Project Acronym: PEPPOL
Grant Agreement number: 224974
Project Title: Pan European Public Procurement Online
Website: www.peppol.eu

PEPPOL
PAN-EUROPEAN PUBLIC PROCUREMENT ONLINE

**Life Cycle Management
Pre Award - eCat**

**Pre Award - eCat
LCM Framework**

Version: 1.0.0
Status: In Use

Editor: Klaus Vilstrup Pedersen, DIFI

Statement of originality

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

Statement of copyright

Revision History

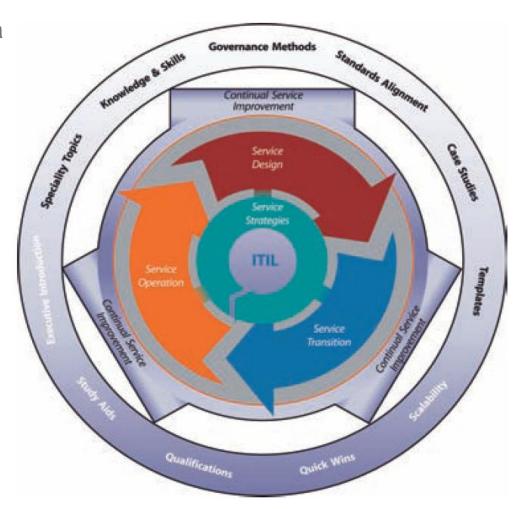| Version	Date	Editor	Org	Description
1.0.0	30.06.2012	Klaus Vilstrup Pedersen	DIFI	First release

ITIL V3

▶▶ The ITIL v3 model is used as a background model for the management of the services in the ICT Architectures.

▶▶ On the next pages the main areas from ITIL is listed, including PEPPOL extra areas (marked with * - Creates an easier model for the PEPPOL context)

Service Strategies

▶▶ Financial Management (Governing Board – Strategy/Administrative Unit)

▶▶ Service Portefolio Management (Governing Board - Strategy/Business Unit)

▶▶ Demand Management (Governing Board – Strategy/Business Unit)

Service Design

▸▸ Product management* (See Operational Governance)

   ▸▸ Management of Content in PEPPOL EIA (ICT Dimension)

▸▸ Service Catalog Management (Coordinating Authority – Product Management)

   ▸▸ (In Product Management)

▸▸ Service Management*

   ▸▸ Development of Central Services

   ▸▸ Development of Regional Services

   ▸▸ Development of Local Services

   ▸▸ Maintenance of Central Service Specifications, Implementations and Operational Designs

   ▸▸ Maintenance of Regional Service Specifications, Sample Implementations, Implementations and Operational Designs

   ▸▸ Maintenance of Local Service Specifications, Sample Implementations, Implementations and Operational Designs

Service Design

- ▶▶ Agreement Management* (See Operational Governance)
  - ▶▶ Community Agreement Maintenance (Coordinating Authority)
  - ▶▶ Community Agreement Management (Regional/Local Authority)
- ▶▶ Service Level Management (See
  - ▶▶ (In Agreement Management)
- ▶▶ Capacity Management
  - ▶▶ (In Agreement Management)
- ▶▶ Availability Management
  - ▶▶ (In Agreement Management)
- ▶▶ IT Service Continuity management
  - ▶▶ (In Agreement Management)
- ▶▶ Information Security Management
  - ▶▶ (In Agreement Management)
- ▶▶ Stakeholder ("Supplier" in ITIL) Management (See Operational Governance)
  - ▶▶ Management of Community Participants
  - ▶▶ Management of PEPPOL ICT Solution Enablers

Service Transition

- Agreement Management* (See Operational Governance)
  - Community Agreement Maintenance (Coordinating Authority)
  - Community Agreement Management (Regional/Local Authority)
- Service Level Management (See
  - (In Agreement Management)
- Capacity Management
  - (In Agreement Management)
- Availability Management
  - (In Agreement Management)
- IT Service Continuity management
  - (In Agreement Management)
- Information Security Management
  - (In Agreement Management)
- Stakeholder ("Supplier" in ITIL) Management (See Operational Governance)
  - Management of Community Participants
  - Management of PEPPOL ICT Solution Enablers

Service Operation

▶▶ Operation*

    ▶▶ Operation, monitoring and control of Central Services

    ▶▶ Operation, monitoring and control of Regional Services

    ▶▶ Operation, monitoring and control of Local Services

▶▶ Event Management

    ▶▶ (In Operation)

▶▶ Incident Management

    ▶▶ Management of incidents during implementation and Conformance & Test of an Central-, Regional- or Local Service

    ▶▶ Management of Incidents in connection with use of operational Central-, Regional- or Local Services

▶▶ Request Fulfilment

    ▶▶ (In Product Management)

Service Operation

- Problem Management
  - (In Product Management)

- Access Management (See ICT Dimension – ICT Architecture)
  - Management of Access to Services
  - Management of Access to Community

- Content Management* (See ICT Dimension – ICT Architecture)
  - Management of Central-, Regional- or Local Service Content

**eProcurement
without borders in
Europe**

www.peppol.eu

PEPPOL is an EU co-funded project CIP-ICT PSP-2007 No 224974