	Standard Operating Procedure IT Enhance
Public	


Scope	This procedure makes sure that EFSA’s technology landscape is maintained and updated due to minor changes in legislation, processes and other relevant context elements. Goal of the process is to maintain and enhance IT services according to ITIL Framework. In the framework of the EPA this SOP is part of Macroprocess E14 Technologies Management.
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Special Requirements	<i>This procedure is a controlled document maintained by Quality Management. It may not be deleted without comparable controls.</i>
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Responsibilities	The following roles collaborate to the execute the process: <ul style="list-style-type: none"> • Process Owner • Process Manager • Service Lifecycle Officer • Service Delivery Officer • Service Analysts • Integration Manager • IT Quality Manager • Information Security Officer The following entities govern the process <ul style="list-style-type: none"> • IT Governance Committee • IT Governance Council
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Abbreviations and definitions

ITIL	Information Technology Infrastructure Library ITIL is a set of best practices chosen by EFSA as the standard for IT Service Management. <i>ITIL describes processes and functions that can be applied by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency (Wikipedia).</i>
SPOC	Single Point of Contact
ITSM	Information Technology Service Management
BEW	Business Enhancement Window

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Procedure

	Previous SOPs in the process: NA
Step 1	1.0 Receive request
Digital Workplace Team Leader	<p>1.1 Incidents and change requests are opened via email to the Single Point of Contact (SPOC) or by phone. Tickets are created in the ITSM tool and managed according to ITIL Framework and the "ServiceDesk Manual on Tickets management".</p> <p>1.2 Problems - the unknown root cause of one or more existing or potential Incidents - can also generate enhancements (change requests).</p>
Step 2	2.0 Review and assess demand.
Service Lifecycle Officer, IT Governance Committee	<p>2.1 Service Desk will assess the change requests, making a first impact analysis in terms of effort, benefits, impact on existing systems and legal compliance.</p> <p>2.2 The Change request, completed by the impact analysis, is then escalated to the Service Lifecycle Officer as delegated by the IT Governance Committee, for validation or rejection.</p>
Step 3	3.0 Deliver enhancements.
Service Lifecycle Officer	<p>3.1 The approved change requests are developed (in terms of new version of bespoke software and/or changed configuration of an existing IT Service) by the Contractor and then scheduled for one of the next Business Enhancement Window (BEW). A specific communication is sent to the requestor, informing him/her of the approval and of the target date of implementation.</p> <p>3.2 BEW are typically scheduled once per month, on Thursday, outside the core hours. An email with the list of enhancements and benefits (enhanced functionalities or bug fixing) is sent to All Staff at least 1 week before the BEW and news published on the portal.</p> <p>3.3 Information Security and Data Protection concerns are addressed during the early-stage of the design phase in accordance with the GDPR principle of privacy by design and by default and according to relevant EFSA policies and ITIL best practice. The Information Security Officer and the Data Protection Officer are consulted when needed.</p>

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Step 4	4.0 Closeout
Service Lifecycle Officer	4.1 The change request is implemented during the BEW target, following the instructions prepared by the software factory. 4.2 In case the change introduces instability to the IT system, the Application Management & Support Team will perform the roll-back to the previous version.
	Following SOPs in the process: NA