

SafeSeaNet Workshop 21

Audit on Maritime Support Services in EMSA

Agenda item 21.5.3

German Sarasua

Vessel Traffic and Reporting Services

Lisbon | 8 May 2014

Background

- MSS was audited in September 2013 by the Commission's Internal Audit Service.
- The audit was successful.
- A user satisfaction survey was carried out prior to the audit. It showed a high level of user satisfaction.
- A summary of the audit report and the associated Action Plan are included in the document (Annexes I and II).
- Some of the findings are SSN related and therefore of interest of the SSN Group. Details can be found in the Recommendation N.5 of the Annex II.

Action Plan: Actions to be undertaken by EMSA

To include:

- a minimum number of individual Member State Status reports that MSS should issue in the MSS Key Performance Indicators (KPIs); and
- a biyearly survey on MSS user satisfaction.

These two new KPIs are reflected in the EMSA's Annual Work Programme, as adopted by the **EMSA's Administrative Board**.

Actions to be undertaken by EMSA

With respect to the SSN Member State Status Reports. EMSA is required to:

- Revise the format and content of the reports; and
- Revise the procedure of the issuance of these reports, in order to send a reminder to those Member States that neglects to provide a formal reply.

Reports will be updated in May 2014 and the process for sending **reminders will start by July 2014**, once the SSN Group and the HLSG are informed.

Actions to be undertaken by EMSA

With respect to the SSN implementation and data quality reports presented to the SSN Group and the HLSG:

EMSA shall revise these reports to highlight the open issues, including comparative tables.

An initial revised version is now presented (see document **SSN 21.5.2** SSN Data Quality Report). A summary of this report will be presented to the HLSG.

Actions to be undertaken by EMSA

With respect to the EMSA Annual Activity Report also adopted by the Administrative Board EMSA will include appropriate extracts from the annual summary report on data quality.

EMSA intends to include the information in the 2014 Annual Activity Report, published in mid-2015.

Actions requiring MS involvement

Two main topics were raised by the auditors:

- The first relates to the annual SafeSeaNet Member State Status Reports. **Only 2/3** are responded.
- The second topic relates to the **operational procedures** mentioned in the IFCD. The existing “Common Operational Procedures” agreed by the SSN Group are not fully enforced at MS level.

What is expected from the MS?

- To take appropriate actions to address the reported data quality issues and provide feedback on all annual status reports; and
- The HLSG will review the existing Common Operational Procedures, for adoption and subsequent full implementation.