 <p>European Food Safety Authority</p>	<p align="center">Standard Operating Procedure</p> <p align="center">IT Deliver Services</p>
<p>Public</p>	

<p>Scope</p>	<p>To manage IT running services according to ITIL Framework.</p> <p>Main processes implemented in EFSA IT Operations are:</p> <ul style="list-style-type: none"> - Incident Management (this sub process aims to restore normal service operation as quickly as possible and minimize the adverse effect on business operations¹); - Request Fulfilment (this sub process focuses on fulfilling Service Requests, which are often minor (standard) changes (e.g., requests to change a password) or requests for information².); - Problem Management (this sub process aims to resolve the root causes of incidents and thus to minimize the adverse impact of incidents caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors³); - Event Management (this sub process manages events; an event may indicate that something is not functioning correctly, leading to an incident being logged⁴); - Access Management (this sub process is the IT security and business discipline that "enables the right individuals to access the right resources at the right times and for the right reasons"⁵). <p>The Service Desk is the Single Point of Contact for all the IT services in EFSA.</p> <p>The procedure is part of process E14 Technology Management in EFSA's EPA⁶ this procedure is part of process E14 Technology Management.</p>
---------------------	---

<p>Responsibilities</p>	<p>The following roles collaborate to the execute the process:</p> <ul style="list-style-type: none"> • Process Owner • Process Manager • Service Lifecycle Officer • Service Delivery Officer • Service Analysts • Integration Manager
--------------------------------	---

¹ Adapted from Wikipedia <https://en.wikipedia.org/wiki/ITIL>


² Adapted from Wikipedia <https://en.wikipedia.org/wiki/ITIL>

³ Adapted from Wikipedia <https://en.wikipedia.org/wiki/ITIL>

⁴ Adapted from Wikipedia <https://en.wikipedia.org/wiki/ITIL>

⁵ Adapted from Wikipedia https://en.wikipedia.org/wiki/Identity_management

⁶ Efsa Process Architecture
(<https://dms.efsa.europa.eu/otcs/cs.exe?func=ll&objaction=overview&objid=16185057>)

 European Food Safety Authority	<p align="center">Standard Operating Procedure</p> <p align="center">IT Deliver Services</p>
Public	

	<ul style="list-style-type: none"> • IT Quality Manager • Information Security Officer <p>The following entities govern the process</p> <ul style="list-style-type: none"> • IT Governance Committee • IT Governance Council • DTS Process Coordination Meeting
--	--

Forms	
--------------	--


Abbreviations and definitions

ITIL	<p>Information Technology Infrastructure Library</p> <p>ITIL is a set of best practices chosen by EFSA as the standard for IT Service Management.</p> <p><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 competency⁷</i></p>
SPOC	<p>Single Point of Contact</p>
ITSM	<p>Information Technology Service Management</p>

Procedure

	Previous SOPs in the process: N/A
Step 1	<p>1.0 Agree Service Strategy with IT Governance Council</p>
Digital Transformation Services HoU	<p>1.1 In line with EFSA strategy, work programme and multi-annual plan; to provide senior sponsorship and governance of organizational change initiatives. To govern the IT Strategy, the overall IT investment plan and IT business performance.</p>
Step 2	<p>2.0 Design Services and Service Level Agreements (SLAs) in order to meet organizational needs.</p>
Digital Transformation Services HoU	<p>2.1 All the IT Services provided by EFSA to its users are collected and described in the IT Service Catalogue.</p> <p>2.2 Information Security and Data Protection concerns are addressed during the early-stage of the design phase, according to relevant EFSA policies and ITIL best practice and aligned to Regulation 45/2001. The Information Security Officer and the Data Protection Officer are consulted when needed.</p>

⁷ Adapted from Wikipedia <https://en.wikipedia.org/wiki/ITIL>

	<p align="center">Standard Operating Procedure</p> <p align="center">IT Deliver Services</p>
<p>Public</p>	

Step 3	3.0 Service Transition: transition from projects with an impact on IT Services and /or from Enhance IT process.
Digital Workplace Team Leader	<p>3.1 Manage the transition to operation for all the organizational transformation projects with an impact on IT services, and for small enhancements managed through the Enhance IT process. It usually includes a "hyper care" period for the new services, knowledge transfer from projects to IT operations, trainings to end-users.</p>
Step 4	4.0 Operate Services: Incident Management, Request Fulfilment, Problem Management, Access Management
Digital Workplace Team Leader	<p>4.1 Incidents and service 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". In case the incident concerns a personal data breach, the relevant procedure laid down in SOP-38-M shall apply.</p> <p>4.2 Service Level Agreements (SLAs) are monitored and published on a monthly basis, and governed by the IT Governance Committee and the IT Governance Council.</p> <p>4.3 Customer satisfaction is measured with:</p> <ul style="list-style-type: none"> - End User Satisfaction Survey – request sent to 50% of tickets opened to Servicedesk; - IT Services Satisfaction Survey - target: Service owners, twice/year
	Following SOPs in the process: N/A