



Implementation of the eBCD System



State of play of eBCD project (November 2016 – October 2017)



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1. Annual Report of User support Service

All data provided in this report considers 1st December 2016 as start date, as the previous User support included information until 30th November 2016.

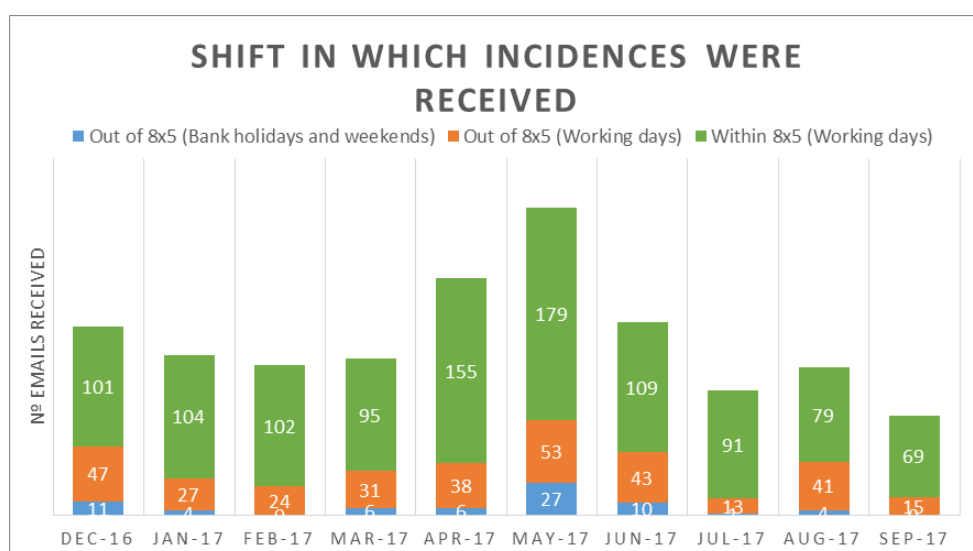
1.1. Statistics about User Support Service

From 1st December 2016 to 30th September 2017(304 calendar days), Tragsa carried out an 8 hours 5 days user support service.

During this period of time, 48 CPCs or Member States have contacted the user support service. 1,485 emails were received and a total of 2,572 emails were exchanged. Per each day of this 304 calendar days, were received an average of 4.88 emails and an average of 8.46 emails were exchanged.

Period from 1 st December 2016 to 30 th September 2017								
Type day		Nº of CPCs/ Flags that contacted the support team	Nº Emails received	Nº Emails exchanged	Nº of days in which emails were received	Nº of days comprising this period	Average emails received/day comprising this period	Average emails exchanged/days comprising this period
Total		48	1485	2572	216	304	4.88	8.46
Working days	Within 8x5 Schedule	46	1115	1939	191	205	5.44	9.46
	Out of 8x5 Schedule	33	332	595	121	205	1.62	2.90
Weekends and Bank holidays	Out of 8x5 Schedule	15	38	38	19	99	0.38	0.38

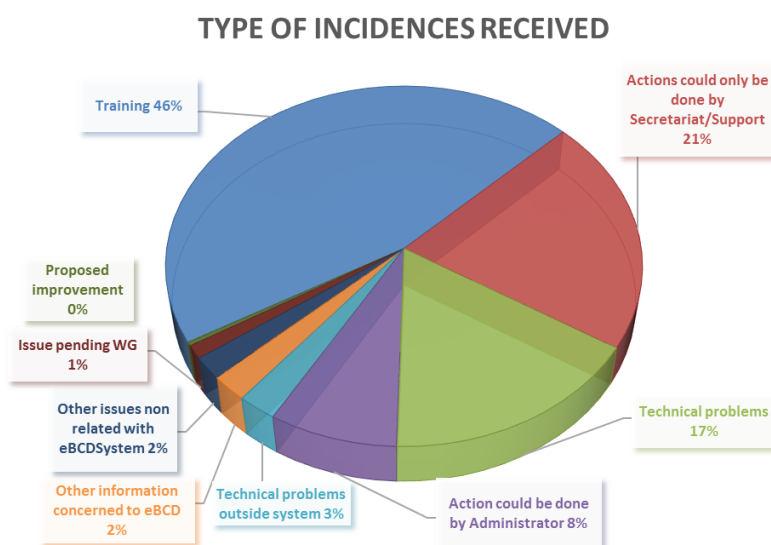
148.5 is the average of emails received per month, being May the month with the highest number of emails received (259 emails). The figure below segregates the number of emails received in each shift per month.



1.2. Main difficulties found from 1st December 2016

The figure below illustrates the main categories on which incidences received could be included.

Doubts regarding the use of the system represent the 46% of the incidences reported by CPCs. 21% of the emails requested an action that could only be performed by the profile ICCAT Secretariat, and 17% of problems found by users, were related with technical problems in the system.



Main problems included in “**Training**” category can be grouped in:

- Problems due to doubts regarding the creation and maintenance of users: i.e. users were not familiar with self-registration and users management functionalities.
- General doubts regarding the use of the system: i.e. how BCDs are codified, information that cannot be modified in the system.
- Problems related to validation process: i.e. installation of certificates; validators incorrectly set.
- Problems when trying to use entities with expired permissions.
- Problems with mix of information between BCDs caused when a user opens more than one session with the same user and the same browser at the same time. System has been improved to prevent a user to log in the system more than once at the same time.

Among the emails classified as “**Actions could only be done by Secretariat/Support**”, the following issues may be highlighted:

- Request of validation certificates.
- Update of observers, farms, traps and ports permissions.
- Record new companies form Non CPCs and create in the Data Base the new non CPCs
- Request to delete from Data Base wrong information recorded by users.
- Exporters request to check if their importers already exist in the system.

The main “**Technical problems**” found by CPCs are:

- Validation problems due to server’s problems: On several occasions, and due to maintenance works validators experienced problems at time of validation.

- Process of self-registration not finished with success due to an error in the system when the solicitant forgets adding the roles to be requested. This error will be solved with the next version of the application.
- Problems when trying to Group BCDs: Under specific circumstances system didn't allow to group some BCDs. This error has been corrected.
- Connection problems: On several occasions, after the performance of a correction in the system, some users experienced problems to log in the system.
- Problems with the synchronization of some vessels: some CPCs reported that the information of some vessels was not correctly displayed in the system. This error has been corrected.
- The average weight of BCDs that participate in a JFO is not being updated by the system after the modification of kilos caught. This error will be solved with the next version of the application.
- Some traceability alerts are not updated after the modification of figures. This problem will be solved if WG requests the development of the pending issue "Develop one refreshment a day to update alerts"
- The Secretariat found problems to update the permissions of some observers due to an error in the system that prevented extending permissions of observers after 15th May of each year. This problem will be solved with the next version of the application.
- Problems with mix of information between BCDs caused when a user opens more than one session with the same user and the same browser at the same time. System has been improved to prevent a user to log in the system more than once at the same time. Further improvements will be uploaded in the next version of the application.

The Secretariat and/or Support Team had to perform several **actions that could be done by administrators**. These actions include.

- Create and maintain users and entities of CPCs
- Check that data of validators provided by CPCs when they requested the certificates was consistent with validator's information in the system. To avoid this extra work, the system has been modified under maintenance allotment. In the next version of the application the way to request certificates will be improved. Administrators will access the profile of the validator that needs a certificate and will click on a button to request it.
- Make changes in the system in name of an Administrator/Validator/ Observer when the user had connection problems or when actions were not easy to perform.

Among the "**technical problems outside the system**", problems with the use of non-updated Internet browser can be highlighted.

Several issues were considered in a group named "**Issues pending WG**"

- Confirm that exemption of validation in East Atlantic can be obtained by filling out all tag codes and average weights. (Individual weights are not necessary)
- Decide if it is preferable that message "This shipment's code does not meet the sequencing of split shipments rule because a previous consignment has been deleted from the system" is only shown to the exporter and Administrator, but not to the importer.
- A CPC wants to be able to download the raw data from the previous sections of BCDs on which they have at some point been involved. Currently data can only be downloaded from sections in which they are involved.
- A CPC proposes to modify the information displayed when the Audit of Changes is created. Current text says "This section has changes after validation. View Changes". The CPC explains that when a BCD is exempted of validation this "after validation" can be confusing.

- A CPC asked the Support Team why the name of a tug boat must be selected in a transfer from a trap. The Support Team informed that the issue was discussed in the WG but no modification of the system had been requested.
- When a user obtains a role over an entity, i.e a vessel, gains access to all previous BCDs where the entity is involved, even if they should belong to a different company or vessel representative.
- A CPC does not agree that alerts related with Para 13 d) of Rec.11-20 are shown when validation occurs after 7 days from the Catch. They consider that landing date should be taken into account. Support team informs that a field for entering landing date is not included in the requirements of current eBCD system.

2. Use of the eBCD System by CPCs

The table below shows from 1st November 2016 to 8th October 2017 the total nº of catches; group BCDs and re-exports created in the system by each flag. The last two columns illustrate the total nº of users from that flag that have accessed the system and the total nº of logins performed.

FLAG	No. BCDS.		No. BFTRCs	No. USERS THAT HAVE ACCESSED THE SYSTEM	No. CONNECTIONS
	No. CATCHES	No. GROUPS			
ALB	2	0	0	2	38
BEN	0	0	0	2	263
BHS	0	0	0	2	325
BRA	0	0	0	2	90
BRB	0	0	0	2	60
CAN	1.002	0	0	65	1.660
CHN	0	0	0	11	248
COG	0	0	0	4	233
CPV	0	0	0	2	115
CUB	0	0	0	2	47
CYM	0	0	0	1	65
DMA	0	0	0	1	4
DOM	0	0	0	1	19
DZA	12	0	0	13	68
EGY	2	0	0	3	42
EU	0	0	0	3	103
EU.AUT	0	0	0	4	45
EU.BEL	0	0	0	3	37
EU.CYP	55	0	0	20	480
EU.DEU	0	0	0	17	703
EU.DNK	3	0	0	11	100
EU.ESP	1.978	0	1	259	29.256
EU.EST	0	0	0	2	3
EU.FRA	2.203	0	0	429	16.122
EU.GRC	757	0	0	67	4.039
EU.HRV	332	11	0	125	6.619

FLAG	No. BCDS.		No. BFTRCs	No. USERS THAT HAVE ACCESSED THE SYSTEM	No. CONNECTIONS
EU.HUN	0	0	0	2	26
EU.IRL	29	0	0	2	54
EU.ITA	697	0	0	2.132	58.386
EU.LUX	0	0	0	1	9
EU.MLT	219	9	0	32	4.837
EU.NLD	3	0	0	13	416
EU.PRT	123	0	0	40	2.620
EU.ROU	0	0	0	2	2
EU.SVN	0	0	0	5	75
EU.SWE	6	0	0	6	173
EU.UK	0	0	0	11	88
FR.SPM	0	0	0	1	1
HKG	0	0	0	2	3
ISL	2	0	0	2	14
JPN	17	0	327	135	7.963
KOR	16	0	35	55	1.912
LBR	0	0	0	1	67
LBY	31	0	0	13	512
MAR	1.206	0	0	42	2.275
MEX	48	0	0	13	345
NOR	20	0	0	9	316
PAN	0	0	0	3	8
SLV	0	0	0	3	158
SYR	1	0	0	3	60
TAI	0	0	0	12	959
TUN	23	0	0	21	1.491
TUR	118	11	0	105	6.308
UK.BMU	1	0	0	2	11
USA	3.325	0	35	70	6.636
VUT	0	0	0	6	27
Totals	12.231	31	398	3.797	156.536

3. Summary of March 2017 WG meeting

On 2017, Tragsa participated only in one WG Meeting held in Madrid on March 2017.

In this meeting 14 issues were identified as priority issues that should be cost estimated. Nevertheless, no cost estimate was requested in 2017.

ISSUES THAT MUST BE COST TIME ESTIMATED	TOPIC	TYPE OF PRIORITY	STATUS (OPEN/CLOSED)
Send email to Administrators when a vessel exceeds its quota	19. Requirement for additional/corrections to 'alert' functions.	SECONDARY	OPEN
limit the trade of more fresh products than those indicated in the previous section	32. Issues specific to the W-BFT fishery/WG members	SECONDARY	OPEN
include the 'plausible' transformations of declared products between different sections	32. Issues specific to the W-BFT fishery/WG members	SECONDARY	OPEN
Adapt the system to allow access to NCP	35. Trades companies of other countries	SECONDARY	OPEN
Adapt parallel transfers functionality to take into consideration parallel live trades	36. Parallel transfers from live trade.	PRIORITY	OPEN
Adapt catch section to allow creating catches from the previous year (during the first 2 months of the fishing year)	3.15 Fishing year and end of year catches	SECONDARY	OPEN
Create a new type of section that allows recording movements between cages	3.19 Caging section	SECONDARY	OPEN
Develop one 1 refreshment a day to update alerts	S.3 update of alerts in all existing BCDs from one Flag when one BCD is deleted or modified (Turkey)	NEW ISSUE	OPEN
Don't use the code of a BCD deleted if it was validated or rejected	S.4 Necessity or not of re-coding the BCDs when a section is deleted	NEW ISSUE	OPEN
Limit the message in deleted splits to BFT Owners and his Administrator	S.4 Necessity or not of re-coding the BCDs when a section is deleted	NEW ISSUE	OPEN
Show alerts only in concerned branches	S.5 When a traceability alert is generated due to an inconsistency in a split BCD, the alert is shown in all the branches (splits) of that catch	NEW ISSUE	OPEN
Make not compulsory "vessel" field in transfer section when the catching entity is a trap	S.6 traps cage BFT without the need of a transfer	NEW ISSUE	OPEN
Show BCDs/BFTRCs with inconsistencies in Task Sections (Admin HomePage)	S.7 BCDs with inconsistencies are not reported to Administrators when BCDs are exempted of validation	NEW ISSUE	OPEN
Create an European English version to show dates in European English format (dd/mm/year)	S. 13 Create new system to show dates with European format in English version in addition to American version	NEW ISSUE	OPEN

Other 6 issues were identified as they could be addressed under support allotment. All this issues have been developed and will be uploaded into production environment in the next update of the system.

ISSUE	TOPIC	TYPE OF PRIORITY	STATUS
Adapt products type in tags (CA section)	3. Domestic trade	PRIORITY	To be uploaded in next version
include system graphical/descriptive explanations of each product code	3. Domestic trade	SECONDARY	To be uploaded in next version
Include number of tags in printed version	4. Tagging	PRIORITY	To be uploaded in next version
allow re-exporting a single BCD without including the total quantity imported.	31. Re-export certificate	SECONDARY	To be uploaded in next version
Send an email to Administrator when exempted section with inconsistencies is saved. Send a new email if when saving again inconsistency is solved	S.7 BCDs with inconsistencies are not reported to Administrators when BCDs are exempted of validation	NEW ISSUE	To be uploaded in next version
Adding a Transshipment should not be allowed if CA has not been validated	S.10 Joint validation of Catch and Transshipment.	NEW ISSUE	To be uploaded in next version