



Project co-funded by the  
CIVIL JUSTICE PROGRAMME  
of the EUROPEAN UNION

## iSupport

cross-border recovery  
of maintenance obligations  
*pour le recouvrement  
transfrontière des  
obligations alimentaires*

### Draft Conclusions & Recommendations

#### ***“Tour de table”***

Members of the Governing Body were very encouraged by the progress made by the different States participating in the project with regard to their current and future implementation of the iSupport system and its e-CODEX component.

#### ***iSupport Maintenance***

Members of the Governing Body welcomed the presentation on the iSupport Maintenance Scheme made by the iSupport Team and approved the Regular Maintenance Release Calendar as presented.

Members of the Governing Body welcomed the presentation on defining “urgent incidents” for both iSupport and e-Codex made by the iSupport Team. It was agreed that members of the Governing Body would have two weeks to review and provide comments as to the setting of the priorities as suggested by the iSupport Team.

It was agreed that the Change Advisory Board (CAB) should review the criteria for priorities to address incidents at least once a year. It was also agreed to identify priorities in the future on a more detailed functionality basis.

It was decided that “priority one” incidents should be reported within one business day for each relevant time zone. It was agreed that members of the Governing Body will indicate their respective State holidays on the iSupport Sharepoint. It was agreed to designate three emergency CAB (e-CAB) representatives from the Governing Body Membership, representing the regional diversity of the operational members of the Governing Body. Designation of the e-CAB representatives from the Governing Body should be for a defined period of time to be discussed later. All members of the Governing Body will be informed of all e-CAB communications.

It was agreed to amend the maintenance contract and to extend it until the end of the project on 31 August 2018 and to amend Article 14 paragraph 33 b) to replace the term “handle” by “identify”.

Members of the Governing Body welcomed the presentation made by Portugal on its implementation of iSupport.

It was agreed that members of the Governing Body would provide comments within two weeks on the API requirements distributed at the meeting. The requested comments should be accompanied by an explanation of the options for the use of an API.

It was agreed to establish an API Working Group to discuss the matter further.

### ***Implementing iSupport***

Norway agreed to share information about ISO certifications under way for other applications to determine if ISO certification would be of value for iSupport.

With respect to security standards, the members of the Governing Body agreed that a data protection and security audit of iSupport should be carried out regularly to make certain that iSupport continues to meet evolving standards.

Members of the Governing Body agreed that a process should be implemented to determine whether shared minimum standards could be developed to avoid the emergence of bilateral or individual arrangements in relation data protection and security.

Members of the Governing Body agreed to provide comments within two weeks on the Draft Implementation Agreement. Subject to receiving comments, the members of the Governing Body endorsed the Draft Implementation Agreement as it was presented.

Members of the Governing Body agreed to develop a promotional strategy including a business case.

Members of the Governing Body agreed to re-convene the Data Protection / Security Working Group to address further security issues raised during the meeting for the purpose of developing a matrix to facilitate the assessment of security issues and assigning priorities for resolution. Topics to be addressed include: encryption of data at rest, available security certifications and similar items.

Members of the Governing Body agreed to collect and share legal and technical information from States with experience implementing cloud-based delivery of services.

Members of the Governing Body invited Protech to present a more detailed proposal concerning the implementation of iSupport in the Cloud taking into account the diversity of States' experience and expertise in the implementation of case management systems.

### ***e-CODEX***

Members of the Governing Body welcomed the presentation made by the e-CODEX Team on their latest developments including the application of e-CODEX on the e-Justice Portal, more specifically the completion and sending of forms.

### ***iSupport Central Broker***

The United States of America offered to develop an information document to facilitate a discussion on the use of a Broker that could be contemplated for the implementation of iSupport. The possible options could include: existing State Broker, Private Broker, building an iSupport / HCCH Broker. It was agreed that the information document would include information on relevant legal issues, security technical requirements and costs. States with experience agreed to share information with the United States of America.

### ***iSupport Database: Oracle Enterprise or MySQL?***

Members of the Governing Body [agreed] that the encryption of data should take place at the application level (not at the database level).

Members of the Governing Body agreed that a matrix should be developed showing the costs and benefits of using and maintaining MySQL versus Oracle, including legal issues, implementation issues, impact on encryption requirements and compliance with other security requirements.

Some Members of the Governing Body agreed to find answers to the following questions by asking their legal services and / or Oracle-MySQL representatives:

- Are MySQL licences cost-free when used to implement open source software (*i.e.*, iSupport)?
- Are MySQL licences cost-free when used to implement open source software (*i.e.*, iSupport) that are connected by an API to a software which is implemented on a non-open source product?

### ***Financial aspects***

Members of the Governing Body approved the list of suggested enhancements and recommended that the Functional Working Group review usability issues after this set of enhancements is implemented.

### ***Closing remarks***

Members of the Governing Body thanked the Chair for her handling of the meeting. The Chair thanked the members of the Governing Body for their thoughtful contributions and collaboration.