eFTI Governance

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Overview

- **Importance of Governance** (Matti)
- **Governance during projects live time** (Christian)
- **Minimal Viable Governance – Operational setup for 2027** (Christian)

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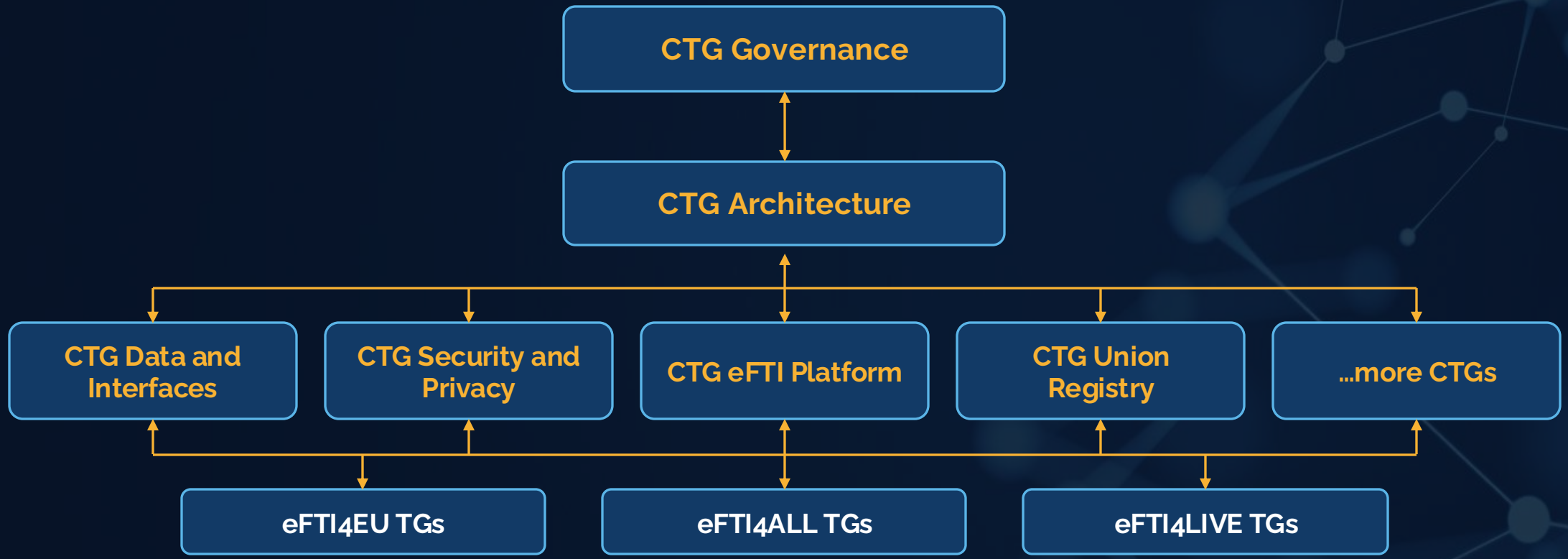
Importance of Governance

Governance concerns all players in eFTI, since the future of eFTI is also dependent on a working governance with clear processes! It provides …

- **Clear roles and responsibilities for all eFTI actors**
  A governance framework defines who is responsible for which tasks and decisions across the eFTI ecosystem.
- **Coordinated and interoperable processes**
  Clear governance processes are needed to ensure smooth cooperation and consistent implementation across Member States and stakeholder groups.
- **Trust, transparency and stakeholder acceptance**
  A well-structured governance model increases transparency and helps build confidence among public and private actors.
- **Stability and continuity beyond project duration**
  The long-term success of eFTI depends on governance structures that remain effective after the implementation projects have ended.
- **Structured handling of change and issues**
  Governance provides the mechanisms to manage developments, address operational challenges and resolve cross-border issues in a reliable way.

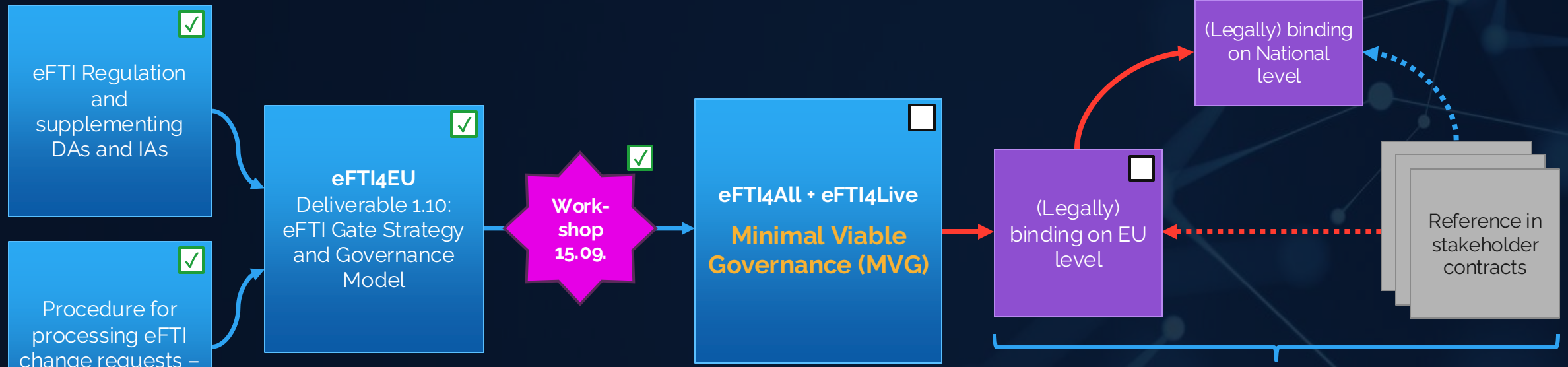
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Governance during projects live time



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Minimal Viable Governance



EU COM excluded a separate legal act! How can binding character be achieved?
Proposal: TGD @ eFTI Wiki?

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Workshop results (preliminary)

Work-shop 15.09.

Operational processes

prioritised end-to-end across NCP, eFTI Gate, AAP and eFTI Platform provider

1. **Incident management**
2. **IT change management**
3. **Knowledge management**
   Art. 13, Regulation (EU) 2024/1942

Deferred for now

Monitoring · Security management · Release and version management · Test management and testbed · Identity and access management

18 requirement categories

operational requirements to be established across functions and countries

1. User support and communication
2. Operation and service time
3. Monitoring, alerting and observability
4. Process service levels
5. Performance and scalability
6. Interoperability through standards
7. Service desk response time
8. Standardised incident tickets
9. Release and rollout planning
10. Availability targets
11. Continuity requirements
12. Escalation rules and language support
13. Capacity and resource management
14. Reporting of non-standard issues
15. Incident and unavailability overview
16. Unified helpdesk
17. Data management between authorities
18. Incident ownership rules

Next step: refine prioritised processes and requirement categories until December 2026

eFTI4All + eFTI4Live
Minimal Viable Governance (MVG)

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