# Appendix 5

## GIREVE's support organisation

**Document version 1.0**

GIREVE

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We give great attention to quality level within our organization as we are currently supplying hundreds of partners around the world of different types: Navigation Service Providers, Charging Point Operators, E-Mobility Service Providers, Backend-providers, OEMs, governmental bodies, and organisations.

In this context, it is crucial that we ensure sufficient quality level in order to satisfy our partners and achieve excellence. This is done for instance through:
- The recruitment of qualified personnel (talents with higher education/engineering academic background).
- The utilization of professional tools either developed by us or provided by international blue-chip suppliers.
- The application of strict quality processes along the different mission and lifecycle of the services provided.

## 1.1 Support organisation

The operation department oversees the intrinsic quality of GIREVE's services thanks to dedicated teams: "Front Office" (4 people) and "Back Office" (4 people).
The Technical department watches over the platform's availability and stability: two departments, "Build" (4 people + 6 external) and "Run" (4 people).
Each department is managed by a supervisor: COO for Operations and CTO for Technical.

The following picture illustrates the organisation of the support activity, and the way clients team members interact with their GIREVE 's counterparts. Clients contact us via Mantis to generate a ticket and monitor the status of GIREVE's services via Services Status.



**Figure 1 Support and incidents management**

## 1.2 Team experience

A highly skilled and experienced team: All the GIREVE 's solutions have been designed by GIREVE's internal team member who are still present and active in the "IT Team".

| ➢ Role | Seniority |
|---|---|
| Chief Technology Officer | 9 years |
| Solution Architect | 5 years |
| Design and Dev Team leader | 6 years |
| Run team leader | 5 years |

**Figure 2: GIREVE IT Team seniority**

## 1.3 Incident management

The GIREVE 's Incident Manager in the key actor of the support and incident team. He is the "entry point" for any incidents and support request. The GIREVE's Incident Management Tool is open to partners IT team members to notify and follow up the different steps of the incident resolution.

## 1.4 Change management

A Change consists of modifying, creating, or deleting one of the components of the information system infrastructure (software, application, equipment, hardware, configuration, documentation, procedure ...). A Change may generate temporary restrictions of access to the GIREVE Services, in that case, it is classified as "Major Change", otherwise it is classified as "Minor Change".

Any major change is notified at least four weeks prior the change.

Any minor change is notified at least two weeks prior the change.

All the changes are defined (usually one year in advance) and listed on a dedicated web page named "service-status". They are usually scheduled every four weeks

| 2022-05-04 | Impact yet to be determined | Go live for a new release | |
|---|---|---|---|
| 2022-04-06 | Impact yet to be determined | Go live for a new release | |
| 2022-03-23 | IOP | IOP 1.102 version has been reverted on 22/03/11. This time slot is reserved to re-install IOP 1.102 version. | 📄 |
| 2022-03-09 | Connect Place, IOP | This change has been canceled (was a Go live for version 1.102) | 📄 |
| 2022-02-09 | Connect Place, RPC | Go live for version 1.101 | 📄 |
| 2022-01-12 | IOP | Go live for version 1.100 | 📄 |
| 2021-12-15 | Core-systems (IOP, Connect Place, RPC) | Go live for version 1.99 | 📄 |
| 2021-10-20 | Core-systems (IOP, Connect Place, RPC) | Go live for version 1.97 | 📄 |
| 2021-09-22 | Core-systems (IOP, Connect Place, RPC) | Go live for version 1.96 | 📄 |

**Figure 3: Services-status web page - Change log**