Spago4Q for DG REGIO

# SPAGO4Q AT THE EUROPEAN COMMISSION - DIRECTORATE GENERAL FOR REGIONAL POLICY

**Key Words**:
- ☐ Spago4Q
- ☐ European Commission
- ☐ Open source
- ☐ Software Quality
- ☐ Service Level Management

### Organization
European Commission DG for Regional Policy

### Market
Public Sector

### Mission
To help regions that are less prosperous or are suffering from structural problems to improve competitiveness and to achieve a faster rate of economic development in a sustainable way.

### Objective
SLM implementation to monitor the Quality of the products, processes and services delivered by DG REGIO.

### Country
European Union

### OW2 Project

Spago 4Q
Open Source for Software Quality

*The Directorate General for Regional Policy of the European Commission has adopted the free open source platform Spago4Q, within the Project Management Service (PMS) of the A4-IT Unit.*

### European Commission - Directorate General for Regional Policy

The mission of the Directorate General for Regional Policy is to strengthen economic, social and territorial cohesion by reducing disparities between the development levels of regions and countries of the European Union. In this way the policy positively contributes to the overall economic performance of the EU.

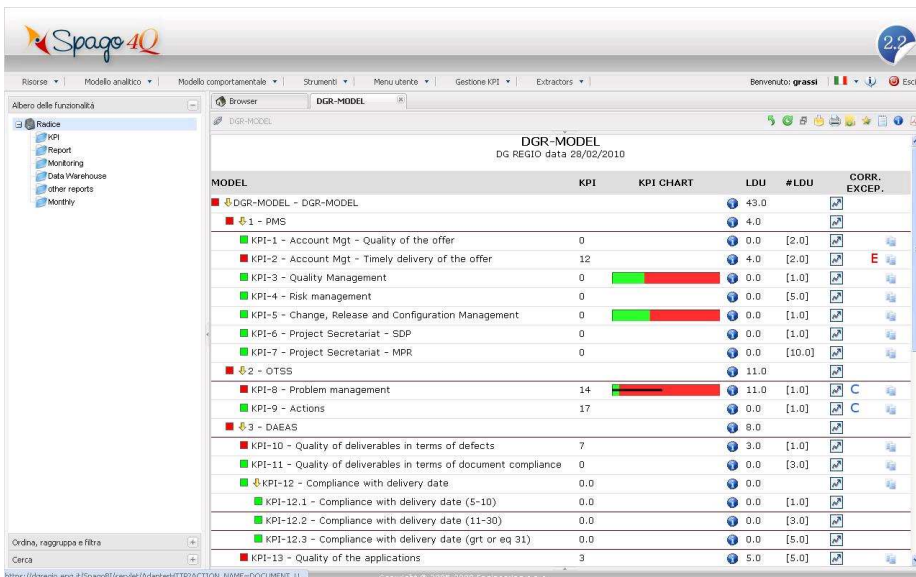### The Need to measure, analyse and monitor the Quality of products, processes and services

The Directorate General for Regional Policy of the European Commission has adopted the free open source platform Spago4Q, within the Project Management Service (PMS) of the A4-IT Unit. This unit is committed to delivering secure, responsive, high-quality, customer-oriented services and to fostering a productive environment for the DG REGIO. Spago4Q is part of the Quality Management System that allows the A4-IT unit to perform the continuous monitoring of quality indicators and to collect data concerning the delivered products and services.

DG REGIO expectations were based on the availability of a Service Level Management solution that was able to:

- ☐ Provide an online dashboard of the services quality indicators
- ☐ Automatically run the KPI and Liquid Damage Unit (LDU) computation;
- ☐ Automatically produce the reports for both high-level and detailed information;
- ☐ Automatically and periodically extract data, directly from the tools that are already in use.

## How Spago4Q supported DG REGIO

Spago4Q allows to extract all the information needed to compute the quality indicators and to store them into a central repository. The data are directly retrieved from the DG-REGIO Informative System applications, in a non-invasive and scheduled way. Spago4Q allows to produce both high-level and detailed reports for each service, including the calculation and historical tracking of the contractual Service Level Agreement. Moreover, these reports provide the raw data, used for the computation of the indicators, which need to be highlighted in order to better support their interpretation.

Spago4Q provides the following main features:

☐ Online SLA monitoring through the Implementation of the KPI dashboards and detailed reports;

☐ Liquid Damage Unit (LDU) computation;

☐ Liquid Damage Unit (LDU) corrections and exceptions management;

☐ Production of periodic contractual reports.



### Key Benefits

In short, Spago4Q provides the following benefits:

☐ It provides a global view of the Services quality indicators: an online dashboard allows the proactive monitoring

☐ It supports the weekly and monthly reporting activity, producing the official analysis

☐ It provides a collaboration environment that allows to store and share all users' comments related to the produced reports and to the management of the Liquid Damage Unit (LDU) corrections and exceptions that arise during the process

### Professional Support

☐ Spago4Q is supported by Engineering Group (www.eng.it), an IT global player and Italy's largest operator in the IT services market. See support services at www.spago4q.org.

### OW2

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**About OW2** Founded in January 2007 as a result of the merger of ObjectWeb and OrientWare communities, OW2 is an independent industry consortium dedicated to developing open source code middleware and to fostering a vibrant community and business ecosystem. Building on the legacy of ObjectWeb and OrientWare, OW2 federates more than one hundred organizations and 6000 developers in Europe, Asia and the Americas. OW2 hosts over one hundred technology Projects, including Lomboz, Sync4j, eXo Platorm, XWiki, SpagoBI and JOnAS. Several of the OW2 projects are combined into market-driven Initiatives, such as the ESB/SOA Initiative and the Business Intelligence Initiative, which facilitate their implementation by systems integrators, OEMs and end-users. A typical global open-source organization, OW2 aims to bring together grassroots communities across all continents through Local Chapters. More information about OW2 is available at http://www.ow2.org