

Maritime Support Services Overview

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1st LRIT NCA meeting
19-20 October 2009

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MSS development officer

Types of activities of the MSS

1. Permanent Support to users

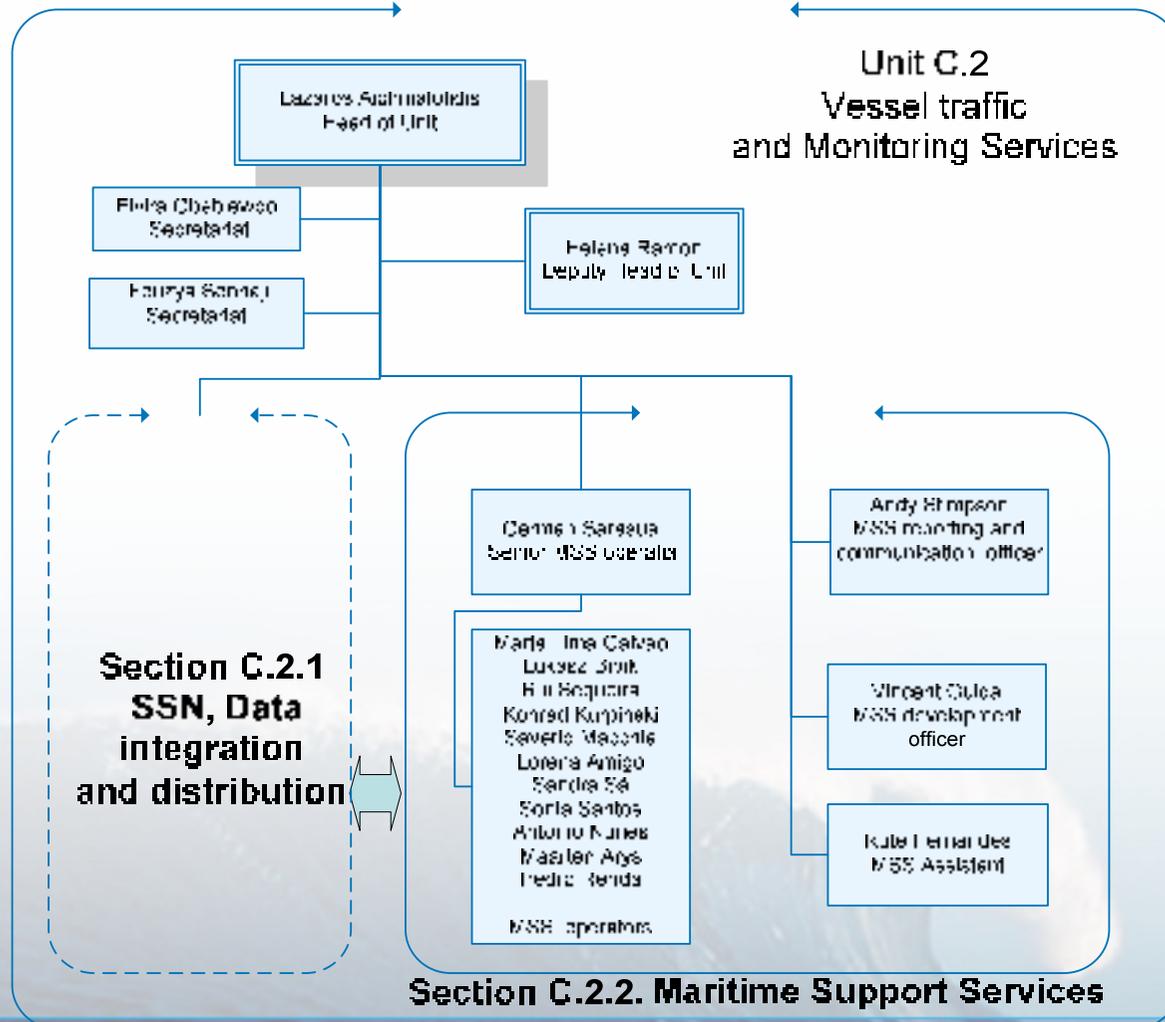
- Operational Helpdesk services
- Administration of the applications

2. Operational and technical support to the applications (with ICT assistance)

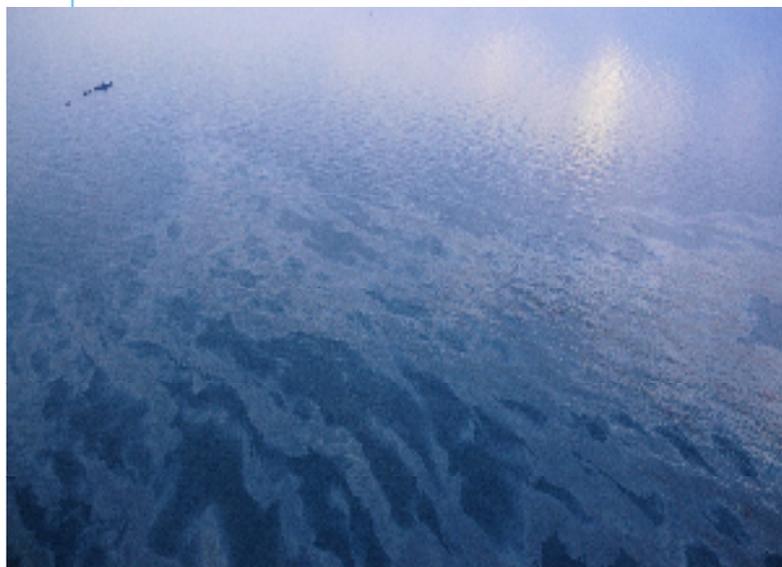
- Monitor the SSN and LRIT applications
- Report on data quality (SSN, LRIT, CSN)

3. Gather **feedback from end-users to propose** improvements of the applications.

MSS inside EMSA: Unit C.2

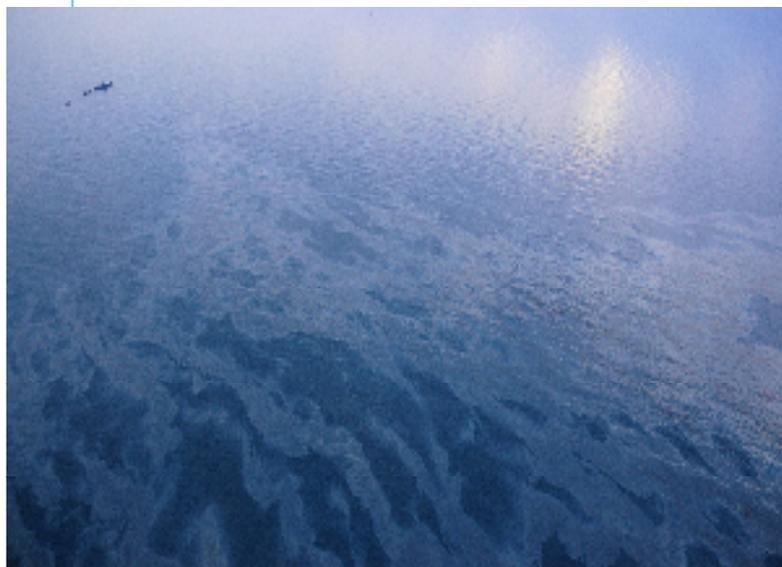


Maritime Support Services in brief



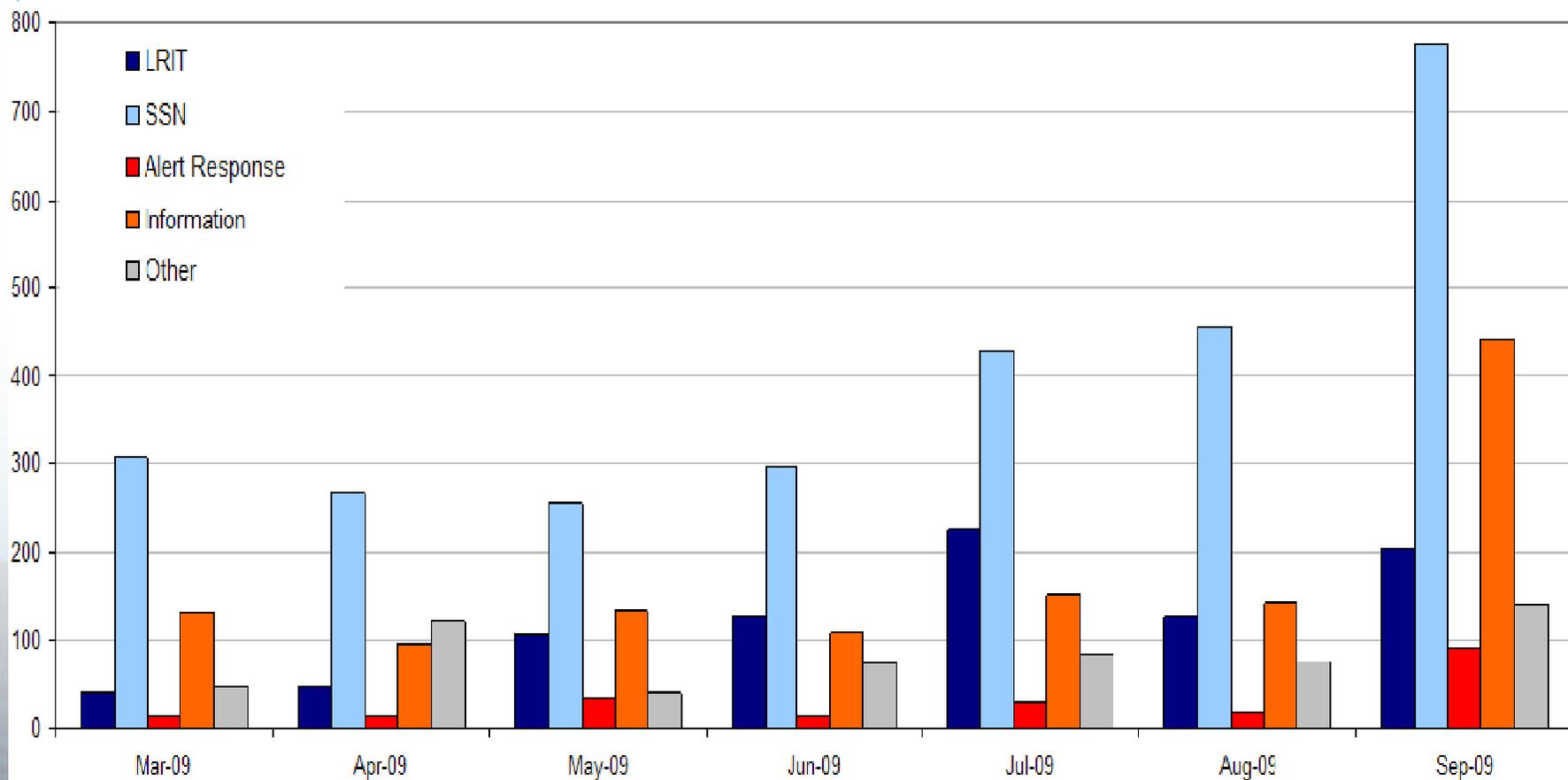
- 12 operators
- 24/7 availability since September 2009 for support to operations:
 - System monitoring: SSN, LRIT (hardware and software)
 - Quality of data monitoring: SSN, LRIT, CSN
 - Helpdesk for EU LRIT DC as well as SafeSeaNet

Maritime Support Services in brief



- Single point of contact for alerts on incidents / accidents
- Triggering the EMSA contingency plan for:
 - Oil recovery vessels
 - CleanSeaNet support
 - Experts

MSS activity per application (nb tickets)



MSS activity: EU LRIT ship DB and DC

Type	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Total
Ship database	41	48	108	71	131	53	72	524
Data Centre				56	94	74	131	355
Total	41	48	108	127	225	127	203	879

How to request assistance from MSS?

- Call MSS (and only MSS)
- Then: MSS will fix the issue, or transfer the call to the second line helpdesk for further investigation.
- Second line helpdesk for LRIT: LRIT Team at EMSA or Contractor CLS

How to improve the quality of service given by MSS?

- If CG is contacted by MSS, CG should do a “reply”, to keep the ticket number in the subject;
- If CG contacts MSS, it should open a new e-mail if it is a new issue, or do a “reply” if it is a existing one;
- Objective for clarity: one issue = one ticket
- For LRIT, MSS communicates only with the contacts detailed in the Conditions of Use:
 - LRIT NCA
 - LRIT ship DB manager
 - Operational contact point
 - > advise shipowners / shipmanagers not to contact directly CLS or MSS
- Important to keep these contacts updated -> LRIT NCA should inform, by e-mail, the MSS

MSS 24/7 Contact details

- Email:
MaritimeSupportServices@emsa.europa.eu
- Tel: +351-211-209-415
- Fax: +351-211-209-480

