MINISTRY OF LOCAL GOVERNMENT
AND REGIONAL DEVELOPMENT

Version: 1.0
Date: 15/12/2009

# *E-vote 2011*

**SSA-V Appendix 2**

**Contractor solution specification**

**Project: E-vote 2011**

**E-vote 2011**

Appendix 2 Project and progress plan

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# 1. Services offered

## 1.1. Support services

The support services described here comprises services for the following audience:

1. Representatives for the central election administration in Norway. (CEA)
2. Super users in each municipality and county. It is assumed that the super users are trained and have the necessary skills to support the election officers in their own municipality. (SUM)
3. Being second line support for a central support center that serves the eVoters. (EVS)

The support services cover all the 3 different parts of the election system – e-voting, e-counting (scanning) and the administration system. The support services offered are support regarding the usage of the different system components. ErgoGroup may also provide support to the municipalities regarding how the election regulations should be applied in different situations. This type of support is offered as an option and is priced separately.

All support requests and incidents reported are to be sent to the Contractor's service desk. The case/request will there be registered and classified based on what type of case/request it is. The Contractor will assign all incidents a graduation that describes how serious the problem is, and thus the priority.

A request for a new service, change of an existing service, solution, program or function, is directed directly to the Service and Application Management via email.

The user support process is based on a three level model:

- Level 1. All inquiries regarding the service are to be submitted to the contractor service desk by telephone or E-mail. The service desk registers all inquiries in an event handling system, which will monitor the further process in level 2 and 3. Simple or repeating questions may be solved at level 1.
- Level 2. The Contractor's 2nd level support is performed by a specialized operational unit. The Contractor is responsible for adequate staffing of the 2nd level support, according to the SLA terms. All inquiries that the contractor service desk assume to be related to the service, and not solved by the service desk, is forwarded to 2nd level support. The service desk and 2nd line support will register and handle all necessary user support related to the service. At this level mostly functional topics will be handled by system consultants and/or election expertise from the Contractor.
- Level 3. If necessary, the Contractor's 2nd level support will involve 3rd level technical support in handling the inquiry. The Contractor will be responsible for defining escalation routines towards sub-contractors. At this level technical topics will be handled by technical experts, application programmers or election experts within e-voting, e-counting and election administration from the Contractor or from the e-voting sub-contractor.

When agreed with the Customer, the Contractor may also offer on-site support. This will be priced according to T&M (time and material), per hour+eventual travel expenses.

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## 1.2.   Application management

The contractor´s Application management Service is built on ITILs Application Management framework. The contractor will perform error correction and preventative maintenance of the application to secure stable access to the application, and to prolong the application lifetime.

**Documentation**

The contractor will maintain and improve the applications user documentation, system documentation and installation documentation in accordance with "Anbefaling til God IT-skikk nr 1 Dokumentasjon av IT-systemer" published by Den norske forening for EDB-revisjon, ISO 27001.

**Reporting**

The Contractor will report the delivered service monthly.
The report will include:
- Number of Incident and category reported
- Number of Incident and category fixed
- Number of open Problems (an incident is categorized a problem, if it is solved by a work-around)
- Number of incidents per Problem.
- Number of solved Problems
- Number of Change Orders answered
- Number of Change Orders delivered
- Number of unexpected incidents caused by changes.
- Economy: Billed amount
- Plans and content in new service release
- Service quality delivered, ref. Appendix 5


**System evolvement, new releases of standard product modules**

The Contractor/sub-contractor will keep and increase the competence in the different technological fields that are relevant for the election system. Also new market needs may result in new versions of the core system components being developed. Changes in the RPA (Representation of people act) will be implemented in the core system component as a major part of each new version of the core components.

The contractor offers to make new versions of the core system components (i.e. the products used) available to the customer, including adaption to new major releases of basic software. This service is offered based on delivery and payment every second year. The customer may, based on their own judgment, decide to integrate the new versions of the core system modules into their specific solution. The integration work to adapt customizations to new versions of the core system will be offered as an option.

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## 2. Other relevant services

### 2.1.  Application Operations

The Contractor´s experience is that Application Operation services are more often successfully delivered from the supplier of the application management services, than from the hosting partner. This is especially so when dealing with complex systems, like the election system.

We have chosen not to price this service now. We suggest that if you find application operation services relevant, we agree on a service level, estimate a monthly number of hours we will use to deliver the service to find a price. Then we can spend the first months to calibrate the service and after a period of for instance 3 months agree on a fixed monthly price, based on the amount of time we actually used during the calibration period. This also gives the customer the possibility to change the service level, if the calibration period reveals new information.