



EMODnet



European Marine
Observation and
Data Network

Overview of the Helpdesk function

13th EMODnet Technical Working Group
04-05 April 2023

Nathalie Tonné, Conor Delaney

EMODnet Secretariat

European Marine Observation and Data Network (EMODnet)

(2019-1.3.1.9 & 2020-1.3.1.11)

EASME/2020/OP/0006

Tender Specifications

Task 8: Monitor quality/performance and deal with user feedback:

The help-desk shall offer telephone queries and an on-line chat service by means of a live operator available from 9:00 to 17:00 (Brussels time) from Monday to Friday. Contact by e-mail shall also be possible. The telephone service shall not be charged at premium rates and **e-mails shall be answered within two working days**. **A record shall be kept of all contacts and the reaction to them.**

Home



THE EUROPEAN MARINE OBSERVATION AND DATA NETWORK (EMODNET)

EMODnet consists of more than 120 organisations assembling marine data products and metadata to make these fragmented resources more available to public and private users relying on quality-assured, standardised and harmonised marine data which are interoperable and free of restrictions on

Contact us

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Email

[Send a message to the EMODnet Secretariat](#)

Postal address

secretariat@emodnet.ec.europa.eu

EMODnet Secretariat
Jacobsenstraat 1
8400 Oostende
Belgium

European Marine Observation and Data Network (EMODnet)

This site is managed by the Directorate-General for Maritime Affairs and Fisheries (DG MARE)

About us

The European Marine Observation and Data Network (EMODnet) is a network of organisations supported by the EU's integrated maritime policy.

Contact us

Contact information

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European Atlas of the Seas

EMODnet data layers in the Atlas

Thematic lots

- Bathymetry
- Biology
- Chemistry
- Geology
- Human Activities
- Physics
- Seabed Habitats

EMODNET-1574

Test email for 13th TWG

Edit Add comment Assign More Pending Start progress Mark as Done Admin

Details

Type: Support Status: COLLECT (View Workflow)
Priority: Medium Resolution: Unresolved
Component/s: None
Labels: None

Description

Test email for 13th TWG

Nathalie Tonné

Project Officer | Seascope Belgium | www.seascopebelgium.be

Email: nathalie.tonne@seascopebelgium.be

Officer: +32 (0) 59 33 69 06



Attachments

Drop files to attach, or browse.



image001.png
2023-03-29 09:57 11 kB

Activity

All Comments Work Log History Activity

There are no comments yet on this issue.

Click to add comment

Assignee:
Nathalie Tonné → re-assigns to EMODnet Coordinator

SLAs

7h 59m Time to first response within 8h

2d 7h Time to resolution within 2d 8h

People

Assignee: Nathalie Tonné
Reporter: nathalie.tonne@seascopebelgium.be

Request participants: None
Organizations: None
Votes: 0 Vote for this issue
Watchers: 0 Start watching this issue

Service project request

Request type: Central Portal
Customer status: Collect
Channel: Email
View customer request @

Dates

Created: Just now
Updated: Just now

 Reply  Reply All  Forward  IM



Wed 29/03/2023 09:59

EMODnet Help Desk <secretariat@emodnet.ec.europa.eu>

EMODNET-1574 Test email for 13th TWG [EMODnet Help Desk]

To:  nathalie.tonne@seascapebelgium.be

Reply above this line.

Thank you for contacting us. We confirm receipt of your message and request. We will follow up in the shortest delay possible.

The EMODnet Helpdesk sent you this message.

 Reply  Reply All  Forward  IM




Wed 29/03/2023 12:14

Nathalie Tonné via EMODnet Jira <secretariat@emodnet.ec.europa.eu>

EMODNET-1574 Test email for 13th TWG [EMODnet Help Desk]

To nathalie.tonne@seascopebelgium.be

 If there are problems with how this message is displayed, click here to view it in a web browser.

Reply above this line.

The status of this request has changed to *Done*.

This is resolved as *Done*.

How was our service for this request?



Very poor



Poor



Neither good
nor poor



Good



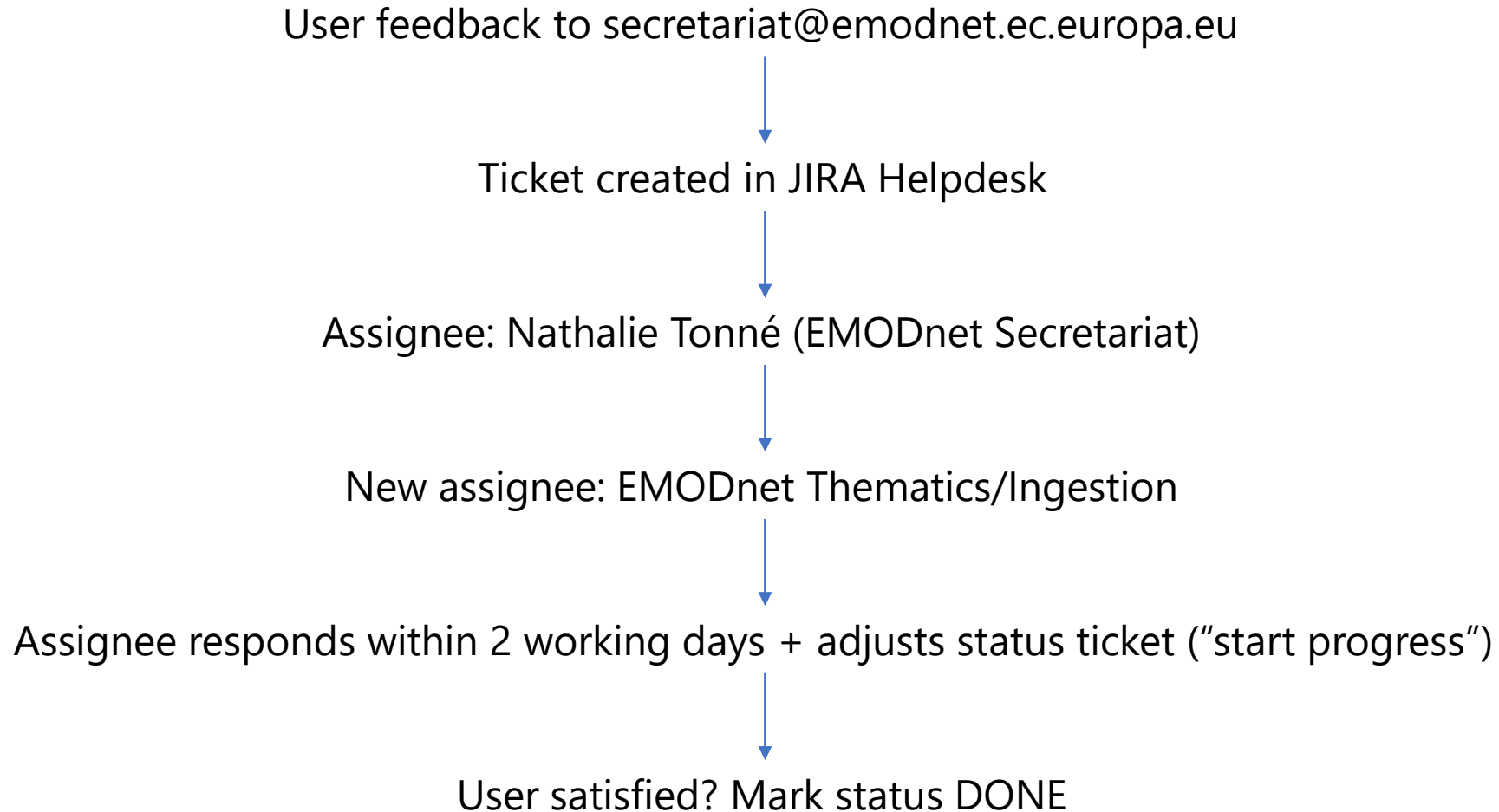
Very good

The EMODnet Helpdesk sent you this message.

All open Switch Queues

<input type="checkbox"/>	Time to resolution	T	Key	Status	Summary	Created ↓	Reporter	Due
<input type="checkbox"/>	2d 6h	?	EMODNET-1574	COLLECT	Test email for 13th TWG	2023-03-29	nathalie.tonne@seascopebelgium.be	
<input type="checkbox"/>	1d 5h	?	EMODNET-1572	COLLECT	Double values at bathymetry grid points	2023-03-27	CMOGE@orsted.com	
<input type="checkbox"/>	5h 33m	?	EMODNET-1570	COLLECT	FW: Emodnet Geoviewer	2023-03-25	Jan-Bart	
<input type="checkbox"/>	4h 26m	?	EMODNET-1566	DONE	EMODnet / MESH Data exchange formats	2023-03-23	Peter.Walker@naturalengland.org.uk	
<input type="checkbox"/>	2d 7h	?	EMODNET-1565	DONE	Where can we find the button for users to give feedback ?	2023-03-23	Dick M.A. Schaap	
<input type="checkbox"/>	1d 12h	?	EMODNET-1564	DONE	Emodnet Bathymetric Tile Data - Request	2023-03-22	edward.percy@baesystems.com	
<input type="checkbox"/>	2d	?	EMODNET-1563	DONE	difficulties downloading bathymetric data	2023-03-21	afortunato@lnec.pt	
<input type="checkbox"/>	12h 53m	?	EMODNET-1562	DONE	Emodnet Bathy WMTS Issue	2023-03-21	jeeninga@maedsmart.nl	
<input type="checkbox"/>	-1d 7h	?	EMODNET-1561	DONE	SAVE THE DATE: EMFF Online Workshop on Ocean Health & Observation	2023-03-21	Alessandro Pititto	
<input type="checkbox"/>	1d	?	EMODNET-1560	DONE	WCS Not working.	2023-03-21	richard@beamworx.com	
<input type="checkbox"/>	2d 5h	?	EMODNET-1559	DONE	shape-files of Mediterranean marine subdivisions	2023-03-20	ben.lanius@gmail.com	
<input type="checkbox"/>	1h 6m	?	EMODNET-1558	DONE	request for an interview	2023-03-17	ruslan.zhechkov@technopolis-group.com	
<input type="checkbox"/>	-3h 43m	?	EMODNET-1557	DONE	AIS Data for Fishing Vessels	2023-03-16	Philip.Slade@Subsea7.com	
<input type="checkbox"/>	2d 5h	?	EMODNET-1556	DONE	Question about EMODnet-Bathymetry	2023-03-15	t.medialdea@igme.es	
<input type="checkbox"/>	-1w 1d	?	EMODNET-1555	DONE	RWE Innovation Competition 2023	2023-03-14	innovation_competition@rwe.com	
<input type="checkbox"/>	-1w 3d	?	EMODNET-1554	WORK IN PROGRESS	FW: information request	2023-03-13	Tim Collart	
<input type="checkbox"/>	-2d 3h	?	EMODNET-1553	DONE	New layout and layer system EMODnet	2023-03-10	ADREN@ramboll.dk	
<input type="checkbox"/>	-2w 2d	?	EMODNET-1552	WORK IN PROGRESS	Undersee Ferrybox: presentation	2023-03-08	Joana Beja	
<input type="checkbox"/>	-2d 6h	?	EMODNET-1551	DONE	Windfarm Princess Elizabeth Zone	2023-03-08	jeeninga@maedsmart.nl	
<input type="checkbox"/>	-5h 42m	?	EMODNET-1550	DONE	Complaint: EMODnet Human activities > Decommissioned Vessel densities service	2023-03-07	my-beach@knowcean.eu	
<input type="checkbox"/>	-2w 3d	?	EMODNET-1549	WORK IN PROGRESS	FW: Seaweed in emodnet	2023-03-06	Maris.STULGIS@ec.europa.eu	
<input type="checkbox"/>	-2h 35m	?	EMODNET-1548	DONE	EU ATLAS BLUE SCHOOLS LAYER UPDATE	2023-03-06	mart.gaglioti@gmail.com	
<input type="checkbox"/>	-2h 56m	?	EMODNET-1547	DONE	Emodnet Biology's invite to the International Life Sciences Awards 2023	2023-03-06	emma.p@healthandpharma-mail.com	
<input type="checkbox"/>	-1w 1d	?	EMODNET-1546	DONE	Enquiry on EMODnet map processing	2023-03-04	okon.ekeminimoses@gmail.com	
<input type="checkbox"/>	-1d 5h	?	EMODNET-1545	DONE	EMODnet - dumped munitions	2023-03-03	nele.desplenter@health.fgov.be	
<input type="checkbox"/>	1d 10h	?	EMODNET-1544	DONE	EMODnet Human Activities dataset questions	2023-03-03	lotte.pohl@vliz.be	
<input type="checkbox"/>	2d 4h	?	EMODNET-1543	DONE	Voting Open for the International Life Sciences Awards 2023	2023-03-02	emma.p@healthandpharma-mail.com	

EMODnet Helpdesk: summary of workflow

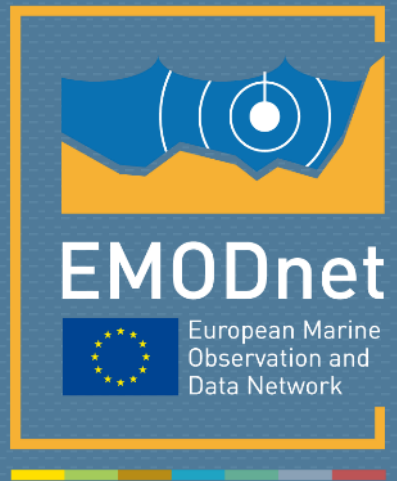


EMODnet Helpdesk: assignees

Theme	Default assignee
Bathymetry	Dick Schaap
Biology	Biology Helpdesk
Central Portal	Nathalie Tonné
Chemistry	Alessandra Giorgetti / Eugenia Molina
Data Ingestion	Dick Schaap
Geology	Uffe Larssen
Human Activities	Alessandro Pititto
Physics	Physics Helpdesk
Seabed Habitats	Seabed Habitats Helpdesk

Problem: tickets not updated and followed up outside JIRA → no archive of responses

Suggestion: dedicated Helpdesk emailaddress



emodnet.ec.europa.eu

Your gateway to marine data in Europe



EMODnet Helpdesk: Roles & Responsibilities

- **Secretariat:** re-assign queries to Thematic responsible
- **Thematics:** should consult within team.
 - Also **RECYCLE** responses to previous similar questions.
- Technical questions related to e.g. map viewer: recommend discretion, **Secretariat will work with CP Team** to reply to the question IF it is purely to do with the technology of the map viewer. If related to web services behind it, it will be passed on to the thematic. Thematic group will always be made watcher of the ticket.
 - Workflow?
- This will be in place until Thematics are themselves comfortable answering questions related to the new Central Portal.
- **What do you want to do?**