European Maritime Safety Agency

Appendix IV

Earth Observation Services

Planning and Ordering Procedure

for Oil spill thickness and volume estimation

(OSV) products

Version: 1.0

Date: 01/08/2023

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Document History

Version	Date	Main changes	Changed Pages/Paragraphs
1.0	01/08/2023	First publication of the document	N/A

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List of Abbreviations

ACT: Activity Detection Service
AO: Authorizing Officer
AOI: Area of Interest
APT: RS-2 Acquisition Planning tool
BCSEA: Black and Caspian Sea Project (EMSA Project)
CDS: Change Detection Service
CMS: Copernicus Maritime Surveillance (EMSA Service)
CSN: CleanSeaNet (EMSA Service)
DER: SAR derived package – Wind and Wave
DMAX: Maximum Downlink time
DTO: Data Take Opportunity
EFS: Enriched Feature Service
EICD: External Interface Control Document
EMSA: European Maritime Safety Agency
ENC: Electronic Nautical Chart
ENP: European Neighbourhood Policy
EO: Earth Observation
EODC: Earth Observation Data Centre
EOEP: Earth Observation Emergency Procedures
EOPOR: Earth Observation Planning and Ordering Procedure
EOS: Earth Observation Service
ESA: European Space Agency
EVS: Enriched Vessel Service
FDS: Feature Detection Service
FO: Financial Officer
FR: Full Resolution
FRONTEX: European Border and Coast Guard Agency
FTP: File Transfer Protocol
FWC: Framework Contract
GIS: Geographical Information System
GS: Ground Station
GUI: Graphical User Interface
HR: High Resolution
ID: Identification
JOU: Journaling (EODC sub-module)
Lat: Latitude
Lon: Longitude
KML: Keyhole Markup Language
LP: Licence Provider
MS: Member State
MR: Medium Resolution
N/A: Not Applicable
NRT: Near Real Time
OSN: Oil Spill Notification
PO: Project Officer
POC: Point of Contact
POR: Planning and Ordering (EODC sub-module)
QUA: Quality Report
QNO: Quality Notification
QRT: Quasi-Real-Time
RS-2: Radarsat-2
SAFEMED: Mediterranean Sea Project (EMSA Project)
SAR: Synthetic Aperture Radar
SC: Specific Contract
SEG: SSN Ecosystem GUI (EMSA application)
SLA: Service Level Agreement
SP: Service Provider
SR: Service Request
SSN: SafeSeaNet (EMSA application)
TSX: TerraSAR-X
UTC: Coordinated Universal Time
UTM: Universe Transfer Mercator
VAP: Value Added Products
VDS: Vessel Detection Service
VHR: Very High Resolution
WDS – Wake Detection Service

1 Purpose

The purpose of the OSV Planning and Ordering Procedure is to:

- Define the workflow of the planning and ordering process.
- Provide guidance and establish procedures to assist EMSA in the planning and ordering. activities for the provision of OSV services.
- Define the procedures to be followed by Contractor from the feasibility delivery to the acknowledgement of the request form.
- Detail the interaction between EMSA and the Contractor in the planning and ordering procedure.

2 Scope

The procedure is applicable to the planning and ordering of OSV products.

3 Tools for planning and ordering

3.1 EMSA collaborative tool

EMSA provides access to a collaborative tool to support the implementation of this procedure. The tool in use is JIRA/Confluence, which integrates all communication between the contractor and EMSA.

4 List of Contacts

All contact details from EMSA and the Contractor, including relevant emails and telephone numbers, shall be configured on the EMSA collaborative tool.

Link to EMSA's collaborative tool to be provided by EMSA at Kick of Meeting (KoM)

4.1 EMSA POCs

EMSA's POCs will be managed in accordance with section 2.2 Appendix V - OSV Service Level Agreement.

Link to EMSA's collaborative tool to be provided by EMSA at KoM

4.2 Contractor's unique POC

The Contractor's unique POC shall be managed in accordance with section 2.2 of Appendix V - OSV Service Level Agreement procedure.

Link to EMSA's collaborative tool to be provided by EMSA at KoM

5 Workflow for planning and ordering

5.1 Roles and responsibilities

5.1.1 EMSA

Within EMSA's Collaborative tool, EMSA is responsible for the steps assigned to EMSA in Table *2*, including:

- Translating EMSA end-users' Service Requests into feasibility requests
- Initiating the feasibility and ordering process, with the Contractor
- Select proposed Sentinel-2 services in accordance with end-user operational needs.
- Ordering the OSV service by issuing a request Form and communicating it to the Contractor

5.1.2 Contractor

Within the Planning and ordering procedure, the Contractor is responsible for the following steps:

- Acknowledging EMSA's request for services
- Delivering the feasibility information including the AOI coverage compliance in percentage and planning file(s)
- Identifying existing and potential limitations related with conflicts with other OSV services and foreseen unavailability of data or ground station.
- Verifying the OSV services ordered in the Request Forms
- Setting the status of the Request Forms to Confirmed
- Maintain up to date the Contractor's , as defined in section 4.2
- Maintain up to date the **Error! Reference source not found.**, defined in section **Error! Reference source not found.**

5.1.3 Contractor response time

Table 1[1] defines, the Contractor's response times for acknowledging the request, providing the feasibilities, and confirming the orders[2].

Table 1 – Contractor response time

Acknowledgement Deadline	Feasibility Deadline	Confirmation Deadline
0.5 hours	1 hour	1 hour

5.2 Steps for planning and ordering

This chapter describes the actions and responsibilities within each step of the planning and ordering of the OSV service.

[1] Refer to Appendix II for further details. In case of complex requests, EMSA may provide additional time.
[2] In case the Contractor does not fulfil the response times, EMSA shall open an issue, as detailed in OSV SLA Procedure.

Table 2 - Planning and ordering steps description

Step	Description	Responsible	Tool

STEP 1	**Feasibility request**
	• EMSA requests feasibility planning to the Contractor POC, by EMSA collaborative toll. This shall include:
	  ○ AOI
	  ○ Start and end Date.
	  ○ Cloud coverage threshold.
		EMSA	JIRA

STEP 2	**Acknowledgement of request for services**	Contractor	JIRA
STEP 3	**Delivery of feasibility planning** • Response time for providing feasibilities is defined in Table 1 • Contractor provides feasibility including: ○ Planning files with EMSA EICD format (planned images and EMSA AOI) • Coverage compliance between planned images and EMSA AOI. In the event that the feasibility coverage compliance is below 100%, the Contractor shall include the new AOI. • The Contractor identifies existing and potential limitations related with conflicts with other OSV services. • If no acquisitions are available, the Contractor shall inform EMSA that the request cannot be fulfilled due to unavailability of acquisition's opportunity.	Contractor	JIRA
STEP 3	**Final feasibility of OSV services** • EMSA selects the acquisitions to be ordered in accordance with end-users' needs and assigns the request to the Contractor.	EMSA	JIRA
STEP 4	**Confirmation Deadline: confirmation of the final feasibility plan** • Response time for confirming the OSV service is defined in Table 3. • The Contactor shall confirm the final feasibility planning and assign the ticket back to EMSA.	Contractor	JIRA
STEP 5	**Ordering of OSV (Request forms)** • EMSA will order the services by uploading EMSA Request form in JIRA.	EMSA	JIRA
STEP 6	• The Contractor shall open a new ticket in JIRA for each OSV • product delivered. All tickets shall be linked with the feasibility ticket.	Contractor	JIRA
STEP 7	**Delivery** • OSV report and Thickness layer shall be uploaded in the OSV product JIRA ticket.	Contractor	JIRA

Step	Description	Responsible	Tool
	• Other information used for the report production shall be uploaded in the Contractor's sftp.		

5.3 Optical planning mode

Cloud Coverage Protection: the objective of Cloud Protection type is to ensure an acquisition over a specific AOI with cloud coverage below the defined threshold. This mechanism guarantees, as much as possible, that the delivered images have a minimum cloud-free area.

Cloud Coverage Protection – Priority Area[3]: the objective of the Priority Area, under the cloud protection planning mode, is to ensure the delivery of the EO service in case a pre-defined priority area, within the AOI, has a cloud free sky. E.g.: EMSA defines a main AOI and a Priority Area contained in the main AOI. EMSA sets a cloud coverage protection of 30% for the main AOI. If the Priority Area is free of clouds or the cloud coverage area is lower than 30%, then the EO service shall be delivered, regardless the cloud coverage calculated for the whole image.

[3] The optical OSV service delivered with images Cloud Coverage Protection – Priority Area should be automatically selected for EMSA quality control, which will be done by the EMSA EO PO requester.