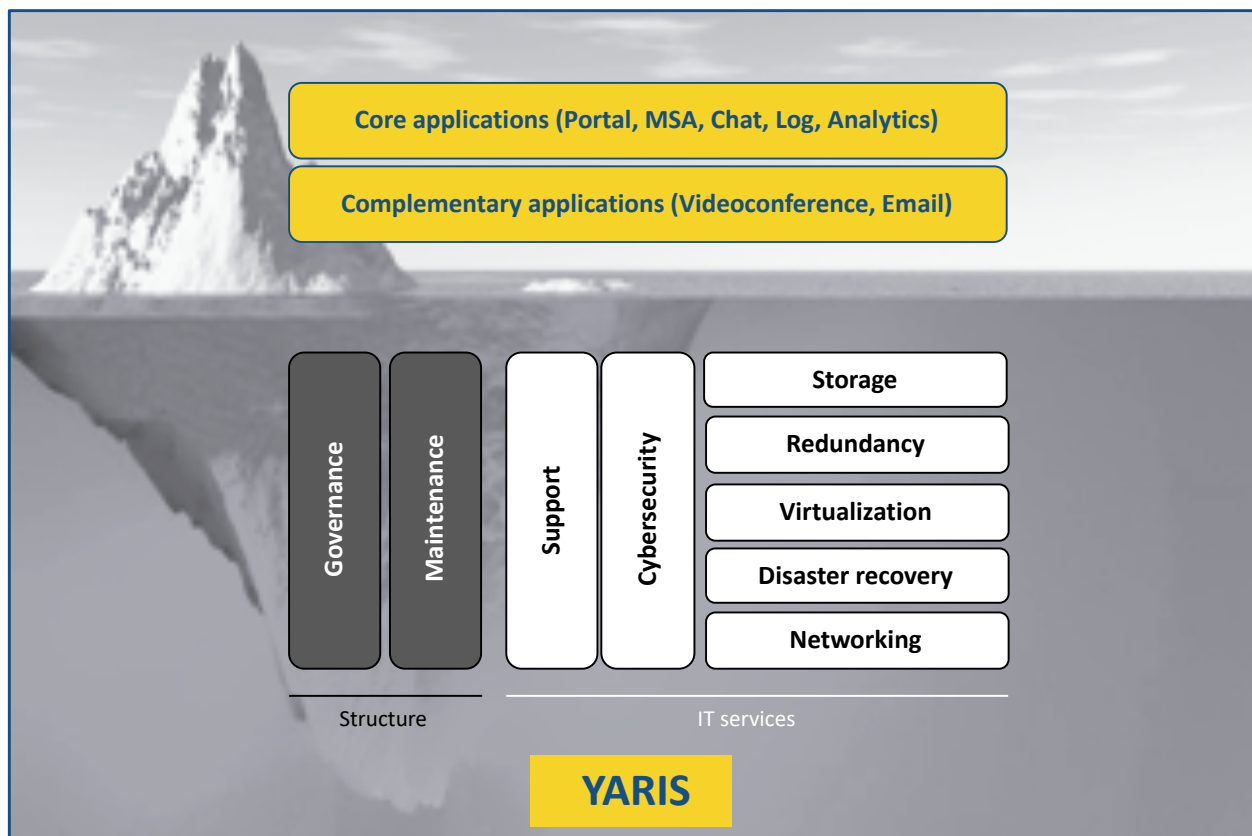




The underside of YARIS

YARIS was developed to enhance the collaboration and exchange of information amongst the 19 coastal countries of the Yaoundé Architecture (YA). The expected outcome is an increase of maritime security in the Gulf of Guinea, so that the Blue Economy can be promoted in the region. GoGIN is conducting a massive training campaign (January-August 2021), to enable those countries to adopt the system. YARIS will soon be used regularly by 27 maritime centres, from Cape Verde to Angola, comprising over 6.000 km of coastline.

But there is more beyond YARIS core (portal, MSA, log, chat and analytics) and complementary applications (videoconference, email). **The system is grounded on complex IT services**, developed with cutting-edge technology and multilingual features, and will be **governed and maintained by a bespoke structure**. This is the underside of YARIS.



A complete set of secure IT services

YARIS relies on various IT services, responsible for ensuring the proper functioning of its applications, enforcing cybersecurity and facilitating its governance and maintenance. **Virtualization** services provide the flexibility to adjust as needed the hardware resources. **Networking** services ensure the correct flow of data. **Storage** services keep the data ready for operational and intelligence activities. **Redundancy** services confer high availability, and **disaster recovery** services mitigate the risk of severe failures. **Support** services facilitate the system maintenance, and **cybersecurity** services protect the system from digital attacks.

Governance and maintenance ensured by a bespoke structure

A structure will be created to ensure YARIS governance and maintenance, comprising staff from the various operations centres, distributed multi-level processes, and multilingual (English, French, Portuguese and Spanish) software. **The system governance** will be ensured by a team comprising representatives from the ICC, CRESMAO, CRESMAC and other stakeholders. This team will be responsible, among other, for the establishment of strategies, policies and guidelines, planning and coordination, data and information exchange and security management.

Regarding **maintenance**, in each operation centre there will be at least one point of contact, responsible for providing first level support to incidents, change and feature requests originated in the centres. A second level will be formed by experts from the ICC, CRESMAO and CRESMAC. This level will be responsible for the system maintenance, including the support of its users. This implies the coordination and coherence of all activities, most notably those implying changes to the system. This level will also be responsible for handling the issues forwarded by level 1 and by users external to the YA. The third level comprises the companies with specific contracts to maintain YARIS applications and its underlying IT services. These companies will address the requests of level 2, according to the service level agreements defined therein.

To support maintenance, a dedicated software is installed and configured, according to the needs and characteristics of the YA and of the processes defined. This software will ensure the recording and seamless flow of information among the various contributors and enable up-to-date and readily available information about the various issues. This software will also support the joint development of a knowledgebase, comprising information such as frequent questions and problems, common procedures and lessons learned, which are expected to become an added value overtime.

A comprehensive approach to ensure successful maintenance and governance

Ensuring YARIS 24/7 operational exploitation and sustainability is a complex endeavour that demands comprehensive maintenance and governance approaches. The key factors for a successful maintenance are proximity to end users for rapid and tailored support, distributed responsibilities for complementarity, coordination and coherence, and dedicated software. **The key factor for sustainability is an inclusive governance team**, armed with sufficient knowledge, tools and resources.

GoGIN has developed YARIS, and is also contributing to develop the capability in the YA, to exploit and maintain the system in a sustainable way, by providing the necessary tools and sufficient knowledge to kick start the process. The YARIS underside will also contribute to strengthen the collaboration and trust, amongst the various operations centres, that is essential for the joint insurance of maritime security in the Gulf of Guinea.

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