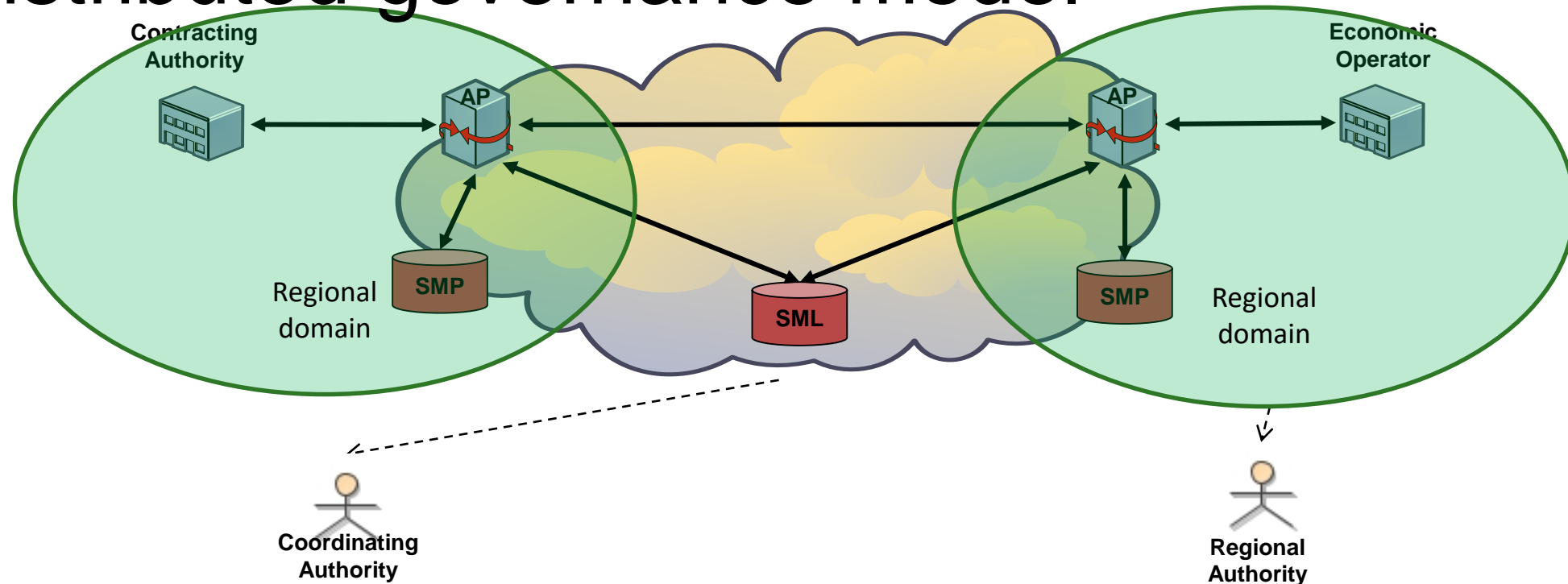# TIA revision project

OpenPEPPOL PA Summit

14 June 2016

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Edisys Consulting AS

PEPPOL Transport Infrastructure Agreement, a distributed governance model

- The **PEPPOL Coordinating Authority** is providing governance for:
  - the PEPPOL Technical Standards ,
  - the PEPPOL service specifications,
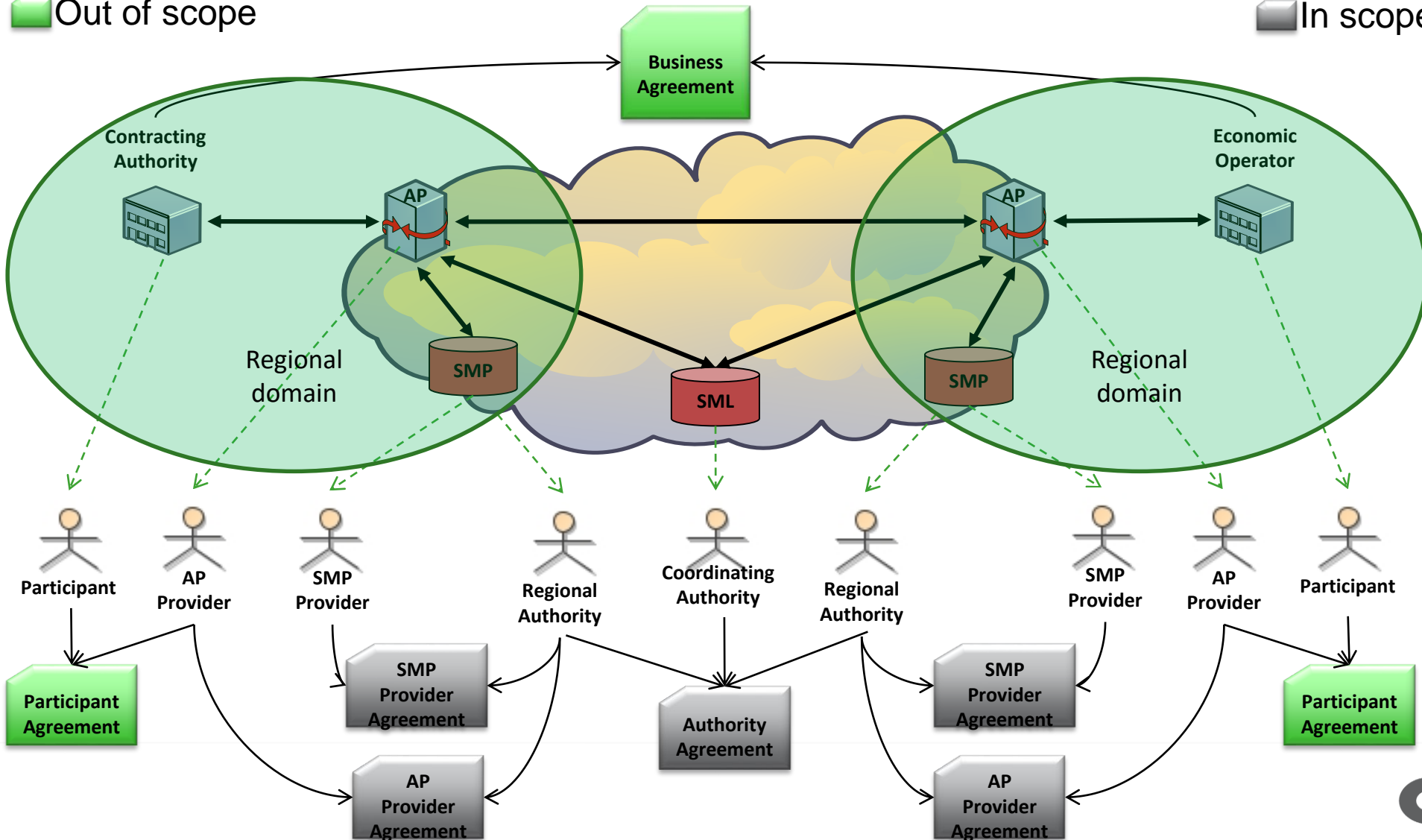 - the PEPPOL SML, and
  - the model agreements.

- The **PEPPOL Regional Authority** is providing governance for
  - the implementation and use of the transport infrastructure
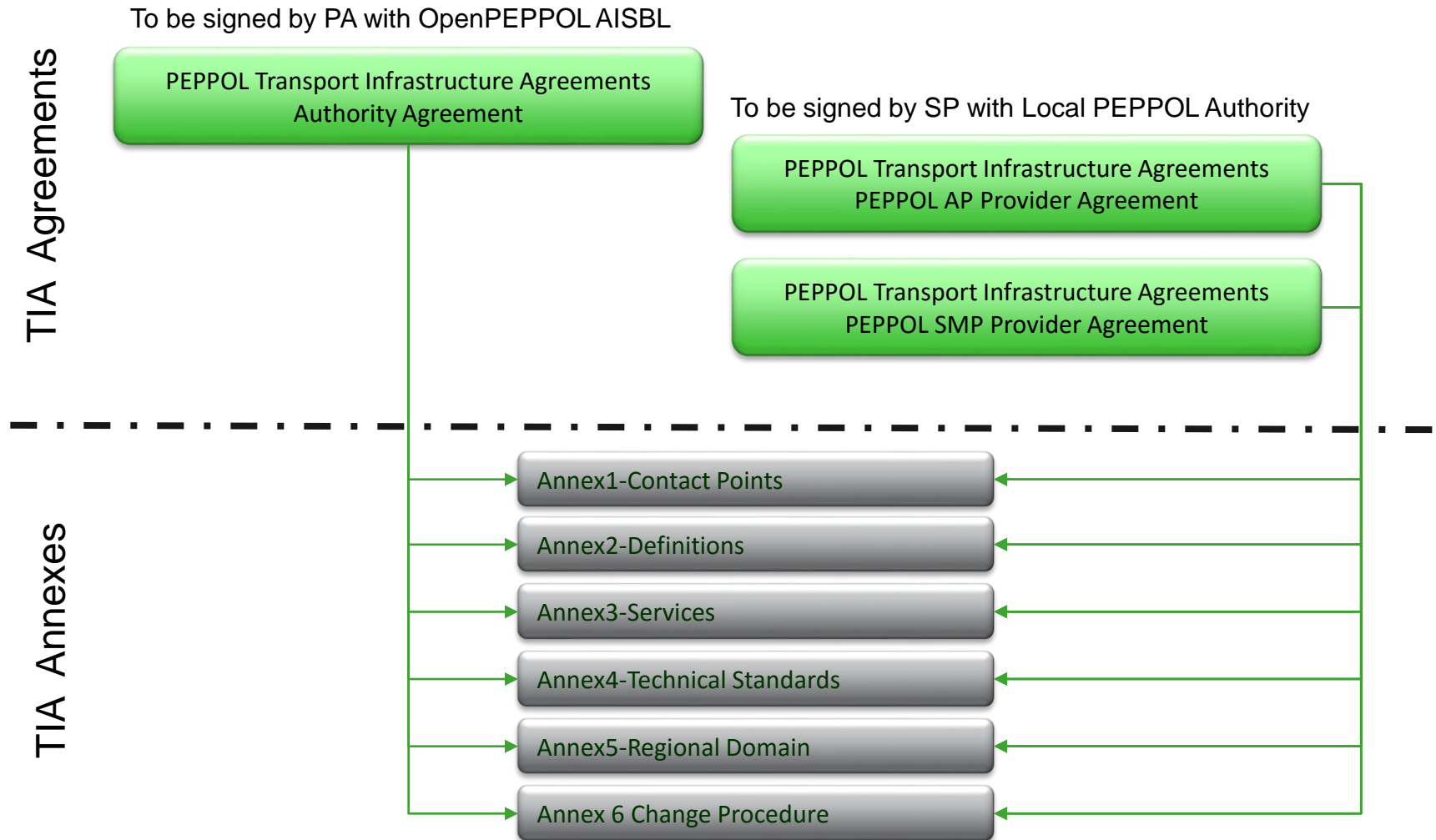 - specific requirements applicable within a geographical domain

PEPPOL Transport Infrastructure Agreement

TIA structure

To be signed by PA with OpenPEPPOL AISBL

PEPPOL Transport Infrastructure Agreements
Authority Agreement

To be signed by SP with Local PEPPOL Authority

PEPPOL Transport Infrastructure Agreements
PEPPOL AP Provider Agreement

PEPPOL Transport Infrastructure Agreements
PEPPOL SMP Provider Agreement

TIA Agreements

Annex1-Contact Points

Annex2-Definitions

Annex3-Services

Annex4-Technical Standards

Annex5-Regional Domain

Annex 6 Change Procedure

TIA Annexes

Annexes are reused in all three types of agreements

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PEPPOL Authority

Responsibilities and obligations

◗ Must have a valid membership in OpenPEPPOL AISBL (§4.1)

◗ The implementation and use of the PEPPOL Transport Infrastructure within its domain, including the authority to require that digital certificates be issued, suspended and revoked for *PEPPOL SMP Providers* and *PEPPOL AP Providers* with whom it has a contract ('4.3).

◗ Shall ensure that *PEPPOL SMP* services and *PEPPOL AP* services, as defined in Annex 3, are provided within its domain of responsibility by entering into separate PEPPOL SMP Provider Agreements and PEPPOL AP Provider Agreements (§4.4)

◗ May enforce additional restrictions and criteria, beyond those enforced by the PEPPOL Coordinating Authority, on *PEPPOL AP Providers* and *PEPPOL SMP Providers* they contract with (§5.1)

◗ Cannot enforce or supervise its additional restrictions and criteria on *PEPPOL AP Providers* and *PEPPOL SMP Providers* contracting with other *PEPPOL Authorities (§5.2)*

Services (annex 3)

◗ Signs agreements with the Service Providers.

◗ Signs the PEPPOL Authority Agreement with the PEPPOL Coordinating Authority

◗ Participates in the issuance and distribution of certificates use by PEPPOL Service Providers.

◗ Provides support for Service Providers contracting with the PEPPOL Authority.

◗ Registers support incidents and respond/resolve according to locally defined Service Levels.

◗ Escalates support issues the PEPPOL Authority cannot resolve to the PEPPOL Coordinating Authority.

◗ Initiates the revocation of the certificates if a Service Provider fails to fulfil his obligations

◗ Reports statistics on usage to the PEPPOL Coordinating Authority.

◗ Reports PEPPOL Service providers with issued contracts including contact information to the PEPPOL Coordinating Authority.

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Existing TIA and the need for revision

- Developed as part of the PEPPOL project
    - Current version (v3.0) in use since June 2012

- Increased adoption and use, also by new user groups brings new challenges

- TIA revision project initiated in September 2014
    - Adopting "the two-layer approach"
    - Liability and penalties
    - "Mandatory BIS"
    - SLA requirements
    - Implement revised technical specifications

Current status

◗ Project is still "work in progress"

   ◗ Aim to have a revised draft ready in October 2016

◗ Critical risk

   ◗ Lack of participation and availability of key resources, especially from pre-award

   ◗ Current project participants:

      ◗ Sven Rasmussen   Project owner
      ◗ Jostein Frømyr   Project lead/editor
      ◗ Olav Kristiansen   Difi
      ◗ Martin Forsberg   ESV
      ◗ Jaap Jan Nienhuis   SimplerInvoicing
      ◗ Flemming Christensen   Highjump
      ◗ Cedric Edelman   Europeean Commission

The overview (2)

▶ **Maintaining the basic structure**

  ▶ Authority agreement
  ▶ AP Provider Agreement
  ▶ SMP Provider Agreement
  ▶ A common set of annexes

  Content adjusted according to conclusions on topics discussed

Closed topics

▶ The "two-layer" approach
▶ Service provider responsibilities*
▶ "Mandatory BIS"*
▶ Use of MLR and BLR
▶ Validation services
▶ Contact points (annex 1)
▶ Definitions (annex 2)
▶ SLA requirements (annex 3)*
▶ Technical specifications (annex 4)
▶ Domain and its specific services and service levels (annex 5)

Topics still under discussion

▶ Penalties and escalation in case of non-compliance
▶ Recovery procedures
▶ Change procedure (annex 6)

*Topic will be elaborated
in this presentation

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Pre-award requirements

▶ No need for changes to the TIA

    ▶ Although several of the proposed changes are partly motivated to allow pre-award use

    ▶ Recognize the need for changes in technical specifications as well as in SLA requirements

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Service provider responsibility

▶ No real changes, but TIA will explicitly state that:

  ▶ Service providers are acting on behalf of the end-user

  ▶ Transfer of responsibility confirmed by use of receipt at communication protocol level (e.g. MDN)

  ▶ Information contained in "receipts" (MDN, MLR, REM evidence) must be made available to PEPPOL Participants

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SLA requirements

- Rather low requirements in current TIA
- Proposal for significant increased requirements on service providers
- Annex 3 defines minimum service level requirements
  - service providers are free to offer a higher level of service

SML service availability

Business as usual!

- The PEPPOL SML DNS service
  - must be available 7 days a week, 24 hours a day.

- The SML service for updating registration
  - **99,8%** during Commission working days
    - Monday-Friday **08:00 - 18:00** CET
  - **99%** outside of business hours

- The SML service is considered unavailable if it is not reachable for a continuous 120 seconds.
- Measured as a running average over a 3-month period.
- Service windows must be scheduled outside of Commission working hours and must not cause an unavailability period of more than 12 hours.
- Service windows must be announced at minimum 10 Commission working days in advance.

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AP and SMP service availability

▶ **99,5%** during business hours

    ▶ Monday-Friday **07:00 - 19:00** CET

▶ **95%** outside of business hours

    ▶ The service is considered unavailable if it is not reachable for a continuous 120 seconds.

    ▶ Measured as a running average over a 6-month period excluding announced service windows.

    ▶ Service windows must be scheduled outside of business hours and must not exceed 2 hours.

    ▶ Service windows must be announced at minimum 3 days in advance to the mailing list provided by the PEPPOL Coordinating Authority containing all support e-mail addresses.

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SLA requirements – AP services

▸ Communication system timeout

  ▸ **no less than 60 seconds**

▸ Acknowledgment of received message

  ▸ Receiving AP must send a technical receipt at communication level (e.g. an MDN) to the sending AP within **0,5 seconds** after having received the message

▸ Loss of data

  ▸ Maximum **6** hours

SLA requirements – SMP services

◗ Updates to SMP

  ◗ Must be effective within one working day

◗ SMP to update SML

  ◗ Within 8 hours

◗ Loss of data

  ◗ Maximum **6** hours

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"Mandatory BIS"

- Basic assumption
  - OpenPEPPOL will continue to develop and promote PEPPOL BIS for use in the PEPPOL transport infrastructure
  - Recognise that not all BIS are equally mature and accepted in the market
  - Thus cannot require all PEPPOL Participants to have support for all BIS
- The proposal
  - Based on an individual assessment, the PEPPOL Coordinating Authority may **nominated a BIS for mandatory use**
  - As an exceptional case, some PEPPOL Participants may be granted a deviation by the PEPPOL Coordinating Authority from the required mandatory support for the "nominated BIS" for a limited period of time
  - A PEPPOL Authority may approve other interoperability specifications for use in the PEPPOL transport infrastructure based on a set of minimum criteria

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A "nominated BIS"

▶ Each BIS should be individually evaluated

  ▶ General maturity of business area

  ▶ Based on European Standard

  ▶ BIS recognised as base line for interoperability

  ▶ Based on recognised international standard

  ▶ Open and free to use

  ▶ Openly and freely available validation artefacts

  ▶ Can be used without further bilateral agreements needed

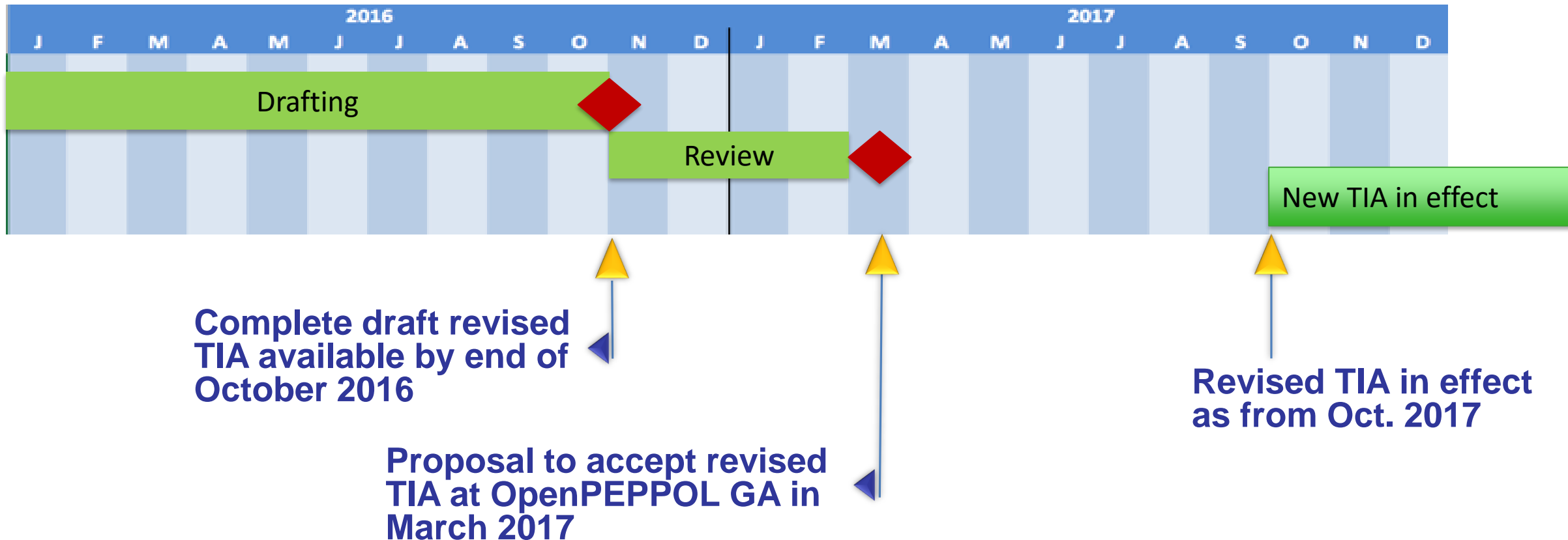▶ What may this list of "nominated BIS" look like?

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The "list"

▶ A list of "nominated BIS" has been developed for **illustration purposes**

▶ **NB! This is not to be considered as the final list (not even a draft of it)!**

PEPPOL BIS			Business transactions included	Syntax representation		Nominated
BIS 1A	v2	Catalogue Only	Catalogue	UBL 2.1	Catalogue	No
			Catalogue response		ApplicationResponse	
BIS 3A	v2	Order Only	Order	UBL 2.1	Order	Candidate
BIS 4A	v2	Invoice	Invoice	UBL 2.1	Invoice	Yes
				UN/CEFACT XML	CrossIndustryInvoice	Candidate
				UN/EDIFACT	INVOIC	No
BIS 5A	v2	Billing	Invoice	UBL 2.1	Invoice	Yes
			Credit note		CreditNote	
			Invoice	UN/CEFACT XML	CrossIndustryInvoice	Candidate
			Credit note			
			Invoice	UN/EDIFACT	INVOIC	No
			Credit note			
BIS 28A	v2	Ordering	Order	UBL 2.1	Order	Candidate
			Order response		OrderResponse	
BIS 30A	v2	Despatch Advice	Despatch advice	UBL 2.1	DespatchAcvice	Candidate
BIS 36A	v2	Message Level Response	Message level response	UBL 2.1	ApplicationResponse	Candidate

Next steps

▶ Aim is to have a complete draft available in October 2016

▶ The formal process for approval and adoption will follow the process defined in annex 6 (Change procedure)

1. Circulation to PEPPOL Authorities for review and comments
   ▶ Obligation to engage service providers
2. Proposal to OpenPEPPOL to accept or reject
   ▶ Based on the comments received and voting by PEPPOL Authorities
      ▶ Qualified majority comprising at least 3/4 of votes casted
      ▶ Announced on www.peppol.eu
   ▶ Decision by the OpenPEPPOL General Assembly
3. Submit to OpenPEPPOL Secretary General for adoption
   ▶ effective as of the date announced
   ▶ 6 month notice

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The timeline for completion (optimistic?)

2016 — J F M A M J J A S O N D | 2017 — J F M A M J J A S O N D

Drafting

Review

New TIA in effect

Complete draft revised TIA available by end of October 2016

Proposal to accept revised TIA at OpenPEPPOL GA in March 2017

Revised TIA in effect as from Oct. 2017

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Takk for oppmerksomheten!