DigLogs

WP2 Pilot implementation

Progress Report #2

5.2.3. M2M Dialogue

Responsible partner: Port of Rovinj Authority (PP9)			
Involved partners: All			
Version	**Status**	**Date**	**Author**
0.1	Draft	02.06.2021	Aksentijevic Forensics and Consulting, Ltd.
Notes:			

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1 Reporting period

Reporting period	01.03.2021. - 01.06.2021.
Date of the report	02.06.2021.

2 Pilot action progress status

2.1 Pilot implementation schedule

Activity number/month	Activity title	Year and month																
		2020.					2021.											
		8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
1	Creation of the pilot work plan draft		█																
2	Creation of the pilot work plan		█																
3	Creation of the technical-functional specification		█																
4	Completed public procurement documentation	█																	
5	Awarded equipment purchase and system integration contracts																		
6	Delivery and installation of equipment	█	█	█															
7	Equipment UAT testing									█	█								
8	Development and system integration										█	█	█						
9	Fully integrated system UAT testing																█		
10	Full system deployment in production																		█

As the project has been prolonged until the December 31st 2021, pilot's activities have also been slightly moved up on the timeline. Specific scenario slightly delayed but in general haven't affected the full implementation. The implementation is currently in the phase of User Acceptance Testing (UAT) which basically represents one of the last stages of any software development cycle. UAT phase comes after the majority of hardware and software components have been thoroughly tested in order to generate a final "product approval" before being fully deployed.

2.2 Progress status

Regarding the progress status, updated information contained in this document refer to the events and milestones occurred after the month of September where the public procurement procedure already happened and equipment was purchased and installed. Following the public procurement procedure and status report from the last pilot progress report, slight local changes have been made. Continuous effort by the technicians and programmers has been put into tweaking the software solution in order to maximize the benefits of this pilot action. Due to complexity and multitude of software solutions used beforehand, successful integration did not represent an easy task for the Marina Master crew nor the Port of Rovinj Authority management and staff.

As the Marina Master software solution offers a good number of implementable modules covering the whole spectrum of port and marinas business processes, the choice had to be narrowed down to the modules that suit best the Rovinj port's needs. Rovinj, as one of the most perspective ports in the Adriatic region, famous by its attractiveness to yacht and cruiser clientele. The number of dockings was in general uptrend over the last decade excluding the notorious 2020. which was stigmatized by the still present pandemic scenario, even during which the numbers did not drop significantly except in the field of cruising industry which was halted around the globe.

Modules chosen by the Port of Rovinj Authority encompassed the contract generating feature, graphical and visual representation of berth occupancy, preparation of official notes and complaints as well as facilitated way of reservations and ship announcements entries.

As far as the procured hardware, printers were properly adjusted and set to go, being fully functional since then. Implementation of software solution is currently still in progress as the necessary bugs and tweaks have to be solved as the time progresses. The solution now successfully hosts all the port areas which needed to be entered into the system.
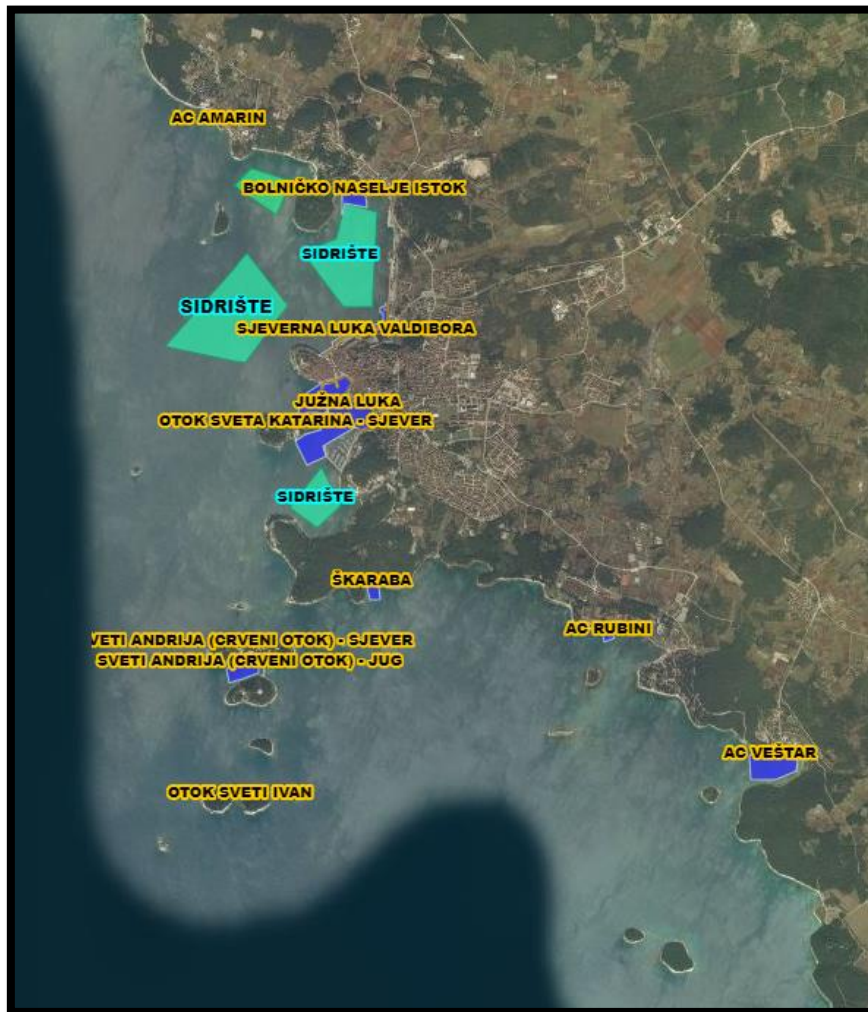

Figure 1. Aerial visualization of port areas under the management of Rovinj Port Authority

All the berths had to be systematically arranged according to their purpose (domicile population, yacht berths, transit berths, buoys and anchorages).

Each vessel had a berth number ssigned to it.

For the communal part of the port, the existing data on users and contracts have been entered and generated from the program. In addition to the contracts, annual berth invoices can be generated after which it can be delivered to users via their e-mail addresses (directly from the application).

Cash transactions were also enabled as a feature to facilitate direct cash transactions. While the idea and implementation are in progress, slight inconveniences occur with display features, but the developers are working on the problem.

The billing process is also fully functional with only minor changes made to the appearance of the account. However, the problem is the steps required to issue an invoice. It is necessary to enter the customer (name, surname, address, OIB (VAT/personal identification number) and the vessel specifications (name, length, flag) in different interfaces for each vessel at berth (transit), which in the field conditions (sea, waves, sun) presents a slight problem for employees. So far, the process of billing required entering only the basic information such as name of the vessel, length and length of stay... The developers together with Port of Rovinj Authority's employees are working on a simplifying the procedure.

One of the key issues beforehand entering this pilot testing was regarding the complexity of not having an integrated accounting service within the existing Port community system. Absence of a general ledger currently presents an obstruction in the way of system deployment in full. The purpose of general ledger has to be capable of accepting the exports of journal entries from the system.

Cash register and invoicing are fully functional with minor work underway for the connection to the e-invoice system where the difficulties occur when exporting the aggregate orders for payment of invoices through the bank.

As the pandemic scenario is still active in some segments of everyday business conduct, staff training still has to be done via an online platform meaning that the process is constantly being hindered thus delayed. General advancements have been made towards the complete system deployment while working on upgrades that are necessary to fully suit the needs of Rovinj Port Authority.

2.3   Milestones and actions

Looking back at the pilot implementation schedule attached in the beginning of the document, it can be noted that there are no any kind of delays and possible obstructions of the pilot advancement. Prolongation of the project was expected and sincerely welcomed. Testing is in fact in advance in comparison to the project plan.

As stated in the previous chapter, equipment and software solutions are well on their way of being fully implemented with all the major components up and running with only smaller systematization and customization being needed, which is expected.

When implementing the Marina Master program, difficulties were found in adaption the functionality and adaption the program to fit the Port of Rovinj Authority needs. This primarily applies to the entries and reports required for the journal entry and general ledger data.

As previously stated, existing solution used as PCS in Port of Rovinj Authority consisted of several different unrelated software systems that made it difficult to operate and monitor all business processes. Practically speaking, Marina Master software solution unified the software systems under one "umbrella" solution while trying the minimize the transitional difficulties. Most of the presented solutions are useful while some segments require further upgrades and tweaks in order to have a fully deployable solution.

Regarding the practical part, when cash transactions/collections of invoices take place in nautical traffic conditions, difficulties occur because the program requires the entry of a new customer for each issued invoice, which requires greater expertise of employees and knowledge of more complex program settings and number of actions to issue an invoice correctly which in normal working conditions does not represent any kind of problem, whereas working at sea can represent minor inconveniences (working on a dinghy which requires experience in docking next to moored/anchored boats + weather conditions such as waves, winds, rain)

Furthermore, it is difficult to use the program menus since menus appear on the interface in Croatian, Slovenian and English which can at times present as confusing circumstance for staff trying to operate errorless.

Full integration will undoubtedly happen, while it can only be slightly prolonged but still within the envisaged project timeline.

Milestone / action	Responsible partner / external resource	Deadline, as defined in PWP	Predicted or achieved completion date	Estimated completion %	Progress status
*1 Written draft of the technical-functional specification	Port of Rovinj Authority / Aksentijevic Forensic and Consulting, Ltd.	1st May 2020.	1st May 2020.	100 %	Fully completed
*2 Evaluation of offers completed and best offers selected	Port of Rovinj Authority	1st July 2020.	1st July 2020.	100 %	Fully completed
*3 Awarded integration services contracts	Port of Rovinj Authority	1st May 2020.	1st August 2020.	100 %	Fully completed
*4 Full system functional (pilot development completed)	Port of Rovinj Authority / Aksentijevic Forensic and Consulting, Ltd.	1st April 2021.	1st August 2021.	80%	Ongoing, in progress

3 Risks

Risk description	Solution suggestion	Status
No risks were encountered	n/a	Risks monitored

4 Next steps

Next steps include resuming the testing phase while actively and proactively resolving issues that are bound to happen with any kind of new software solutions being implemented in already existing business surroundings.

The major parts of the solution are already being in testing phase, while patiently waiting for any kind of feedback activities. Considering the fact that this pilot encompasses huge portions of business operations in the port of Rovinj, the process is quite time consuming primarily due to the fact that port has an abundance of information that need to be adequately processed while eliminating any room for errors. General information has been entered into the system and while it appears to be in fully working order, minor changes, bugs and tweaks are being resolved as the time passes and specific situations occur.

Since the pandemic scenario and its regulations still take place in majority of work-related premises, introducing and familiarizing the employees with the operability of a new system takes place via online communication channels which makes the process a tad more difficult, but nevertheless still manageable.