# Peppol Service Level Requirements – Explanatory note

Version: 1.0

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# 1 Introduction

Several items in the Service Level Requirement Document require a further explanation to ensure a full clarity about the requirements stated in the document.

# 2 Message exchange

The exchange of a message is decomposed into ten points in time. The figure below states this decomposition.
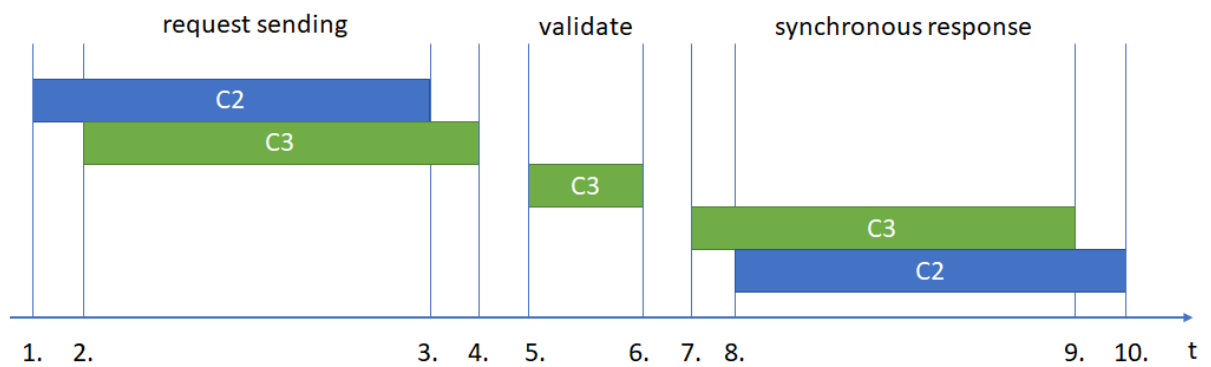


Image 1

The description of the points in time are:

1. C2 starts sending request

2. C3 starts receiving request

3. C2 finishes sending request

4. C3 finishes receiving request

5. C3 starts validating

6. C3 finishes validating

7. C3 starts sending response

8. C2 starts receiving response

9. C3 finishes sending response

10. C2 finishes receiving response

# 3 Service Level Requirements

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### 3.1 Service aspect #1

The Peppol Service shall be configured with a timeout (the period during which the service, once initiated, shall not terminate due to lack of activity).

This applies between the following intervals, based on image 1.

- for C2: 1. to 3.
- for C3: 2. to 4.
- for C3: 7. to 9.
- for C2: 8. to 10.

### 3.2 Service Aspect #3

The Peppol Service is considered unavailable if it is not reachable for a continuous period of time or for other reasons is not able to handle incoming messages or requests in a secure manner.

This applies between the following intervals, based on image 1.

- for C2: 1. to 2.
- for C3: 7. to 8.

### 3.3 Service Aspect #6

A receiving Peppol Service shall send a technical receipt at communication protocol level (e.g. an AS4 Receipt) to the sending Peppol Service within the stated period of time after having received a dataset.

This applies between the following interval, based on image 1.

- for C3: 4. to 7.

### 3.4 Service Aspect #11

Backup and recovery procedures shall be in place to ensure that no datasets are lost and that recovery can be done within the interval stated.

The term "datasets are lost" only refers to the data backed up, but not to the data retrieved between the backup and the date and time of restore.

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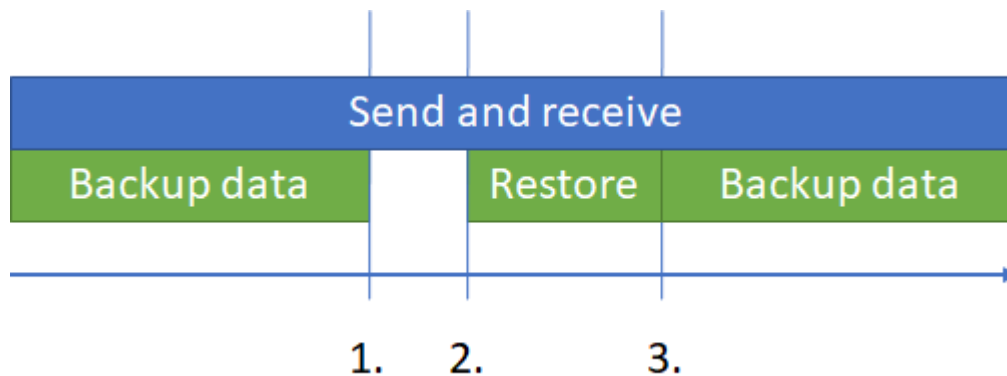info@peppol.eu
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Image 2

1. is the "Incident"
2. Is when the restore begins
3. Is when the restore is done and new backup can be done

The time between 1. and 3. is what this Service aspect is about. If there is another crash between 1. and 3. this data will be lost. This only applies if the service is online between 1. and 3.

## 3.5  Service Aspect #12

Planned service windows shall be announced at minimum the stated period of time in advance to the mailing list provided by the Peppol Coordinating Authority.

A "Planned Service Window" is a scheduled period of time, in which the sending or receiving of Peppol Datasets is not possible. Especially excluded from this procedure is the installation of security related patches to components required for the sending or receiving of Peppol Datasets.

The email address to use is to be announced by OpenPeppol.

## 3.6  Service Aspect #13

If incidents which may have an impact on other Peppol Service Providers has been identified, such as breaches in the security, the Peppol Service Provider shall send a message to the mailing list provided by the Peppol Coordinating Authority and to the involved Peppol Participants it services, within the period of times stated after the incident is detected.

The email address to use is to be announced by OpenPeppol.

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