ANNEX H1. ALERT INFORMATION TO BE SENT TO THE EAFP

Title: the subject of the Alert.
Date when issue was discovered
Originating project: Name of the ESA/non ESA project where the failure/problem was detected.
Originator's number: user internal reference number.
Manufacturer and address: name and address of the company, which supplied the item or applies a process/method/procedure presenting the problem/failure, including name of a contact person. In the case of software this is the software supplier/developer.
Part number: in the case of software the Configuration Item number is to be given.
Part description: description of the subject item. For software, the name of the software package can be given.
Lot/Date code or serial number: for software the software version/revision and date can be given.
Specification: specification against which the item was ordered.
Other part identifications: other relevant information, which may help identify the subject Item better.
Failure / problem description: objective description of the failure/problem.
Suspected cause: possible cause of the failure/problem, as far as a preliminary investigation may suggest.
Corrective/preventive actions by manufacturer: action undertaken or still to be implemented by the manufacturer to solve or prevent the problem.
Actions Recommended to users: Actions, which the users are recommended to undertake, to circumvent the problem.
Release to ESA Alert Focal Point: Name of the Alert coordinator/Alert Initiator, organisation he belongs to and other contact information.