



Matching service needs and data providers constraints

How to achieve an end to end operational service

Principles of data procurement

- Data Access Grant (10/2007 -10/2010)
 - CSA ⇒ shall primarily serve the FP7 projects
 - Needs defined by the projects
 - Pre-operational implementation
- Delegation agreement (10/2010-12/2013)
 - Shall serve the future operational services
 - Needs defined by the EC after user consultation
 - Operational implementation

The 3 main phases of development (1)

- Requirement phase
 - Responsible : Beneficiaries
 - Providers' role: ensure the requirements are complete and can be implemented
- Implementation phase
 - Responsible : Provider
 - Identify which requirements can be implemented from a technical and financial point of view
 - Implement the requirements (procurement)
 - Provide a technical solution tracing back to the requirements.
 - Provide backup solutions for requirements that can not be (fully) implemented
 - Arbitration necessary
 - Beneficiaries' role:
 - Support in the arbitration process
 - Give advice on the implementation options
 - Analyse and integrate in their system/developments the requirements that can not be fully served

The 3 main phases of development (2)

- Service provision phase
 - Responsible : Service provider
 - Provide the data as defined in the offer
 - Provide sufficient visibility to the beneficiaries to allow forward planning
 - Discuss remedies with beneficiaries in non-nominal cases
 - Need to implement formal operational procedures

Some lessons learnt from the DA-Grant

- Requirements must be stable as early as possible
- Clear decoupling between phases necessary
- Process for defining backup solutions to be enhanced
- Acceptance of the baseline not 100%
- Better visibility necessary on the delivery process, with sufficient notice.
- Improved process for handling additional data sets (e.g. emergency)

↳ Better communication required

↳ Better monitoring tools

Improvement of the process

- Requirement phase
 - Is the DWR concept a better approach ?
 - Is upfront prioritisation sufficient?
 - What else can be improved ?
- Implementation phase
 - Which procedures to put in place to deal with
 - Options
 - Requirements that cannot be (fully) implemented
 - What shall be the roles of ESA, the EC, the beneficiaries?

Improvement of the process

- Service provision phase
 - Is the delivery mechanism appropriate?
 - Are the information provided to the beneficiaries sufficient to plan and implement their processing? Which improvements are necessary?
 - What are the day-to-day interactions in practice? What are the margins for improvements? What are the tools to be put in place?