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CIVIL JUSTICE PROGRAMME
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iSupport

cross-border recovery
of maintenance obligations
*pour le recouvrement
transfrontière des
obligations alimentaires*

iSupport Tender, Maintenance and Governance Working Group (5) Monday 26 January 2015, 15h00 UTC (16h00 ECT)

Outline of Services Working Paper

List of services

- Service desk
 - helpdesk 24h / 7d
- Incident management
 - analyse
 - prioritise based on risks and expected damage
 - rules and laws
 - workaround
 - known errors in KED/known errors database
- Problem management
 - solving 1 or more incidents
 - prevent incidents
 - minimise impact of incidents
- Configuration management
 - maintenance of the CMDB (configuration management database)
- Change and Release management
 - maintenance of the CDB (changes database)
 - prioritise
 - cluster, scheduling
- Service Level Management, SLAs, reporting
- Maintain procedures, handbooks and help-screens
- Bring, describe and prioritise new features