

l F14 Technologies Management	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.
-------------------------------	-------	--

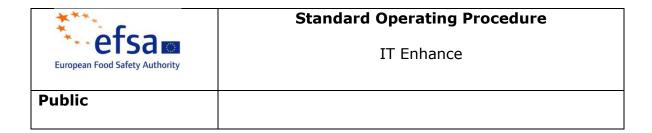
Special	This procedure	is a	a conti	rolled	doc	ument ma	aintained	by Quality
Requirements	Management.	It	may	not	be	deleted	without	comparable
	controls.							

Responsibilities	The following roles collaborate to the execute the process:	
	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	
	IT Governance Committee	
	IT Governance Council	

## **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.
	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).
SPOC	Single Point of Contact
ITSM	Information Technology Service Management
BEW	Business Enhancement Window

IT Enhance 1/3



## Procedure

Previous SOPs in the process: NA
1.0 Receive request
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".
1.2 Problems - the unknown root cause of one or more existing
or potential Incidents - can also generate enhancements (change
requests).
2.0 Review and assess demand.
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.
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.
3.0 Deliver enhancements.
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.  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.  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.

IT Enhance 2/3

****	Standard Operating Procedure
European Food Safety Authority	IT Enhance
Public	

Step 4	4.0 Closeout
Service Lifecycle	4.1 The change request is implemented during the BEW target,
Officer	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

IT Enhance 3/3