Annex I

Access & Contact Grids

|  |  |  |
| --- | --- | --- |
| **CONTRACTOR’S CONTACTS** | | |
| Project Manager  *Set-up and management of the connection* | Name |  |
| Function |  |
| Telephone |  |
| Email |  |
| Contact person/team  *Incident handling* ***during*** *working hours (including operational and security incidents)* | Name |  |
| Function |  |
| Telephone |  |
| Email |  |
| Contact person/team  *Incident handling* ***outside*** *working hours (including operational and security incidents)* | Name |  |
| Function |  |
| Telephone |  |
| Email |  |
| Escalation procedure  *Incident handling* *(including operational and security incidents* | Name |  |
| Function |  |
| Telephone |  |
| Email |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requested token and authorized staff**  *Typically EMSA will provide a single token. Should the contractor require additional tokens, it should be reflected on the table below. Additional tokens will only be provided under exceptional cirumstances with proper justification.* | | | |
| Token number |  | Member staff and role |  |
| Member staff and role |  |
| Member staff and role |  |

|  |  |  |
| --- | --- | --- |
| **EMSA’S CONTACTS** | | |
| Project Officer  *Set-up and management of the connection* | Name |  |
| Function |  |
| Telephone |  |
| Email |  |
| ICT Service Desk  *Set-up and management of the connection* | Name | Roar Fondse |
| Function | ICT Service Desk |
| Telephone | +351 21 1209 321 |
| Email | ICT.servicedesk@emsa.europa.eu |
| Contact person/team  *Incident handling* ***24/7*** *(including operational and security incident)* | Name | Maritime Support Service (MSS) |
| Function | 24/7 Maritime Support |
| Telephone | +351 21 1209 415 |
| Email | maritimesupportservices@emsa.europa.eu |

Inbound network access to EMSA’s ict Resources

*For each resource, indicate the services required to perform the tasks described in the specific agreement.*

*Use one line per service even if several services are hosted on the same server.*

| **Inbound Connections to EMSA's ICT Resources** *(Normally completed by EMSA PO with the Input from the contractor)* | | | | | | | | | | |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Application** (and DC Rfc number if applicable) | **Associated Application Data Assets** (e.g. SSN ship coordinates, user database) | **Component** (Oracle, WebLogic, Linux account, etc.) | **IP Address or NAME** (Name or DNS Name or Generic service) | **Location** (DMZ or Data Centre  or EMSA Intranet) | **Service Port[[1]](#footnote-1)** | **Port Description[[2]](#footnote-2)** | **Access Starting Date[[3]](#footnote-3)** | **Latest End Date[[4]](#footnote-4)** | **Description** | **Authenti-cation Type** |
| **1** |  |  |  |  |  |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |  |  |  |  |  |
| **6** |  |  |  |  |  |  |  |  |  |  |  |
| **7** |  |  |  |  |  |  |  |  |  |  |  |
| **8** |  |  |  |  |  |  |  |  |  |  |  |

Contractor’s outbound access network and ICT resources used for the access to EMSA’s ICT resources

| **Data Transmission Network**  *(This information will be used for compliance checking and troubleshooting purposes)* | |  |
| --- | --- | --- |
| **Inbound Internet Link Bandwidth**  *("P" for primary connection and "B" for back-up connection)* |  | |
| **Outbound Internet Link Bandwidth**  *("P" for primary connection and "B" for back-up connection)* |  | |
| **Operational System where VPN client will be installed**  *(Specify if Windows XP, Windows Vista or Windows 7)* |  | |

1. Application port number (ex: TCP 80, TCP 443, TCP 2010 ...). UDP based applications protocols are not permitted. [↑](#footnote-ref-1)
2. Application (protocol) name (ex: HTTT, HTTPS ...). For custom protocols, enter the name of the protocol (if exist) or the name or the application accessed through this protocol. [↑](#footnote-ref-2)
3. Access to the specific resource will be **opened** as from this day on. [↑](#footnote-ref-3)
4. Access to the specific resource will be **blocked** as from this day on [↑](#footnote-ref-4)