

# **Annex F**

## **to Tender Specifications**

# **ITIL Procedures related with service transition & Service Operation**

## Background

Following decisions taken by the EMSA Executive Director in 2012 (for applying a coordinated and harmonised ICT services approach ensuring efficient management of the existing resources and alignment of business and technological needs of the Agency), the ICT Steering Group of the Agency initiated the process of aligning the ICT operational procedures with relevant ISO Standards – particularly ISO 20000. In this respect, the ITIL framework was adopted.

As of today the procedures as per table has been adopted and are applicable to all ICT operational services of the Agency and project deliveries associated to them.

Table 1 EMSA procedures on Service Transition & Service Operation

Applicable procedure	Reference
<b><i>Service Transition</i></b>	
Change Evaluation Management	Appendix A
Release and Deployment Management	Appendix B
Service Verification, Validation and Testing	Appendix C
Service Asset and Configuration Management	Appendix D
<b><i>Service Operation</i></b>	
Event & Incident Management	Appendix E
Problem Management	Appendix F

For a detailed description of each procedure, EMSA contractors should refer to the relevant appendix of this Annex.

Bidders are invited to align their project delivery methodology with the procedures listed in the table. In this respect is noted that TeamForge will be used at EMSA to manage all the procedures related to Service Transition.

## **Annex F- Appendix A**

### **Change Evaluation Management**

## **Annex F- Appendix B**

### **Release and Deployment Management**

## **Annex F- Appendix C**

### **Service Verification, Validation and Testing**

## **Annex F- Appendix D**

### **Service Asset and Configuration Management**

## **Annex F- Appendix E**

### **Event & Incident Management**

## **Annex F- Appendix F Problem Management**