



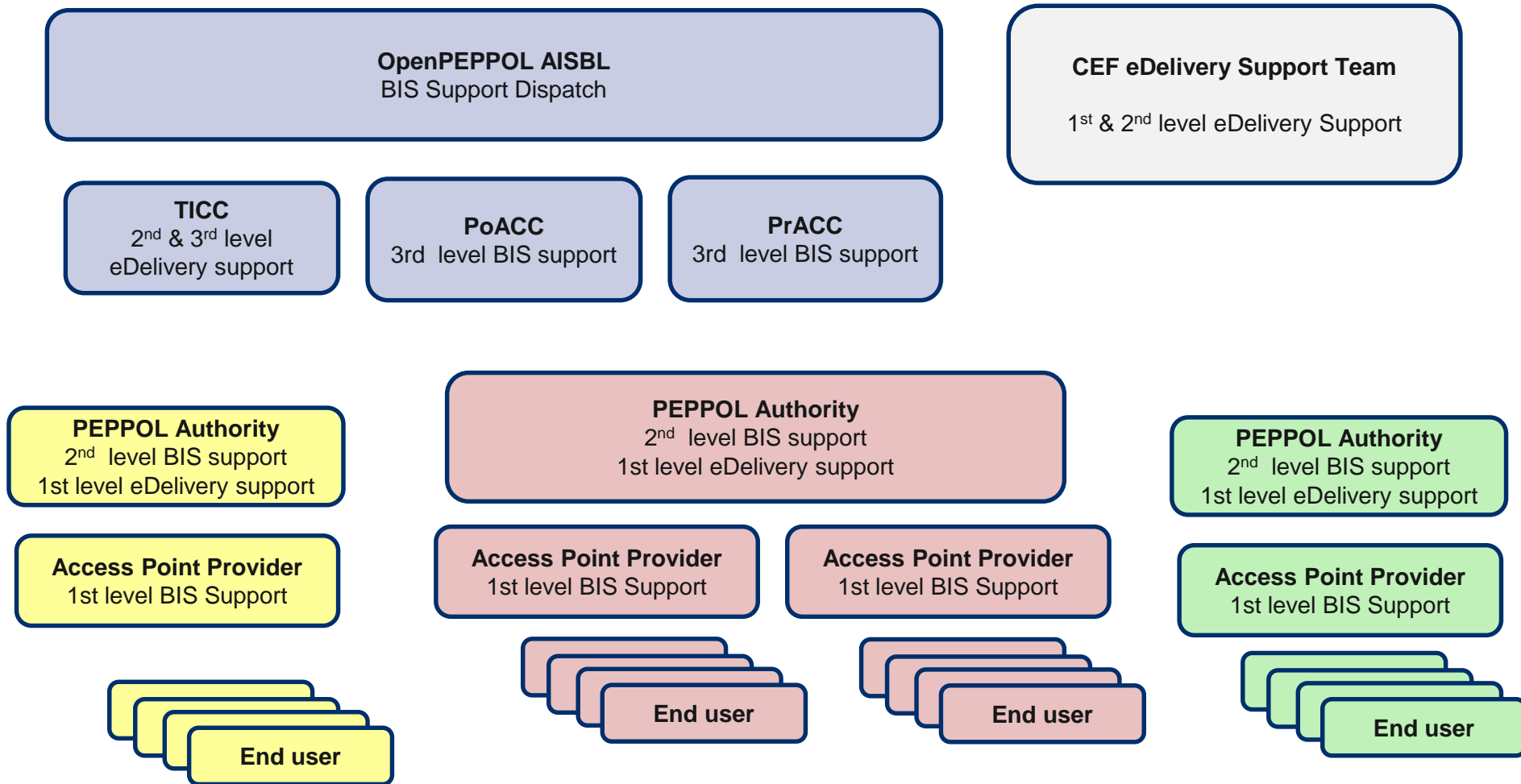
PEPPOL Support Structure; processes, roles and responsibilities

PA introduction session 5

Agenda

- ▶▶ Main elements in the PEPPOL support structure
 - ▶▶ Main principles for the PEPPOL support
 - ▶▶ Overview of the PEPPOL eDelivery Support
 - ▶▶ Roles and responsibilities for PEPPOL eDelivery Support
 - ▶▶ Workflow (the big picture) for PEPPOL eDelivery Support Activity
 - ▶▶ Overview of the PEPPOL BIS Support
 - ▶▶ Roles and responsibilities for PEPPOL BIS Support
 - ▶▶ Workflow (the big picture) for PEPPOL BIS Support Activity
 - ▶▶ PEPPOL tool strategy Usage and Collaboration model
 - ▶▶ Overview of OpenPEPPOL Collaboration Tool Strategy
 - ▶▶ Overview of current OpenPEPPOL web and collaboration tool architecture
 - ▶▶ Tools – future structure
 - ▶▶ Tools – Interim use
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Main elements in the PEPPOL support structure



Main Principles for the PEPPOL support

- Support based on extended use of 1st level support provided by the PEPPOL Authorities (national/regional/domain specific)
- Support based on establishing a steady state D2D operations environment by proactive use of root cause analysis and identification of need for corrective maintenance
- E2E support activities from engagement through on-boarding and D2D operation not ending until and eventual off-boarding.
- Proactive support focus (preventing, preparing, implementing and educating)
- Knowledge sharing through documentation and collaborative software tools
- Extended collaboration with the PEPPOL eDelivery network development and sustainability team (OpenPEPPOL AISBL)
- Education focusing on enabling PEPPOL Authorities to handle PEPPOL eDelivery Governance, End-user Support and D2D Operations.
- Education based on the principle of Train the Trainer

Overview of the PEPPOL eDelivery Support

Process area

- Support to AP and SMP providers in the PEPPOL eDelivery network during implementation, operations and upgrade/transition periods

SUB processes – supporting AP and SMP providers

- Support connecting to the PEPPOL eDelivery network (Implementation)
- Support during D2D operations
- Support during transition/upgrade periods (introducing new specifications, services etc.)

Main Goal is to

- Ensure a steady state D2D operation of the PEPPOL eDelivery network by providing a solid, goal oriented and well organized support for AP and SMP providers

Trigger

- incoming enquiries from potential PA, AP and SMP providers
- Incoming enquiries from current AP and SMP providers
- Error situations or critical issues in the D2D operation of the PEPPOL eDelivery network
- Decisions on new specifications, services etc. and transition periods
- Onboarding of new PA, AP and SMP providers

Outcome:

- Issue handling and re-establishment of a steady state PEPPOL eDelivery network operation
- Establishment of new 1st level support entity

Roles and responsibilities for PEPPOL eDelivery Support

OpenPEPPOL AISBL (GA & D2D management) (Key stakeholders/Primary Client)

- Responsible for governance of the PEPPOL eDelivery network
- Change management of the PEPPOL eDelivery network specifications
- Management of memberships/OpenPEPPOL user community

CEF eDelivery DSI support organisation

- Responsible for overall coordination and documentation of the support process
- Responsible for 2nd level support of PEPPOL Authorities
- Active in training and education of PEPPOL Authorities

Potential PA / AP / SMP (Potential users and implementers)

- End users of support during enrolment phase

NEW PA / AP / SMP (future users and implementers)

- End users of support during on-boarding phase when establishing a PA / connecting to the PEPPOL eDelivery network

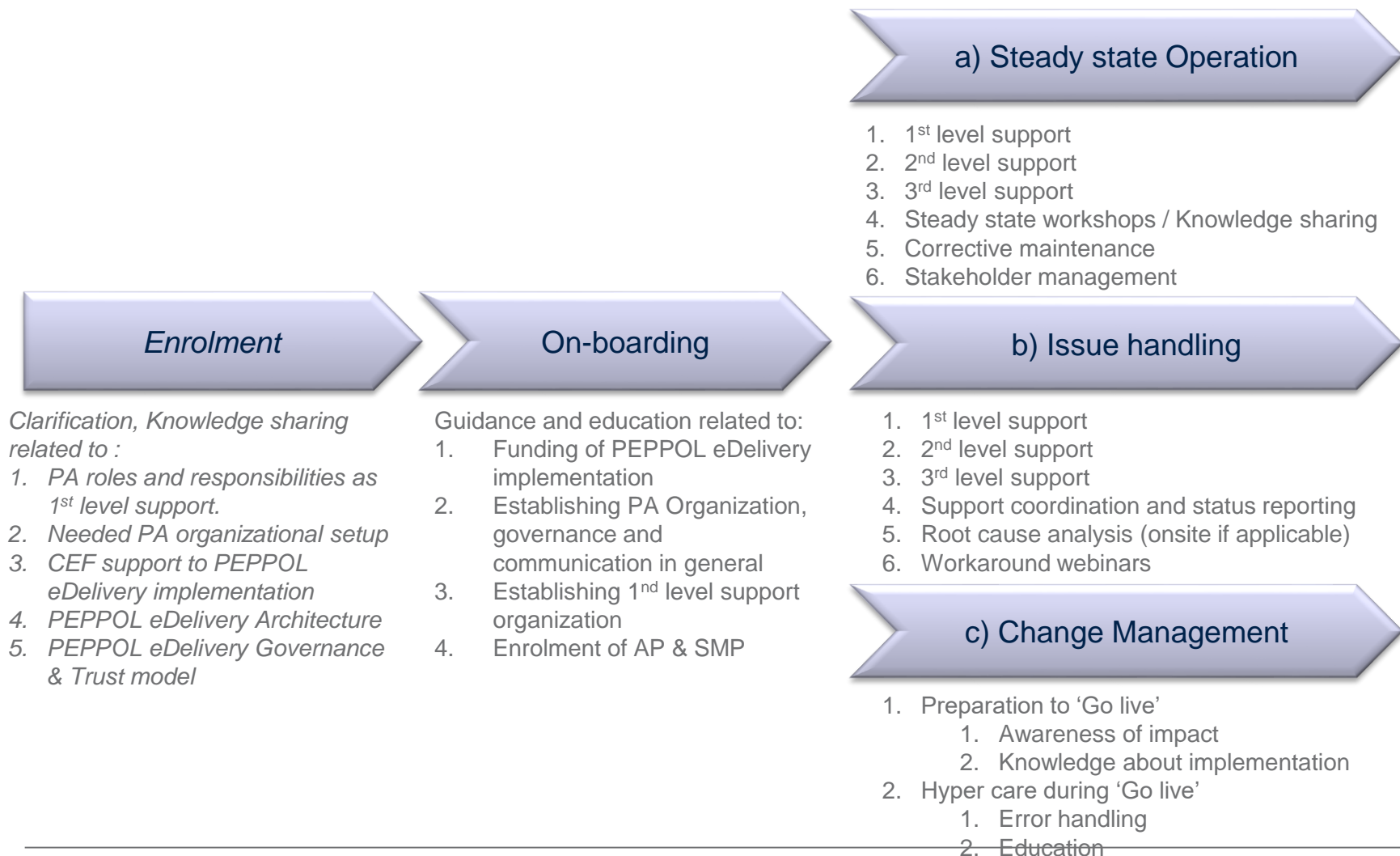
Existing PEPPOL Authorities (*Local and Global PA's*) – (Operational leader of enrolment and on-boarding)

- Responsible for 1st level support to implementers during on-boarding and D2D operations phases
- Responsible for local user community setup/knowledge sharing during enrolment, on-boarding and D2D operations
- Responsible for participating actively in engagement and on-boarding of potential and new PA's

OpenPEPPOL AISBL operations (D2D support to OpenPEPPOL members)

- Responsible for 3rd level support during enrolment, on-boarding and D2D operations phases
- Responsible for 'mass'- communication to OpenPEPPOL members / PEPPOL eDelivery implementers

Workflow (the big picture) for PEPPOL eDelivery Support Activity



Overview of the PEPPOL BIS Support

Process area

- Support to end users, AP and SMP providers regarding availability and use of BIS profiles, use and validation of schematron and PEPPOL BIS alignment to European norm
- **SUB processes**
 - Support on the use of PEPPOL BIS formats for generic and national requirements
 - Support identifying and implementing the right schematron releases
 - Support to Schematron validation (Implementation)
 - Support during D2D operations - dispute handling
 - Support during transition/upgrade periods (introducing new specifications, services etc.)

Main Goal is to

- Ensure a steady state D2D use of the PEPPOL BIS providing solid, goal oriented and well organized support to the end users and their service providers

Trigger

- incoming enquiries from potential end users and implementers
- Incoming enquiries from current AP providers
- Error situations or critical issues in the D2D use of PEPPOL specifications
- Implementation of new or revised specifications
- Onboarding of new PA, AP and SMP providers

Outcome:

- Clarification Issue handling and re-establishment of a steady state PEPPOL BIS operation

Roles and responsibilities for PEPPOL BIS Support

OpenPEPPOL AISBL (GA & D2D management) (Key stakeholders / Primary Client)

- Responsible for governance of the PEPPOL eDelivery network
- Management of memberships - OpenPEPPOL user community
- Responsible for dispute handling between PA's

OpenPEPPOL PoACC & PraCC

- Responsible for overall coordination and documentation of the support process
- Responsible for 2nd / 3rd level support during enrolment, on-boarding and D2D operations phases
- Responsible for 'mass'- communication to OpenPEPPOL members / PEPPOL BIS implementers
- Change management of the PEPPOL BIS & PEPPOL eDelivery specifications

Potential and New End Users /PA / AP / SMP (Potential users and implementers)

- End users of support during enrolment and on-boarding

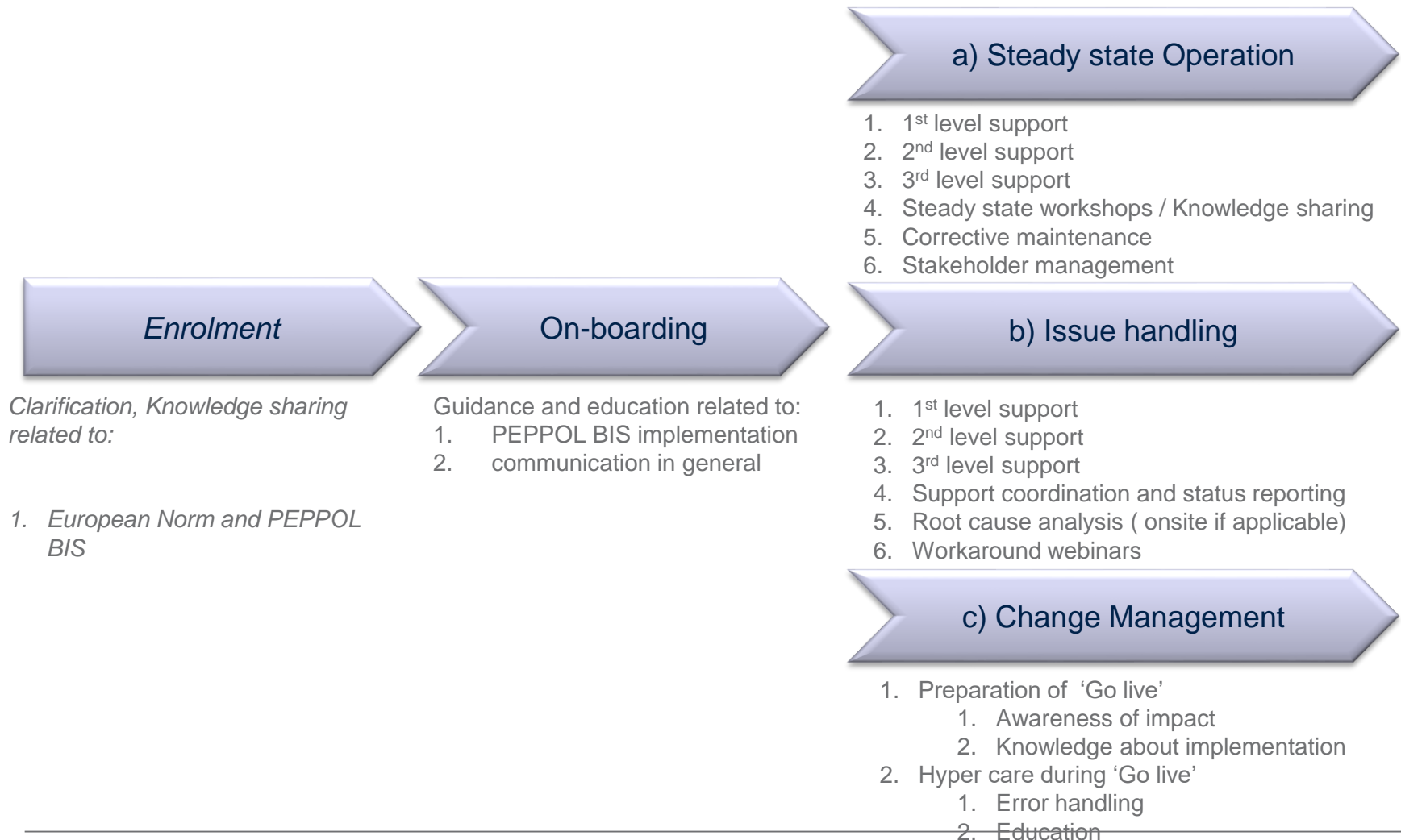
PEPPOL Authorities (*Local and Global PA's*) – (Operational leader of enrolment and on-boarding)

- Responsible for 1st / 2nd level support to implementers during on-boarding and D2D operations phases
- Responsible for local user community setup/knowledge sharing during enrolment, on-boarding and D2D operations
- Responsible for dispute handling between AP's national and cross boarder

OpenPEPPOL PA

- Responsible for 2st level support to end-users during enrolment on-boarding and D2D operations
- End-users of support during dispute handling

Workflow (the big picture) for PEPPOL BIS Support Activity



PEPPOL tool strategy

Usage and Collaboration model

WEB

- Used by AISBL to share public information, and provide access to automated forms.
- News feed included, gateway to all collaborative tools,
- Includes labeled database of OpenPEPPOL Contacts-> automated mailing lists & cross reference to Member-list & member status)

Confluence

- Used by OpenPEPPOL members, management and consultants for D2D collaboration and documentation.
- Used for review activities (incl. technical specifications)
- Includes minute facilities & automated 'to-do', facilities for web meetings, storage, documentation templates, indexed search facilities etc.
- Supports single sign-on facilities for the OpenPEPPOL Collaboration Tool suite

HipChat

- Used for Meeting Activities, Seminars, Webinars, WG meetings, Online support etc.

Social media

- Used by OpenPEPPOL AISBL to promote activities and events, and to create awareness about PEPPOL & OpenPEPPOL
- Used by members and non members for public discussions
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Jira

- Used by PAs and OpenPEPPOL AISBL first level supporters to report incidents, errors and change requests.
- Used by OpenPEPPOL OO to dispatch "ticket handling" and to track and report progression. Also used by support, tech and test teams to document owner & action and status.

Bitbucket / GitHub

- Used by tech teams for collaboration during technical development. – in pipeline also as a repository
- Closed user group – not used for reporting or communication with OO, CC leaders, MC or members.
- Issue with open source policy on Stash -

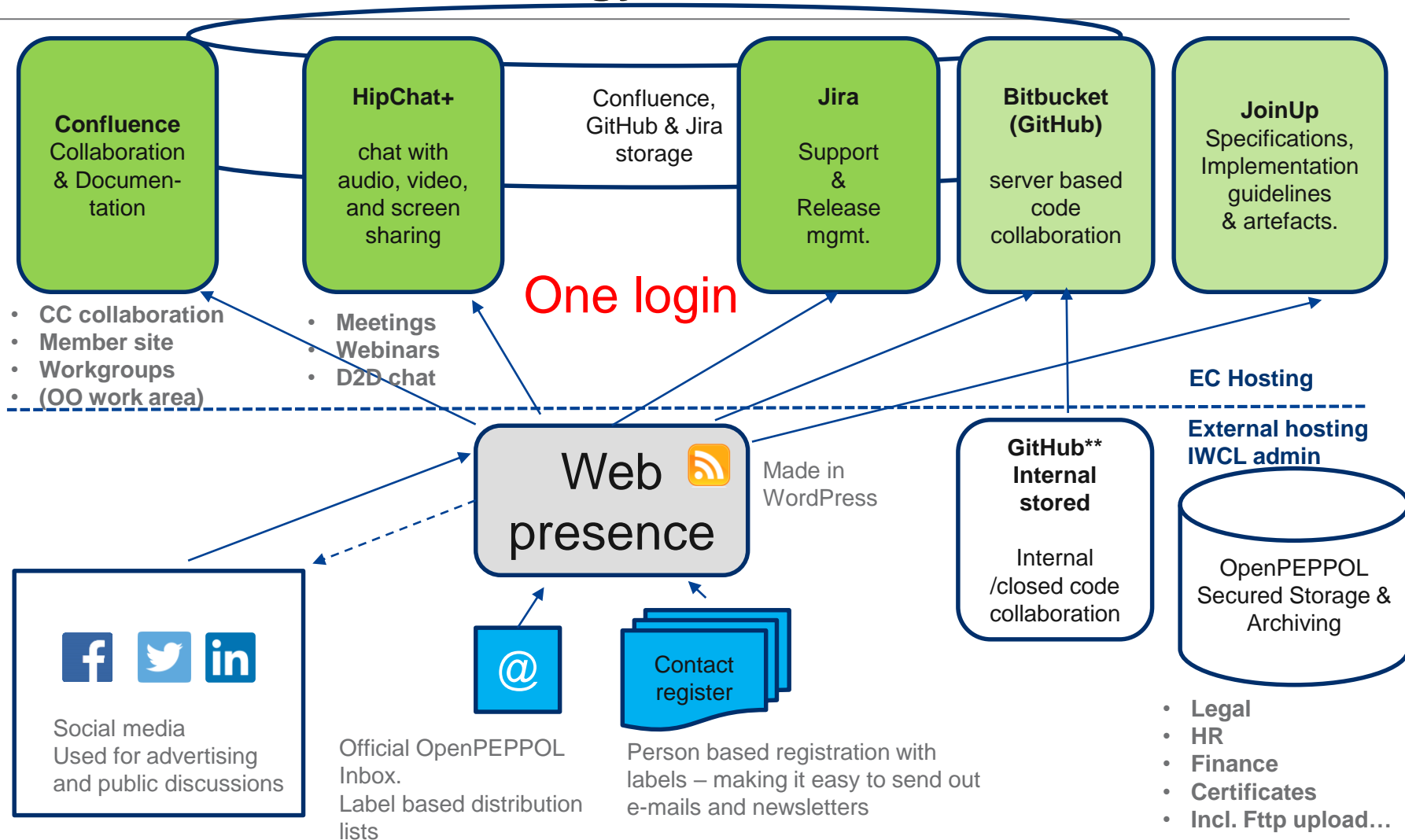
JoinUp

- Used By OpenPEPPOL AISBL to store and publish approved and supported technical specifications.
- NB: to be sunset due to changed functionality

Secured Storage & Archiving

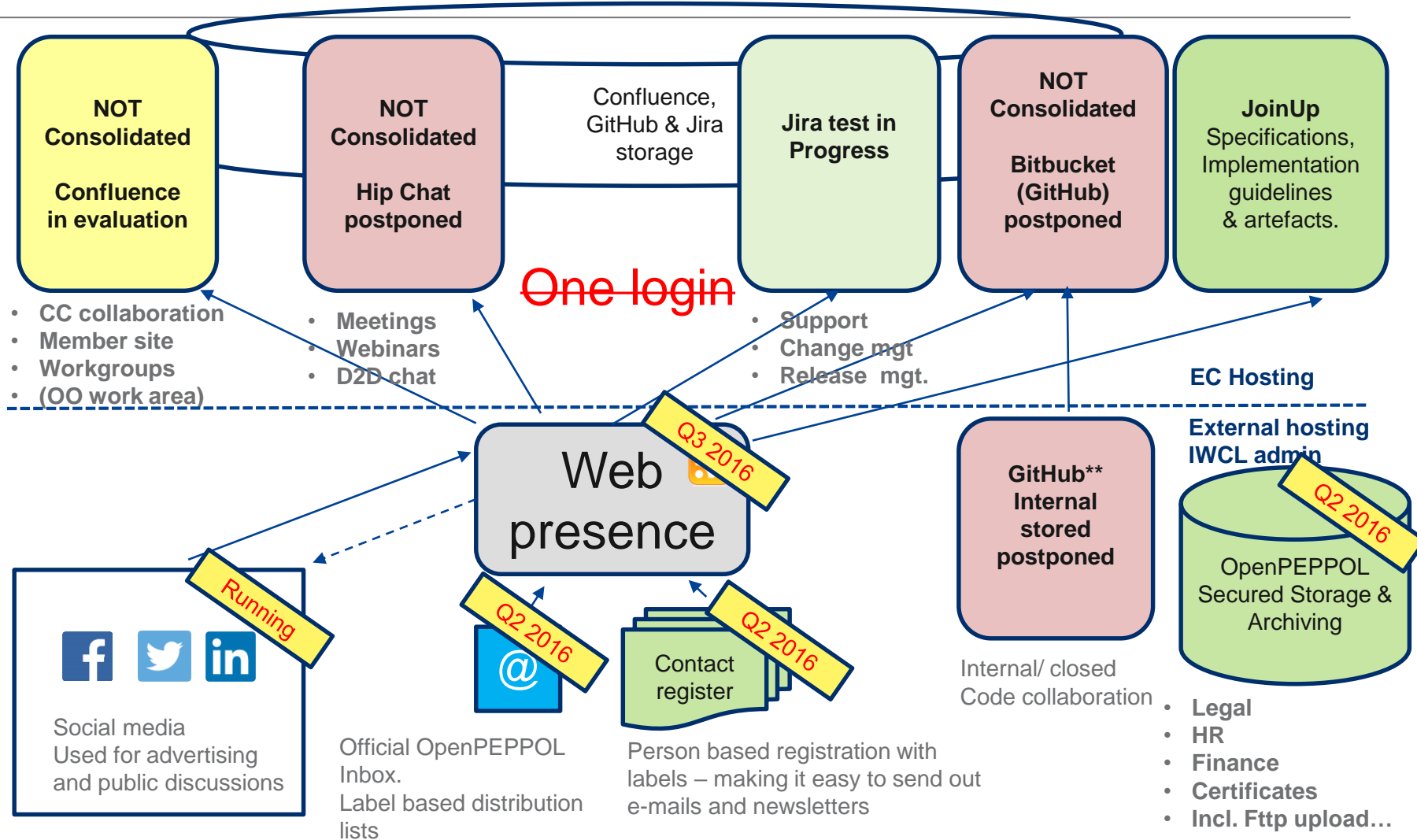
- Used by OpenPEPPOL OO for storage of legal and financial information as well as membership applications, TIA documents, membership information, and other confidential information.
- Accessible for OO key personnel, MC members and, OpenPEPPOL Treasurer. FFTP upload facilities for Guest users to be included

Overview of OpenPEPPOL Collaboration Tool Strategy



GitHub stored on a secure server : only if we need to limit public access to code collaboration**
GitHub .com or . Org : not in scope as we seek to support full interoperability with Jira and Confluence**

Overview of current OpenPEPPOL web and collaboration tool architecture



GitHub stored on a secure server : only if we need to limit public access to code collaboration**
GitHub .com or . Org : not in scope as we seek to support full interoperability with Jira and Confluence**

Tools – future structure

Templates

- Document templates to be used when available – shared through Confluence

Document Sharing

- Confluence to be used for D2D sharing

Meeting facility and Collaboration

- Confluence and HipChat to be used for conferencing and meetings, and as a general collaboration tool for document sharing and discussions.

Internal chat

- HipChat to be used for internal chat

Development & Change management

- Jira to be used as a tool for support & error handling as well as change management
- Stash to be used as a development tool for profiles and artefacts

Publication of results

- Approval of deliverables and publications to be handled through Confluence
- When approved, results and deliverables are shared with the Operating Office through Confluence
- Publications are made publicly available by the OO – according to the OpenPEPPOL communication policy

Tools – Interim use

Templates

- Document templates to be used when available

Document Sharing

- ALL documentation to be sent to Openpeppol@peppol.eu until OpenPEPPOL shared space is in place.
- Individual set-up of Google drive & Google docs is allowed during interim
- Shared space on Alfresco can be made available on request

Meeting facility & collaboration

- No common tool available, WG owner or Leader to provide meeting space and collaboration tools of own choice

Internal chat

- Skype used for internal chat during interim

Development & Change management

- No common tool available, CC Leaders to provide collaboration tools for development of own choice. Approved specifications and artefacts are made available through Join- up

Publication of results

- Results and deliverables to be sent to Openpeppol@peppol.eu for publication when approved.