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From:	General Secretariat of the Council
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To:	Delegations
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Subject:	Regulation of the European Parliament and of the Council on a temporary derogation from certain provisions of Regulation (EU) 2017/2226 and Regulation (EU) 2016/399 as regards a progressive start of operations of the Entry/Exit System - Entry/Exit System (EES) High-Level Roll-Out Plan

Delegations will find attached a document as received from the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA).

As per Article 3(1) of the Regulation (EU) 2025/1534 of the European Parliament and of the Council of 18/07/2025 on temporary derogations from certain provisions of Regulations (EU) 2017/2226 and 2016/399 as regards the progressive start of operations of the Entry/Exit System (EES) (2024/0315), by 25 August 2025, eu-LISA shall provide the European Parliament, the Council, the Commission, Member States, as well as Europol, with a high-level roll-out on the progressive start of operations of the EES.

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Progressive start of EES operations

High-level Roll-out Plan

eu-LISA

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European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

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1. Introduction

In order to ensure a smooth launch of the EES, to facilitate its timely roll-out in all Member States, to provide Member States with the necessary flexibility to start using the EES within a clearly defined period and to facilitate technical and operational adjustments when starting to operate the EES, *Regulation (EU) 2025/1534 of the European Parliament and of the Council of 18/07/2025 on temporary derogations from certain provisions of Regulations (EU) 2017/2226 and 2016/399 as regards the progressive start of operations of the Entry/Exit System (EES) (2024/0315)* (hereafter referred to as '*the Progressive Regulation*') was proposed by the Commission and adopted.

To facilitate the smooth deployment of the EES, eu-LISA is tasked to develop a high-level roll-out plan to provide guidance to Member States and Europol on planning and executing the deployment of the EES during the progressive start of operations. Article 3 (1) of the Progressive Regulation refers to this eu-LISA obligation by stating the following:

> "*By 30 days from the date of entry into force of this Regulation, the European Union Agency for the Operational Management of Large Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA) shall provide the European Parliament, the Council, the Commission and the Member States, as well as Europol, with a high-level roll-out plan for the progressive start of operations of the EES (the 'eu-LISA high-level roll-out plan'), taking into account the thresholds and requirements set out in Article 4 (2) to (5). That plan shall support the effective and continuous operation of the EES Central System by confirming performance and availability targets of the EES Central System, as well as the strategy regarding potential functional minor, major and blocking defects, shall indicate contingency procedures and shall provide guidance on the functioning of the EES Central System to the Member States and Europol.*"

eu-LISA high-level roll-out plan ('Roll-out plan') elaborates on the following specific aspects referred to in Article 3 (1):

- support of the effective and continuous operation of the EES Central System by confirming the performance and the availability targets of the EES Central System, as well as the strategy regarding potential functional minor, major and blocking defects.
- contingency procedures.
- guidance for the functioning of the EES Central System to the Member States and Europol.

eu-LISA underlines that:

- the progressive start of the EES operations, **allows eu-LISA to optimise and scale up its service desk support during the first six months for the involved stakeholders**, to address any potential risks in a controlled manner – **by business area** (border, visa, immigration, and law enforcement) and **by border type** (air, land, and sea) – thus to ensure maximum support.
- the **strategy to address eventual minor/major/blocking defects has been formally adopted by the EES Governance and is depicted in the EES Operator Manual setting out the relevant procedures**. In case a reported incident will result to the confirmation of a defect at any level (central, national, agency(ies)) the existing procedures will apply as per EES Operator Manual.

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2. Roll-out plan

2.1. Support the effective and continuous operation of the EES Central System

A full scale and fully capable EES Central System, compliant with the relevant legal requirements of the EES Regulation and applicable secondary legislation, will go-live on the date specified in the Commission Implementing Decision (EU) 2025/1544 determining the date from which the Entry/Exit System is to start operations pursuant to Regulation (EU) 2017/2226 of the European Parliament and of the Council. In this regard, eu-LISA shared the declaration of readiness in August 2024 in line with Art 66(1) of the EES Regulation, which eu-LISA complemented with a letter to the European Commission on 2 June 2025 confirming central EES readiness for EiO. As required by Article 3 (1) of the Progressive Regulation, eu-LISA hereby confirms that:

- EES Central System complies with the performance and availability targets set out in the Annex to the Commission Implementing Decision of 25 February 2019 laying down performance requirements of the EES
- the strategy for addressing eventual minor/major/blocking defects is included in the EES Operator Manual adopted by the EES Advisory Group in October 2024. In case a reported incident will result to the confirmation of a defect, the procedures outlined in the EES Operator Manual will apply.

The referred EES Operator Manual is the reference document for eu-LISA Service Desk, all Member States' National Systems SPoC's (Single Points of Contact) and other authorised parties (such as MS authorities and Agencies). The EES Operator Manual ensures a harmonised way of working between eu-LISA and Member States, created, developed and approved by all parties. It provides:

- a basic level of common working practices and procedures guaranteeing the operational communication between the EES stakeholders involved in the operational management of the EES,
- an Escalation Procedure in addition to the applicable operational approach, requirements, planning and quality activities.

eu-LISA sets up the necessary contracts, and in line with existing EES Operator manual, will address the resolution of possible defects at central Level resulting from the reported incidents.

In addition, in line with Article 5 (15) of the Progressive Regulation, the Programme Management Board (PMB) of eu-LISA will monitor the progressive start of operations of the EES, including the stability of the EES Central System, and recommend additional actions where appropriate.

2.2. Contingency procedures

eu-LISA has adopted, in compliance with Article 43(3) of EES Regulation, a security plan and a business continuity and disaster recovery plan (Business Continuity Plan for EES and Web Services) where contingency procedures are covered. That document contains the processes that will be performed in case an incident requires the activation of Business Continuity procedures. The triggering processes are defined in the EES Operator Manual.

In the event of failure of the EES Central System, eu-LISA will notify the Commission and Member States of the reason and its expected duration. That communication will be sent by e-mail to the EES Advisory Group members as well as via the SPoC mail as defined in the EES Operator Manual. Upon restoration of the services, the Member States and Commission will be notified following the associated process defined in section 4 of the EES Operator Manual.

In the case where the Member States would apply the suspension (full or partial) mechanisms defined in the Progressive Regulation, Member States should notify eu-LISA, via eu-LISA SPoC Mail following the procedure defined in the EES Operator Manual and within the timelines defined in that Regulation.

2.3. Guidance for the functioning of the EES Central System to the Member States and Europol

Guidance to the Member States and Europol

The EES Central System's technical specifications are shared with Member States and Europol (i.e. EES Interface Control Document); the documentation contains concrete guidance and important measurable elements for the functioning of the EES Central System. Annex08 of the technical specifications indicates the maximum and average load per Member State and Europol, in terms of number of operations per second, detailed by type of operation.

The Member States and Europol shall use the EES Central System in alignment with applicable legal provisions as well as the technical specifications; the latter have undergone comprehensive testing activities.

Guidance on eu-LISA's support

During the 180 days of progressive start of operations, eu-LISA will, in collaboration with Member States and in alignment with their national roll-out plans:

- provide the required coordination and reinforce the service-desk support and the monitoring at central level, especially during the first days but also on those periods where a significant increase of load is expected.
- closely monitor the Member States' activities in the EES
- closely cooperate with the Member States to avoid simultaneous EES launch at major border crossing points, thereby ensuring a coordinated approach; the latter shall occur in close collaboration between all involved stakeholders, i.e. the Member States respective National Authorities, the Border Crossing Points operators (where applicable) and the Carriers (per business area);
- provide enhanced support, especially when major Border Crossing Points are involved, or when new functionalities or technologies are being introduced (i.e. biometrics, mobile devices, self-service systems);
- provide additional technical support adapted to specific identified needs;
- remain in regular contact with Member States SPoCs and the Agency's Governance Bodies.

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