

The primary goal of the Problem Management (PM) procedure is to identify the root cause of a set of incidents based on information recorded by the incident management process, and to provide solutions to fix the problem(s).

The procedure will be triggered by the identification of a behavioural pattern of severe and/or repeated incidents. This action can be taken by MSS (Maritime Support Services), the Maritime Application Team (MAT) or ICT Infrastructure team.

Problems in the Maritime Applications and ICT infrastructure can be discovered as a consequence of a survey that leads to connect several incidents to a common root cause or to an initial diagnosis.

When for instance one or more incidents, which impact a specific software module or Configuration Item (CI), are not solved by implementing a suitable incident model available to the Maritime Support Services (MSS), the frequency of the occurrences shows that there is an underlying cause that might be unknown.

If the same incident occurs more than 3 times (in particular within a short period), the MSS shall trigger the PM procedure. For instance the outcome of the quarterly EIM (Event and Incident Management) report can be used to identify the most critical/repetitive incidents as trigger for the PM.

The Problem Ticket analysis is then carried out by the MAT and/or ICT Operational Support. The EMSA responsible officer (MAT and/or ICT) will conduct an investigation in order to identify the root cause of the problem and to propose an interim (workaround) or a permanent solution. Support from software developers might be requested at this stage.

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