



European Commission

Directorate General Employment, Social Affairs and Equal Opportunities

Resources, Communication
Information Technologies



Business Glossary

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1. INTRODUCTION

The purpose of this document is to provide clear description of the specific Business Terminology of the EESSI Information System.

You are welcome to complete, update and improve this document. Please take into consideration the following checklist:

- Is the explanation clear and concise?
- Is the glossary term included somewhere in the descriptions of the business processes and/or use cases? If not, it may imply that a business process and/or use case is missing or that the existing business processes and/or use cases are not complete. It is more likely, though, that the term is not included because it is not needed. In that case, you should remove it.
- Are terms used consistently in the brief descriptions of actors, business processes and use cases?
- Does a term represent the same thing in all business processes and/or use cases?

2. EESSI GLOSSARY

2.1. EESSI Terms, Abbreviations and acronyms

2.1.1. AP

EESSI Access Point – National gateway for multiple institutions to the EESSI network. Currently EESSI foreseen 55 Access Points in the 31 EESSI member countries

2.1.2. CN

Coordination Node – Central Distribution component of EESSI Routing – installed in the European Commission

2.1.3. DS

Directory Services component of EESSI

2.1.4. EESSI MS

EESSI Member States. This includes all 27 EU countries plus the four EFTA countries (Iceland, Liechtenstein, Norway and Switzerland).

2.1.5. FAQ

Frequently Asked Question. Questions received by the EESSI Central Service Desk, which are considered of general importance to the EESSI community are registered and distributed

2.1.6. sTESTA FTP Server

File Transfer Protocol Server – sTESTA server used for Replication to the MS and hosting the EESSI Software and Document Repository

2.1.7. Incident

An unplanned interruption to EESSI environment/service or reduction in the quality of a specific service.

2.1.8. IPAP

International Part of an Access Point (AP). Software component of the RI. Used to communicate from the AP to the EESSI international network via sTESTA.

2.1.9. Issue

Incident record in the Help Desk Tool JIRA, which is considered as a bug or improvement request.

2.1.10. JIRA B.T.

JIRA Incident Management and Tracking Tool, used at the ECSD, National Access Points can register issues on-line in the tool.

2.1.11. MDS

MDS is the Master Directory Server component of EESSI DS. It is the central directory server hosting the master directory database of all Institutions registered in EESSI for all EESSI countries.

2.1.12. MMI

EESSI Master Management Interface (Master Directory). Web application used by the AP Administrator to manage the Institution details in the EESSI Master Directory.

2.1.13. NPAP

National Part of an Access Point (AP) used to communicate with WEBIC and/or national Software Tools. Software component of the RI.

2.1.14. NDS

National Directory Server component of EESSI DS. This is a national copy of the Master Directory, downloaded periodically (daily) to the AP. This database will be used by WEBIC or by national applications.

2.1.15. PAI

EESSI Public Access Interface to the Directory Services. It allows for Browsing institutions of a country, searching for an institution based on selection criteria, and for Free Text Search of the EESSI Directory. This Public Web application is available in the 25 languages of the EESSI countries (23 EU Languages, Norwegian and Icelandic).

2.1.16. RDS

Routing Directory server. The RDS is a part of the CN (Coordination Node), containing information required for message routing.

2.1.17. Replication

Copy and load of data from a Central server to a Local server. Replication is used in several applications of the EESSI System, such as copying from Master Directory (MDS) to Public Directory (PDS), National Directory (NDS) and Routing Directory Server (RDS). Replication will also be used to copy SED templates from the Central Server to the Access Point RI and Webic.

2.1.18. RI

EESSI Reference Implementation (Siemens supplied default Access Point / IP - NP Node)

2.1.19. RFI

Request for Information, as a FAQ, but containing specific question and answer, normally not relevant for publishing except to the issuer.

2.1.20. Service Request

Any Request for information/Services or Incident Report received by the ECSD in JIRA or by e-mail. This can be: Report of Bugs, Requests for Information, Requests for Improvements / changes, request for assistance or request for action

2.1.21. SPOC

Single Point of Contact

2.1.22. sTESTA

Secure Network used for communicating between EESSI Access Points and the EESSI Central Node

2.1.23. WebIC

EESSI Web Interface for Clercs is the default Siemens developed Web application installed in the MS to allow clerks to send/receive EESSI messages. Webic is distributed as a part of the Reference Implementation (RI). Countries may develop national applications to replace the WebIC application or the total Webic/RI environment.

2.2. EESSI Contact Points and information channels

2.2.1. *EESSI Newsletter*

Every second month this newsletter is issued by the EESSI Service Team and the EESSI Secretariat, highlighting changes to the project plan, latest improvements, meetings scheduled and held, available documentation, as well as any other relevant project related information.

2.2.2. *EESSI Secretariat Functional Mailbox*

The functional mailbox for the EESSI Secretariat is EMPL-EESSI-CONTACT@ec.europa.eu. The Mailbox is destined for any communication concerning administrative matters regarding the EESSI project, as well as communication to/from the TC and AC.

2.2.3. *EESSI Service Desk Functional Mailbox*

The functional mailbox for the EESSI Central Service Desk in the European Commission is EMPL-EESSI-SERVICE-DESK@ec.europa.eu. The service desk deals with any technical issue related to the EESSI project.

2.2.4. *EU Social Coordination Web Site*

<http://ec.europa.eu/social/main.jsp?langId=en&catId=849>. This new web site has been created to cover all issues related to Social Coordination within the EU and EFTA. There are around 10 million mobile citizens in Europe, which represents about 2% of the population. To make life easier for those EU citizens who wish to receive their unemployment benefits, child care benefits or pension in another country, a new updated EU regulation, 883/2004, will have been put into force in May 2010. It contains link to the applicable EU Legislations as well as to the Official Documents, such as SEDS, portable documents and correlation tables. It also links to the EESSI Web Site and the PAI.

2.2.5. *EESSI Information Web Site*

<http://ec.europa.eu/social/main.jsp?langId=en&catId=869>. This new web site has been created to cover all issues related to EESSI within the EU and EFTA. It contains a short description of the project, and provides links to among others, the EESSI Newsletter and the PAI.

2.2.6. *EESSI PAI Public Web Site*

<http://ec.europa.eu/social-security-directory>: This is the link to the EESSI Public Directory of European Social Security Institutions. It allows for browsing institutions of a country, searching for an institution based on selection criteria, and for Free Text Search of the EESSI Directory. It is available in the 25 languages of the EESSI countries (23 EU Languages, Norwegian and Icelandic).

2.3. EESSI Actors and Roles

2.3.1. AC

Administrative Commission – Overall governing body of the EESSI Project on international level, with representatives from all Member States as well as from the EU and from the EESSI project

2.3.2. AC Member

National representative in the Administrative Commission

2.3.3. AP Administrator

Super users at an AP level responsible for the maintenance of Directory Information for all institutions associated with the AP in the EESSI Master Directory. Also responsible for planning routing

2.3.4. AP Manager

The legal responsible for an AP. Head of the AP.

2.3.5. AP SPOC

The Single point of Contact for an AP to the ECSD and to the associated institutions.

Access Point SPOC, providing national 1st level Support to associated Institutions, responsible for registering issues, escalating issues to either national support or to the EESSI Central Service Desk (ECSD).

2.3.6. Clerk

User managing flows through the Web Interface for Clerks or a nationally developed EESSI application. He receives the work from the supervisor and/or can assign work to himself. He can work with flow/messages addressed to the institution he belongs to.

2.3.7. DIGIT

Officially DG-IT – the Directory of the European Commission responsible for IT Services. For EESSI the Host of the CN

2.3.8. EC SPOC

The Single Point of Contact to the EESSI Project – see also ECSD

2.3.9. ECSD

EESSI Central Service Desk at the European Commission, the EC SPOC

2.3.10. EESSI Administrator

Super users at EU responsible for the overall coordination of Directory Information in the EESSI Master Directory.

2.3.11. EESSI Secretariat

Project Secretariat to the AC and TC, responsible for the Business Implementation of EESSI.

2.3.12. EESSI Service Team

A team of business and technical experts working at DG EMPL in Brussels

2.3.13. EESSI SPOC

National Point of Contact, responsible for communication of Administrative and Legal Issues between the EESSI project, National Authorities and National Access Points

2.3.14. End-User

End users are depending on the application

For the Directory service the end users are:

1. European Citizens accessing the DS through the Public Access Interface
2. Clerks at a national Institution

For Webi/RI the end users are Clerks at a National Institution

For nationally developed applications, it depends on the design and implementation

2.3.15. MS

Member State – EESSI Member State (EU countries and EFTA countries)

2.3.16. SPOC

Single Point of Contact

2.3.17. sTESTA

Secure Network used for communicating between EESSI Access Points and the EESSI Central Node

2.3.18. Supervisor

A senior user (Clerk) managing flows through the Web Interface for associated Clerks and has the authority to assign/unassign and review tasks of other clerks within the same institution.

2.3.19. TC

Technical Commission – Technical Advisory board for the EESSI project, with representatives from all Member States, as well as from the EESSI project

2.3.20. TC Member

National representative in the Technical Commission

3. BUSINESS GLOSSARY

3.1. WEBIC

3.1.1. Message

A message is the EESSI communication unit exchanged between a sender and a receiver. It contains a header (sender address, receiver address, type, etc) used to convey the message from the sender to the receiver and a body, header and body containing the actual SED organized inside as an XML message. An incoming message can have the following status: Received, Read, Challenged, Revised, Cancelled. An outgoing message can have the following status: Draft, In Approval, Sent, Validated, Delivered, Revised, Challenged, Canceled, Error.

3.1.2. SED

SED means “Structured Electronic Data”. It is an XML message following a predefined data schema: the SED type. “Predefined” means that the SED type needs first to be defined and registered with the system before the SED of that type can travel within EESSI. The SED is contained in the body of an EESSI message. These are associated terms referring to the definition of SEDs:

- SED model: UML representation of the classes needed to generate the SED definition.
- SED modelling tool: Poseidon, software to generate the SED model.
- Flow model: Excel representation of the flows definition.
- Flow modelling tool: Excel, software to generate the flow model.

3.1.3. SED-Type

SED types are classifiers of SED: SEDs are classified into categories that share the same schema.

3.1.4. Flow

A flow in EESSI reflects a business case starting with a clerk making a claim towards a competent institution and ending with a resolution to that claim. The flow is a messaging conversation prescribed by the flow definition.

3.1.5. Flow memo

A free text that can be used to keep notes about the flow. The memo remains local.

3.1.6. Flow-Type

Name of the flows category. Flows are classified into categories that share a message exchange pattern. A message exchange pattern describes what SED type should be sent and what SED types are expected as replies.

3.1.7. Flow Definition

The actual exchange pattern associated with a flow type.

3.1.8. Originator

The query sender in a query-reply exchange and the sender in a notification exchange:

- Query-reply pattern: message exchange pattern where an Originator sends a message "Query" which needs a "Reply" from counterparty.
- You can add also another one:
- Query message: the message send by the originator waiting for a Reply
- Reply message: the message sent by the counterparty as a reply to a Request message.
- Notification pattern: message exchange pattern where an Originator sends a message "Notification" which DOESN'T need a "Reply" from a counterparty.
- Notification message: the message sent by the originator as information NOT waiting for Reply.
- Optional message: message that doesn't need to be sent to complete the flow.

3.1.9. Counterparty

The recipient of the query/notification and the sender of the reply within a message exchange.

3.1.10. Flow Owner

The contact institution which is initiating the flow.

3.1.11. Challenge Message

A challenge message is a dedicated message containing a free text. The possible Challenge Messages are Request for Information, Objection and Rejection. This message is always related to another message (the parent) and conveys the action requested: request for more information, objection or rejection. This kind of message is not prescribed by the flow definition. Any message prescribed by the flow definition can be a parent of a challenge message. Multicast messages can not be challenged.

Type of challenge:

- Request For Information is when the recipient needs additional information to fullfill the request.
- Objection is when there is a data validation error requiring correction (a revision is expected from the originator).
- Rejection is when a recipient rejects the message because the message should be sent to another institution.

3.1.12. Free Text Message

A free text message is a system message conveying only free text. This message is not prescribed by the flow definition.

3.1.13. Message memo

A free text that can be used to keep notes about the message. For example, it can hold remarks issued by the 4-eyes review. The memo remains local.

3.1.14. Group

A group of counterparties is built when the same SED type is sent to multiple counterparties. Groups are managed by the EMS.

3.1.15. Multicast Reply

A reply which must be distributed to all members of the group. Multicast replies are for information only and are thus read only.

3.1.16. Access Point

The intermediate connection between the Institutions and the Coordination Node. Its role is to receive the message from the institution and to deliver it to the Coordination Node, or the other way round.

3.1.17. Flow Overview Perspective

The Flow Overview Perspective gives an overview of the existing flows. It contains the Filter Panel, the Flow Search Panel, the Flow List Panel. The perspective can show both local and remote flows. The user can see the difference between local and remote flows using the owner institution. For local flows, the owner institution is the local institution. When the user selects a filter, the default values of the filter panel fields are automatically set according to the selected filter.

3.1.18. Flow Detail Perspective

The Flow Detail Perspective gives information on the currently selected flow and gives the list of exchanged messages within this flow. It contains the Flow Header Panel, the Flow Status Panel, the Primary Conversation Panel and the Secondary Conversation Panel. Messages requesting intervention can be identified using their status and their type.

3.1.19. Message Detail Perspective

The Message Detail Perspective gives the details on a message exchanged within a flow. This view is read only.

3.1.20. Message Edit Perspective

The Message Edit Perspective allows editing the message content and destination.

3.1.21. Filter Panel

The Filter Panel contains the list of filters available for the user. They are used to filter the list of flows on the screen to make it more user friendly. Available filters depend on the user's role i.e. Clerk or Supervisor.

3.1.22. Flow Status Panel

The Flow Status Panel displays the definition of the flow and presents the list of messages prescribed by the flow definition. Challenge messages and free text messages are not defined within the flow definition. It also displays counters of sent Requests/Replies. See the Flow Detail Perspective.

3.1.23. Flow Search Panel

The Flow Search Panel displays the selection criteria used to filter the list of flows on screen to make it more user friendly to the user. See the Flow Overview Perspective.

3.1.24. Flow List Panel

The Flow List Panel displays the flows filtered by the active filter and optionally criteria given in the Flow Search Panel. See Flow Overview Perspective.

3.1.25. Primary Conversation Panels

The Primary Conversation Panel displays the exchanged messages which are prescribed by the flow definition, as well as Free Text Messages. See the Flow Detail Perspective.

3.1.26. Secondary Conversation Panel

The Secondary Conversation Panel displays the old version of messages prior to a revision or amendment as well as all the challenge messages. All the messages inside this panel refer always to a parent residing in the Primary Conversation Panel. The content of the Secondary Conversation Panel is displayed only when a message in the Primary Conversation Panel is selected.

3.1.27. Clerk

This actor represents a user managing flows through the Web Interface for Clerks. He receives the work from the supervisor and/or can assign work to himself. He can work with flow/messages addressed to the institution he belongs to.

3.1.28. *Supervisor*

This actor represents a user managing flows through the Web Interface for Clerks and has the authority to assign/unassign and review tasks of other clerks within the same institution.

3.2. AP-RI

3.2.1. *Forwarding*

When the clerk does not know which is the adequate recipient for a certain message she needs to send out she explicitly selects from Directory Service a Liaison Body of the country of destination. The Liaison Body institution should *forward* the message to the adequate the Institution in the respective country. The forward is visible to the original sender; effectively EESSI “replaces” the recipient of the original message according to the forward; this allows the clerk to continue the EESSI “conversation” with the new recipient, disengaging the Liaison Body.

Siemens provides "Forward" functionality in RI and in WEBIC.

Functionality is typically used by Liaison Bodies but any institution may use the forward mechanism if the message is not properly addressed.

See [\\EmplAps5\PDC\5.4.1.4 Specific DG IT applications\SOCIAL PROTECTION\EESSI\3.Analysis & Design\99 Architecture\EESSI Routing Architectures v0.6.doc](#) for further details on this topic.

3.2.2. *Multicasting*

When in the context of a certain flow, the clerk needs to send a message (e.g. Pension Claim) to multiple recipients (i.e. to institutions in several countries), the received replies may need to be immediately dispatched not only to the originator of the message but also all recipients of the original message. Such replies should be flagged as Multicast replies in the EESSI Model. *Multicasting* is the mechanism that implements this automatic dispatch of the Multicast replies to all recipients.

Siemens provides "Multicasting" functionality in the RI.

The business modeler should flag in the adequate flow definitions from the EESSI Model, those replies which should be “multicast” to both sender of the query and the recipients of the query.

See [\\EmplAps5\PDC\5.4.1.4 Specific DG IT applications\SOCIAL PROTECTION\EESSI\3.Analysis & Design\99 Architecture\EESSI Routing Architectures v0.6.doc](#) for further details on this topic.

3.2.3. *Routing*

It is the mechanism of delivering a message to its final destination, typically another IT system of the recipient institutions. Forwarding and multicasting are mechanisms which build functionality on top of the *routing*.

Siemens provides default routing in the RI.

Access Points need to configure the default routing to reflect the institutions which are connected and their connection specificities. They may need to customize the routing if the dispatch routes do not reflect the institutions' records as defined in the Master Directory.

See \\EmplAps5\PDC\5.4.1.4_Specific_DG_IT_applications\SOCIAL_PROTECTION\EESSI\3.Analysis & Design\99_Architecture\EESSI_Routing_Architectures_v0.6.doc for further details on this and related topics.

We can split Routing in two segments described in following sections: *International routing* and *National/Local routing*.

3.2.4. International Routing

Refers to the mechanism used by EESSI to determine the recipient AP and to deliver the message to it. When the clerk is sending a message she selects the recipient institution from the Directory Services. That institution record "belongs" to an AP and EESSI uses the AP record to construct a connection towards that AP and deliver the message.

3.2.5. National/Local Routing

Concerns the last segment of the message route to its destination; it is the mechanism that dispatches a message from the AP to the recipient institution. It consists of **selecting the adequate adapter** and invoking the adapter which in turn dispatches the message.

Selecting the adapter can be achieved via the default routing component or via a customized routing component. Customized routing will be needed when the determinant(s) for the route have to be retrieved from the SED itself rather than in the message header.

The adapter itself can be a default one provided by Siemens, but typically expected specificity of the local systems would call for customized adapters.

3.2.6. Recipient Routing

This is a model of *National/Local routing*. The clerk selects the recipient from Directory Service. The Access Point software of the recipient (e.g. the RI) is "resolving" this id to an "adapter"; effectively selects the "adapter" matching the institution id and invokes it with the xml SED as input. The "adapter" acts in behalf of the recipient system meaning: transforming and delivering the xml data in an "electronically" suitable format as required by the recipient system.

3.2.7. Parameter Routing based on message header

This is another model of *National/Local routing*. Same as *Recipient Routing* but based on the benefit category and the flow type values stored in the header of the messages sent. The institution id is useful only in *international routing*.

3.2.8. Parameter Routing based on SED content

This is another model of *National/Local routing*. Based on fields from the SED contained in the body of the message.

3.2.9. Central WEBIC/NA

For all the routing options (Recipient or Parameter), this is the architecture where the WEBIC/NA component is installed in the Access Point together with a common database and all the Competent Institutions should access it remotely.

As only one WEBIC/NA exist, an adapter for incoming messages and another for outgoing will exist only.

3.2.10. Local WEBIC/NA

For all the routing options (Recipient or Parameter), this is the architecture where the WEBIC/NA component is installed in the Competent Institutions locally with its own database.

If more than one WEBIC/NA exist, an adapter for incoming messages and another for outgoing will exist for each of them.

3.2.11. Departmental WEBIC/NA

For the Parameter routing option, this is the architecture where the WEBIC/NA component is installed in the Departments, not existing in DS, belonging to Competent Institutions, locally with its own database.

If more than one WEBIC/NA exist, an adapter for incoming messages and another for outgoing will exist for each of them.

3.3. General Concepts

3.3.1. EESSI Sub-communities

Any subset of the 31 participant countries (i.e. a sub-community) can in principle (or at least from technical perspective) establish a set of EESSI flow-types with exclusive relevance for the respective sub-community. The relationship between the sub-community and the respective set of flows (a subset of the EESSI Model¹) is somewhat similar, for example, with the one between an *optimal currency area* (OCA) and the respective currency. However, there are few differences. Any country would be able to enter in one or more “sub-community agreements”, each sub-community having its own subset of flow-types. The concept of “EESSI sub-community” is illustrated below

¹ With respect to the envisioned EESSI solution, the sub-community needs to define its own subset of flow-types (and possibly SED-types) as part of the central EESSI Model, via what is called EESSI Business Modeling (an activity performed by EC/DG EMPL)

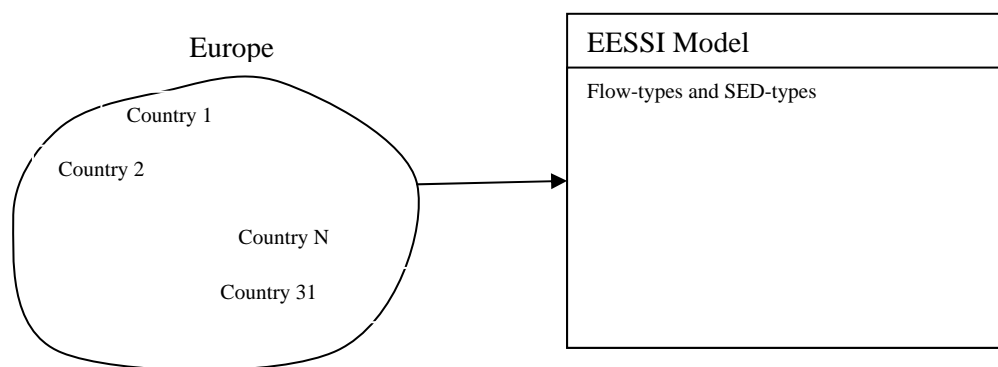


Fig 1 - EESSI participant countries and EESSI Model with no concern for sub-communities

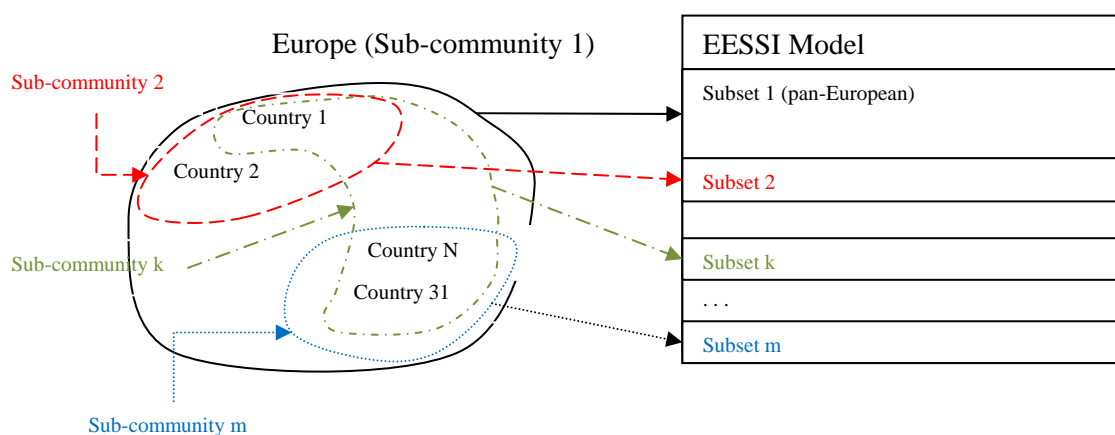


Fig 2– EESSI sub-communities and their corresponding Model subsets

There are two extreme situations with respect to EESSI sub-communities:

1. Case 1: there is one and only one sub-community, made of all 31 participant countries – illustrated as sub-community 1, in the above picture. All flow-types (and the respective SED-types used by them), effectively the entire EESSI Model, is relevant to all countries. Each and every country should implement all flow-types
2. Case 2: at the other end of the spectrum any combination of two or more countries out of the 31 participants can constitute a sub-community. The numbers of such sub-communities is huge and is expressed by $S = C(31, 2) + C(31, 3) + \dots + C(31, 30)$ where first term represents bilateral agreements, the second term represents the trilateral agreements and so on

The spirit of EESSI legislation is captured by case 1 which is ideal and ensures maximum service to the citizen with streamlined (uniform) EESSI interactions which all apply to all countries. The case 2 is quite extreme and hypothetical, nevertheless is an expression of variance of business practice to the point where always portions of the EESSI interaction need to be dealt with bilaterally (i.e. the $C(31, 2)$ term) . Obviously the reality is in between these

two cases, in other words, starting with case 1 reality may call that some portions of the business some bi/tri/... lateral handling between some sub-communities.

Interesting enough, any sub-community agreement takes some part of EESSI model (i.e. flow-types/SED-types) outside sub-community 1. If this part falls under social security domain it is expected that the members of the emerged sub-community, say sub-community X, will still cover that part in their relations with other countries (i.e. the ones outside sub-community X). The mere formation of one sub-community has a potential undermining effect to the cohesion of EESSI (i.e. triggering formation of complementary sub-communities around that part of the EESSI model). The only protection from this is that the relevant flow-types/SED-types have indeed no significance outside the sub-community X.

The above two paragraphs refer to an aspect or the social security reality which will truly reveal itself during transitional periods. From technical perspective the answer to this unknown aspect is the dynamic model with central governance