

EMSA Change Evaluation and Management (CEM) encompasses changes to base-lined service assets and configuration items across the whole service lifecycle that may have an impact on the level of performance of all business services, and information and communication technology assets described within the scope of the EMSA ICT Landscape document.

Therefore the expected changes are related to new maritime application versions, new commercial off-the-shelf hardware and software, application and commercial software removal, and error, failure, and fault solving through suitable patches, including documentation.

Standard changes are pre-authorised changes that do not impact the quality of service of any maritime application and have an accepted and established procedure for a specific requirement and belong to the purview of Unit A.3 of EMSA. This refers to activities performed by ICT Service Desk such as restoring printing services, e-mail services, EMSA user logging issues, etc. A list of standard changes will be properly updated and communicated.

All the changes that have impact to the scope, schedule and/or budget of a maritime application are approved by EMSA according to the change management process. No changes will be initiated until properly documented and approved by EMSA. If a change proposal is released as a consequence of a horizontal change to the organization, impacting several areas (for instance Staff, working procedures, training, IT resources, services, applications, facilities, etc.) and potentially involving various RFC (Request for Change), the Change Advisory Board (CAB) will carry out a comprehensive and specific assessment of the proposal. By doing this assessment, the CAB will ensure that all risks have been identified and considered, and will provide guidelines on how to proceed. If required a final analysis and decision could be done by the EMSA ICT SG (ICT Steering Group).

Upon receiving a request for services, the Contractor will review the change documented in the request, analyse the scope of the request, and agree with EMSA on the impact of performing the evaluation of the change request. If EMSA accepts the impact (cost and/or time slippage), the Contractor assigns the resources required to evaluate the impact and suggest possible solutions.

- Simple changes that do not affect the contractual obligations can be prioritised, assigned, and activated on the authority of the Contractor, following agreement with EMSA.
- Complex changes, changes with significant risk potential or those that affect the contractual obligations between the Contractor and EMSA must be thoroughly evaluated and authorised before any action is taken.

The Contractor will ensure that the requests are dealt with in a timely and cost-effective manner.

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