



1st Meeting of the LRIT NCA's
Agenda item 4
Lisbon, 19-20 October 2009

OPERATIONAL ISSUES

"MSS overview"

Submitted by EMSA

<i>Action to be taken</i>	Take into consideration the issues brought up in this paper and provide feedback and comments.
<i>Related documents</i>	<ul style="list-style-type: none">• Conditions of Use to use the EU LRIT DC• Getting started for the EU LRIT Ship database

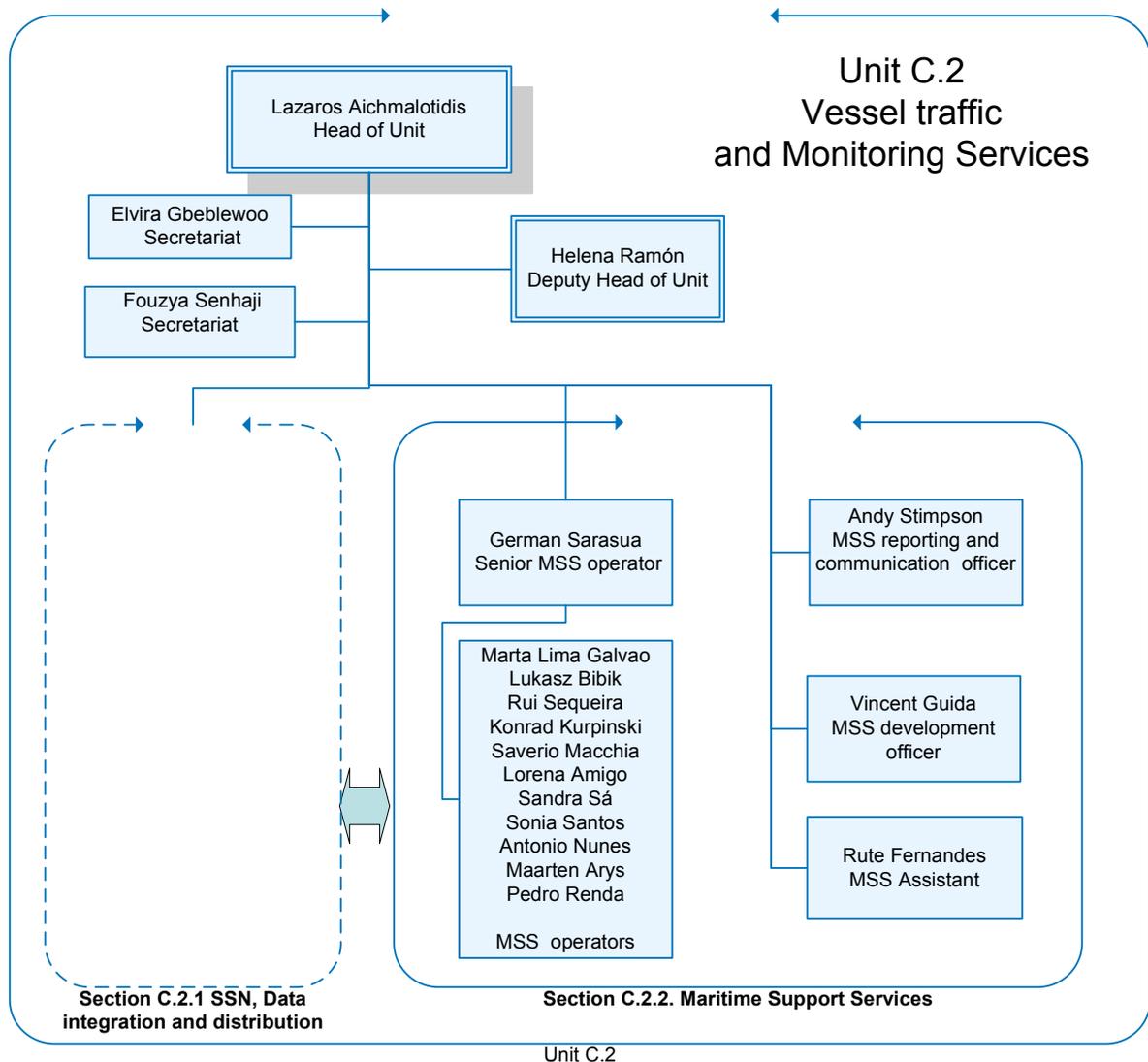
1. INTRODUCTION

The objective of this paper is to:

- Give a brief overview of the current status of the MSS: organisation, staff, etc.
- Present the MSS activities linked to EU LRIT DC
- Present the "Frequently Asked Questions" MSS has received so far, as well as other relevant points raised by CGs
- Provide guidance on how to improve the quality of service provided by the MSS.

2. OVERVIEW OF MSS

The Maritime Support Services is part of the Unit C.2, Vessel traffic and monitoring services. The MSS organisation chart is presented below:



There are 12 operators, working in 3 shifts of 8 hours (7am to 3pm, 3pm to 11pm and 11pm to 7am), which allows MSS to monitor the applications (SafeSeaNet, CleanSeaNet, EU LRIT DC), answer your questions and react in case of an emergency 24/7, 365 days a year.

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3. OVERVIEW OF MSS ACTIVITIES

The Maritime Support Services activities with regard to LRIT are divided into 2 categories: the EU LRIT ship database and the EU LRIT Data Centre.

EU LRIT ship database:

The main assistance given by MSS is:

- information about ship integration
- creation of user accounts
- uploading of ships, based on XML or Excel lists provided by CG

The MSS tickets related to the EU LRIT Ship DB came to a **total of 524** (since 1 March 2009 until 30 September 2009) and can be divided into the following categories:

- Administration: creating user account, getting started: 146 tickets
- Helpdesk to CG: upload of ships, questions: 79 tickets (operational helpdesk)
- Reporting on ship integration: regulars and punctual reports: 252 tickets (ship reporting)

Type	Sub-type	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Grand Total
Ship database	Administration	16	11	27	21	26	29	16	146
	Internal	1	1		1	3	3	1	10
	Monitoring	3	1	1	2	2	3	7	19
	Operational Helpdesk	17	9	20	9	6	8	10	79
	Ship reporting	3	25	56	37	85	8	38	252
	Others	1	1	4	1	9	2		18
									524

EU LRIT Data Centre:

The main assistance given by MSS is:

- information about ship reporting (over, under or abnormal reporting)
- creation of LRIT NCA user accounts
- information about the User Web Interface (UWI)
- monitoring system performances

Type	Sub-type	Jun-09	Jul-09	Aug-09	Sep-09	Grand Total
Data Centre	Administration	37	12	2	17	68
	Internal		9	5	2	16
	Monitoring		2	6	22	30
	Operational Helpdesk		13	6	9	28
	Ship reporting	3	41	55	81	180
	Others	16	17			33
						355

The MSS tickets related to LRIT DC came to a **total of 355** (since 1 June 2009 until 30 September 2009) and can be divided into the following categories:

- Administration: LRIT NCA account creation: 68 tickets
- Helpdesk to CG: questions related to the UWI, DDP: 28 tickets (operational helpdesk)
- Abnormal ship reporting: punctual reports: 180 tickets
- System monitoring: availability, latency, stoppage: 30 tickets

4. FREQUENTLY ASKED QUESTIONS TO THE MSS

Please find below a list of frequently asked questions which were posed to MSS.

- **Ticket 4579.** Issue: ship integration: ship's name is different in LRIT ship DB and ESAS DB. Question: how to contact ESAS DB?

ESAS DB is Inmarsat DB. Ship's name can be updated through the Point of Service Activation (PSA). The list of these PSA is available here:

http://www.inmarsat.com/Support/Service_activation.aspx?language=EN&textonly=False

Usually, it is the radio installer that activates the terminal, and writes the ship's name in ESAS database. You can contact either the installer or the PSA.

- **Ticket 5145.** Issue: ship integration: in the report MSS sent on ship integration, what does it mean: "the Conformance Test Report (CTR) has been issued before the date of activation in ESAS" ?

When a terminal is installed on board, it has to be activated (see above). Following that, a test is performed between the equipment and the ASP to see if the installation is LRIT compliant. This test lasts about 30 hours. The CTR is issued if the test passed. So if the date of issue of the CTR is older than the date of activation, that could mean a new shipborne equipment has been installed on board, without updating the LRIT ship DB, or the date entered is incorrect. Check the serial number of the equipment, in the LRIT ship DB and on the CTR.

- **Ticket 7071.** Issue: ship reporting: Why the list of ships in the menu "Ship management / Ship reporting" is not updated? Why the functions "Stop / Restart" have no effect?

The User Web Interface is experiencing some bugs in updating this list. For example, ships that were stated as over-reporting are still declared with this status, although the reporting problem with the shipborne equipment was solved. CLS is fixing this bug.

The functions stop / restart available in the menu ship management/ship reporting are working. Nevertheless, the function restart is operational only if the equipment was stopped before.

These functions have no effect on ships which are not reporting, because no link has been established, and no communication is possible, between the ship and the ASP. So these orders cannot be sent.

For ships which are not reporting, CLS checks the reason why each ship is not reporting and does this manually. So it can take some time before all cases have been solved. You will be informed in case any action is needed from your part, for example if the terminal on board needs to be checked.

- **Ticket 5901.** Issue: ship reporting: should equipment (Inmarsat C) for ships sailing in polar area store the LRIT positions? In that case, when they will be visible again, if they send all the positions in a burst, will this be treated as over-reporting?

The IMO Resolution MSC 263 Revised performance standards and functional requirements for the LRIT, "section 13. LRIT System performance" state:

- "13.1 LRIT information should be available to an LRIT Data user **within 15 min** of the time it is transmitted by the ship".
- "13.2 On demand LRIT information should be provided to an LRIT Data user **within 30 min** of the time the LRIT Data user requested the information".

Considering the above technical requirements, the LRIT system does not accept the receipt of position reports in "store mode".

- **Ticket 4419.** Issue: ship reporting: when the administration receive a message that a ship will stop transmit LRIT signal for a while because a ship is planned to go to dry dock or other reasons, where and how does the administration update the information in the LRIT system? Is it possible to see if the ship has another "status" like "dry dock" or other reason?

If a CG knows that a ship will stop reporting, it should inform MSS, which will inform CLS, so that no specific action will be carried out by CLS to try to have the shipborne equipment emitting again. It is not possible for you to enter this information directly through the Web Interface of the EU LRIT DC. A status should be added to the menu ship management / ship reporting, stating "stopped by CG". Another status, "stopped by CLS" (in case of over-reporting), should also be added.

- **Ticket 6221.** Issue: ship reporting: I have deleted a ship in the LRIT ship DB, but it is still appearing in the EU LRIT DC. Why?

A problem of update between LRIT ship DB and the LRIT DC in case a ship is deleted was found. The problem is being processed by CLS.

- **Ticket 3655.** Issue: administration: what is the role and what are the tasks of the Operational contact point?

As stated in the Conditions of use for using the EU LRIT DC, the operational contact point for LRIT (24/7 if available), is the permanent point of contact with the EMSA 24/7 helpdesk in case of an operational emergency (system performance, ship reporting, etc). For example, if EMSA (MSS) is detecting that a Spanish ship is under or over-reporting, MSS will inform the LRIT NCA, but also the operational contact point, for a more immediate action.

- **Ticket 5104.** Issue: ship reporting: In case of abnormal reporting, is it possible to have the logs of all the messages the shipborne equipment has sent, in order to analyze them and take appropriate action?

The ASP filters the messages received. The messages that do not correspond to an LRIT position report (code MEM different from 11) are swapped, and it is not possible to have the logs.

- **Ticket 6763.** Issue: ship reporting: should CLS stop the terminal in case of over-reporting? In case of Port State Control on board, wouldn't it better to pay the over-reporting, instead of risk to have the ship stopped?

This issue should be discussed during the LRIT NCA meeting. It is to be mentioned that the "Stop" command do not switch off the equipment on board but only stops the transmission of reports in abnormal situation. As long as the ship has on board a valid CTR and the equipment is switched-on, there should be no problem with the PSC inspection.

5. HOW TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED BY THE MSS?

- As far as possible, the CG shall try to answer an issue by doing "reply" to the e-mail sent by MSS. This allows MSS to keep track of all the exchange of e-mails for one particular issue in the MSS ticketing tool and ensures adequate and timely follow-up.
- Do not reply to an existing ticket if the issue is of a different nature, to avoid mixing issues in one particular ticket. For MSS it is easier if you are able to send a separate email indicating the new issue.
- In relation to LRIT, MSS communicates only with the contacts detailed in the Conditions of Use (LRIT NCA, LRIT ship DB manager, Operational contact point, financial contact point). Any update or addition to these contacts should be done by the LRIT NCA, through an e-mail to the MSS. MSS does not contact ship-owners or ship managers, so you should not ask them to contact MSS in case of an reporting problem on board a ship.

6. ACTION REQUIRED

The LRIT NCA Group is invited to note the above information and to provide their comments and discuss during the meeting.