

iSupport

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

Pilot plan

Project Name:	iSupport		
Date:	22 March 2016	Release:	1.5
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Document Name:	HCCH iSupport Pilot plan		

Revision History

Date	Version	Author	Reviewed by	Remarks
8-5-2015	0.1	Brigitte Voerman		Internal version
29-5-2015	0.2	Brigitte Voerman	Marie Vautravers, Hannah Roots, Philippe Lortie, Juliane Hirsch	Sent as final version to the contacts
29-6-2015	1.1	Brigitte Voerman	Hannah Roots, Marie Vautravers	Includes estimation of effort by the Pilot States and the Kick off meeting
13-7-2015	1.2	Brigitte Voerman	Marie Vautravers	Sprints start date changed into Fridays, end date into Thursdays. Contact table completed
15-01-2016	1.3	Brigitte Voerman	Philippe Lortie, Hannah Roots, Marie Vautravers, Alisha Griffin	Additional chapters: extra e- CODEX "States" ITTIG and Sandbox, possible Informal Pilot States, Acceptance procedure
19-02-2016	1.4	Brigitte Voerman	Marie Vautravers	Updated table Responsible for Acceptance and Contact table
22-03-2016	1.5	Brigitte Voerman	Marie Vautravers	Contact table

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				Updated chapter 8.1 Table States per functionality
				Updated planning

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1 Introduction

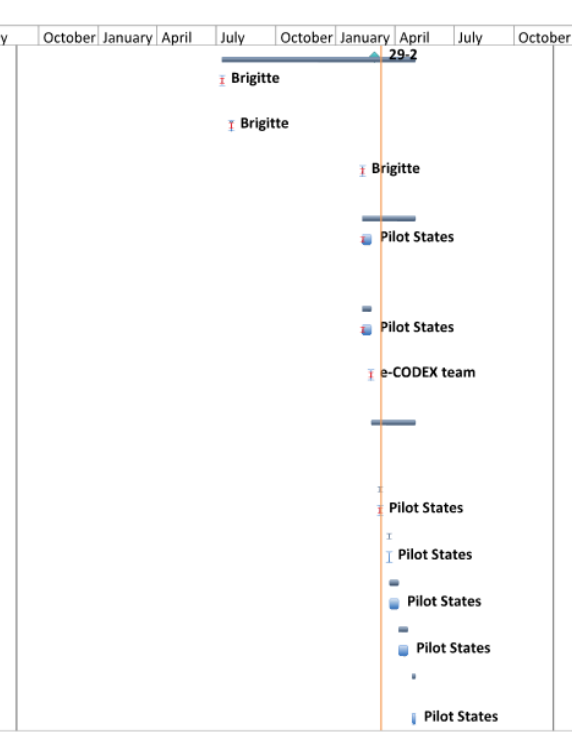
When the development of the software and technical documentation is completed and all test results are approved, the pilot phase will start. The pilot phase allows for the very last bugs in the software, procedures and documentation to be fixed before the system is delivered and used in normal production. No additional functionalities will be added in the Pilot releases.

All States who wish to benefit from the assistance of the iSupport team during the training and installation of iSupport, and those States who wish to implement iSupport prior to 31 August 2016, must join the pilot.

Pilot States will also have to be involved in the system demos during the development phase. Using this approach, the pilot period itself can be short and efficient as the pilot States will already have experience using the system.

2 Pilot phase planning

HCCH - iSupport project as of 11 March 2016					
ID	Task Name	Start	Finish	% Comple	
157	Pilot	Fri 10-7-15	Mon 29-2-16	16%	
158	Deadline final decision participation Pilot States	Fri 10-7-15	Fri 10-7-15	100%	
159	Kick off Development with the Pilot States	Fri 24-7-15	Fri 24-7-15	100%	
160	Kick off Pilot at infrastructure at Pilot States	Thu 11-2-16	Thu 11-2-16	100%	
161	Pilot at infrastructure at Pilot States	Thu 11-2-16	Wed 30-3-16	11%	
162	Pilot starts with technical tests including e-CODEX with dummy data	Thu 11-2-16	Wed 24-2-16	15%	
163	Pilot Sprint 1	Thu 11-2-16	Wed 24-2-16	23%	
164	Technical tests including e-CODEX with dummy data	Thu 11-2-16	Wed 24-2-16	15%	
165	New release for e-CODEX if needed	Wed 24-2-16	Wed 24-2-16	100%	
166	Pilot based on the use of real data and cases (in parallel with existing processes or systems)	Thu 25-2-16	Wed 30-3-16	4%	
167	Pilot Sprint 2	Thu 25-2-16	Wed 9-3-16	99%	
168	Release Pilot Sprint 2	Wed 9-3-16	Wed 9-3-16	100%	
169	Pilot Sprint 3	Thu 10-3-16	Wed 23-3-16	0%	
170	Release Pilot Sprint 3	Wed 23-3-16	Wed 23-3-16	0%	
171	Pilot Sprint 4	Thu 24-3-16	Wed 6-4-16	0%	
172	Release Pilot Sprint 4	Thu 24-3-16	Wed 6-4-16	0%	
173	Pilot Sprint 5 - optional	Thu 7-4-16	Wed 20-4-16	0%	
174	Release Pilot Sprint 5	Thu 7-4-16	Wed 20-4-16	0%	
175	Pilot Sprint 6 - solve last test issues	Thu 21-4-16	Mon 2-5-16	0%	
176	Final Release	Thu 28-4-16	Mon 2-5-16	0%	



Page 1

For additional timelines see chapter 12 Planning.

Installation of iSupport and e-CODEX takes place till 11 February 2016.

The pilot starts on 11 February, comes with 5 + 1 optional Sprints (sub phases).

2.1 Pilot Sprint 1

11 February – 25 February 2016

During the pilot phase, as a test, the Pilot States will use iSupport between States. The Pilot phase starts on 11 February with Pilot Sprint 1 with technical tests, including e-CODEX tests. These tests contain dummy data only, such as the structured test data from the Development phase. When the Pilot States conclude that the communication is secure, the Pilot will continue with tests using real data.

Local tests on iSupport starts.

2.1.1 Release

If test issues for e-CODEX occurs and a new release for e-CODEX is needed, an update for the Connector and / or iSupport will be delivered on 24 February 2016.

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2.1.2 Meetings

A meeting to discuss the interim e-CODEX results for the transfer between States takes place on Thursday 18 February.

The Sprint review meeting takes place on Thursday 25 February 2016.

2.2 Pilot Sprint 2 release and meeting

Pilot Sprint 2 starts right after Pilot Sprint 1 on 25 February 2016 and will deliver a new release on Wednesday 9 March which will be demonstrated on the Sprint review meeting on Thursday 10 March.

2.3 Pilot Sprint 3 release and meeting

Pilot Sprint 3 starts right after Pilot Sprint 2 on 10 March 2016 and will deliver a new on Wednesday 23 March which will be demonstrated on the Sprint review meeting on Thursday 24 March. The last day of Sprint 3 is also the last date for test issues for the Pilot phase.

2.4 Pilot Sprint 4 release and meeting

Pilot Sprint 4 starts right after Pilot Sprint 3 on 24 March 2016 and ends on 6 April.

It will be demonstrated and delivered on Thursday 7 April.

2.5 Pilot Sprint 5 release and meeting

Pilot Sprint 5 starts right after Pilot Sprint 4 on 7 April 2016 and ends on 20 April.

It will be demonstrated and delivered on Thursday 21 April.

After closing Sprint 5, it is not possible to open new issues for the release 1.0.

NB Pilot Sprint 5 is optional. If not needed, the last Sprint starts instead of Pilot Sprint 5.

2.6 Pilot Sprint 6 release and meeting

Pilot Sprint 5 starts right after Pilot Sprint 5 on 21 April 2016. The release based on Pilot Sprint 6 will include solutions for the last test issues and is called Release 1.0.

It will be demonstrated and delivered on Monday 2 May.

All Pilot meetings start at 15:00h Netherlands time zone, unless otherwise decided.

2.7 After the pilot phase

Right after the end of the Pilot, States will install release 1.0 of the software at their Production environment.

The Service Provider works on the transition to maintenance till 21 July 2016. After completion of this transition phase, Pilot States can start working with the Service Provider.

3 Pilot States and Informal Pilot States

The Pilot States are:

- Norway
- Finland
- Estonia
- Portugal
- Brazil
- the Netherlands

In addition, other (future iSupport) States are invited to install iSupport on their infrastructure. These States are called the informal pilot States. US-California is an informal Pilot State.

All States are allowed to install iSupport since iSupport is open source software. It is in their interest to join the Pilot phase to practice the installation of iSupport and be able to perform all tests in addition to their tests in the Sandbox test environment.

It is also beneficial to have additional States join the Pilot: the more States that join the Pilot, the more tests will be performed, improving the final version of iSupport.

In the event that the iSupport team receives more requests for help or test issues than can be handled, the Pilot States will get priority.

4 Sandbox

The Sandbox is the test environment available for all interested States and organisations to test iSupport. The Sandbox test environment is installed in the environment of the developer Protech.

The releases as planned in the Pilot Sprints are installed in the Sandbox environment.

e-CODEX will be installed in the Sandbox environment in order to let the Sandbox act as a State for the tests.

5 Services provided by the project Team

During the course of the project, the project team is available and will provide remote assistance in implementing iSupport, free of charge. The project team includes the HCCH iSupport team, the e-CODEX persons related to iSupport, the company in charge of the system development, and the Service Provider.

After completion of the project, the Service Provider will invoice individual States for any services provided thereafter.

6 Implementation of iSupport

There are two possible ways to implement iSupport. Each State will decide which option it prefers.

6.1 iSupport without interface with national system

In this option, the State uses the complete system: the case management system for the end-user plus the communication between States (e-CODEX).

6.2 iSupport with interface with national system

In this scenario, the State links iSupport to their existing national system with a view to either using it in parallel (*e.g.*, to avoid re-entering relevant data between the two systems iSupport will be used for the international aspects of the case management while the national system will be used for the national aspects such as enforcement) or they may choose to integrate iSupport in some form into another system (*e.g.*, to generate and validate the communication and documentation to be sent to the other State). In either case, the State will build, at its own cost using its own resources, an interface to exchange data between their local system and iSupport using the API (plug-in) provided by the project.

For the Pilot Phase, the API will be limited to an import and export of data from the iSupport database. Transactional functionality and the ability to initiate and respond to actions outside iSupport will be delivered in a later phase. See document "HCCH iSupport import-Export API 1.0".

The data model and requirements for the interface will be provided to the States using this option in advance of the pilot test phase.

7 Legal

7.1 iSupport

A co-operation agreement will be entered into with the States participating in the pilot phase confirming the terms and conditions of their participation.

7.2 e-CODEX

Every participating State must sign the Circle of trust, which is a legal document for the implementation and use of e-CODEX.

8 Approval of delivered requirements

The requirements are described in the Deliverables document and in Jira.

To divide the workload and end-responsibilities, packages of functionalities are set up.

This does not mean that only the end-responsible State works on these functionalities. For example, for the “Look and feel & User-friendliness” functionality, all Pilot States will have a view how to improve and will raise issues in Jira for this.

What end-responsibility does mean is that this Pilot State performs a complete check on this functionality. In this way we are certain that at least one Pilot State dealt in detail with each functionality.

See also 10.1 Go / No-Go.

8.1 Table States per functionality

Each State chooses for one package to evaluate for approval purposes. We suggest the combination of State and package as described in the table below.

Additionally, we suggest that each State chooses an extra package to work together with the responsible State on that package as well.

<u>Responsible for Acceptance</u>	Package
Look & Feel, User-friendliness	1
Case management – creating a case/an application	2
Maintain the case	2
Monitoring of funds	3
Task list	all
Activity list for Convention cases	1
Activity list for Regulation cases	6
Activity list for neutral cases	5
Convention forms	1
Regulation forms	6
Neutral forms	5
e-CODEX	all
API	4
Administrator screens	4
Access rights	1
User language	1
Usage of iSupport by browsers	1
Notes	3
Messages (notes exchanged with other States)	3

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Generation of letters	4
-----------------------	---

Package	State name
1	Norway
2	Estonia
3	Finland
4	The Netherlands
5	Brazil
6	Portugal

9 Meetings during the Pilot Sprints

On 11 February 2016, the Kick off meeting of the pilot phase takes place.

At the end of each Sprint, a meeting takes place to discuss the test results and if applicable to discuss a go / no decision, see Chapter 10.1 Go / No-Go.

10 Acceptance procedure

10.1 Go / No-Go

At the end of each Pilot Sprint period, a Pilot State can decide that progression to the next Pilot Sprint period should not happen and register a “No-Go” decision. This is not a veto for the project but a discussion with all Pilot States will take place as to whether the next Sprint should proceed despite the “No-Go” decision by that State. The objective is always to proceed to the next step by consensus.

10.2 Acceptance date

At the end of the last Pilot Sprint, on 2 May 2016, a meeting with the Pilot States takes place in order to decide about the acceptance of the iSupport system on the basis of the Pilot phase.

10.3 Acceptance criteria

The acceptance is based on acceptance criteria. Pilot States decide these acceptance criteria and the score for each benchmark.

Suggested acceptance criteria and basis to define these are:

- Composition:
 - Major functions
 - Performance levels
 - Capacity
 - Accuracy
 - Availability
 - Reliability
 - Running costs
 - Security
 - Ease of use
- Derivation:
 - Acceptance criteria derived from the senior user of each Pilot State
 - Customer’s quality expectations
- Quality criteria:
 - All criteria are measurable
 - Each criteria is individually realistic
 - The criteria as a group are realistic, for example, high quality, early delivery and low costs may not go together
 - Acceptance criteria form a complete list of criteria to define what will constitute a product acceptable to the Pilot State.

11 Expectations of the Pilot State

11.1 Joining the development phase

Each Pilot State shall join the development phase. The development phase takes place in time boxes, in what are called Sprints. See Chapter 12 Planning (below) where the Sprints are listed. At the end of each Sprint, any progress achieved in that Sprint will be shown in a demo. Pilot States will join this demo by video conference. In the following Sprint, Pilot States will perform tests on the new functionalities in the ‘sandbox’ test environment and share any issues or problems that arose from the testing. Those issues will be fixed in the following Sprint. Extra time during a Sprint may be needed by the Pilot States in order to receive instructions on how to use a new functionality and to become familiar with the functionality. States may be asked for advice on certain issues.

Pilot State should preferably have participated to the Working Groups, however this is not mandatory since the necessary knowledge can be obtained in the development phase.

11.2 Required tasks prior to commencement of Pilot Phase

- iSupport database (possible with a Scheduler job); ready at the start of the Pilot phase
- iSupport software; ready at the start of the Pilot phase
- e-CODEX gateway; as soon as the State is ready, preferably starting with tests for the gateway in summer / autumn 2015
- e-CODEX connector; ready at the start of the Pilot phase, or possibly earlier as soon as the connector is ready
- e-CODEX databases (production and test), ready at the start of the Pilot phase. Tests for the gateway shall start as early as possible, preferably 6 months prior to the Pilot phase
- The State’s experts who were involved in the development phase should have completed the training, where required, of their State’s Pilot users about how to use the iSupport system

11.3 Commencing the pilot phase

At the start of the pilot phase, each Pilot State must be ready to use the iSupport system. In addition to the iSupport software and database, all hardware and network must also be in place at the start of the Pilot. Pilot users must be ready to work on the pilot iSupport.

During the Pilot phase, all aspects of Production must be able to be tested. This includes using the technical environment, performing the functional processes and using the documentation.

11.4 Costs for the Pilot States

Participating in the Pilot is free of cost. Support by the project team is included in the project budget. Whether a State joins the Pilot or not, in both cases the State is responsible for the cost of the purchase (if applicable) of the hardware, network and database, and the installation / updates of hardware, network, database and software, and the maintenance of the hardware, network and database.

11.5 Effort by the Pilot States

Estimated time to spend by the Pilot States - The time needed can vary based on the experience of the State, caseworker and IT technician. The reported effort is based on experienced caseworkers and IT technicians.

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11.6 Expected Effort for Development phase

All pilot activities in this phase are primarily executed by a caseworker, with a few tasks executed by an IT technician. These persons are required to:

- Join the demonstrations at the end of each Sprint¹. Expected time is a maximum of 2 hours per demo. A sprint takes 2 weeks, so the average time required per week is 1 hour.
- Perform tests in the sandbox environment. Expected time is 1 working day per Sprint, which is an average time of 4 hours per week.
- Reading documents. Expected time to read documents is 2 hours per week.
- Communication. In addition to the demonstration, extra sessions may be needed to discuss a functionality. The time to ask questions and send test results should also be taken into account. Expected time for this is 2 hours per week.

Conclusion: This phase will require an expected effort of an average of 9 hours per week. Most of this will be carried out by a caseworker with some minor involvement of an IT technician.

11.7 Expected Effort for Pilot phase and preparations for the pilot phase

- For the Installation and initial tests of the database and software iSupport, the expected timeline is 5 days².
- Time will also be required for the installation of server and network if necessary.
- Technical integration test e-CODEX with iSupport. The estimated effort for the IT technician is included in Chapter 11.8 Effort required for e-CODEX component . A case worker will support this test by sending and receiving documents and messages from and to iSupport, estimated effort 0,5 day.
- Piloting by the case worker(s). Pilot States are flexible in the number and type of cases that they will run through the Pilot, however the inclusion of additional cases in the pilot will increase the reliability of the system. Expected time is from 5 hours a week to 4 hours a day depending upon the volume of cases tested. .

Conclusion: This phase demands an expected total effort of 5 days for an IT technician plus the installation of server and network if necessary plus the e-CODEX aspects, see Chapter 11.8 Effort required for e-CODEX component , and 0,5 day initial for a caseworker plus 5 – 20 hours weekly.

11.8 Effort required for e-CODEX component

The content of this chapter is provided by e-CODEX.

Efforts are based on persons who are experienced with the standards used for e-CODEX. If the IT technicians are not experienced with these standards, cost can be doubled.

11.8.1 Introduction

The project e-CODEX is a large-scale e-Justice pilot project co-funded by the EU Commission. E-Codex has developed cross-border services for European citizens, companies and legal professionals to enable access to justice systems across Europe. In addition, the services are used to improve the cross-border collaboration between the courts and agencies through interoperability between the existing national ICT solutions.

¹ See chapter 12 Planning for the timelines for these time boxes

² Take into account that, although tests are part of the development phase: these installations are also part of the Pilot and there is a chance for bugs.

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11.8.2 Technical Aspects

In line with the general decentralised approach of the European e-Justice portal, the technical architecture chosen in e-CODEX is a decentralised four corner model realised by implementing the ebms3 / AS4³ standard. In other words:

- Every participant hosts its own e-CODEX technical entry point; no central component is involved in the communication.
- The connection to the national backend systems is channelled by a so-called gateway. An e-CODEX message flow would be: backend application A sends to gateway A, sends to gateway B, sends to backend application B.
- Some functionalities necessary for the message exchange within the Justice domain are not part of the ebMS3 / AS4 standard. These were realised in a software component called Connector, which also builds the bridge to the backend applications.



Thus, the e-CODEX cross-border infrastructure consists of

- (i) an e-CODEX Gateway,
- (ii) an e-CODEX National Connector,
- (iii) a National System (service provider)

e-Delivery is the basic function of the **Gateway**. The e-CODEX Gateway establishes a secure, reliable and standardized connection with any other Gateway on the Member State's side.

The **National Connector** handles the semantic mappings and enables the national systems to communicate with the e-CODEX Gateway. It is customized by each participating country to fit its specific needs. Usually it is linked to a **National System** which is, in turn, used by the courts, lawyers, parties, etc.⁴ In this case, iSupport is the system where to the National Connector is linked.

³ To enable the use of products of different vendors as well as open source products, ebms3 / AS4 were chosen as technical standards for communication between gateways. Link to OASIS standard: <http://docs.oasis-open.org/ebxml-msg/ebms/v3.0/profiles/AS4-profile/v1.0/AS4-profile-v1.0.html>

⁴ The gateway and connector developed in e-CODEX got the name DOMIBUS (**Domain Interoperability BUS**).

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11.8.3 High Level Cost Estimate

The following calculation is applicable to the first pilot countries using e-CODEX. All of these countries will be strongly involved in the e-CODEX project. Therefore it should be noted that costs might differ for other countries, especially if those countries were not involved in the project and / or do not have much, if any, experience with the standards used.

In general, the costs for deploying and operating an access point based on the DOMIBUS Gateway and Connector include of personnel costs for:

- Installation of the DOMIBUS Gateway / Connector
- Integration of iSupport and the creation of Trust OK Token via the connector
- Testing
 - Connectivity Testing
 - Gateway2Gateway
 - Connector2Connector
 - End2End Testing

Since the personnel costs will likely differ from country to country, the estimates are given on basis of person days (PD).

Regarding the setup of a DOMIBUS Gateway and Connector, the efforts (carried out by an experienced team) in person days is estimated as follows:

What to do	effort estimated	comment
Preconditions for the server used: OS: Unix based or Windows AS: Tomcat, WebSphere (with adaptations), BEA (with adaptations) DB: Oracle, MySQL (tested and scripted)		<ul style="list-style-type: none"> • No effort for setup of the server included here. It is assumed that the server infrastructure is available. • No costs included for the certificates used. • No efforts for tests with another partner included here.
Download "Domibus eCodex Gateway" from https://secure.e-codex.eu/nexus/content/repositories/releases/eu/domibus/domibus-distribution/2.0-FINAL/ You can choose there between different packages depending on your server infrastructure	0,5 PD	Effort only 1 time expected, not per instance
Installing DOMIBUS and adapt configuration	1 PD	Effort per instance, 1 instance is e.g. a test instance of DOMIBUS
Create and install database environment for Domibus using the sql scripts	2 PD	Effort per instance, 1 instance is e.g. a test instance of DOMIBUS
Get certificates for generating ASIC-S secure container and SSL-connection	2 PD	Effort per instance, 1 instance is e.g. a test instance of DOMIBUS
Trigger DE (respectively the organisation handling the pmodes) for generating new pmodes with new target URL	0,5 PD	Effort per instance, 1 instance is e.g. a test instance of DOMIBUS
Download ECodexConnector Framework from https://secure.e-codex.eu/nexus/content/repositories/releases/	0,5 PD	Effort only 1 time foreseen, not per instance

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eu/ecodex/connector/ECodexConnectorDistribution/2.0.3/		
Implement NationalConnector integrating the ECodexConnector FW	2 PD ⁵	Effort only 1 time foreseen, not per instance.
Create and install database environment for the connector using the SQL scripts	2 PD	Effort per instance, 1 instance is e.g. a test instance of DOMIBUS
SUM	10,5 PD	Sum for 1 instance

On the operational level at least one additional national instance - besides the live system - for testing should also be set up. The costs for this are expected to be lower than for the first instance because of the prior experience in set-up.

SUM setup of another instance	7,5 PD	Sum for another instance
--------------------------------------	---------------	--------------------------

In addition, it might be useful for each Member States to add an additional **25 PDs** for preparation and project management in their side.

The expected effort for testing activities – especially the Gateway2Gateway and Connector2Connector – can be roughly estimated at **20 PDs. However this could change** due to the dependencies on many factors. The availability of the e-CODEX Central Testing Platform will have a positive impact on the efforts to be considered here.

11.8.4 Conclusion

As a rough estimation, the aforementioned cost factors add up to a total of 63 Days.

The effort needed for process analysis, data modeling and analysis of a new e-CODEX European schema for a new use case are not included.

⁵ Installation of e-CODEX with other systems than iSupport is estimated on 10 -15 PD. Since the iSupport project takes care of the mapping, the effort for the State is less.

12 Planning

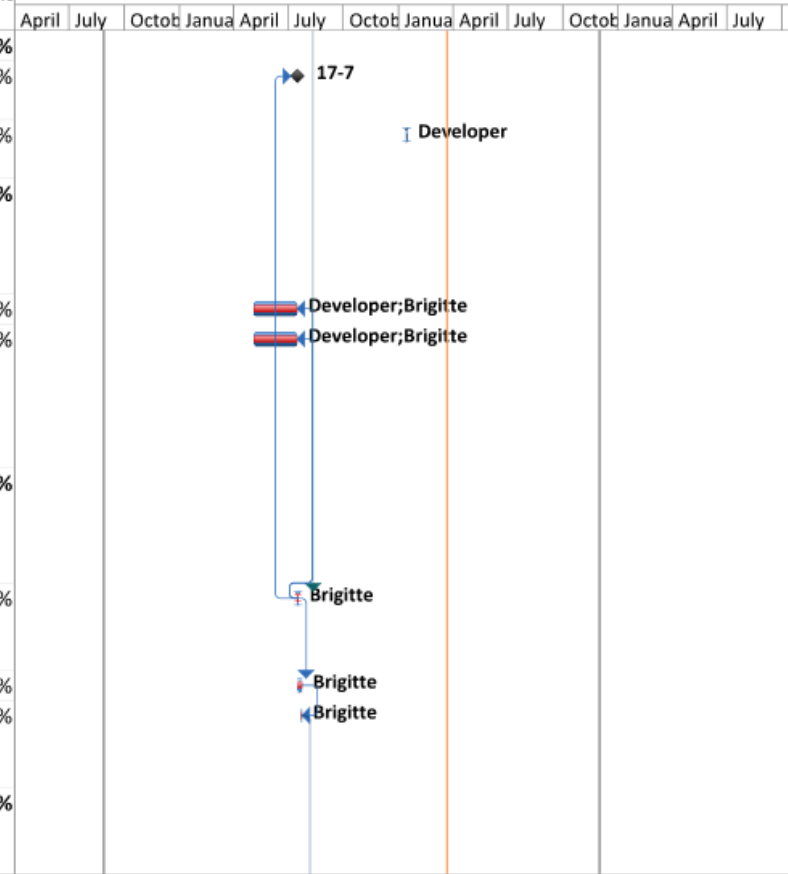
The planning is subject to change.

HCCH - iSupport project as of 22 March 2016																			
ID	Task Name	Start	Finish	% Comple	Gantt Chart														
					April	July	Octob	Janua	April	July	Octob	Janua	April	July	Octob	Janua	April	July	C
1	IP- Initiating the Project	Mon 1-9-14	Tue 30-6-15	100%	[Gantt bar]														
2	Programmer first phase of the development	Mon 1-9-14	Thu 20-11-14	100%	[Gantt bar]														
3	Recruitment IT expert / programmer	Mon 1-9-14	Thu 20-11-14	100%	[Gantt bar] Brigitte														
4	Tender on website	Tue 4-11-14	Mon 17-11-14	100%	[Gantt bar] Brigitte;Gerda														
5	Press releases	Mon 1-9-14	Tue 30-9-14	100%	[Gantt bar]														
6	Press Release – iSupport Action Grant	Mon 1-9-14	Tue 30-9-14	100%	[Gantt bar] Marie														
7	Press Release – e-Justice Action Plan	Mon 1-9-14	Tue 30-9-14	100%	[Gantt bar] Marie														
8	Co-operation Agreement Co-beneficiaries	Mon 1-9-14	Tue 31-3-15	100%	[Gantt bar] Marie														
9	Co-operation Agreement Partners	Mon 1-9-14	Tue 31-3-15	100%	[Gantt bar] Marie														
10	States’ Designation iSupport contact points	Mon 1-9-14	Thu 30-10-14	100%	[Gantt bar] Marie														
11	States’ Designation of experts for WG	Mon 15-9-14	Fri 9-1-15	100%	[Gantt bar] Philippe														
12	Brainstorm session with Alphinat	Tue 2-9-14	Tue 2-9-14	100%	[Gantt bar] Brigitte;Philippe														
13	Training session with Alphinat	Wed 1-10-14	Fri 3-10-14	100%	[Gantt bar] Brigitte;Juliane;Marie;Philippe														
14	Meeting with e-CODEX Dusseldorf	Tue 23-9-14	Tue 23-9-14	100%	[Gantt bar] Brigitte;Philippe														
15	Setting-up iSupport office + administration	Mon 1-9-14	Thu 30-10-14	100%	[Gantt bar] Marie														
16	Questionnaires	Wed 15-10-14	Tue 30-6-15	100%	[Gantt bar]														
17	First questionnaire: core iSupport + regulation	Wed 15-10-14	Tue 25-11-14	100%	[Gantt bar] Brigitte;Juliane;Marie;Philippe														
18	Visit national authorities: fact finding missions	Tue 16-9-14	Thu 18-12-14	100%	[Gantt bar]														
19	LBIO, the Netherlands	Tue 16-9-14	Thu 18-9-14	100%	[Gantt bar] Brigitte;Juliane;Philippe														
20	BC Canada (video conf)	Thu 18-9-14	Thu 18-9-14	100%	[Gantt bar] Brigitte;Juliane;Marie;Philippe														
21	Germany	Mon 22-9-14	Wed 24-9-14	100%	[Gantt bar] Philippe;Juliane														

HCCH - iSupport project as of 22 March 2016																				
ID	Task Name	Start	Finish	% Comple																
					April	July	Octob	Janua	April	July	Octob	Janua	April	July	Octob	Janua	April	July	C	
22	Switzerland Geneva	Mon 6-10-14	Tue 7-10-14	100%																
23	France	Wed 8-10-14	Fri 10-10-14	100%																
24	UK	Thu 13-11-14	Fri 14-11-14	100%																
25	Finland	Wed 5-11-14	Thu 6-11-14	100%																
26	Norway (visit to the Netherlands)	Mon 10-11-14	Wed 12-11-14	100%																
27	US (video conf)	Thu 18-12-14	Thu 18-12-14	100%																
28	Advisory Board (AB)	Mon 1-9-14	Wed 25-11-15	100%																
29	Setting-up Advisory Board (AB)	Mon 1-9-14	Fri 7-11-14	100%																
30	Official invitation first AB meeting	Tue 11-11-14	Tue 11-11-14	100%																
31	Meeting of Advisory Board	Thu 4-12-14	Wed 25-11-15	100%																
32	in person	Thu 4-12-14	Fri 5-12-14	100%																
33	in person. regarding Tender	Tue 28-4-15	Wed 29-4-15	100%																
34	video conference	Mon 8-6-15	Mon 8-6-15	100%																
35	video conference	Wed 28-10-15	Wed 28-10-15	100%																
36	video conference	Wed 25-11-15	Wed 25-11-15	100%																
37	EU	Tue 1-9-15	Mon 1-8-16	33%																
38	1 year report	Tue 1-9-15	Tue 15-9-15	100%																
39	project closure report	Fri 1-7-16	Mon 1-8-16	0%																
40	Deliverables document	Mon 1-9-14	Thu 2-4-15	100%																
41	Concretise Deliverables document for Draft tender	Mon 1-9-14	Thu 2-4-15	100%																
42	WG I Functional requirements	Mon 1-9-14	Mon 13-4-15	100%																
43	Conference call	Mon 19-1-15	Mon 19-1-15	100%																
44	Conference call	Thu 22-1-15	Thu 22-1-15	100%																
45	Conference call	Mon 2-2-15	Mon 2-2-15	100%																
46	Conference call	Thu 5-2-15	Thu 5-2-15	100%																
47	Conference call	Mon 9-2-15	Mon 9-2-15	100%																
48	Conference call	Mon 23-2-15	Mon 23-2-15	100%																
49	Conference call	Thu 5-3-15	Thu 5-3-15	100%																
50	Conference call	Mon 16-3-15	Mon 16-3-15	100%																

HCCH - iSupport project as of 22 March 2016																
ID	Task Name	Start	Finish	% Comple												
					April	July	Octob	Janua	April	July	Octob	Janua	April	July	Octob	Janua
51	Conference call	Mon 13-4-15	Mon 13-4-15	100%												
52	Delivery WG I	Mon 1-9-14	Fri 20-3-15	100%												
53	WG II Technical requirements	Thu 29-1-15	Fri 20-3-15	100%												
54	Conference call	Thu 29-1-15	Thu 29-1-15	100%												
55	Conference call	Thu 19-3-15	Thu 19-3-15	100%												
56	Delivery WG II	Fri 20-3-15	Fri 20-3-15	100%												
57	WG III Secure Communications e-CODEX	Mon 12-1-15	Fri 20-3-15	100%												
58	Conference call	Mon 12-1-15	Mon 12-1-15	100%												
59	Conference call	Thu 19-3-15	Thu 19-3-15	100%												
60	Delivery WG III	Fri 20-3-15	Fri 20-3-15	100%												
61	WG IV Data Protection	Thu 15-1-15	Fri 20-3-15	100%												
62	Conference call	Thu 15-1-15	Thu 15-1-15	100%												
63	Conference call	Thu 12-2-15	Thu 12-2-15	100%												
64	Delivery WG IV	Fri 20-3-15	Fri 20-3-15	100%												
65	WG V Development of tender, governance	Wed 17-9-14	Fri 20-3-15	100%												
66	Brainstorm session	Wed 17-9-14	Wed 17-9-14	100%												
67	Conference call	Mon 26-1-15	Mon 26-1-15	100%												
68	Conference call	Mon 16-2-15	Mon 16-2-15	100%												
69	Conference call	Thu 19-2-15	Thu 19-2-15	100%												
70	Conference call	Mon 9-3-15	Mon 9-3-15	100%												
71	Conference call	Thu 12-3-15	Thu 12-3-15	100%												
72	Delivery WG V	Fri 20-3-15	Fri 20-3-15	100%												
73	WG VI Transfer of Funds = included at FR	Thu 28-8-14	Wed 10-6-15	100%												
74	Delivery WG VI	Thu 28-8-14	Fri 15-5-15	100%												
75	Tender	Thu 2-4-15	Fri 17-7-15	100%												

HCCH - iSupport project as of 22 March 2016																						
ID	Task Name	Start	Finish	% Comple																		
					April	July	Octob	Janua	April	July	Octob	Janua	April	July	Octob	Janua	April	July	C			
93	Development - summary	Fri 17-7-15	Thu 14-1-16	0%																		
94	Start Development Regulation, e-CODEX, Convention	Fri 17-7-15	Fri 17-7-15	100%																		
95	Finish Development Regulation, e-CODEX, Convention	Thu 14-1-16	Thu 14-1-16	0%																		
96	Development. Scrum based on prioritized Requirements list which may include comments as adjust in the demo's.	Tue 5-5-15	Mon 29-2-16	99%																		
97	Prepare development	Tue 5-5-15	Thu 16-7-15	100%																		
98	Prepare test environment. Test environment includes external access for projectteam, ITTIG, Austria, Working groups, Pilot groups	Tue 5-5-15	Wed 15-7-15	100%																		
99	Timebox (Sprint) 6 days #1 - try out. Functional tests in timeboxes are performed by project group, working groups and pilot groups	Fri 17-7-15	Thu 23-7-15	100%																		
100	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 17-7-15	Fri 17-7-15	100%																		
101	Scrum meetings; development	Fri 17-7-15	Thu 23-7-15	100%																		
102	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 23-7-15	Thu 23-7-15	100%																		
103	Timebox (Sprint) 10 days #2 ; this is the first Sprint for Pilot States to test	Fri 24-7-15	Thu 6-8-15	100%																		

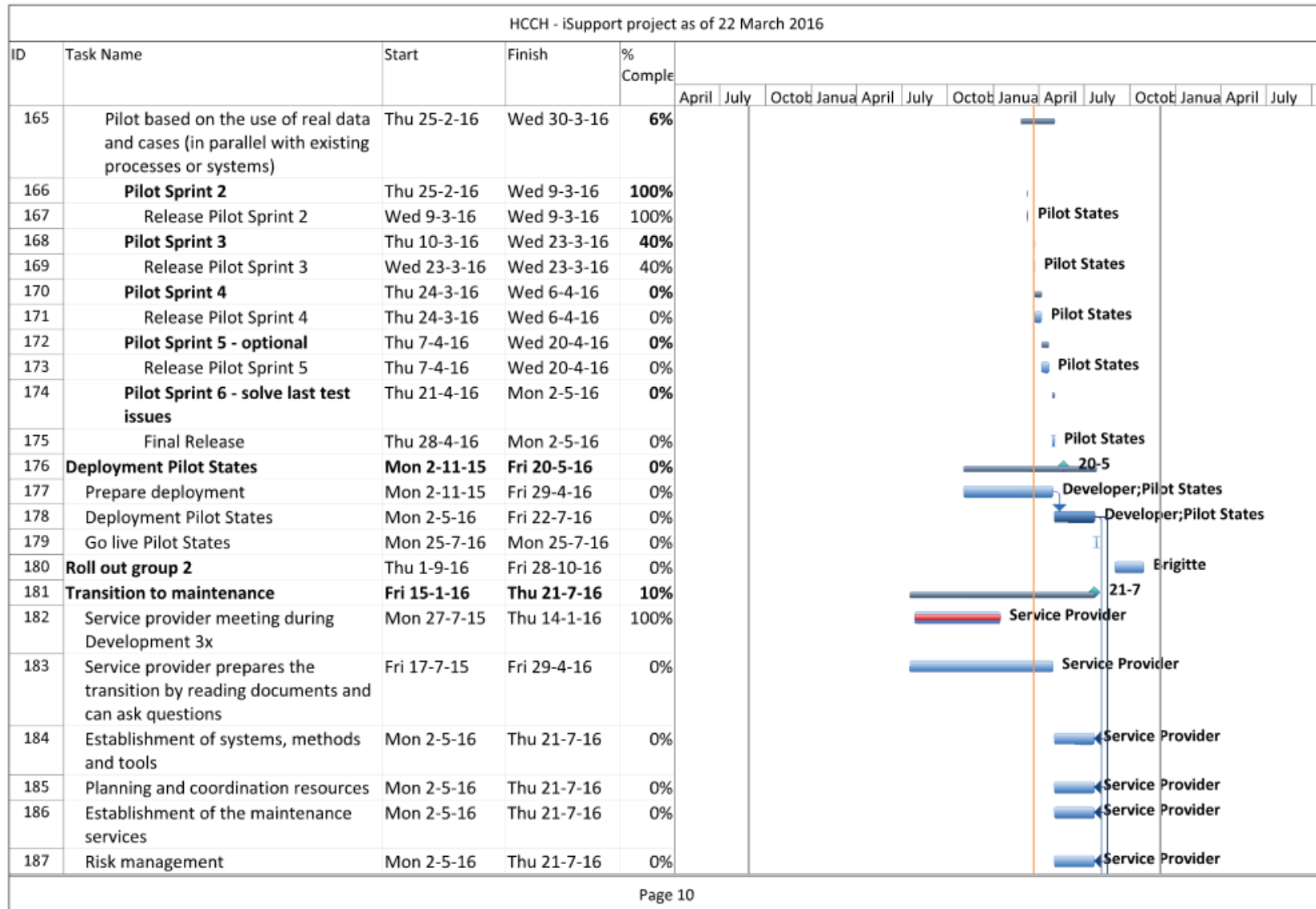


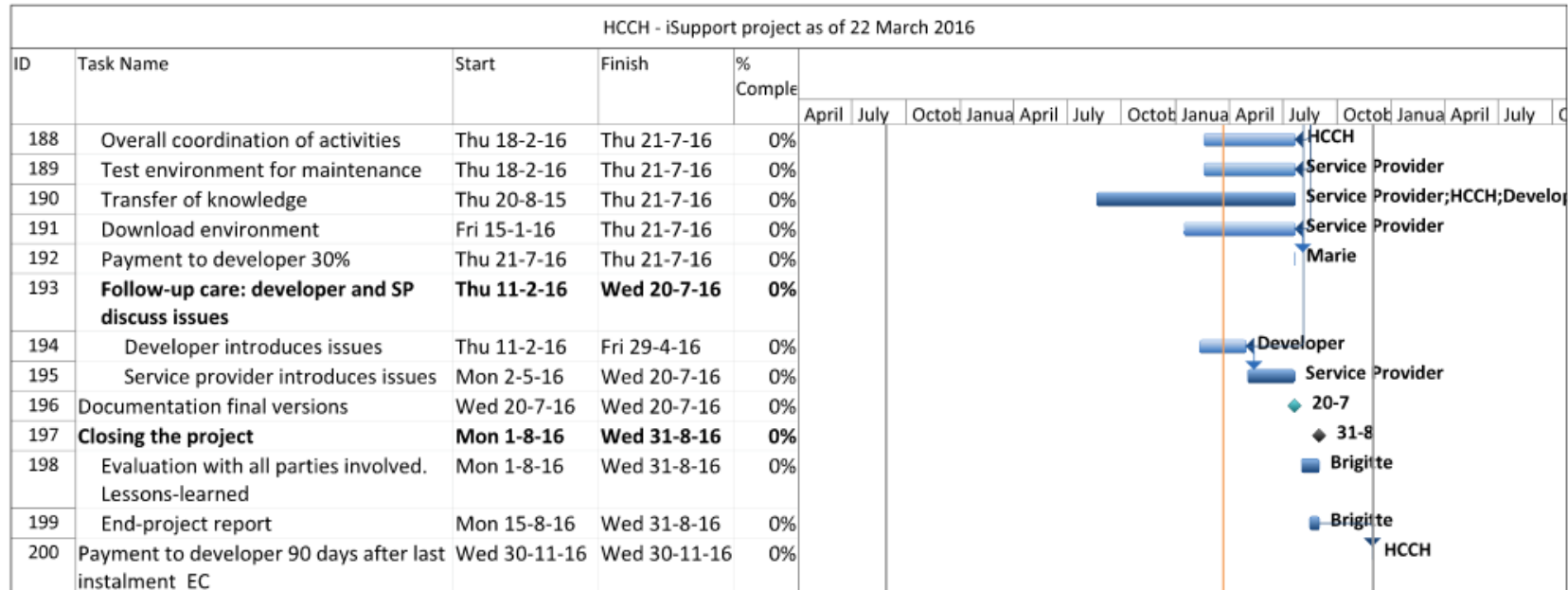
HCCH - iSupport project as of 22 March 2016														
ID	Task Name	Start	Finish	% Comple	April	July	Octob	Janua	April	July	Octob	Janua	April	July
104	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 24-7-15	Fri 24-7-15	100%						Brigitte				
105	Scrum meetings; development	Fri 24-7-15	Thu 6-8-15	100%						Brigitte				
106	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 6-8-15	Thu 6-8-15	100%						Brigitte				
107	Timebox (Sprint) 10 days #3	Fri 7-8-15	Thu 20-8-15	100%						Brigitte				
108	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 7-8-15	Fri 7-8-15	100%						Brigitte				
109	Scrum meetings; development	Fri 7-8-15	Thu 20-8-15	100%						Brigitte				
110	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 20-8-15	Thu 20-8-15	100%						Brigitte				
111	Timebox (Sprint) 10 days #4	Fri 21-8-15	Thu 3-9-15	100%						Brigitte				
112	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 21-8-15	Fri 21-8-15	100%						Brigitte				
113	Scrum meetings; development	Fri 21-8-15	Thu 3-9-15	100%						Brigitte				
114	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 3-9-15	Thu 3-9-15	100%						Brigitte				
115	Timebox (Sprint) 10 days #5	Fri 4-9-15	Thu 17-9-15	100%						Brigitte				
116	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 4-9-15	Fri 4-9-15	100%						Brigitte				
117	Scrum meetings; development	Fri 4-9-15	Thu 17-9-15	100%						Brigitte				
118	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 17-9-15	Thu 17-9-15	100%						Brigitte				

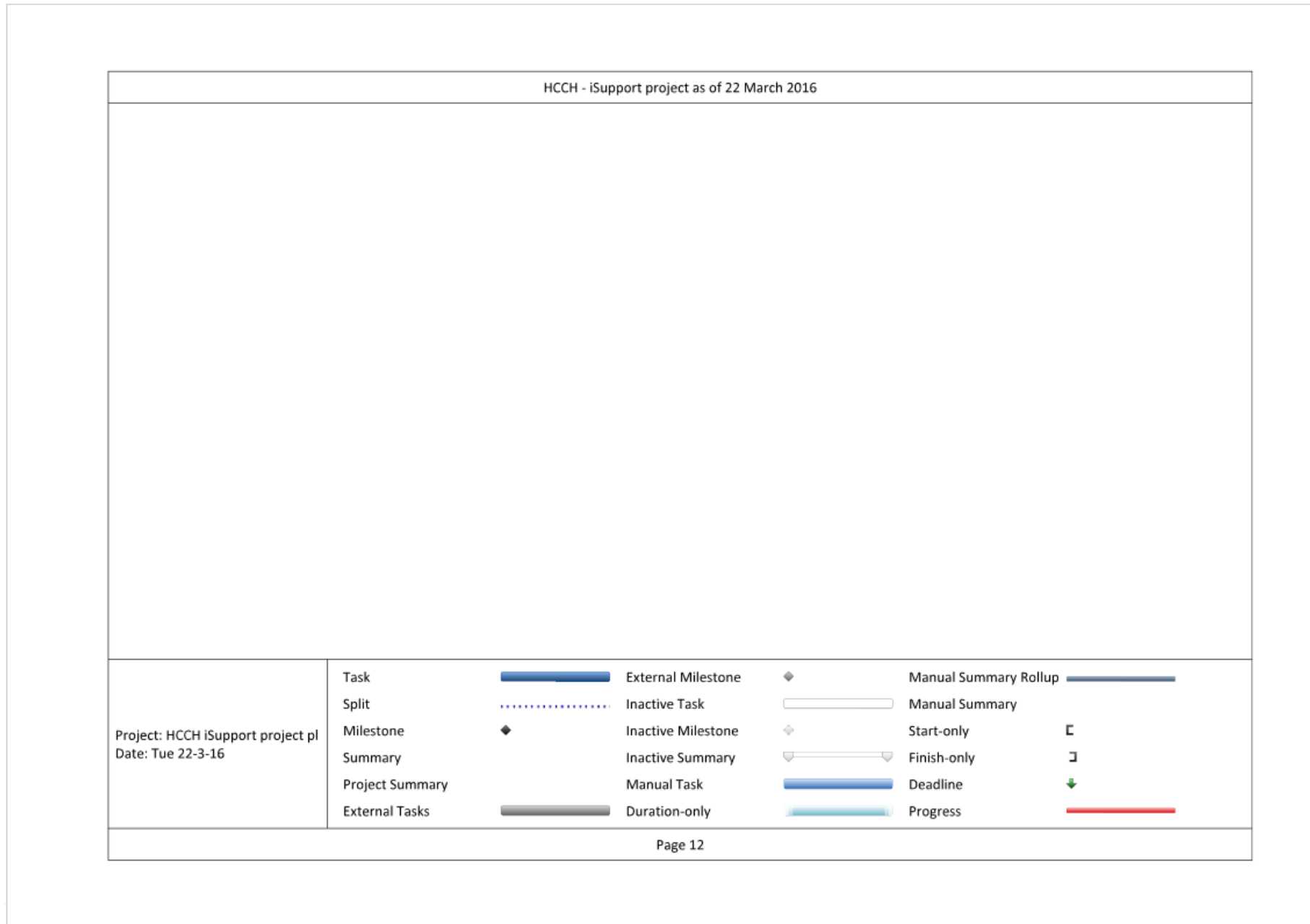
HCCH - iSupport project as of 22 March 2016																
ID	Task Name	Start	Finish	% Comple	April		July		Octob		Janua		April		July	
119	Timebox (Sprint) 10 days #6	Fri 18-9-15	Thu 1-10-15	100%												
120	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 18-9-15	Fri 18-9-15	100%												
121	Scrum meetings; development	Fri 18-9-15	Thu 1-10-15	100%												
122	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 1-10-15	Thu 1-10-15	100%												
123	Timebox (Sprint) 10 days #7	Fri 2-10-15	Thu 15-10-15	100%												
124	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 2-10-15	Fri 2-10-15	100%												
125	Scrum meetings; development	Fri 2-10-15	Thu 15-10-15	100%												
126	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 15-10-15	Thu 15-10-15	100%												
127	Timebox (Sprint) 10 days #8	Fri 16-10-15	Thu 29-10-15	100%												
128	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 16-10-15	Fri 16-10-15	100%												
129	Scrum meetings; development	Fri 16-10-15	Thu 29-10-15	100%												
130	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 29-10-15	Thu 29-10-15	100%												
131	Timebox (Sprint) 10 days #9	Fri 30-10-15	Thu 12-11-15	100%												
132	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 30-10-15	Fri 30-10-15	100%												
133	Scrum meetings; development	Fri 30-10-15	Thu 12-11-15	100%												

HCCH - iSupport project as of 22 March 2016																											
ID	Task Name	Start	Finish	% Comple	April		July		Octob		Janua		April		July		Octob		Janua		April		July		C		
					134	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 12-11-15	Thu 12-11-15	100%																		
135	Timebox (Sprint) 10 days #10	Fri 13-11-15	Thu 26-11-15	100%																							
136	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 13-11-15	Fri 13-11-15	100%																							
137	Scrum meetings; development; last functionalities.	Fri 13-11-15	Thu 26-11-15	100%																							
138	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 26-11-15	Thu 26-11-15	100%																							
139	Timebox (Sprint) 10 days #11	Fri 27-11-15	Thu 7-1-16	100%																							
140	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 27-11-15	Fri 27-11-15	100%																							
141	Scrum meetings; development; last items for e-CODEX; Pilot States performs their last tests in this Sprint	Fri 27-11-15	Thu 7-1-16	100%																							
142	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 7-1-16	Thu 7-1-16	100%																							
143	Last timebox (Sprint) 5 days #12	Fri 8-1-16	Thu 14-1-16	100%																							
144	Sprint planning meeting: discuss list of requirements (priority and content)	Fri 8-1-16	Fri 8-1-16	100%																							
145	Daily scrum meeting; development	Fri 8-1-16	Thu 14-1-16	100%																							

HCCH - iSupport project as of 22 March 2016																											
ID	Task Name	Start	Finish	% Complete	April	July	October	January	April	July	October	January	April	July	October	January	April	July	October	January	April	July	October				
					Gantt chart visualization of task progress over time.																						
146	Sprint review (demo for projectgroup + pilot States + all other Stakeholders)	Thu 14-1-16	Thu 14-1-16	100%	Gantt chart visualization of task progress over time.																						
147	Draft version of documentation ready	Thu 14-1-16	Thu 14-1-16	100%	Gantt chart visualization of task progress over time.																						
148	e-CODEX integration tests + changes software	Mon 2-11-15	Tue 15-12-15	100%	Gantt chart visualization of task progress over time.																						
149	Payment to developer 50%	Mon 29-2-16	Mon 29-2-16	100%	Gantt chart visualization of task progress over time.																						
150	Data Protection and Security scan	Thu 1-10-15	Tue 1-3-16	56%	Gantt chart visualization of task progress over time.																						
151	Draft plan	Thu 1-10-15	Wed 28-10-15	100%	Gantt chart visualization of task progress over time.																						
152	First meeting	Thu 3-12-15	Thu 3-12-15	100%	Gantt chart visualization of task progress over time.																						
153	Second meeting	Thu 11-2-16	Thu 11-2-16	100%	Gantt chart visualization of task progress over time.																						
154	Scan itself, exchange results and recommendations	Fri 4-12-15	Fri 29-4-16	50%	Gantt chart visualization of task progress over time.																						
155	Report	Mon 8-2-16	Fri 29-4-16	50%	Gantt chart visualization of task progress over time.																						
156	Pilot	Fri 10-7-15	Mon 29-2-16	29%	Gantt chart visualization of task progress over time.																						
157	Deadline final decision participation Pilot States	Fri 10-7-15	Fri 10-7-15	100%	Gantt chart visualization of task progress over time.																						
158	Kick off Development with the Pilot States	Fri 24-7-15	Fri 24-7-15	100%	Gantt chart visualization of task progress over time.																						
159	Kick off Pilot at infrastructure at Pilot States	Thu 11-2-16	Thu 11-2-16	100%	Gantt chart visualization of task progress over time.																						
160	Pilot at infrastructure at Pilot States	Thu 11-2-16	Wed 30-3-16	25%	Gantt chart visualization of task progress over time.																						
161	Pilot starts with technical tests including e-CODEX with dummy data	Thu 11-2-16	Wed 24-2-16	15%	Gantt chart visualization of task progress over time.																						
162	Pilot Sprint 1	Thu 11-2-16	Wed 24-2-16	77%	Gantt chart visualization of task progress over time.																						
163	Technical tests including e-CODEX with dummy data	Thu 11-2-16	Wed 24-2-16	75%	Gantt chart visualization of task progress over time.																						
164	New release for e-CODEX if needed	Wed 24-2-16	Wed 24-2-16	100%	Gantt chart visualization of task progress over time.																						







13 Attending Pilot States

Technical points of contact			
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