

This procedure is applicable to operational activities related to all business services, and information and communication technology assets described within the scope of the EMSA ICT Landscape document.

The end goal of the EIM procedure is to distinguish an event from an incident and:

- In case of an event, to monitor, handle and respond to requests from the users and/or notifications from automated mechanisms, making sure Configuration Items and services are constantly monitored
- In case of an incident, to restore the normal service operation of EMSA systems as quickly as possible, minimizing the adverse impact on business operations, and ensuring the required levels of service quality and availability (Key Performance Indicators – KPI).

Whenever an incident is noted and recorded, the authorised help-desk officer (e.g. a Maritime Support Services operator (MSSO) at EMSA) will carry out an initial diagnosis to identify the affected system(s), the incident model and if there is any available instruction (recovery procedure) on how to solve it. During this stage and if so required the help-desk officer or an authorised project officer or the affected application may contact the 24H contractor (telephone and email) of the affected application for assisting with the diagnosis & resolution process (in line with the Service level agreement drawn between EMSA and the 24H contractor).

The parties involved in the resolution of an incident must ensure that incidents are dealt within true business priority order, meaning if more incidents are on-going at the same time, with the same level of prioritization, the order of applying the corrective actions should consider the impact of each incident on the overall operational response of the Agency.

The complete text of the EIM could be provided to the successful tenderer on request via e-mail following the kick-off meeting of the contract.