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Website: [www.peppol.eu](http://www.peppol.eu)



## GOV Framework

### Transport Infrastructure Transport Infrastructure Agreement (TIA) Framework

Version: 1.10  
Status: In use

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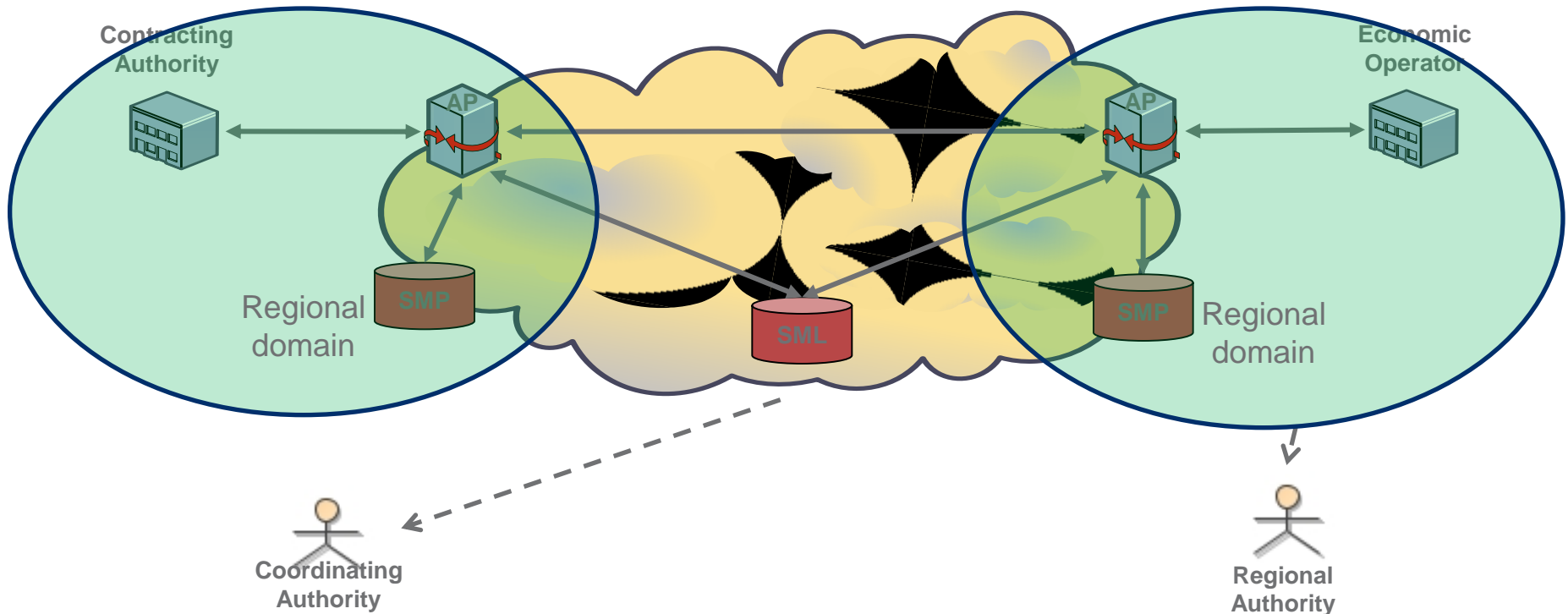
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# Revision History

Version	Date	Editor	Org	Description
1.00	29.04.2011	Klaus Vilstrup	DIFI	First version
1.10	1.6.2011	Robert Grim	BRZ	Update responsibility slides to wording of Annex 3 Version 2.01

- ▶▶ The basis for PEPPOL is that national infrastructures exist and will continue to exist also in the future (In addition, privately operated e-procurement communities exist within and across borders)
- ▶▶ The objective of PEPPOL is to provide interoperability between existing solutions so that “any supplier (incl. SMEs) in the EU can communicate electronically with any European contracting authority for all procurement processes”.
- ▶▶ The proposed governance model for the PEPPOL transport infrastructure respects this basis and is thus built around two levels of coordination:
  1. The **European wide coordination** providing governance over all common components of the transport infrastructure.
  2. The **regional coordination** providing governance over the implementation and use of the transport infrastructure within a domain.

# Two levels of governance



## Provides **European wide governance** for:

- ▶▶ the PEPPOL Technical Standards
- ▶▶ the PEPPOL Service Specifications
- ▶▶ the PEPPOL SML
- ▶▶ the PEPPOL Agreements

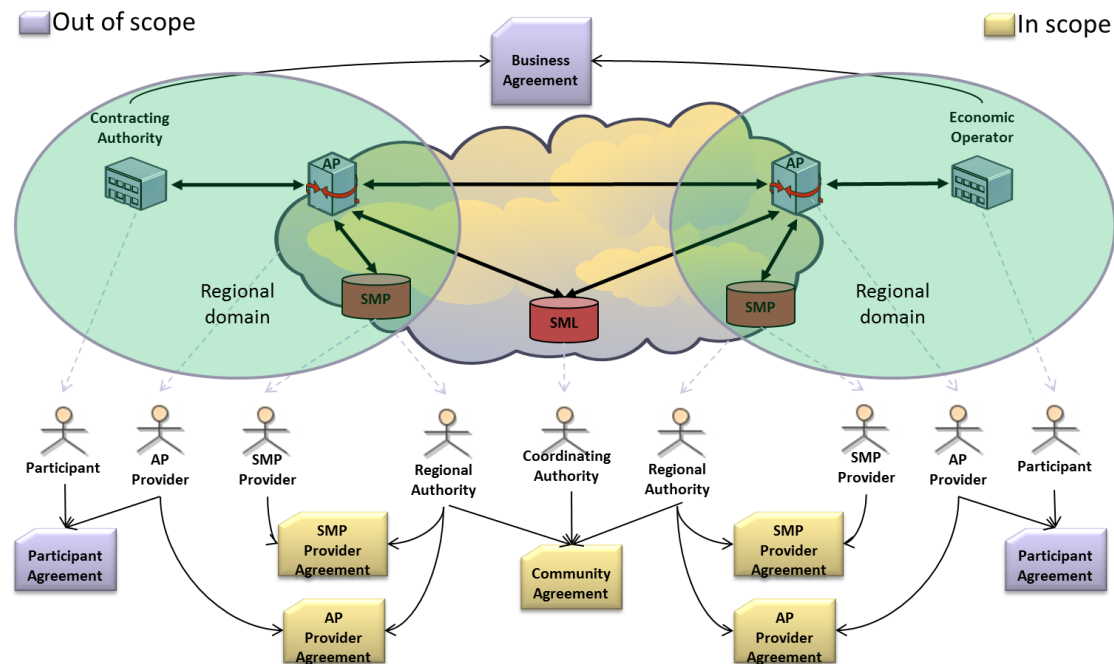
## Provides **regional governance** for:

- ▶▶ the implementation and use of the transport infrastructure
- ▶▶ the legal framework for specific AP and SMP agreements
- ▶▶ specific requirements applicable within a domain

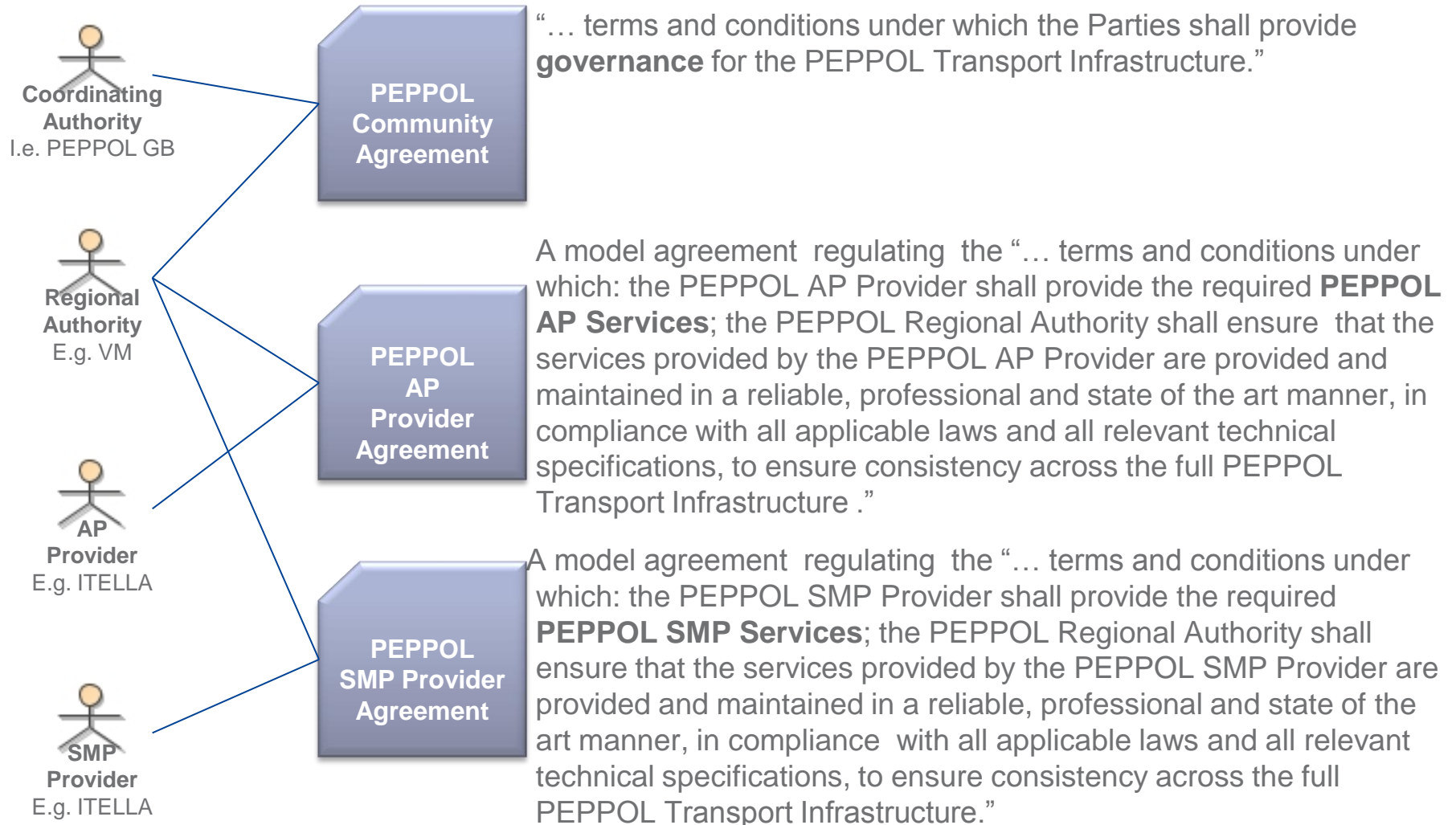
The aim of the PEPPOL Transport Infrastructure Agreements is to regulate the **roles and responsibilities** of the actors involved in the **governance and operation** of the PEPPOL transport infrastructure.

Three separate agreements with a common set of annexes.

1. Contact points
2. Definitions
3. Service and Service Levels
4. Technical Standards
5. Regional domain and its specific services and service levels
6. Change Procedures
7. The PEPPOL Governance Model and model agreements



# TIA Framework



# Responsibilities of the PEPPOL Coordinating Authority

- ▶ Manage updates and releases of new versions of PEPPOL specifications and standards accordingly to the published policy.
- ▶ Signs the community agreement with the PEPPOL Regional Authorities.
- ▶ Provides central governance of the PEPPOL Public Key Infrastructure (PKI)
- ▶ Is responsible for providing the SML service
- ▶ Provides an arbitration body for PEPPOL related conflicts
- ▶ Enters in to agreements with and provide support for Service Providers contracting with the PEPPOL Coordinating Authority in domains where no PEPPOL Regional Authority has been delegated.
- ▶ Aggregates and publish statistics on PEPPOL usage.
- ▶ Provides a website with listing of all PEPPOL Region Authorities
- ▶ Provides a website with listing of all PEPPOL Service Provider including all Contact information from Annex 1
- ▶ Provides an mailing list containing all Service Providers support e-mail addresses as written in Annex 1
- ▶ Revokes the certificates if a Service Provider fails to fulfill his obligations



# Responsibilities of the PEPPOL Regional Authority

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- ▶▶ Signs agreements with the Service Providers.
  - ▶▶ Signs the community 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 Regional Authority.
  - ▶▶ Registers support incidents and respond/resolve according to locally defined Service Levels.
  - ▶▶ Escalates support issues the PEPPOL Regional Authority cannot resolve to the PEPPOL Coordinating Authority.
  - ▶▶ Initiates the revocation of the certificates if a Service Provider fails to fulfill 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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# Responsibilities of the PEPPOL AP and SMP providers

- ▶▶ Provides support to all PEPPOL participants using the services offered.
- ▶▶ Performs logging of sending and receiving business document for support and trace purposes.
- ▶▶ Engages with other PEPPOL AP provides and PEPPOL SMP providers to resolve issues related to transfer of business documents between them.
- ▶▶ Reports service level compliance and significant operation disruptions to the PEPPOL Regional Authority issuing the Service Provider contract.
- ▶▶ Escalates support issues the service provider cannot resolve to PEPPOL Regional Authority. The Service provider can escalate issues to the PEPPOL Coordinating Authority if the issue cannot be resolved with the PEPPOL Regional Authority.
- ▶▶ Performs the necessary testing required to insure compliance with the relevant technical standards and specifications defined by PEPPOL

# eProcurement without borders in Europe

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