

Meeting: 4th SSN / LRIT Group Meeting

Place and date: Lisbon, 23 October 2018

Agenda item: Announcement of SSN downtimes and planned interventions on the EMSA Maritime Portal

Document number: SSN/LRIT 4.5.3

Submitted by EMSA

Summary	Informing the user community about planned maintenance and system downtimes directly in the portal.
Action to be taken	As per paragraph 3.
Related documents	n.a.

1 Background

It is important to have a solid and reliable communication channel when informing user communities about system downtimes and planned upgrades. Relying on standard services such as e-mail is not always effective.

Centralised announcements stand above standard communication channels such as e-mail by virtue of both accessibility and visibility. A key component in establishing a strong communication channel is to ensure that users do not have to go out of their way to view important information.

Currently, EMSA uses email to inform the SSN user community regarding downtimes and new software releases. There are overheads associated with this approach, especially when the information is of a critical or time sensitive.

Mass e-mail messages run the risk of being flagged as spam. Failing that, emails can sometimes be ignored or even missed by the target audience. Furthermore, electronic data storage space can also become a problem, particularly when distributing volumes of emails containing large file attachments.

2 EMSA proposal

Using centralised announcements on the Maritime portal enables EMSA to deliver information to the SSN user community in a reliable manner. This ensures the appropriate visibility of critical information to all authenticated users, thus improving operational efficiencies.

The deployment of portal notifications into the production environment will be decided at a later stage, after the final results from user acceptance testing are considered satisfactory.

3 Actions required

Member States are invited to note the information provided and comment as appropriate.