

## **Appendix 9 to Technical Specifications**

### **Appendix 9 - Corrective Maintenance and Operational Support – Technical Specification**

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## 1. Introduction

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The scope of this document is to define the requirements that the contractor shall provide to EMSA within the scope Maintenance tasks.

It is important to highlight that in order to create the context for understanding the following requirements the tenderer shall take into account also the definitions and requirements provided in Appendix 10 - Project Delivery Requirements.

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## 2. Service Requirements

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### 2.1 Corrective Maintenance

Title: Code Maintenance	
<b>ID:</b> EODC_MNT_INF_0001	<b>PRIORITY:</b> 1
<b>SERVICE/APPLICATION: EODC</b>	
<p>The contractor shall maintain the source code of the software developed for EMSA within the context of the EODC. The EODC is composed of two applications: CSNDC and EO-Processing.</p> <p>The source code to maintain both applications will be delivered to the contractor after the signature of the contract.</p> <p>The cost to become familiar with the code to maintain shall be included in this module.</p>	

Title: Documentation	
<b>ID:</b> EODC_MNT_INF_0002	<b>PRIORITY:</b> 1
<b>SERVICE/APPLICATION: EODC</b>	
<p>The contractor is in charge to edit, maintain and update the following documents:</p> <ul style="list-style-type: none"><li>- Technical Design Document</li><li>- General Design Document</li><li>- Software detailed design</li><li>- External Interface Control Document</li><li>- Interface control document</li><li>- Operational and Maintenance Manual</li><li>- Incident Handling Procedures</li><li>- Installation Manual</li></ul>	

**Title: Releases and Deployment Management****ID:** EODC\_MNT\_INF\_0003**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

Requests For Change (see EODC\_MNT\_INF\_0007) will be grouped in releases.

EMSA can request at maximum 1 standard releases and an unlimited number of emergency releases to fix urgent issues (see EODC\_MNT\_INF\_0008).

If requested by EMSA, within the scope of releasing a new version of the system, the contractor shall update the documents listed in the requirement EODC\_MNT\_INF\_0002.

The installation of a new release is an incremental installation, either standard or emergency release. The contractor is in charge to draft the "Release Note" for installing a new release.

EMSA is in charge to deploy release in all the EODC environments (see EODC\_MNT\_INF\_0005). If requested by EMSA the contractor can also be in charge to deploy releases in EODC test environment and the price shall be included in this contract's module.

**Title: Full Installation****ID:** EODC\_MNT\_INF\_0004**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

The contractor shall be able to deploy a full installation of EODC applications in any platform compliant with EMSA Technical Landscape. EMSA is in charge to set-up the infrastructure as specified in the Technical Landscape, the contractor shall be able to perform a full installation and configuration of the EODC applications in order to have the service operationally ready in less than 5 working days.

**Title: EODC environments****ID:** EODC\_MNT\_INF\_0005**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

The contractor shall support the delivery of the EODC in 4 different environments: Test, Pre-Production, Production and Business Continuity Facilities (BCF).

**2.2 Operational Support**

**Title: Issues Management****ID:** EODC\_MNT\_INF\_0006**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

EMSA is in charge to provide a system for managing issues (the ticketing system currently in use in EMSA is Jira).

The contractor shall be in charge to address the issues opened by EMSA through the ticketing system according to the Appendix 2 - Service Level Agreement (SLA).

**Title: Type of Issues****ID:** EODC\_MNT\_INF\_0007**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

The issues to be addressed are classified as following. If on the course of the contract other classifications are necessary, the contractor will be informed.

Change Management

A Request For Change (RFC) shall be applied to any change in the system.

A RFC can be:

- (i) a new functionality,
- (ii) a defect to be fixed ("bug");
- (iii) a change of the system's configuration.

Each RFC in the system is described in a Change Request Form. The Change Request Form can be a document (i.e. a Technical Specification), or a ticket in the ticketing system.

A defect (ii) and change of the configuration (iii) shall be addressed by the contractor within the context of the information provided of EODC\_MNT\_INF\_0001, therefore the contractor shall be in charge to address an unlimited number of defects.

Incident Management

Incident Management shall include the resolution of incidents and the handling of service requests (e.g. requests for information/support, requests for sending specific notifications to end users). The key objective is to guarantee that incidents and requests are handled accurately, completely, and in a timely manner ensuring therefore adherence to the agreed service levels.

The contractor shall be in charge to provide this service.

Problem Management

Problem management shall include the resolution of problems in response to one or more reported incidents with unknown cause.

The contractor shall be in charge to provide this service.

The tenderer shall provide a clear approach to the problem management process that includes as a minimum the following activities:

- Problem Analysis, Categorisation, and Prioritisation,
- Problem Investigation and Diagnosis,
- Provision of the Solution.

#### Title: SLA

**ID:** EODC\_MNT\_INF\_0008

**PRIORITY:** 1

#### SERVICE/APPLICATION: EODC

For the execution of the issues defined in this contract (see EODC\_MNT\_INF\_0007), the contractor should meet the service level as defined in Appendix 2 - Service Level Agreement (SLA).

EMSA is responsible to classify the issues (priority, issues type, etc.).

In case the contractor disagrees with the EMSA's classification, the contractor can propose a different classification within the acknowledge time. In case of conflict EMSA has the rights to take the final decision.

This SLA is applicable to all the EODC environments.

For all the types of issues EODC\_MNT\_INF\_0007 the Service Level Agreement reported in this requirement is applicable.

#### Title: Number of issues to be solved

**ID:** EODC\_MNT\_INF\_0009

**PRIORITY:** 1

#### SERVICE/APPLICATION: EODC

The contractor shall provide operational support according the SLA specified in the requirements EODC\_MNT\_INF\_0008 for an unlimited number of issues. However, as example the below statistics were gathered for a period of 1 year in all the EODC environments (see EODC\_MNT\_INF\_0005).

##### Incidents and problem for EO-Processing

3 Urgent issues, 42 Critical issues, 69 normal issues.

##### Incidents and problem for CSNDC

4 Urgent issues, 7 Critical issues, 9 normal issues.

**Title: Configuration Management****ID:** EODC\_MNT\_INF\_0010**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

EMSA is responsible to configure all the EODC's environments.

If requested by EMSA the contractor is in charge to perform the changes in any of the EODC's environments. However, in principle the contractor could be tasked to configure only test environment.

**Title: Pro-active analysis****ID:** EODC\_MNT\_INF\_0011**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

Monthly the contractor shall issue a report to the EMSA EODC's Project Manager summarizing possible problem and propose solutions.

This task shall be performed, but not limited, on the grounds of an analysis of the EODC's application logs files, system features status (as for example CPU consumption, hardisk consumption, etc.) and a test that the contract shall perform against the system. The tests shall be authorized by the EODC's Project Manager.

**Title: Monthly Report****ID:** EODC\_MNT\_INF\_0012**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

Each month, within the first 7 days, the contractor shall provide a report to EMSA assessing the status of issues open.

The report shall at least contain the following information:

- Total number of open tickets per issue types;
- Number of tickets open in the last month per issue types;
- Number of tickets closed in the last month per issue types;
- Number of tickets that are not compliant with the requirement EODC\_MNT\_INF\_0008;
- Status of the issues identified within the context of requirement EODC\_MNT\_INF\_0011

**Title: Bi-annual report and meeting****ID:** EODC\_MNT\_INF\_0013**PRIORITY:** 1**SERVICE/APPLICATION: EODC**

The contractor shall draft the bi-annual report, the report shall contain:

- Monthly progress reports;
- Summary of the major incidents/problems occurred;

The report shall be submitted within 14 calendar days from the end of the six-months.

Bi-annual (twice a year) meetings shall take place at EMSA premises. If requested by the contractor and accepted by EMSA the meeting can be held by a phone or video conference.

Maintenance will be invoiced every six months following the acceptance by EMSA of the report provided by the contractor at the end of each six-months indicating all maintenance performed during the six-months and a supporting invoice.

The contractor shall provide 2 weeks before the bi-annual progress meeting updated versions of the following documents described within EODC\_MNT\_INF\_0011.