

# MARINFO

## Appendix 5 – Overview of maintenance tickets

## 1. Introduction

This document presents a statistical overview of the previous operations and maintenance tickets in the MARINFO system

It should be noted that MARINFO V4 maintenance services is not using JIRA but is using Azure DevOps for ticket management. The future contractor will have full access to the MARINFO V4 Azure DevOps workspace.

## 2. Yearly distribution of tickets

The number of tickets covered by past similar maintenance operations and maintenance contracts are:

Year	Nr of requests
2023	15
2024	14
2025	32
<b>Grand Total</b>	<b>61</b>

During the knowledge acquisition activity, the contractor will have full access to all the past tickets.

## 3. Example of tickets

As example, an overview of the last 10 tickets is presented below:

Created Date	Title	Description
02/10/2025 14:25	Access to EMSA Development portal	Hi, can you please help in providing support to enable access to invoke the MARINFO API in the production environment? How should this request be initiated. In the documentation is mentioned the Developer Portal. Can you please check and let me know how to proceed? many thanks. Br.
02/10/2025 14:47	MARINFO azure keys need to be renewed	Hi, I believe it is time to renew the MARINFO keys: MARINFO-PROD-WE-KV: Databricks001-serviceprincipal-clientsecret Integration-API-MasterPrimaryKey MARINFO-DEV-WE-KV marinfo-dev-we-spr_dbw etc... thanks. br,.
09/10/2025 10:44	Technical overview session	Hi, we have a new colleague that will be gradually incoming to the MARINFO project. As such it would be appreciated if you could prepare a technical overview session to cover the MARINFO system. Please propose the topics to be address and the timeframe and duration for this session. Many thanks. Br.
10/11/2025 09:36	Records with no UPDATED_ON value	

10/11/2025 09:40	MARINFO PreProd subscription with SendGrid - to remove	Hi, We need to move the current sendgrid service providing the email service out of the MARINFO Preprod subscription and into a common subscription. Could you please support this activity? What needs to be done? Thanks. Br,.
10/11/2025 09:44	Transition to a new method of internet access for your VMs in Azure	Hi, can you please check if the attached info from Azure affects us? Thanks. Br,.
10/11/2025 09:45	Delta Lake Time Travel Changes – Action Required	Hi, can you please check if the attached Azure information has impact on MARINFO? thanks. Br,.
13/11/2025 10:06	Action required: Open new ports for Azure Databricks by 30 January 2026	hi, I believe we already went over this action, but Microsoft is still mentioning it only for the Test subscription. Can you please double check? Thank you. Br,.
18/12/2025 16:06	Maritime Data - FTP Update	Dear, Please take the notice attached into account. Could you please identify what needs to be done so that we have it prepared? It would be good to test on the 28/01/26 when the new ftp becomes available. Also, it is important to have instructions on fall back to the previous ftp in case the new one have some anomalies. Thanks. Br.

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