

Technical and Operational Support

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1. Introduction

1.1 List of appendices

The table below summarises the applicable appendices that shall be considered an integral part of this documentation.

Appendix	Title
A	MSEG activity paper

1.2 Change control history

Version	Date	Edited by	Description
1.0	15/05/2019	Authors	Draft proposal to Member States

1.3 Definitions and acronyms

EMSA: European Maritime Safety Agency

JRC: European Commission, Joint Research Centre

2. Scope

The CISE Transitional Phase pursues, among other specific objectives, the support of the technical and operational activities for the CISE stakeholders. The document "*CISE Transitional Phase: Activities*" defines Technical and Operational support as "technical support to the Member States for enabling or keeping up and running the CISE network".

To achieve the objectives of the CISE Transitional Phase, EMSA in cooperation with the JRC will carry out the following specific activities:

- provide operational support during working hours (i.e. incident and problem management) to Member States authorities for maintaining existing or configuring new services, building on the results of the EUCISE2020 project;
- provide technical support for the implementation, deployment, integration, and tests (including the development of the CISE's compliance suite) of new CISE services in existing or new adaptors;
- provide technical support for the deployment and test of two additional nodes (indicative number);
- maintain the common building blocks software implemented during EUCISE2020 (including release management). It is out of the scope of the transitional phase to implement new node's requirements, functionalities or any changes that can impact the existing national adaptors;
- review and keep updated the CISE architecture as well as follow up on the standardisation process.

To address these activities, EMSA and JRC have established a pre-operational organisation and several support processes for the CISE stakeholders:

- incident and problem management;
- node configuration;
- node maintenance;
- node deployment;
- adaptor development;
- conformity testing.

The present document describes the proposed organisation and support processes, including the main roles/actors involved and how the CISE stakeholders should request support during the CISE Transitional Phase.

3. Actors and Roles

The following actors and roles participate in the processes for Technical and Operational Support:

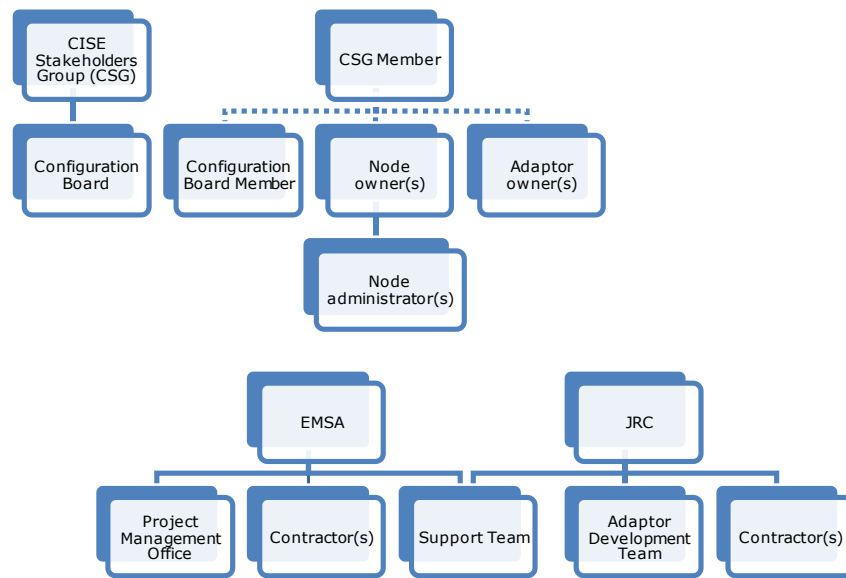


Figure 1. Actors and roles in the Technical and Operational support.

CISE Stakeholders Group (CSG)	<p>The CISE Stakeholders Group will provide the necessary guidance and orientations for the Technical and Operational support.</p> <p>The CSG is periodically informed on the Technical and Operational support activities.</p>
CSG Member	<p>The members of the CISE Stakeholders Group represent and coordinate all the stakeholders in their own Member States or EU Agency, including the node owners, adaptor owners, and the members of the different working groups.</p>
Configuration Board	<p>Technical working group within the CSG that analyses and provides feedback to the CSG about the requests for change in the software of the CISE Node and the topology of the CISE Network.</p> <p>Decisions on the change requests will be taken by the board members with a CISE Node. Other members can participate in the discussions as observers.</p>
Node Owner	<p>Node owners are responsible for a CISE node. They are representatives of the Member States' authorities or EU Agencies.</p>
Node Administrator	<p>Node administrators are in charge of the maintenance of the CISE nodes. They are appointed by the node owners.</p> <p>Node administrators can perform several technical tasks on their own or in coordination with other ICT experts:</p> <ul style="list-style-type: none"> • Management of the CISE node's hardware and software: to set up the virtualisation environment (VMWare), to configure the different software components of the CISE node, to monitor the activity (Nagios, log files, etc.) and to run scripts and processes when needed, to update the software components, among others. • Management of the network (VPN connections) with the other CISE nodes: to change the security parameters for a VPN, etc.

EMSA	EMSA is responsible for the operational and technical support activities and works in cooperation with the JRC for the development activities.
JRC	The JRC works in cooperation with EMSA for the technical and operational support activities and it is responsible for the development activities with the Member States.
Contractors (external service providers)	<p>EMSA will subcontract part of the Technical and Operational Support activities of the CISE Node software and CISE Network. The contractors will support the stakeholders as members of the Support Team.</p> <p>The JRC may subcontract the development activities for some pilot projects. The contractors will be part of the Adaptor Development Team.</p>
Project Management Office	EMSA set up a Project Management Office to plan and manage the activities required to achieve the objectives of the CISE Transitional phase. The Project Management Office works in coordination with the CSG. The Adaptor Development team is composed by a group of ICT experts coordinated by JRC. The team will participate in the development activities of the pilot projects with the Member States. The team will also help assist Node Administrators to conduct the formal tests of the CISE Nodes and adaptors following using the procedures and tools available.

4. Support Levels

Support is organised in four levels with different tasks and actors/roles involved in them:

Level-0 Support

This entry level includes all the documentation and software tools available to the stakeholders through the EMSA's web site and the collaborative site. The stakeholders will use these resources to perform the maintenance, development and operational activities.

At least, the following resources will be available for the CISE stakeholders:

- Online technical documentation on the CISE node, adaptors, CISE Data and service models, etc.
- Tool for installation and maintenance of CISE nodes.
- Tool for developers of adaptors.

Level-1 Support

The Support team provides the first level of support to the stakeholders. The stakeholders can send a support request to the single point of contact, managed by EMSA.

The objective in Level-1 is to provide an answer with the shortest delay possible. To achieve it, the Support team will address the request using the resources from Level 0, predefined procedures (e.g., incident-handling procedures), and a knowledge base of support requests and predefined solutions (from past cases). The Support team may request further information to the requester to clarify the request and gather additional details.

If no predefined solution works, the support request is transferred to Level-2 Support.

Main tasks:

- Register and classify the support requests according to the established support procedures.
- Find solutions from the documentation in Level 0 and the support knowledge base.
- Keep stakeholders informed about their requests' status at agreed intervals.
- Monthly report on the status of the requests and issues related to the support process.

Level-2 Support

The Support team provides the second level of support, which deals with complex support requests.

The objective in Level 2 is to analyse in depth the gathered information and to provide an answer to the stakeholder within an agreed timeframe. To achieve it, the Support team may conduct further investigation and analysis using the available documentation and software tools. The Support team may request further information to the requester. The Support team may also need to coordinate their activities with different stakeholders and to collaborate with the node administrators.

If the support request involves any specific interventions in the software components (e.g., for the CISE Node), it is transferred to Level-3 Support.

Main tasks:

- Investigate complex requests.
- Plan a set of specific activities with the requester.
- Coordinate interventions in the CISE Network with the node administrators.
- Register solutions in the support knowledge base.
- Monthly report on the status of the support requests and issues related to the support processes.

Level-3 Support

This support level deals with support requests that require specific interventions in the software of the CISE Node and/or the adaptors, e.g., bug investigation, analysis of change requests, improvements to the installation procedures, test procedures, etc.

The Support Team will plan the activities with the stakeholder in coordination with the Project Management Office.

Main tasks:

- Analyse software components (including the source code).
- Provide technical advice regarding the software components.
- Provide solutions, including bug fixes, to issues detected in the software components.
- Report on the status of the requests and any issue related to the support process.

5. Support Processes

Support processes ensure that CISE stakeholders can receive timely and appropriate support in their operational and technical activities with the CISE nodes and adaptors.

The following diagram defines the activity categories in the scope of the Technical and Operational support processes.

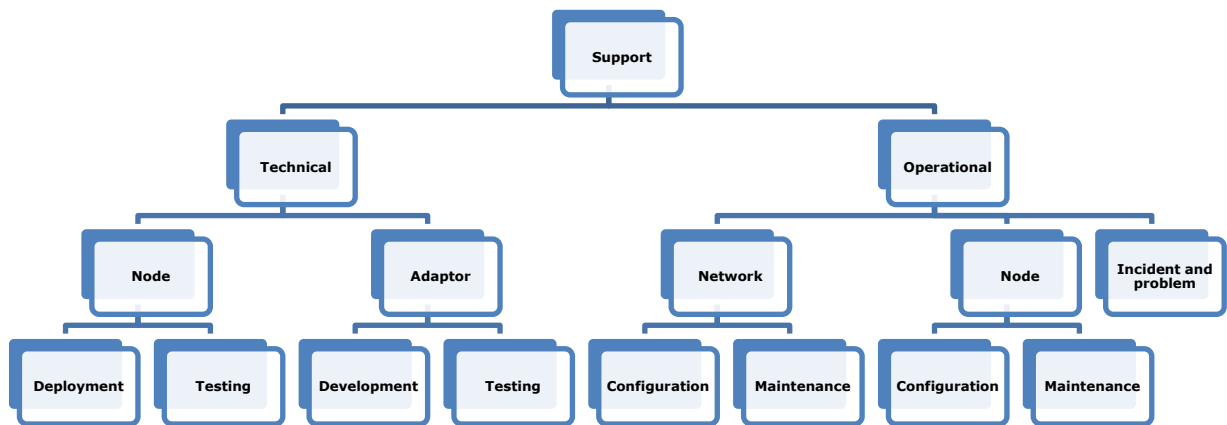


Figure 2. Taxonomy of activity categories.

This section presents the support catalogue¹ available during the CISE Transitional Phase. The implementation of the support processes will be gradual, starting from May 2019. CISE stakeholders will be notified when a new process is available and/or the conditions of a service change.

The next sections describe each process in detail, including how the CISE stakeholders can request it.

5.1 Incident and Problem Management

Name	Incident and problem management
Description	<p>Incident management consists of the resolution of incidents within the CISE Network based on pre-defined procedures. Incident management ensures the swift recovery of the service in case of incidents.</p> <p>Problem management deals with the resolution of problems in response to one or more reported incidents with unknown cause.</p> <p>During the CISE transition phase, the incident/problem resolution procedures will be maintained and improved by the Support Team. The key objective is to guarantee that incidents are handled accurately, completely, and in a timely manner.</p>
Features	<p>The Support Team registers and manages incidents and problems using the ticketing system.</p> <p>Incident Management. The following activities will be performed when an incident is reported:</p> <ol style="list-style-type: none"> 1. Incident detection. 2. Initial support. 3. Investigation and diagnosis.

¹ Based on the ITIL v3 Service Catalogue.

<ol style="list-style-type: none"> 4. Resolution and recovery. 5. Incident closure. 6. Incident communication. <p>During the incident management, the Support team will estimate the time to solve the incident and the procedure to be applied.</p> <p>In case there is no pre-defined procedure to solve the incident, the issue reported shall be considered a problem. The transition from Incident to Problem management is a Support Team's internal task.</p> <p>Problem Management. The following activities will be performed when a problem is identified:</p> <ol style="list-style-type: none"> 1. Problem analysis, categorisation, and prioritisation. 2. Problem investigation and diagnosis. 3. Provision of the solution. <p>Problem resolution times will be agreed on a case-by-case basis with the Support Team. Problems that require changes in the software of the CISE Node will be managed according to the process "Node Maintenance".</p> <p>Resources. At least the following resources (documentation, software) will be available for the Support Team:</p> <ul style="list-style-type: none"> • FAQ – Troubleshooting information • Software architecture of the CISE Node <p>Figure 3 shows an overview of this process workflow.</p>	
Category	Support/Operational/Incident and Problem
Owner(s)	EMSA
Provider	Support Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group.
Business Contacts	Node owners and administrators.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months
Security Rating	Unclassified
Request Procedures	Node administrators shall send an e-mail to the Support Team at cise-support@emsa.europa.eu

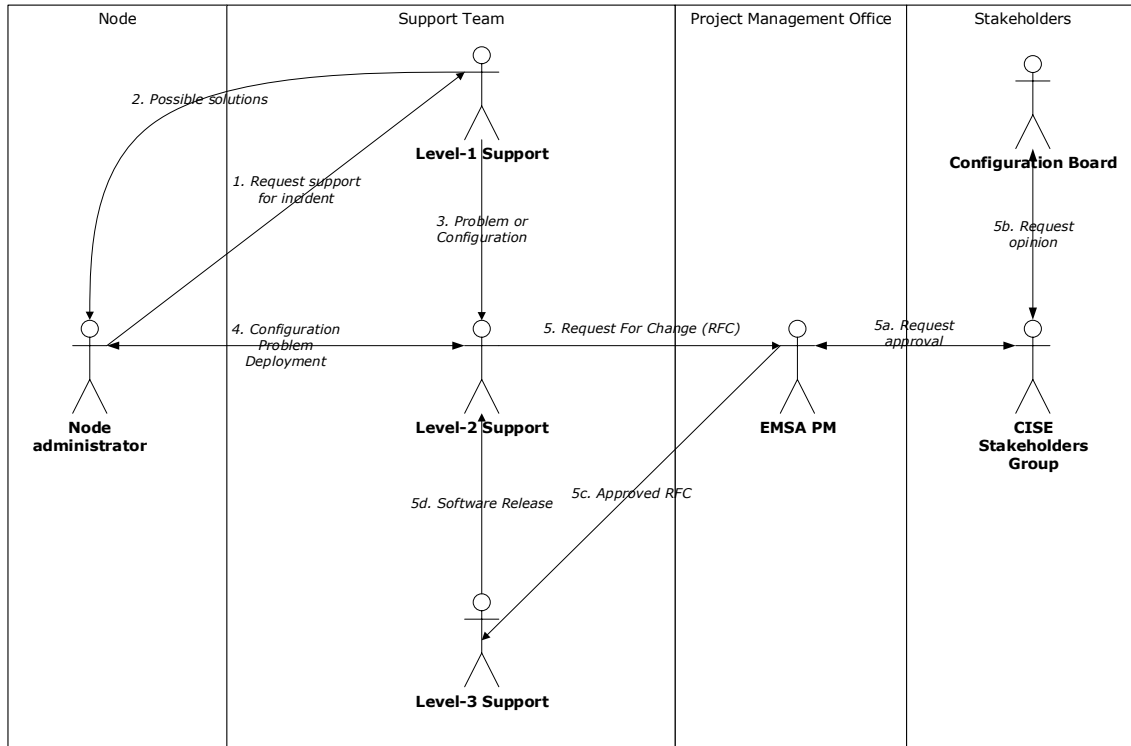


Figure 3. Incident, problem, configuration and maintenance workflow.

5.2 Node Configuration

Name	Node configuration
Description	<p>The Node Administrator is responsible to manage the configuration of the node and the services.</p> <p>The Support Team can support node administrators on the configuration of their nodes using the Administration Console. In particular, Node administrators can receive support on the use of the service registry and the access rights matrix.</p>
Features	<p>The Support Team registers and manages the support request using the ticketing system.</p> <p>Punctual support. The Support Team answers to the requests using the documentation available and the support knowledge base. The support is provided by e-mail, web conference or phone call.</p> <p>Tutorial. JRC can offer a tutorial support to provide an introduction for the management of the node.</p> <p>Resources. The Support Team will make available the following resources (documentation, software) through the EMSA's collaborative site:</p> <ul style="list-style-type: none"> • System User Manual • Administrator Manual <p>Figure 3 shows an overview of this process workflow.</p>
Category	Support/Operational/Node/Configuration

Owner(s)	EMSA
Provider	EMSA, JRC
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Node owners and administrators.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months.
Security Rating	Unclassified
Request Procedures	Node owners/administrators shall send an e-mail to the Support Team at cise-support@emsa.europa.eu

5.3 Node Maintenance

Name	Node maintenance
Description	<p>The software of the CISE Node (Core and Common services) will be maintained during the CISE Transitional phase.</p> <p>Maintenance will address the development and release of software hotfixes, patches and/or updates in the configuration files that fix defects, errors or bugs in the software of the Core and Common Services with an impact in terms of appearance, operation, functionality or performance.</p> <p>EMSA will be in charge of the software maintenance process and will manage the new versions resulting from the maintenance process.</p> <p>The release of software versions requires the endorsement of the Configuration Board and the approval of the CISE Stakeholder Group.</p>
Features	<p>Change Management. EMSA will acquire, maintain and track the requirements and change requests to the CISE Node's software (software repository) in an online Web tool. The change requests may come from:</p> <ul style="list-style-type: none"> • Feedback from EUCISE 2020 and the national interoperability projects. • Problems identified by the Support team. • Feedback from the stakeholders. • Studies carried out during the CISE Transitional Phase. <p>Node Maintenance. The Support Team will develop and test a set of software hotfixes, patches and/or updates in the configuration for the CISE Node, which will result in the release of a new software update.</p>

<p>In order to guarantee the interoperability of the national adaptors, EMSA shall consult the changes/updates that will have an impact in the CISE Node's architecture with the Configuration Board, before the approval of the CISE Stakeholders Group.</p> <p>Updates Management. In consultation with the CISE Stakeholders Group, EMSA will define the release roadmap for the delivery of the software updates. When a new release needs to be issued, EMSA provides to the Node administrators a plan for its delivery.</p> <p>During the release deployment, the Support Team and the Node Administrators will cooperate by e-mail correspondence, or Web/phone call. Node administrators can request additional support to deploy the updates if needed.</p> <p>Figure 3 shows an overview of this process workflow.</p>	
Category	Support/Operational/Node/Configuration
Owner(s)	EMSA
Provider	EMSA, Support Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Configuration Board Node owners and administrators.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months.
Security Rating	Unclassified
Request Procedures	<p><i>Change Management.</i> Stakeholders can send their feedback to the Support Team at cise-support@emsa.europa.eu</p> <p><i>Updates Management.</i> Node administrators shall send an e-mail to the Support Team at cise-support@emsa.europa.eu</p>

5.4 Node Deployment

Name	Node deployment
Description	<p>The Support Team will help the stakeholders deploy new CISE nodes. The deployment of a CISE node entails the following activities:</p> <ol style="list-style-type: none"> Provision of the hardware resources: server, router. Setup of the network connections to the other CISE Nodes (VPN). Installation of the virtualisation infrastructure: VMWare (or other). Installation of the virtual machines and operating systems. Installation of the CISE Node modules. Deployment tests. <p>For the installation of the CISE Node, the stakeholder must provide/purchase the hardware (server and VPN router) and the virtual environment (hypervisor, virtual machines).</p> <p>During the CISE Transitional Phase, the Support Team will support:</p> <ul style="list-style-type: none"> The deployment of two (indicative) additional CISE Nodes for the Member States' authorities – activities e, f. <p>The support team will require access to the authorities' premises or remote access to the authorities' server, as well as the collaboration of the node administrators for activities b, c and d.</p> <ul style="list-style-type: none"> stakeholders that will deploy a CISE Node with their own resources – activities b, c, d, e and f. <p>In this case, the node administrator(s) will conduct the installation and test procedures with the help of the Support Team, if required.</p> <p>The requests for the deployment of new nodes in the CISE network shall be approved by the CISE Stakeholders Group. The Project Management Office will schedule the requests based on the status and availability of the stakeholders.</p>
Features	<p>The Support Team registers and manages any request using a ticketing system. The Team will support the stakeholders by email, phone or web conference tools.</p> <p>Deployment planning. The Project Management Office schedules the deployment activities for the Support Team based on the stakeholders' status and availability. The deployment plan is submitted to the CISE Stakeholders Group for approval.</p> <p>Network configuration. The Support Team supports node administrators in the setup of the new VPN connections between the stakeholders' premises.</p> <p>Infrastructure setup. The Support Team can help node administrators in the setup of the virtual infrastructure, including the virtual machines.</p> <p>Node deployment. The Support team assesses if the requirements for the deployment of the CISE node software are fulfilled. The Support Team launches the installation scripts following the installation manual.</p> <p>Deployment support. The Support Team helps the Node administrators to launch the installation scripts according to the installation manual.</p> <p>Reconfiguration of the nodes. With the current implementation of the CISE Node, the CISE Nodes require an update in their configuration to enable the communication with new nodes in the CISE network. The Support Team will contact the node administrators to apply the configuration updates in each node after the deployment tests.</p>

<p>Testing. Please check the process “Node Deployment Tests”.</p> <p>Resources. The Support Team will make available the following resources (documentation, software) through the EMSA’s collaborative site:</p> <ul style="list-style-type: none"> • CISE Node software (binary files). • Architecture of the CISE Node. • Simplified installation manual (including documentation and software). • Administrator Manual of the CISE Node. <p>Figure 4 shows an overview of this process workflow.</p>	
Category	Support/Technical/Node/Deployment
Owner(s)	EMSA
Provider	Support Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Node owners and administrators.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months.
Security Rating	Unclassified
Request Procedures	The stakeholders shall contact the Support team for support at cise-support@emsa.europa.eu . EMSA will communicate the requests to the CISE Stakeholders’ Group for endorsement.

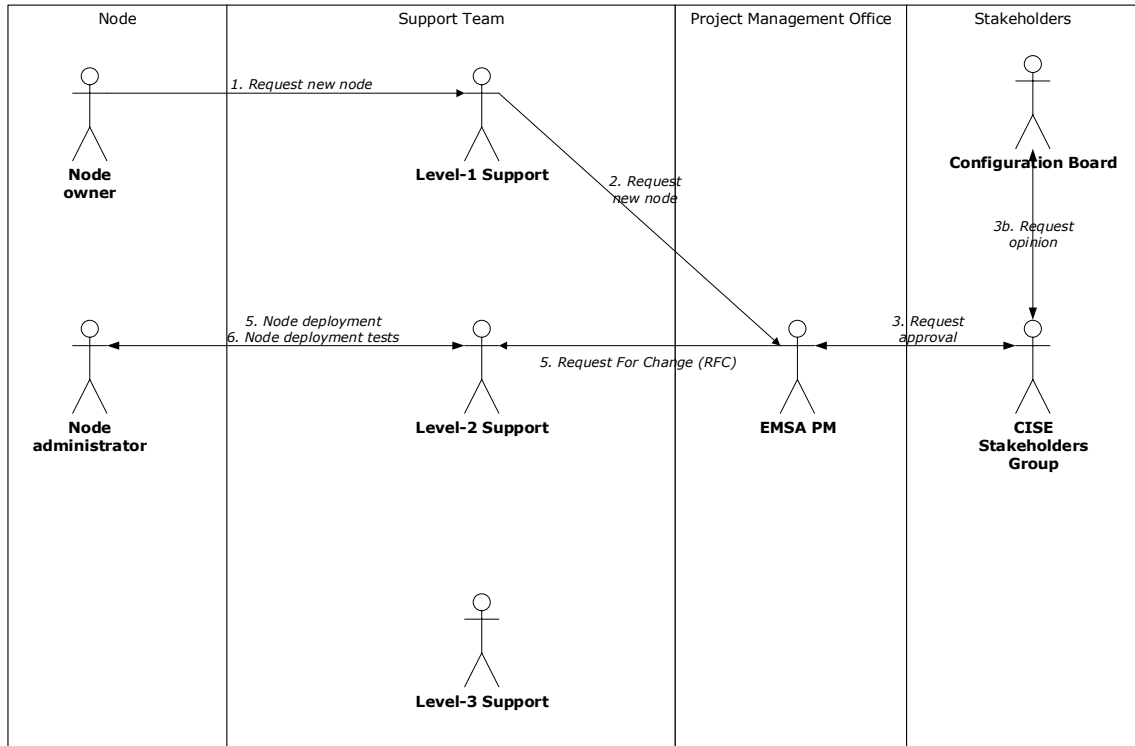


Figure 4. Node deployment workflow.

5.5 Adaptor Development

5.5.1 Technical Information on the Adaptor

Name	Technical information on the adaptor
Description	Support Team will provide the technical support for the deployment and testing of the adaptors to any stakeholder.
Features	<p>The Support Team registers and manages any request using a ticketing system.</p> <p>Punctual Support. The Support Team addresses any question or information request on:</p> <ul style="list-style-type: none"> technical specifications on the adaptor; the use of the CISE Data and Service model; the prototype adaptor (https://github.com/ec-jrc/cise-ais-adaptor); the use of the sample codes provided in the documentation; the integration tests for adaptors. <p>The Support Team can contact the stakeholders directly by email, phone or video conferences if needed.</p> <p>Resources. The Support Team will make available the following resources (documentation, software) through the EMSA's collaborative site:</p> <ul style="list-style-type: none"> Adaptor software interface. CISE Data and Service models: documentation, XML schemas and XML code snippets.

	<ul style="list-style-type: none"> Guidelines for the use of the CISE Data and Service models. Java libraries for the communication with the CISE Node. CISE AIS Adaptor, open-source adaptor prototype: https://github.com/ec-jrc/cise-ais-adaptor Testing tools for developers.
Category	Support/Technical/Adaptor/Deployment, Support/Technical/Adaptor/Test
Owner(s)	EMSA
Provider	Support Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Adaptors owners, node administrators.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months, before the CSG meeting.
Security Rating	Unclassified
Request Procedures	For any request, stakeholders shall contact the Support Team at cise-support@emsa.europa.eu

5.5.2 Development of CISE services

Name	Development of CISE services
Description	<p>During the CISE Transitional Phase, JRC will launch several pilot projects with the CISE stakeholders to develop new CISE services.</p> <p>The pilot project will produce a set of CISE services, fully functional, in a new or existing adaptor. At the end of the project, the JRC will release the software (incl. source code) and the documentation to the stakeholder(s) involved in the project.</p> <p>The stakeholder will be in charge of the maintenance and evolution of the software.</p> <p>The duration of each pilot project will be limited in time (3 months avg.)</p> <p>The JRC will schedule the activities of the Adaptor Development Team. Since the resources available are limited, the CISE Stakeholder Group may need to agree on the schedule of the pilot projects.</p>
Features	<p>The Support Team registers and manages any request using a ticketing system.</p> <p>Request analysis. The JRC works with the stakeholder to gather more information on their status (readiness, legacy system's status, etc.) and to propose a project plan (including the project schedule).</p>

<p>Project scheduling. The JRC schedules the pilot projects based on the availability of the Adaptor Development Team, the stakeholders' status and the schedule proposed by the Public Authority. The CISE Stakeholder Group will agree on the schedule if needed.</p> <p>Project development. The Adaptor Development Team designs, develops and tests the CISE services following the requirements of the Adaptor owner, and in coordination with the Node administrator.</p> <p>Testing. Please check the process "Adaptor Integration Tests".</p> <p>Software release. The JRC will package and officially release the software to the Public Authority. The JRC will provide the source code and the documentation.</p>	
Category	Support/Technical/Adaptor/Deployment, Support/Technical/Adaptor/Test
Owner(s)	JRC
Provider	JRC, Adaptor Development Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Adaptors owners, Node owners.
Service Level Agreement (SLA)	Not applicable to JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months.
Security Rating	Unclassified
Request Procedures	<p>Node owners and/or adaptors owners shall contact the Support Team at cise-support@emsa.europa.eu</p> <p>The request shall be submitted at least 3 months before the start of the pilot project.</p>

5.5.3 Sandbox service

Name	Sandbox service
Description	<p>To support the development of CISE services, the JRC offers an automatic sandbox service to test the adaptors during the software development process. The service will help adaptor developers to test their software and thus, to ensure the interoperability of their CISE services from early development stages.</p> <p>These tests should be conducted and passed before the adaptor integration tests.</p> <p>The JRC will grant access to the Sandbox service and provide the documentation on the request of the interested stakeholders.</p> <p>This service will start in Q4 2019.</p>
Features	The Support Team registers and manages the access requests to the sandbox service using a ticketing system.

	<p>The JRC provides the remote access to the service to the interested stakeholders.</p> <p>Resources. The Support Team will make available the following resources (documentation, software) through the EMSA's collaborative site:</p> <ul style="list-style-type: none"> • Technical documentation on the sandbox service.
Category	Support/Technical/Adaptor/Test
Owner(s)	JRC
Provider	JRC
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Adaptors owners, node owners.
Service Level Agreement (SLA)	Not applicable to JRC for the CISE Transitional Phase.
Service Hours	<p>Access requests will be processed during working days from 8.00 to 17.00 (UTC), excluding public holidays.</p> <p>Maintenance periods will be notified at due time.</p>
Service Reviews	Every three/four months.
Security Rating	Unclassified
Request Procedures	To get access to the sandbox server, Node owners and/or adaptors owners shall contact the Support Team at cise-support@emsa.europa.eu

5.6 Conformity Testing

5.6.1 Node Deployment Tests

Name	Node deployment tests (SAT test)
Description	<p>Before entering into production, the CISE nodes shall pass a set of tests to verify the installation of the software components.</p> <p>Therefore, node owners shall request the Support Team to test the node software before connecting it to the CISE network. Support Team will run a set of deployment tests.</p>
Features	<p>The Support Team registers and manages any request using a ticketing system (JRC).</p> <p>Request analysis. The Support Team will gather additional information from the node administrator on the installation procedure and status.</p> <p>Test design and scheduling. Based on the information provided, the Support Team will propose a set of deployment tests and will agree with the node owner/administrator when the tests will be conducted.</p>

<p>Test execution. During the tests, the node administrators will follow the established procedures to verify that the installation was successful with the support of the Support Team.</p> <p>The Support Team will conduct the tests for two CISE nodes (indicative), as described in the process "Node Deployment".</p> <p>An automatic verification toolbox will be launched in 2020 to optimise the test processes.</p> <p>Test reporting. At the end of the test process, the Conformity test tool JRC reviews the results from the Compliance test tool and reports the results.</p> <p>Resources. The Support Team will make available the following resources (documentation, software) through the EMSA's collaborative site:</p> <ul style="list-style-type: none"> Administrator Manual of the CISE Node. Test procedure and test cases. 	
Category	Support/Technical/Node/Test
Owner(s)	EMSA
Provider	Support Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group.
Business Contacts	Adaptors owners, Node owners.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months.
Security Rating	Unclassified
Request Procedures	The stakeholders should submit a request for testing at least one month in advance using the email: cise-support@emsa.europa.eu

5.6.2 Adaptor Integration Tests

Name	Adaptor integration tests (INT test)
Description	<p>Before entering into production, the CISE services shall pass a set of integration tests to verify their conformity with the interoperability specifications (i.e., the CISE Data and Service models).</p> <p>Adaptor owners shall request the Support Team to test the adaptor software before the connection to the CISE Node. The Support Team will select and run a set of integration tests adapted to the communication patterns supported and the information to be exchanged.</p>
Features	The Support Team registers and manages any request using a ticketing system.

<p>Request analysis. The Support Team will request additional technical information to the adaptor owner on the CISE services and the technical information of the adaptor.</p> <p>Test design and scheduling. Based on the information provided, the Support Team will propose a set of integration tests and will agree with the Public Authority when the tests will be conducted.</p> <p>Test execution. During the tests, the adaptor owners, with their IT team, will follow the established test procedures with the support of the Support Team. Adaptor owners may also request the support from the node administrator(s).</p> <p>Test reporting. At the end of the test process, the Support Team reviews the results of the tests and reports the results.</p>	
Category	Support/Technical/Adaptor/Test
Owner(s)	JRC
Provider	Support Team
<i>Business Service Catalogue</i>	
Business Owner(s)	Members of the CISE Stakeholders Group
Business Contacts	Adaptors owners, Node owners.
Service Level Agreement (SLA)	Not applicable to EMSA and JRC for the CISE Transitional Phase.
Service Hours	Working days from 8.00 to 17.00 (UTC), excluding public holidays.
Service Reviews	Every three/four months, before the CSG meeting.
Security Rating	Unclassified
Request Procedures	Public Authorities should request at least one month in advance the testing of their service using the email: cise-support@emsa.europa.eu

6. Periods with only Level-0 Support

During the CISE Transition Phase, the Support Team will provide technical and operational support during working days (from 8.00 to 17.00 UTC). The CISE stakeholders will be informed about the holiday periods through the CISE collaborative site.

Out of the working days, Level-0 support will be available on the CISE collaborative site. CISE stakeholders can send their support requests to the Single Contact Point at any time. The Support Team will acknowledge and address the requests during working days.

7. Reporting Activities

The CISE Stakeholders Group will be informed about:

- the support activities carried out by the Support Team and the Adaptor Development Team;

- Statistics on the requests received by the Support Team and their status;
- The deployment of new CISE Nodes in the CISE network;
- The availability of new CISE services on the CISE Network;
- The requests and status of pilot projects.

8. Single Contact Point

To request any Technical and Operational support, an email shall be sent to the Single Contact Point for support: cise-support@emsa.europa.eu

The Support Team will register the requests in a ticketing system and will acknowledge the reception with the shortest possible delay. The Support team may contact the requestor by e-mail or phone to gather more information.

To request more information or any clarification about this document, the CISE stakeholders can send an e-mail to: cise@emsa.europa.eu