GestDem

Application Analysis

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1. INTRODUCTION

This document intends to explain the use of the GestDem application today and to provide more detailed information on the technical background. This document is created to support a solution based on the new IT Governance proposal of integration or absorption into other similar applications.

2. GESTDEM EXPLAINED

GestDem handles requests for documents provided by the European Commission to any interested party. Requests can be made either via the Europa website available forms or any other available type of communication. The process of entering a request into the application is either automatic via the forms or a manual task executed by the GestDem team if it arrives by other means.

GestDem is available to all DG's and allows the encoding of all request-related documents and information. This includes information of the requestor, the requested document or documents, the assignment to the correct DG in charge, the control of a timely and the progress.

Requested documents are either made available via the Register of Documents (RegDoc), via email attachment sent directly to the requestor, or on the public websites of the responsible DG's. In either case, the requestor is informed of the location of the document (link).

It also provides detailed weekly reports sent to each DG involved and legally required yearly reports of all requests handled.

3. GESTDEM IN DETAIL

As mentioned above, GestDem is partly automated and partly manually operated. The encoding of the request into the GestDem application can happen in 2 ways:

(1) Online form

The online forms can be found:

On reception of the form all data is entered into the GestDem application and the request will appear in the listing of requests. If a DG has been assigned via the form, the DG will find the request in their list. If not, it will appear on the SG list and the GestDem team will assign the responsible DG manually. If the requestor provided an email address, they will receive a confirmation of the registration of the request.

(2) Other form of communication

If not via the online-form, requests are usually received via post, email or phone and in this case the details of the request are entered manually into the application and as above, a DG is assigned to the request.

All requests have to be handled within a 15 working days time-frame and the corresponding date is automatically applied. This date can be extended in specific situations which again is another 15 working days. In order for this to be automated, all Commission holidays and weekends are entered and considered in the calculation. Weekly reports are distributed to each DG, listing all requests and pointing out if the request is still in time or overdue. Samples of all reports are provided as an annex.

3.1. Description of the main sections within GestDem

(1) Homepage
The homepage displays a list of all pending requests made in the application or received via the online forms on Europa. It provides a quick view of all requests overdue or in time. Each DG can only see their requests, except the GestDem which has not got this limitation.

All pending requests are displayed in list form showing the following details:

- Request Reference
- Requestor
- DG Attribution
- Unit Attribution
- Registration Date
- Answer Limit Date
- Extension Date
- Title
- Status (in time/overdue)

The list can be filtered by all above mentioned parameters except the Status. Each Request Reference links to the Request details and each Requestor entry links to the Requester details.

(2) Requestor Details

Any document request in the GestDem application requires a requestor, the person who eventually will receive the requested document. A requestor can be any person or organisation requesting a document via the online forms, in GestDem directly, via mail, email or via any other means of communication. A requestor only needs to be encoded once.

Following details are encoded:

- Last Name
- First Name
- Organisation
- Email
- Address
- Fax
- Phone
- Country
- Business Domain
- Comment
- Status (active/inactive)

(3) Request Details

A request contains all related data, like the requestor, related documents, deadlines, document publication etc. It is the main part of the application and brings all other parts together. It also holds all Meta data required by the weekly and annual reports.
Following details are encoded:

- Reference
- Request date
- Registration date
- DG, unit attribution
- Deadline
- Extension date
- Extension reason
- New extension
- Requestor Details (name/id)
- Comment:
- Status (open/closed)
- Creation date
- Modification date
- Modified by
- List of requested documents.
- List of components of the request.

The request also holds anything related to the request. This can be emails, documents, etc. For that reason following details are provided:

- Title
- Element Type
- NomCom
- File (upload)

(4) Document Details

Within Gestdem documents are always related to requests and a request can hold more than one document. GestDem also provides a document search which allows to quickly see if a given document had been requested before.

Following details are encoded:

- Reference Number
- Title
- SG-Vista Quote (Type/Year/Number/Version)
- Response Type DG
- Response Date DG (from/to)
- Manager
- DG Comment
- Confirmative Date (from/to)
• Response Type SG
• Response Date SG (from/to)
• Extension Reason
• Extension Date (from/to)
• Language
• Reporter
• Comment SG

Each document also allows for a veto system. Should a document, for whatever reason, not be provided by the responsible DG, the GestDem team (SG) can overrule that decision.

(5) Holiday list

In order to calculate the deadlines correctly, a list of Commission holidays is provided

Following details are encoded:

• Description
• Date

(6) Reports

Currently there are 2 types of reports created:

• Weekly Reports
  Send to all DG's with current requests, listing open or overdue requests and meant as a reminder.

• Yearly Reports
  Produced based on a legal obligation to provide statistics and used to remind all DG's to clear all open request by the end of each year.

Please find a list with samples of reports in the annex.
GESTDEM

Date: 17/05/2011
Version: 0.1
Authors: [Redacted]
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3. APPENDIX A. SGVISTA RESPONSE EXAMPLEERROR! BOOKMARK NOT DEFINED.

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1. **INTRODUCTION AND SCOPE**

The purpose of this document is to explain architecture, data model and the main business processes of GestDem.

2. **ARCHITECTURE**

![GestDem scheme](image)

**Figure 1 Gestdem scheme**

The above figure differs from other documents figure in that communication with the LDAP system does not exist anymore. All the authorisation data resides in the internal database. However the authentication is still handled by the ECAS system. The security data model is shown in Figure 2.
2.1. Relational data models

Figure 2 Data model. Security
Figure 3 Data model. Requestor
Figure 5 Data model, recourse and status
Figure 6 Data model. Other entities
2.2. Business processes

2.2.1. Document status

There are two possible states: open and closed. The document status changes to closed when there is a response from the SG. It is also possible to change the state from close to open if the information is removed.

2.2.2. Request status

The request status depends on the document related to it. If, and only if all documents have the close state, the request has the close state, otherwise the request state would be open.

2.2.3. Publishing of documents in RegDoc

First of all it's necessary to explain that this application doesn't manage documents, only the request of publishing them. It means that no real documents are stored into the application. At one point in the past there seemed to have been intentions to deal with the documents, but the corresponding code is now commented out.

A document is published in RegDoc if all of the following conditions are true:

- Either the response of DG or the response of SG is positive
- The document type is C, COM or SEC
- The version is final. There are two ways to mark a document a final version, set the letter 'F' in the version field or leave it blank.
- Only the documents whose types are configured in settings as active are published in RegDoc (Menu Management -> Gestdem settings -> Setting List). To find out to which type the document belongs to, an http request to SG-Vista is made. The response is in XML format (appendix A) and the type info is stored in the following xpath expression "refTextInfo/texts/text/textDescription". Only if that description field is matched with an actType stored in the settings, the document can be published.
- The document has to be a "DOC" or "PDF" document in RegDoc

There is no direct connection with RegDoc in order to publish documents. However a notification is sent to the email address configured in the property "notification.publishing.address" of the application.properties file.