

Annex 6 Case Study Assignment

1. Introduction

The candidates for the booking platform shall submit a detailed proposal in writing based on the case study presented below, with the assumption that the services are provided to TSOs for a period of three (3) years from the contract signature.

The case study does not commit the Agency or any other party to place a request for such services. It is the Agency's intention to use the case study to assess the current degree of the platforms ability of implementation of good practices in IT service management when including new points, namely Mallnow and GCP VIP.

2. Description of the case study

Assuming that you are the booking platform, which will be selected, and that you will be able to meet all the legal requirements for the provision of the services to the TSOs, you shall define how you will approach the following **hypothetical service requests** described as follows on your platform:

For Task A:

For the purpose of this exercise we will assume the delivery of the basic service in line with the legal requirements established by the Union's and national laws to three TSOs (called TSO1, TSO2, TSO3) and the platform shall allow to trade relevant services for 2 (two) interconnection points (called IP1 and IP2).

For Task B:

For the purpose of this exercise, we will assume that at the time of signature of the contract in addition to deliver the standard services for the platform, you received three (3) change requests that you consider for implementation:

- i. The first request focuses on the improvement of the user friendliness of the graphical interface, and may be synthesized in the simplification of the interface in order to allow completing any possible operation in less than 3 minutes from the user perspective from the start to the end of any existing process. If you already meet the requirement, describe any additional improvement you may offer in order to improve the actual values of processing time with at least 30% in terms of completing any operation from the users' perspective from the start to the end of the existing processes for any transaction.
- ii. The second request focuses on the provision of the helpdesk on a multi-channel platform in addition to the already existing channels. (For the purpose of the

exercise, we assume that the existing and available multi-channel ¹helpdesk platform can work with smartphones and E-Mails interactions). For this second request, the main scope is also to decrease the response time with 20% (from the time of opening the issue, until the operator is informed that the platform received the request and started to work on it) to allow the effective use of several channels for the TSOs and network users using the platform. If you already have three channels please increase the number of channels with one more, a fourth channel, and improve with at least 20% the current response time the platform had at the time of the submission of the case study to the Agency.

- iii. The third request consists in the implementation of document-based data exchange with AS4 protocol and Edig@s-XML data format for the communication between the booking platform and the TSOs. If AS4 and Edig@s-XML were already implemented, please describe that process.

The signed contracts between the platform and the TSOs allow you to have some flexibility in relation to the time line; in fact you agreed that you will be able to provide the service to each TSO on the two IPs within 3 months from the signature of the contract, based on task A.

In addition, you committed in the same contract to consider and eventually to implement the changes under task B at the latest nine (9) months after the signature of the contract, which shall include all steps (from clarification of requirements, to the rollout and the acceptance of the proposed solutions).

When preparing the case study, **you shall consider the available resources (financial, human, service and product contracts, skills) in your own organisation at the time of submitting the case study to the Agency.**

3. Instructions for preparing the proposal

The expected deliverable for this case study is a project proposal.

The project proposal for the case study shall include all information listed in Chapter 4 below and shall **not be longer than 22 (twenty-two) pages**, focusing on the key information related to the listed tasks A and B.

The candidate platforms are encouraged to avoid sending CVs or refer to any publicly available information on the internet. In these case studies the Agency looks after the concise presentation of technical information, like listed professional skills or competence (see Chapter 4). **The Agency will evaluate the case studies up to the set page limits.** Any information outside the set page limit will not be considered.

¹ For Multi-Channel we intend any possible combination of device (e.g. PDA, Tablets, Phone, Smart Phone, Web Interface), business function(s) (e.g. authentication, booking capacity, others) and interaction paradigm(s) (voice, E-Mail, Graphical User Interface) which shall allow the completion of certain pre-defined business operations. A Multi-Channel environment means that you should serve at least two different triples for all or part of the core business functions of the Booking Platform through different devices or through different interaction paradigms.

4. The content of the proposal

For Task A:

A description of the implementation plan the platform intends to adopt for the delivery of the basic services for the three TSOs and for the two IPs, explaining in particular:

- A list of activities that you will perform in order to effectively establish the platform services in line with the legal requirements of the NC CAM for the three TSOs and the two IPs;
- A risk assessment/plan focusing on three major risks related to the management of the implementation process;
- A timeline with milestones which shall aim to provide the basic service within the pre-defined deadline of three (3) months;
- A resource plan having regard to the budget, human resources and skills committed for the implementation;
- The points above shall be covered by **maximum seven (7)** A4 pages in Times New Roman 12 pt and single spaced paragraphs.

For Task B:

- i. A description of the potential improvements you may offer in order to improve user friendliness of your interface in order to meet the constraints of 3 minutes and have the change process implemented in at most nine months. If you already meet the requirement, describe any additional improvement you may offer in order to improve the actual values of processing time with at least 30% in terms of completing any operation from the users' perspective from the start to the end of the existing processes for any transaction.
 - A list of actions you will perform in order to effectively implement this subtasks B.i) from the moment that you received the change request;
 - A risk assessment/plan focusing on three major risks related to the management of the change request;
 - A timeline with milestones which shall aim to provide this functionality within the pre-defined deadline of nine (9) months,
 - A resource plan having regard to the budget, human resources and skills committed for the implementation of this functionality;
 - The points above shall be covered by **maximum five (5)** A4 pages in Times New Roman 12 pt and single spaced paragraphs.
- ii. A description of the potential improvements you may offer in order to improve helpdesk to allow the use of more than two channels and decrease the response time with 20% the current response time the platform has at the time of the

submission of the case study to the Agency. If you already have three channels please increase the number of channels with one more and improve with at least 20% the current response time the platform has at the time of the submission of the case study to the Agency.

- A list of actions you will perform in order to effectively implement this subtasks B.ii) from the moment that you received the change request;
 - A risk assessment/plan focusing on three majors risks related to the management of the change request;
 - A timeline with milestones which shall aim to provide this functionality within the pre-defined deadline of nine (9) months,
 - A resource plan having regard to the budget, human resources and skills committed for the implementation of this functionality;
 - The points above shall be covered by **maximum five (5)** A4 pages in Times New Roman 12 pt and single spaced paragraphs
- iii. A description of how the platform will implement task B.iii) or how it was already implemented in your platform. Task B.iii) shall be covered by a **maximum five (5)** A4 pages in Times New Roman 12 pt and single spaced paragraphs.

These proposals will be assessed based on the criteria described in **Section 3.2** in the letter inviting to submit an offer.