

Definition of support organisation

Annex 1.1 to Joint Venture Agreement

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1 Introduction

The contractual basis for the organisation of EasyGo is defined by the Joint Venture Agreement (JVA), the Toll Service Provider Agreement (TSPA) and the applicable Annexes thereto listed in Annex 4.1 “*Overview of annexes to contracts JVA and TSPA*”.

This document describes the organisation which is responsible for coordinating operations and the development of the EasyGo services and the responsibilities for each part of this organisation.

The target group of this document is the EasyGo interoperability management (EIM) and personnel involved in the daily operation of the EasyGo services as well as TCs and TSPs for information

2 Organisation

The operation of the EasyGo services is supervised by the EasyGo Steering Committee (ESC) defined in section 3 of the JVA. The JVA also facilitates the EasyGo management (EM) where the representatives of the General Parties perform its tasks. Security related tasks are handled in the EasyGo security group (ESG). Together ESC, EM and the ESG form the EIM.

To provide support for issues that require particular knowledge or experience, working groups and/or ad hoc experts can be used.

The EasyGo services require a close cooperation between the EM and each TC and TSP as well as between the TCs and TSPs. The relations between the entities are therefore an important part of this document which defines the distribution of responsibilities.

The coordination of the day-to-day operational tasks for the EasyGo services lies within the responsibilities of the EM. The resources required for the daily operation are decided by the ESC; however, requirements in terms of resources are expected to be modest, as staff from the general parties is assumed to handle these tasks.

The EasyGo support organisation is illustrated below:



Figure 1 EasyGo support organisation

The responsibilities of each group of the support organisation are defined in chapter 3.

Working group 3 Customer relations is currently inactive and customer relations are handled by each TSP.

There are also other organisations which have a role in the EasyGo operation or in the support of the EasyGo infrastructure and/or services as for example:

- The “Appointed party” which operates and maintains the EasyGo infrastructure according to the “IT Service Agreement”
- Organisations that operate toll facilities and/or service provision on behalf of TCs and TSPs who have outsourced the operation of their activities

Document 404 “Overview of organisations involved with EasyGo” includes an overview of all organisations that are part of the EasyGo operation, use the EasyGo infrastructure or have roles related to the support of the EasyGo infrastructure and services.

3 Responsibilities and staffing

It is important that the areas of responsibility concerning the operation of EasyGo as well as the agreements between the parties are clearly defined. Therefore, the following responsibilities have been assigned to the different management bodies:

3.1 EasyGo Steering Committee (ESC)

The ESC has the following responsibilities:

- Overall responsibility for the EasyGo services
- Decide on the development of the EasyGo strategy
- Define the services within EasyGo
- Decide on changes to the contractual framework
- Decide on proposals from EM regarding the development of technical systems and/or procedures in EasyGo
- Ensure enough persons are supporting the EM
- Decide on the appointment of experts and/or working groups
- Approve EasyGo budget and financial reports
- Decide the quality framework and SLAs
- Decide on proposals from the ESG
- Evaluate and decide on a possible introduction of new types of TSPs for EasyGo
- Promote EasyGo among potential new TCs in Europe
- Decide on applications from Applicants (new TCs or new TSPs)
- Handle withdrawals of TCs or TSPs
- Handle disputes between TCs and TSPs concerning technical and operational issues related to exchange of data etc. when they cannot be handled by EM
- Handle commercial issues in EasyGo
- Handle communication with 3rd parties (EC, governmental bodies etc.) on EasyGo issues
- When in contact with suppliers EasyGo parties should:
 - Inform suppliers of the benefits of EasyGo
 - Inform partners in EasyGo of relevant developments etc.
- Liaise with authorities in relation to EasyGo. The chairman of the ESC is the contact person in relation to the EU and other international institutional bodies on issues related to EasyGo
- Each member (General Party) should, as far as possible, indicate to other members how long time it needs before it can vote on a decision in the ESC or execute a decision that has been agreed upon. Issues that require decisions from other parties than those involved in EasyGo (ministry, board of directors etc.) should be flagged in advance of the ESC meeting.

- Each party should try to influence local planning and implementation of new legislation to allow enough time to enable the parties to meet the requirements stated in the legislation. EasyGo should have at least a six-month period from new legislation is adopted until the solution is implemented to be able to plan, test and implement the new functionality.

The selection of organisations and individuals to the ESC is done according to subsection 3.5 of the JVA.

The ESC is comprised of one member appointed by each of the General Parties. The members of the ESC shall be appointed on the basis of required expertise and their primary objective shall be to support the entire EFC Interoperable Systems rather than looking after the interests of the individual parties.

The chairman of the ESC is elected by the voting members of the ESC and nominated for a period of one year.

The following procedure shall be used for election of chairman of the ESC:

- Proposals for candidates shall be submitted to the representatives of the general parties in the ESC with copy to the secretary latest by 15 Oct
- The election will take place in a meeting of the ESC during November or December
- If there are more than one candidate election will be based on a simple majority
- If there are more than two candidates and no one gets a simple majority a new vote will be held immediately including only the two candidates with the most votes

3.2 EasyGo management (EM)

The EM has the following responsibilities:

Operation and QA

- Overall coordination of the operation of the EasyGo services
- Verify that the EasyGo services are running according to agreed procedures, quality measures and KPIs
- Prepare regular reports on operational issues to the ESC (See chapter 4)
- Contribute to the improvement of procedures for customer relations
- The overall responsibility for the structure and content of the EasyGo website
- Decide on which news to publish on the website and in newsletters. This shall be a fixed agenda point on the EM meetings
- Handle problems/issues between the TCs and TSPs
- Monitor quality as stated in Annex 3.7
 - Pro-active contact with TCs or TSPs who do not fulfil the KPIs (e.g. data not sent on time or with wrong content)
 - Assist TCs or TSPs with error correction

- Make sure that the agreed service levels are fulfilled, and counter measures are taken if they are not met
- Follow up on defined measures to improve quality or remove problems
- Define an operational agenda for the coming period – yearly action plan

Change management and documentation

- Identify the need for upgrading or changing the technical systems and/or procedures in EasyGo
- Collect advance information about plans for new functionality, equipment or changes etc. from TCs and TSPs and keep an updated overview of such local projects which may impact or be impacted by EasyGo
- Continue to improve interfaces, documentation and test procedures to simplify the implementation of new parties in EasyGo (“Plug’n play”)
- Initiate updates of documents and develop procedures and systems to enable the best possible support to the EasyGo services
- Distribute updated procedures, guidelines and documentation to all parties and all TSPs.
- Prepare topics to be decided by the ESC including preparation of change requests and action requests
- When in contact with suppliers EasyGo parties should:
 - Inform suppliers of the benefits of EasyGo
 - Inform partners in EasyGo of relevant developments etc.

Budget and financial reporting

- Develop a draft budget according to subsection 5.5 of the JVA for the operation of EasyGo latest 1 Nov for the following year (yyyy) to the ESC for approval. The budget shall include an estimated budget for the second year (yyyy+1) as well. In addition, EM shall on a continuous basis identify and report any issues that may have impact on the budgets for years yyyy and yyyy+1 to allow the parties to take these into account as early as possible.
- Present the annual financial report, including a written presentation of activities, developments and trends, within 3 months after the end of the calendar year to the ESC
- In addition to the financial report being prepared per calendar year – EM shall prepare financial reports in May and September
- Finalise the accounting for a calendar year before 15 January of the next year and invoice the parties based on the total cost for the calendar year according to the agreed contribution quotas defined in Annex 1.2

Miscellaneous

- Provide operational information to Limited Parties and TSPs (see chapter 4.3)
- Recommend new TCs or new TSPs to the ESC
- Appoint the main contact person for a new TC or new TSP after the ESC has approved an application
- Monitor compliance with EETS
- The leader of the EM invites to regular and ad hoc meetings when needed
- The representatives of the General Parties in the EM shall participate in the meetings of the ESC
- Propose experts / working groups to the ESC and establish them if approved by ESC
- Monitoring and management of the EasyGo trademark in cooperation with A/S Storebælt
- At least yearly check the support organisation and the defined decision-making processes to identify any possible need for changes.

It should specifically be noted that the responsibilities of the EM do not include:

- Replace or perform tasks or responsibilities from individual TSPs or TCs
- Be part of customer relations personnel, but should contribute to improving procedures for customer relations
- Take financial responsibility beyond the EM's own budget/responsibility
- Replace or take responsibility from the parties or the TSPs

EM consists of one representative from each of the General Parties. It is assumed that the assigned tasks will be managed on a part-time basis.

TSPs are excluded from participation in EM meetings unless explicitly invited for a specific topic.

The leader of the EM is elected from the members of the group by the ESC and nominated for two years.

The following procedure shall be used for election of leader of EasyGo Management:

- Proposals for candidates shall be submitted to the representatives of the general parties in the ESC with copy to the secretary latest by 15 Oct
- The election will take place in a meeting of the ESC during November or December
- If there are more than one candidate election will be based on a simple majority
- If there are more than two candidates and no one gets a simple majority a new vote will be held immediately including only the two candidates with the most votes

When a representative from one of the parties has been proposed as leader of EasyGo Management, the party whom the candidate represents, must confirm that the person can assign sufficient time to be able to carry out the workload the position represents.

3.3 EasyGo security group (ESG)

The mandate of the ESG is as follows:

Tasks

The following tasks (points 1-6 below) have been assigned to the ESG in the Policy statements agreed for the EasyGo security framework (document 103):

1. (Ref. PS-5) EasyGo information security shall be governed by the ESC, developed and managed by the ESG and reviewed by the EM.
 - a. The ESG shall develop, coordinate and constantly improve the EasyGo information security procedures and make sure that they comply with all relevant standards and European legislation.

The ESG shall review the progress of implementing the EasyGo information security and ensure the continued compliance by the EasyGo parties and the service recipients and report any deviations to the EM.

- b. The EasyGo parties and the service recipients (external TCs and TSPs) shall provide a yearly compliance statement on the EasyGo security framework to the ESG pointing out any deviations.
 - c. The EM shall review all actions taken by the ESG.

The ESC shall mandate the implementation of the EasyGo information security and provide the required resources.

2. (Ref. PS-6) The ESG shall develop and maintain the EasyGo security framework (this document including annexes)
 - a. The ESG shall develop and maintain the EasyGo security policy statements.
 - b. The ESG shall develop and maintain the EasyGo security requirements and measures. All security requirements and measures shall be chosen based on a risk and vulnerability evaluation including a simplified risk analysis.
 - c. The EasyGo information, assets, interfaces and processes shall be assessed and grouped to indicate the need, priorities and expected degree of protection.

The ESG shall develop a compliance statement form based on the chosen security requirements and measures to be used by the EasyGo parties and the service recipients in their reports.

3. (Ref. PS-7) The ESG shall coordinate the EasyGo security specifications, developed and maintained by the responsible EasyGo party or service recipient for a specific system/subsystem. All security measures shall be derived from the identified security requirements.
4. (Ref. PS-8) The ESG shall coordinate security test procedures, developed and maintained by the responsible EasyGo party or service recipient for a specific system/subsystem. The security test procedures shall be able to prove the compliance to all security measures and security requirements.

The ESG shall give feedback on the security test procedures to the EasyGo parties and service recipients if weaknesses are found.

5. (Ref. PS-9) The EasyGo information security shall be subject to regular reviews with planned intervals or when significant changes related to information security occur.

Regular risk evaluations shall be carried out as a revision of EasyGo's security measures and operative practice. In addition, risk evaluations shall be carried out when there are significant changes to the threat situation or vulnerabilities have been detected.

6. (Ref. PS-18) Each EasyGo party and service recipient shall report any security incident or violation of the EasyGo information security to the EM and ESG without delay.
 - a. The EasyGo party or service recipient shall initiate immediately all necessary inspections of his systems and countermeasures to accommodate a systematic improvement and learning process to minimise the risk of similar events and non-conformances.

The ESG shall initiate a review of the EasyGo security framework to accommodate a systematic improvement and learning process to minimise the risk of similar events and non-conformances.

Practical organisation

- Each General Party shall appoint one person as member of ESG to take part in tasks given to ESG and to be a contact person for his organisation in security matters
- A representative of one of the general parties shall be appointed as leader of ESG by the ESC and nominated for two years. This person is the primary contact person between ESC/EM and ESG. He/she shall be responsible for organising the tasks given to ESG by ESC/EM, call and prepare meetings/telcos and document the result of the work.
- Limited Parties and TSPs are explicitly invited to participate in the ESG. Service recipients are not invited to the ESG but are represented by the EasyGo TC/TSP with whom they have a contract. Only general parties have voting rights when decisions shall be made.

- The ESG shall report the participation of Limited Parties and TSPs in their status reports to the EM and the ESC
- The ESG should be a small / medium sized group preferably not having more than one person participating per party and TSP but having all relevant persons from the parties that are needed to solve security issues. The participants shall have relevant EasyGo experience and technical background in security matters.
- The ESG acts on a mandate directly from the ESC and shall, in addition to the tasks defined by this mandate, carry out tasks assigned to them by the ESC or EM and initiate activities in regard to security issues coming to their attention.
- Minutes from meetings/telcos shall be copied to the secretary and the document manager for archiving. Documents regarding security are to be treated confidentially as long not otherwise defined by ESC.

3.4 Secretary

The secretary to the ESC and EM has the following responsibilities but not limited to:

- Organise meetings together with the hosting party
- Prepare agenda of meetings
- Prepare topics to be discussed and documents to handle in meetings including action requests and change requests
- Prepare minutes from meeting, notes etc.

It is the responsibility of the secretary and document manager that all documents prepared before and after meetings of these groups are archived and made available on request.

The secretarial duties are handled by Asfinag.

3.5 Ad-hoc experts

It is not presumed necessary to have permanent experts, but ad-hoc experts may be appointed if deemed necessary by EM and approved by ESC.

Ad-hoc experts may be appointed to assist either group on any issues deemed necessary.

3.6 Working groups

The ESC has decided to have the following permanent working groups. The mandate of each group is described below. The ESC may decide to establish additional ad-hoc working groups to be active for a limited period of time.

3.6.1 WG1 – Contractual

The mandate of WG1 is as follows:

Tasks

- Plan and carry out tasks assigned to them by ESC/EM

Practical organisation

- Each General Party shall have one appointed person as member of WG1 to take part in tasks assigned to WG1 and to be a contact person for his organisation in contractual matters
- One of the participants of WG1 shall be appointed as leader of WG1 by the ESC. This person is the primary contact person between ESC/EM and WG1. He/she shall be responsible for organising the tasks assigned to them by ESC/EM, call and prepare meetings/telcos and document the results of the work. The leader can delegate these tasks but is responsible for the execution of the tasks vis a vis ESC/EM
- It shall be considered if a member of ESC/EM shall participate in/support the execution of tasks / telco's and meetings to ensure, that all relevant information is available and to provide additional information if/when required
- It is not required that WG1 holds regular meetings/telco's unless they shall carry out regular tasks or have been assigned other tasks by ESC/EM
- Minutes from meetings/telcos shall be copied to the secretary and the document manager for archiving.

3.6.2 WG2 – Technical

The mandate of WG2 is as follows:

Tasks

- Give input to KPIs related to technical issues, split on TC, TSP and EasyGo services
- Follow up on technical developments in EU projects (EETS, REETS ...) and international standardisation (CEN TC 278 WG1 / ISO TC 204 WG5 ...)
- Develop and maintain the technical annexes (2.x)
- Handle issues where the EasyGo HUB is involved
- Plan the implementation and testing of new features introduced in technical annexes
- Plan the implementation and testing of new TCs or new TSPs
- Register and maintain overview of plans concerning introduction of new functionality and equipment at any TC, TSP or EasyGo infrastructure, and follow up on implementation of these as described or referred to in Annex 2.6.
- Provide input on technical issues raised by ESC or EM
- Inform EM about issues that should be addressed by EM and or ESC

- Produce status / progress reports to EM at agreed times
- Once per year (or when special opportunities occur) prepare a report to EM/ESC, which gives an overview of developments and trends of technology and solutions relevant to EasyGo. The report should be made after the yearly ITS world congress which is considered to show the state of the art.

Practical organisation

- Each General Party shall appoint one person as member of WG2 to take part in tasks given to WG2 and to be a contact person for his organisation in contractual matters. Each party may have more than one person in the group.
- A representative of one of the general parties shall be appointed as leader of WG2 by the ESC and nominated for two years. This person is the primary contact person between ESC/EM and WG2. He/she shall be responsible for organising the tasks given to them by ESC/EM, call and prepare meetings/telcos and document the result of the work. The leader can delegate these tasks but is responsible for the execution of the task's vis a vis ESC/EM.
- All Limited Parties and TSPs are invited to take part in WG2
- WG2 should be a medium sized group preferably having all relevant persons from the parties and the TSPs represented that are needed to solve technical issues. The participants shall have relevant EasyGo experience in technical matters.
- The group acts on a mandate directly from the ESC and cannot initiate any activities without prior acceptance from the ESC/EM.
- Minutes from meetings/telcos shall be copied to the secretary and the document manager for archiving.

3.7 Support functions

3.7.1 EasyGo HUB

The EasyGo HUB is being operated and maintained by an “Appointed party”. The technical, operational and commercial conditions between the “Appointed party” and the “Service recipients” (EasyGo TCs and TSPs as well as external TCs and TSPs sending or receiving transactions via the EasyGo HUB) are described in the IT Service Agreement.

The appointed party shall report quality data to EM as agreed and assist EM in the monthly calculation and monitoring of the KPIs.

The operation of the EasyGo HUB is currently handled by Sund & Bælt Holding A/S.

3.7.2 EasyGo cashier

Sund & Bælt holds the position as EasyGo cashier under the responsibility of the EM. Invoices regarding the operation of EasyGo shall be addressed to:

Sund & Bælt Holding A/S
Vester Søgade 10

DK-1601 Copenhagen V
CVR-no (VAT-ID): DK15694688

3.7.3 Administrative support

This includes:

- Document management is done by Sund & Bælt and the secretary
- First line recipient of error messages / KPI-violations (see annex 3.7 chapter 3.4)
- Day to day update and support of the EasyGo website

Administrative support is handled by Sund & Bælt.

4 Management reports

4.1 Reporting to the ESC

EM shall prepare regular operational reports including at least the following issues:

1. Overall status
2. Operational issues
3. Contractual, legal and financial issues
4. Quality
5. Status working groups
6. Implementations and projects
7. Document status

EM shall also prepare budgets and financial reports to the ESC as described in the EM mandate.

4.2 Reporting to EM

General parties

Each General Party shall report on the following topics to EM:

- Quality reporting as specified in Annex 3.7
- Events to be addressed by the EIM
- Planned implementations
- Status of implementations

Such reporting shall take place at each EM meeting or when requested by EM.

Limited Parties

Each Limited Party shall report on the following topics to EM:

- Quality reporting as specified in Annex 3.7
- Events to be addressed by the EIM
- Planned implementations
- Status of implementations

Such reporting shall take place when requested by EM.

TSPs

Each TSP shall report the following:

- Quality reporting as specified in Annex 3.7
- Events to be addressed by the EIM

- Planned implementations
- Status of implementations

Such reporting shall take place when requested by EM

Working groups

Each working group shall report on the following topics to EM:

- Main activities of the last period
- Events to be addressed by the EIM
- Tasks in the coming period
- Next meeting(s) planned

Such reporting shall take place when requested by EM

4.3 Operational information to Limited Parties

While General Parties are represented in the ESC, the EM and the working groups in EasyGo, Limited Parties are not represented in ESC, EM and WG1. Only a few Limited Parties are represented in WG2 and ESG. This requires that the EM informs Limited Parties and TSPs about any decisions taken according to subsection 11.3 of the JVA.

Information to Limited Parties (and also EasyGo TSPs) is provided by:

- Resumes from each ESC meeting and operational reports prepared

If a Limited Party disagrees with a decision taken, it may withdraw prematurely from the JVA according to the rules set forth in subsection 8.2 of the JVA.