

# Maritime Support Services Overview

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1st LRIT NCA meeting  
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Vincent Guida  
MSS development officer

# Types of activities of the MSS

## 1. Permanent Support to users

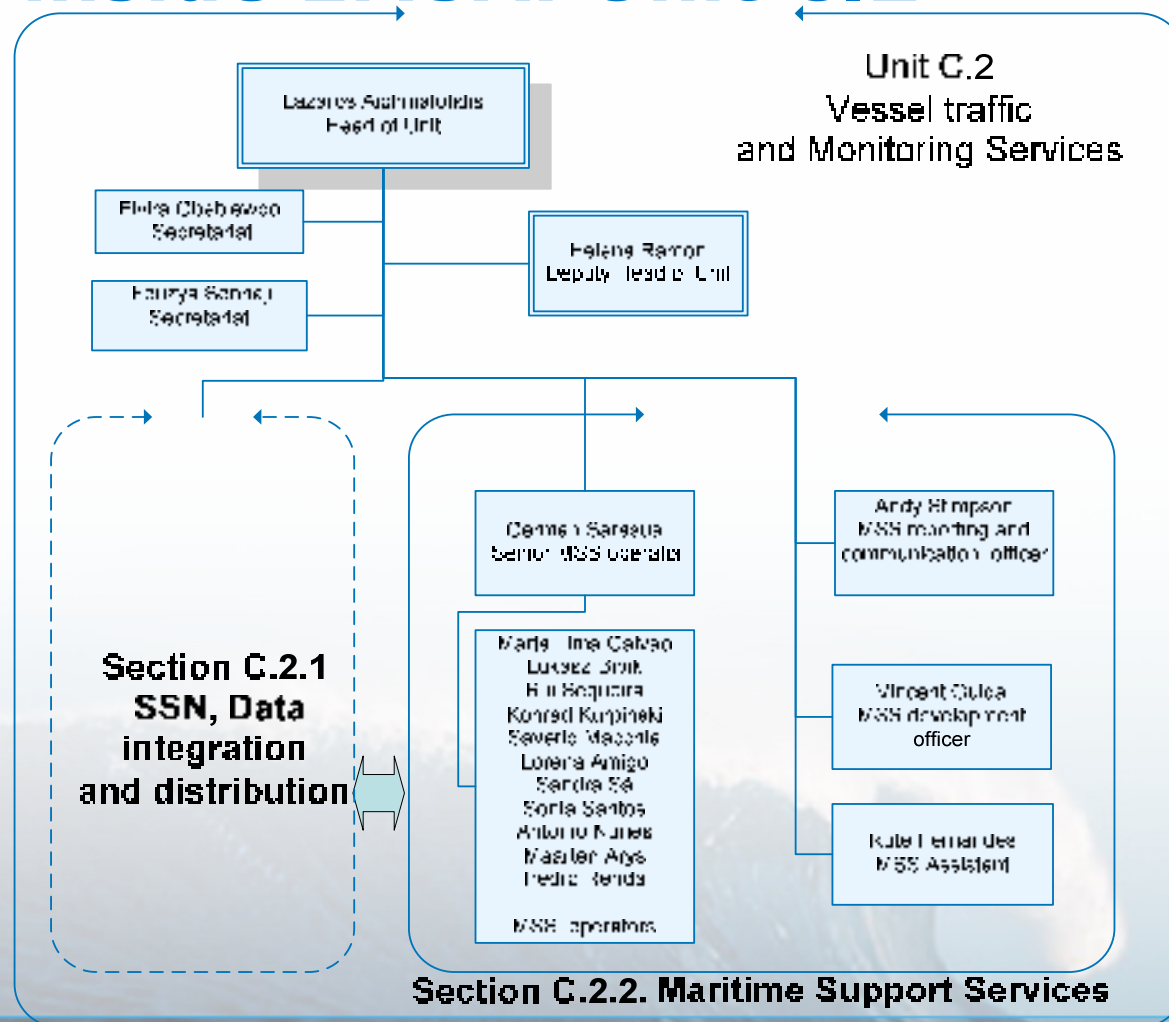
- Operational Helpdesk services
- Administration of the applications

## 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



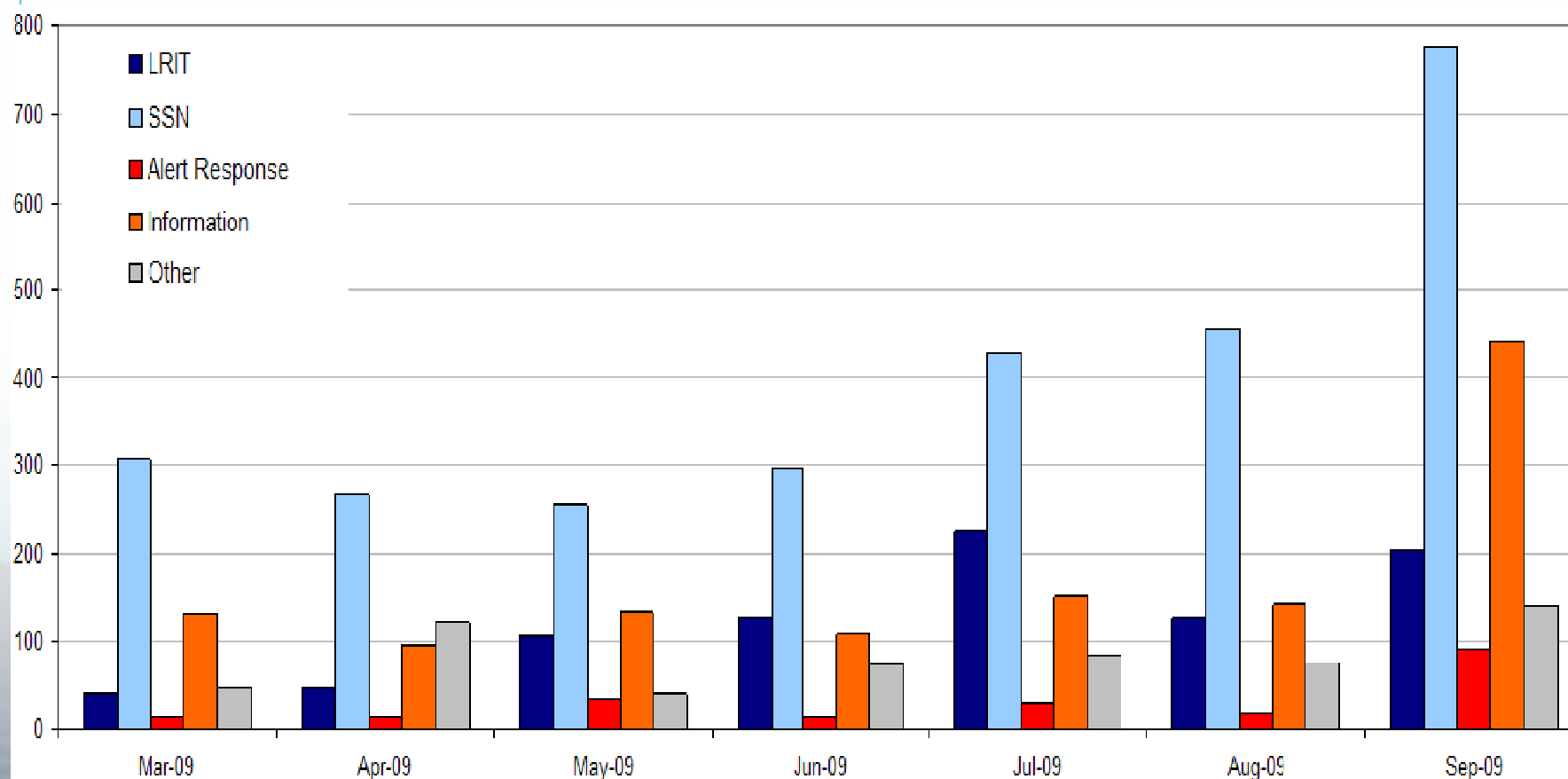
- 12 operators
- 24/7 availability since September 2009 for support to operations:
  - System monitoring: SSN, LRIT (hardware and software)
  - Quality of data monitoring: SSN, LRIT, CSN
  - Helpdesk for EU LRIT DC as well as SafeSeaNet

## 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](mailto:MaritimeSupportServices@emsa.europa.eu)
- Tel: +351-211-209-415
- Fax: +351-211-209-480

