

TAXUD/R/4 – INVITATION TO TENDER TAXUD/2010/AO-013	REF: TAXUD-T€SM
TAXUD T€SM - TECHNICAL ANNEX	
COVER	

0. COVER

ANNEX II.B.2

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<p>TECHNICAL ANNEX</p> <p>INVITATION TO TENDER TAXUD/2010/AO-13</p> <p>LOT2</p> <p>for provision of services to cover IT service management for the IT systems (ITSM – Trans-European Systems management (TES)</p>		

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ANNEX I - Lot2 CI TABLE – LIST OF SYSTEMS AND IT SERVICES PER BUSINESS THREAD

0.2. ACRONYMS AND DEFINITIONS

In this document, the Directorate-General Taxation and Customs Union of the European Commission, which is the contracting authority, will be further referred to as "the Commission" or " DG TAXUD ".

ACD	Automated Call Distribution
ACT	Application configuration tool
AEO	Authorised Economic Operators
AMDB	Availability Management Database
AN	As Needed
APM	Application Portfolio Management
ART	Activity Reporting Tool
ATS	Acceptance Test Specifications
BCP	Business Continuity Plan
BL	Baseline
BMM	Bilateral Monthly Meeting
BPM	Business Process Modelling
BT	Business Thread
BTI	Binding Tariff Information
BTM	Business Thread Manager
CAB	Change Advisory Board
CAP	Capacity Management
CAPS	Customs Applications
CCN	Common Communications Network
CCN2	Common Communications Network 2
CCN/TC	Common Communications Network / Technical Centre
CCN/CSI	Common Communications Network / Common System Interface
CCN/WAN	Common Communications Network / Wide Area Network provider
CDB	Capacity Management Database
Cfsu	COSMIC FFP functional size unit (ISO 19.761:2003)
CI	Configuration Item
CIA	Classification of Information Assets
CIRCA	Communication and Information Resource Centre Administrator
CIRCABC	Communication and Information Resource Centre for Administrations, Businesses and Citizens
CIS	Customs IT Systems sector
CMDB	Configuration Management Database
CMMI	Capability Maturity Model Integration
CN	Combined Nomenclature

CO ²	Carbon Dioxide
COBIT	Control Objectives for Information and related Technology
COM	European Commission
CONF	Conformance test environment
COPIS	anti-Counterfeit and anti-Piracy system
COTS	Commercial Off-The-Self (software packages)
CPCA	Common Priority Control Area
CPT	Central Project Team
CQP	Contract Quality Plan
CRC	Common Risk Criteria
CS	Central Services
CSF	Critical Success Factor
CSIP	Continuous Service Improvement Programme
CSIPM	Continuous Service Improvement Programme Manager
CSISC	Continuous Service Improvement Steering Committee
CS/RD	Central Services/Reference Data
CT	Conformance test
CUSTDEV2	Development contractor for customs systems 2
DDS	Data Dissemination System
DE	German
DEV	Development
DG	Directorate General
DG AGRI	European Commission DG Agriculture
DIGIT	Directorate-General for Informatics
DIGIT/DC	Data Centre of the European Commission
DLV	Deliverable
DM	Demand Management
DML	Definitive Media Library
DMZ	Demilitarized Zone
DRP	Disaster Recovery Plan
DSL	Definitive Software Library
DTM	Deliverable Tracking Matrix
EAS	Enterprise IT architecture and Strategy
EBTI	European Binding Tariff Information
EC	European Commission
ECG	Electronic Customs Group
ECICS	European Customs Inventory of Chemical Substances
ECS	Export Control System
EfA	Estimate for Action
EMCS	Excise Movement and Control System
EMCS-DEV	Development contractor for Excise systems

EN	English
EoF	Exchange of Forms
EORI	Economic Operators' Registration and Identification System
EOS	Economic Operators Systems
EU	European Union
EUROFISC	Network between MSAs supporting administrative cooperation in the field of tax evasion and tax fraud
EWSE	Early Warning System for Excise
FAQ	Frequently Asked Questions
FAT	Factory Acceptance Test
FC	Framework Contract
FISCO	Fiscal Compliance Experts' Group
FITSDEV	Development contractor for Fiscalis ¹ systems
FITSDEV2	Development contractor for Fiscalis systems 2 (Replacing FITSDEV)
FITS-TC	Fiscalis Technical Centre
FP	Fixed Price
FQP	Framework Quality Plan
FR	French
FS	Functional Specifications
FTE	Full Time Equivalent
GANTT	A chart that depicts progress in relation to time
GLT	Glossary of Terms
GQI	Global Quality Indicator
GTT	Generic Test Tool
GW	Gateway
HO	Handover
HoS	Head of Sector
HoU	Head of Unit
HTTP	HyperText Transfer Protocol
HTTPS	HyperText Transfer Protocol Secure
HW	Hardware
IA	Individual Acceptance
ICS	Import Control System
ICT	Information & Communications Technology
ICT IM	ICT Infrastructure Management (ITIL process)
ID	Individual Delivery
ILIADe	Intra Laboratory Inventory of Analytical Determination
IP	Internet Protocol
IPR	Intellectual Property Rights

¹ Covering Taxation and Excise.

IPSec	Internet Protocol Security
IS	Information Systems
ISD	Infrastructure and Service Delivery sector
ISO/IEC	International Organization for Standardization/ International Electrotechnical Commission
ISPP	Information System for Processing Procedures
IT	Information Technology
ITIL	IT Infrastructure Library
ITOP	Weekly operational planning - Installation and Testing Operational Plan
ITSC	IT Steering Committee
ITSCM	ITSM Continuity Management
ITSM	IT Service Management
ITSM2	IT Service Management 2 (ITSM2 Programme)
ITT	Invitation To Tender
IVR	Interactive Voice Response
IWP	Internal Working Procedures
JIT	Just In Time
J2EE	Java 2 Platform Enterprise Edition
KDB	Knowledge Database
KEL	Known Error List
KPI	Key Performance Indicator
LAN	Local Area Network
LCMS	Local CCN Mail Server
LISO	Information Security Officer
LSYA	Local System Administrator
MOM	Minutes of Meeting
MA	Mutual Agreement
MCC	Modernised Customs Code
MCP	Monthly Consolidated Plan
Mini1SS	Mini-One Stop Shop
MO	Managed Object
MPR	Monthly Progress Report
MRN	Movement Reference Number
MS	Member State
MSA	Member State Administration
MSR	Monthly Service Report
MQ	Message Queue
MTTR	Mean Time To Repair
MVS	Movement Verification System
N.A.	Not Applicable
NA	National Administration

NCTS	New Computerised Transit System
NCTS Lot2	NCTS Service Desk
NCTS TIR	NCTS part dealing with transit declarations and movements of road transport (Transport International Routier)
NECA	National Export Control Application
NICA	National Import Control Application
NTA	National Transit Application
OD	On Demand services
ODL	Operational Document Library
OECD	Organisation for Economic Co-operation and Development
OGC	Office of Government Commerce
OIB	Office for infrastructure and logistics in Brussels
OIL	Office for infrastructure and logistics in Luxembourg
OJ	Official Journal
OLA	Operational Level Agreement
OLAF	Office De Lutte Anti-fraude / European Anti-Fraud Office
OPL	Official Price List
OR	On Request
OS	Operating System
PDA	Personal Digital Assistant
P&I	Products & Infrastructure
PERT	Program evaluation and review technique. Also called "critical path method"
PQP	Programme Quality Plan
PreCT	Pre-Conformance Test
PSAT (preSAT)	Pre Site Acceptance Test
PS	Project Support sector
QA	Quality Assurance
QC	Quality Control
QoD	Quality of Data
QoS	Quality of Service
QT	Qualification Tests
QTM	Quoted Time and Means
RDP	Remote Desktop Protocol
REX	Registered Exporters
RfA	Request for Action
RfC	Request for Change
RfE	Request for Estimation
RfI	Request for Information
RfO	Request for Offer
RfS	Request for Service

RIF	Risk Information Form
RSD	Release Scope Document
SA	Self Assessment
SAT	Site Acceptance Testing
SB	Service Block
SC	Specific Contract
SD	Service Desk
SE	Service
SEAP	Single Electronic Access point
SEED	System for Exchange of Excise Data
SfA	Submit for Acceptance
SfR	Submit for Review
SIPSC	Service Improvement Project Steering Committee
SMT	Service Management Tool
SLA	Service Level Agreement
SLM	Service Level Management
SMM	Service Monthly Meetings per BT
SMS	Specimen Management System
SMT	Service Management Tool
SOA	Scope Of Activities
SPEED	Single Portal for Entry or Exit of Data
SPEEDNET	SPEED Network
SPOC	Single Point of Contact
SQI	Specific Quality Indicator
SRD	System Requirement Definition
SSH	Secure Shell
SSL	Secure Sockets Layer
SSTA	Standard SPEED Test Application
SSTP	Self-Service Testing Portal
SSTWP	Self-Service Testing Web Portal
STTA	Standard Transit Test Application
STEERCO	Steering Committee
SUG	Start Up Guide
SUPCO	Support of Customs Operations
SW	Software
SWOT	Strength, Weakness, Opportunity, Threat
TA	Test Application
T&S	Travel and Subsistence
TARIC	TARif Intégré Communautaire
TASMAN	Tool for Automated Supply management
TATAF	Tariff Applications Technical Architecture Framework
TAX	Taxation Trans-European Systems sector

TAXUD	Directorate-General for Taxation and Customs Union
TC	Technical Centre
TCO	Total cost of ownership
TEDB	Taxes in Europe Database
TEMPO	TAXUD Electronic Management of Projects Online
TES / T€S	Trans-European System
TESM	IT service management for the Trans-European Systems
TIN	Tax Identification Number
TIP	Technical Infrastructure Plan
TIR	Transports Internationaux Routiers
TO	Takeover
ToC	Terms of Collaboration
ToR	Terms of Reference
ToS	Taxation of Savings
TS	Technical Specifications
TSS	Cf SPEED
TTA	Transit Test Application
UAM	User Access Management
UIPE	Uniform Instrument Permitting Enforcement
UNF	Uniform Notification form
UPS	Uninterruptible power supply
USB	Universal Serial Bus
USS	User Satisfaction Survey
VAT	Value Added Tax
VIA	VIES Initial Application
VIES	VAT Information Exchange System
VoeS	VAT on e-Services
VoW	VIES-on-the-Web
VPN	Virtual Private Network
VREF	VAT Refund
VSS	VIES Statistical application
VTA	VIES Test Application
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work-Breakdown Structure
WIKI	Collaborative Web site
WP	Work package
WS	Workshop
X-DEV	Development contractors (FITSDEV/FITSDEV2, CUSTDEV2)
XML	Extensible Markup Language

0.3. REFERENCES

Throughout this Technical Annex, references are made to:

ITIL: IT Infrastructure Library (ITIL) for the implementation of the IT Service Management Processes. Information about service management processes can be found in the formal publications of the Office of Government Commerce (OGC), at <http://www.ogc.gov.uk>.

The IT services specified in this Technical Annex are described using the terminology defined in ITIL v.2 & v.3, unless otherwise specified.

COBIT: Control Objectives for Information and related Technology. Refer to <http://www.isaca.org> for the COBIT 4.0 specification.

TEMPO: the DG TAXUD methodology to ensure the consistent and efficient management, set-up, development, operation and support of projects and service management for more information. The tendering parties are invited to access TEMPO at the following URL:

<http://circa.europa.eu/Members/irc/taxud/tempo/home>

with the following parameters to sign in:

User identifier:	tempoguest
Password:	guest700
Domain:	circa

ISO standards:

The following ISO standards are referred as applicable in this Scope document:

- ISO 20000-2:2005 (IT Service Management Part 2 - Code of Practice)
- ISO 27001:2005 (IT Security Techniques – Information security management systems)
- ISO 27002:2005 (IT Security Management - Code of Practice for information security management)

In case of conflict between the applicable documents, the following order of decreasing precedence shall prevail, unless otherwise stated:

- The technical annex of ITSM2 Lot2 (this document)
- The Terms of Reference of ITSM2 Lot2 (Annex II.B.1);
- TEMPO
- International standards and best practices as ISO 20000-2:2005, ISO 27001:2005, ISO 27002:2005, ITIL;

- All documents include in the call for tenders baseline.

1. SCOPE, WORK PACKAGES, DELIVERABLES AND PLANNING

1.1. SCOPE

The scope of the ITSM2 Lot2 services fits in the following ontology.

DG TAXUD is responsible for the Customs and Taxation policies of the EU. The Taxation policy includes the Excise, Indirect and Direct Taxation policies. The policies address mainly the EU but have as well international dimensions. The implementation of these policies calls for:

- Trans-European IT Systems (named Trans-European Systems, or TES, in the rest of the text) for the policies calling on the National Administrations and the Commission to exchange information and IT services amongst themselves. TES support exchange of information between NA as well as between NA et the Commission;
- IT functional services (named IT services in the rest of the text) from the Commission for the citizen, trade and NAs.

A TES is a collection/portfolio of IT services operated/delivered by NA and the Commission which is choreographed according to systems specifications and Terms of Collaboration to comply with legal bases and meet policy objectives, e.g. Export Control, Transit, Excise Control, VAT information exchange.... TES relies on interoperability amongst NA and the Commission IT services. Each TES relies on the CCN/CSI network to interconnect the collection of its IT services. Each IT service, should it be under NA or Commission responsibility is connected to CCN/CSI network (via an asynchronous queue, a mail box, a web service, a synchronous service).

Some TES in the Customs policy are orchestrated by a central business application operated by the Commission ('hub & spoke' model) and do not require interconnection between NA. The experience suggests that while the TES concept may offer value in some cases of central business applications, it may not in other cases, in particular when there is little interaction with other TES. For the purpose of this Invitation to Tender, the "as is" situation is that such systems have to be considered solely as IT Services from the Commission delivered by a central application (e.g. Customs applications such as TARIC, EOS, EBTI, ...) and managed as such by ITSM2 Lot1Lot1 Contractor. The Commission reserves its right during the lifecycle of the Framework Contract to decide that any of the existing and/or future Customs central business applications has to be qualified as orchestrated TES, to be placed under the services of the ITSM2 Lot2 contractor. It is however important that ITSM2 Lot2 contractor is aware of the existence of all customs applications of the Commission placed under the management of the ITSM2 Lot1Lot1 contractor to maintain an holistic understanding of the IT services ecosystem in which he delivers his services. IT services from the Commission are therefore either part of a TES or are managed as such.

An IT service is provided and instantiated by an application which is hosted on an ICT infrastructure (the 3 lower layer of a 4 layers enterprise architecture).

The management of the lifecycle of TES and IT services from the Commission is entrusted to working groups gathering the NA and the Commission. Therefore each TES and IT Services from the Commission is overseen by such a working group. The delegations of the NA in the working groups are responsible for the national IT services part of the TES while the Commission is responsible for the IT services from the Commission and for the management of the choreography/orchestration of all IT services part of the TES.

In most cases, the Commission chairs the working groups and is responsible for its secretariat. Each working group is supported by a CIRCABC forum.

The Customs 2013 and Fiscalis 2013 programmes (and their likely successors) fund the lifecycle of TES and IT services from the Commission, the CCN lifecycle and the support of related working groups. The lifecycle of the national IT services which are part of the TES is funded by the respective national budget.

The scope of the ITSM2 Lot2 contract is, at start:

1. The support of some of the working groups which are responsible for TES and IT services from the Commission for all policies in the scope of DG TAXUD;
2. The management of the deployment and operation of the TES in the field of Excise, direct and indirect taxation and of the choreographed and orchestrated TES in the field of Customs (there are no Customs orchestrated TES at start). This encompasses planning, coordination of the NA and the Commission, deployment, administrating, monitoring, statistics, reporting, support of the NA;
3. The management of the deployment and operation of IT services (functional perspective, as opposed to IT applications which deliver those functional IT services to their users) from the Commission which are part of the above TES. This encompasses planning and coordination of the stakeholders, functional deployment, administrating, monitoring, statistics, reporting, support of the users.

The ITSM2 Lot2 contract does not have in its scope: the management of the lifecycle of Customs central applications (and associated IT services) that the Commission qualifies as IT Services from the Commission., of applications, of CCN and ICT infrastructure either under the responsibility of the Commission or the NA, other than ancillary applications needed for ITSM2 Lot2 contractor purpose.

ITSM2 Lot2 services will mainly be delivered by policy area (business thread, see later) targeting efficiency by relying on shared support service. From an ITIL perspective, ITSM2 Lot2 contractor is responsible to deliver the service management for the following configuration Items:

- TES in the field of Excise, direct and indirect taxation and of the choreographed & orchestrated TES in the field of Customs:

- TES System specifications and terms of Collaboration;
- IT services from the NA part of the TES;
- IT services from the Commission part of the TES.

ITSM2 Lot2 contractor will use IT services from the Commission as a resource to deliver its services. In particular, ITSM2 Lot2 contractor will use the SMT and the CCN monitoring of the Commission to support the service management of the Configuration Items falling in the scope of the contract. ITSM2 Lot2 contractor will act as 2nd level Service Desk behind the Service Desk of the Commission serviced by ITSM2 Lot1Lot1 contractor, for all calls (incidents and services requests) falling in the scope of ITSM2 Lot2 contract. ITSM2 Lot1Lot1 contractor will escalate systematically to ITSM2 Lot2 contractor all incidents and Request for Services pertaining to the Configuration Items under the management of ITSM2 Lot2 contractor.

The Commission may decide in the course of the contract to extend/reduce the number of TES for which ITSM2 Lot2 contractor will deliver services by an amendment to the Framework contract.

This Technical Annex reflects the scope envisaged at the start of the ITSM 2 Lot2 contract, and as described in the CI Table in Annex 1. Note that all the Customs central business applications listed under the entries labelled "Customs Tariff" and "Economic Operator System" in Annex 1 are not qualified as TES by the Commission at the start of the ITSM2 Lot2 contract (hence rendered in italic grey).

1.2. OVERVIEW OF THE WORK PACKAGES

An overview of the requested services in terms of WPs is included in the table below. The column "As Is" flags by an "√" the WP's which are delivered by the incumbent contractor and which are to be taken over by the ITSM2 Lot2 contractor "As Is"; and by an "N" the WP's that the ITSM2 Lot2 contractor has to set up from a green field situation.

Please refer to:

- The Technical annex below for the specification of the WP's, their deliverables and SQI.

- The Baseline for additional information by example of the "AS IS" WP's and for context information for the "green field" WP's. Please note that all the WPs are not necessarily documented in the Baseline.

WP.0	Contract "Operation Level Agreement" Management	As Is
WP.0.1	Production and maintenance of the Framework Quality Plan (FQP)	√
WP.0.2	N.A. for this contract	
WP.0.3	Production and maintenance of the Contract Quality Plan (CQP)	√
WP.0.4	Production of proposals for Specific Contracts (SC) and Request for	√

	Actions (RfA)	
WP.0.5	Internal Quality Assurance (QA), internal Quality Control (QC), Risk Management, Internal Auditing , Self Assessment (SA)	√
WP.0.5.1	Internal QA	√
WP.0.5.2	Internal QC	√
WP.0.5.3	Risk Management	√
WP.0.5.4	Self Assessment & Internal Audit	√
WP.0.6	Co-ordination with the Commission (Interaction, BMM, Steering Committee)	√
WP.0.7	Monthly Progress & Service Reporting (MPR/MSR)	√
WP.0.8	Maintenance of the planning of the ITSM2 Lot2 contractor's activities	√
WP.0.9	Co-operation with the Commission during Quality, Process and Security Audits	√
WP.0.10	Baselines	√
WP.0.10.1	Quarterly batch re-delivery of all deliverables	√
WP.0.10.2	Yearly delivery of full baseline	N
WP.0.11	Demand Management per business thread	√
WP.0.12	Demand Management for TAXUD IT operation	N
WP.1	N.A. for this contract	
WP.2	Takeover (TO) & Handover (HO)	
WP.2.1	Takeover per business thread	
WP.2.1.1	Take over method	√
WP.2.1.1.1	Definition of the takeover plan per business thread	√
WP.2.1.1.2	Taking-over of activities	√
WP.2.1.2	Customs Trans-European Systems	√
WP.2.1.3	Customs Business	√
WP.2.1.4	Customs Central Operation	√
WP.2.1.5	Excise Trans-European Systems	√
WP.2.1.6	Taxation Trans-European Systems	√
WP.2.1.7	Support Threads	√
WP.2.2	Handover per business thread	√
WP.2.2.1	Production of the detailed handover plan per business thread	√
WP.2.2.2	Handover of the processes, TESM tools and documentation	√
WP.2.2.3	Provision of training and support to a third party	√
WP.2.2.4	“After Handover” support per business thread	√
WP.2.2.5	Production of the handover report	√
WP.3	N.A. for this contract	
WP.4	N.A. for this contract	
WP.5	N.A. for this contract	
WP.6	N.A. for this contract	
WP.7	Development of TESM tools (Application Development)	
WP.7.1	Specification	N
WP.7.2	Design, Build, & Deployment	N
WP.7.3	Corrective maintenance	N
WP.8	TES Service Management	
WP.8.1	Service Support	√
WP.8.1.1	2 nd level Service Desk	√
WP.8.1.1.1	N.A. for this contract	
WP.8.1.1.2	Web mastering the portals for each TES system community	√
WP.8.1.1.3	The Service Desk processes, technology and environmental & space resource	√
WP.8.1.2	2 nd level Incident management	√

WP.8.1.3	Service Request (RfS)	√
WP.8.1.3.1	Service Request Management	√
WP.8.1.3.2	Access Rights	√
WP.8.1.3.3	Conference call/virtual meetings	√
WP.8.1.3.4	Remote technical support	√
WP.8.1.3.5	On-site technical support	√
WP.8.1.3.6	Ad hoc support	√
WP.8.1.4	Problem management	N
WP.8.1.5	Configuration Management	N
WP.8.1.6	Change & Release Management	√
WP.8.2	Service Delivery	√
WP.8.2.1	Service Level Management (SLM)	√
WP.8.2.1.1	Maintain, monitor & report on contractual OLA	√
WP.8.2.1.2	Maintain, monitor & report on the SLAs between the Commission and its customers/users	√
WP.8.2.1.3	Monitor & report on the service quality of the IT services delivered to the ITSM2 Lot2 contractor (OLAs)	N
WP.8.2.1.4	Monitor, reporting and maintain the Terms of Collaboration of TES	√
WP.8.2.2	Capacity Management of the TES	N
WP.8.2.3	Service Continuity Management and Disaster Recovery	N
WP.8.2.3.1	Of Contractor's services	N
WP.8.2.3.2	Of Trans-European Systems	N
WP.8.2.4	Availability Management of the TES	√
WP.8.3	The Business Perspective	√
WP.8.3.1	Business relationship management	√
WP.8.3.1.1	Business monitoring, statistics & reporting	√
WP.8.3.1.2	Periodic survey of each of the National Administrations	N
WP.8.3.2	Liaison with NAs, the contractors and other Commission services	√
WP.8.3.2.1	National Administrations Working Groups Meetings and their related sub-groups	√
WP.8.3.2.2	Technical Meetings with the Commission and/or other third parties involved in ITSM	√
WP.8.3.2.3	Service Monthly Meetings (SMM)	√
WP.8.3.2.4	Co-ordination Missions	√
WP.8.3.2.5	Training, workshop	√
WP.8.3.3	N.A. for this contract	
WP.8.3.4	TES Planning	N
WP.8.3.4.1	TES Planning Maintenance	N
WP.8.3.4.2	TES Progress and Status reporting	N
WP.8.4	Service Transition & Operation	√
WP.8.4.1	TES	√
WP.8.4.1.1	IT governance support (Managing business value)	N
WP.8.4.1.2	Integrating the TES life cycle	√
WP.8.4.1.2.1	Co-ordination between development and service management	√
WP.8.4.1.2.2	Quality Control of artefacts from TES and IT services development.	√
WP.8.4.1.3	Deployment	√
WP.8.4.1.3.1	Conformance Test	√
WP.8.4.1.4	Operation of Trans-European Systems.	√
WP.8.4.1.5	Technical support for TES	√
WP.8.4.1.6	Optimise Trans-European Systems	√

WP.8.4.2	IT Services of the Commission	√
WP.8.4.2.1	IT governance support (Managing business value)	N
WP.8.4.2.2	Integrating the IT Services life cycle	√
WP.8.4.2.3	Business deployment of IT services	√
WP.8.4.2.3.1	Functional testing (Service Utility)	√
	Comprehensive functions tests	√
	Functional qualifications	√
WP.8.4.2.4	Business operation of the IT Services	√
WP.8.4.2.5	Technical Support	√
WP.8.4.3	TESM tools	N
WP.8.4.3.1	N.A. for the contract	
WP.8.4.3.2	Integrating the TESH tools life cycle	N
WP.8.4.3.3	Deployment	N
WP.8.4.3.4	Operation	N
WP.8.4.3.5	Technical Support	N
WP.8.5	Security Management	√
WP.8.5.1	Contractor Services Security	√
WP.8.5.2	TES Security	N
WP.8.6	ICT Infrastructure Management	N
WP.8.7	Planning to Implement Service Management: Manage the CSIP	√
WP.8.8	Extended time coverage	√
WP.8.8.1	N.A. for this contract	√
WP.8.8.2	Ad hoc	√
WP.9	N.A. for this contract	
WP.10	Other deliverables and services in the scope of the Framework Contract	√

1.3. INTERACTION MODEL BETWEEN DG TAXUD AND THE ITSM2 LOT2 CONTRACTOR FOR THE WP DELIVERY: TAXUD ROLES, SERVICE THREADS, FUNCTIONAL ORGANISATION

1.3.1. ROLES IN DG TAXUD

A set of roles in DG TAXUD will be managing a set of work packages within a business scope, as defined in the table at the end of this section. The roles are mapped across the structure chart of DG TAXUD. The mapping will be defined in the Framework Quality Plan and in the Contractual Quality Plan.

The ITSM2 Lot2 contractor interacts with each of the roles in order to deliver according the terms of the contract and expectation. **The ITSM2 Lot2 contractor must assign a single person of contact for each role and ensure the continuity of this function over time.** This contact person must be entrusted with the necessary authority and management power to commit the ITSM2 Lot2 contractor on operational issues during meeting with the roles in DG TAXUD. These contact persons must meet the roles that they are responsible for in DG TAXUD premises at least every week in order to ensure perfect synchronisation on demand and delivery. The services provided by the contact persons and their meetings fall under WP.0.6. The experience suggests that these contact persons are key success factors for the service delivery quality.

DG TAXUD will interact with the ITSM2 Lot2 contractor via 6 roles with the objective to have the ITSM2 Lot2 contractor delivering according plan, budget and quality:

- the ITSM2 Lot2 supply management, alias TESM, (currently assigned to Unit R4 Project Support sector): in charge of managing all common supply management issue within the framework contract, including processes and overall coordination of the interaction between the ITSM2 Lot2 contractor and the Commission and its roles;
- the LISO (Local Information Security Officer in Unit R4): in charge of all security and continuity aspects;
- the IT operation (currently assigned to Unit R5 ISD sector) in charge of the IT & CCN service delivery by ITSM2 Lot1 contractor and ITSM2 Lot3 contractor, and with whom the ITSM2 Lot2 contractor will have to interface to address issues regarding the interface between ITSM2 Lot2 contractor and ITSM2 Lot1 contractor, including demand management regarding ITSM2 Lot1 services. ITSM2 Lot3 contractor may support IT operation in its interaction with ITSM2 Lot2 contractor;
- the Customs Business (currently assigned to unit A3): responsible for the BPM and some of the system functional specifications, looking for support for coordination with MS;
- the Customs Central Operations (currently assigned to unit R5 CIS sector), in charge for the Customs IT services delivered by central applications (such as TARIC, EOS,...), looking for support in coordination with the MS;
- the Customs TES (currently assigned to Unit R5 CIS sector), in charge of the management of the Customs Trans-European Systems, looking for the full range of services offered by ITSM2 Lot2 contractor to support the TES under their responsibility;
- the Taxation TES (currently assigned to Unit R4 Tax sector), in charge of the management of the Taxation Trans-European Systems, looking for the full range of services offered by ITSM2 Lot2 contractor to support the TES under their responsibility;
- the Excise TES (currently assigned to Unit R4 EMCS sector), in charge of the management of the Excise Trans-European Systems, looking for the full range of services offered by ITSM2 Lot2 contractor to support the TES under their responsibility;

1.3.2. SERVICE THREADS

All above roles represent the Commission as customer of specific threads of ITSM2 Lot2 services also referred in the follow up as Business & Support Threads, in continuation and extension from the incumbent nomenclature.

The business threads are: Customs Business, Customs TES, Customs Central, Excise TES, Taxation TES business threads, having the NA as main (but not exclusive) service users, with the Commission as customer via their respective assigned roles.

The Support Threads are: TESH, LISO and IT operation threads having the Commission as main (but not exclusive) service users and customers via their respective roles as customers.

The support threads are shared services in support of all business threads. The Business threads are also users/consumers of the Support Threads services.

The Customs, Taxation & Excise TES Business threads will be the main consumer of the ITSM2 Lot2 services in quantity, the Business Customs and the Customs Central operations will consume mainly NA coordination services, the Supply Management (TESH) and the LISO roles will manage the support threads, including service delivery and its compliance. The IT operation role is responsible for the ITSM2 Lot1 contractor and will liaise with ITSM2 Lot2 contractor to address all issues in this respect.

From a take over perspective (see table below), the incumbent ITSM contractor interacts, in the context of TES services, with a Customs business thread (Unit R5 Sector ISD and Directorate A, to be deconsolidated for ITSM2 Lot2 contract in Customs TES and Customs Business roles), with an Excise Business thread (which will remain "As Is" but relabelled Excise TES for the ITSM2 Lot2 contract), with a Taxation Business thread (which will remain "As Is" but relabelled Taxation TES for the ITSM2 Lot2 contract), with an ITSM business thread (the part of which serving TESH services will be relabelled TESH for the ITSM2 Lot2 contract, the part of which responsible for the IT operation will be relabelled IT operation for the ITSM2 Lot2 contract), with the LISO business thread (which will remain "As Is" for the ITSM2 Lot2 contract). The Customs Central Operation business thread will be a new user of TESH services under ITSM2 Lot2 contract.

		Threads of relevance for TES services served by the incumbent ITSM contractor				
		Business Thread			Support Thread	
		Customs	Taxation	Excise	ITSM	LISO
Business threads (alias roles) to be served by the ITSM2 Lot2 contractor	Customs TES	Split in 2 to reflect organisational change in TAXUD				
	Customs Business					
	Customs Central Operation	New business thread consuming ITSM2 Lot2 TES services				
	Excise TES			Same		
	Taxation TES		Same			
Support threads (alias roles) to be served by the ITSM2 Lot2 contractor	TESM				Part related to the ITSM2 Lot2 supply mgnt	
	LISO					Same
	IT operation				Part related to the IT operation	

The ITSM2 Lot2 contractor must meet the operational demand from all roles in TAXUD according the terms of this technical annex (and in particular the specifications of the work packages, their deliverables, services and SQI) for all WP's and the baseline in the case of "As Is" WP's. The ITSM2 Lot2 contractor must factor in its price for the "As Is" services the delivery of services as defined in this Invitation To Tender (and for which information is provided in the Baseline), including operational deviation/specificities between the Business threads for a same WP.

In case the services demand would require a deviation from the Work Package as specified hereby (and for which information is provided in the Baseline), the services deviation to adjust the delivery from the standard work package to the demand made will be allocated under WP.10.

The ITSM2 Lot2 contractor must show due care to each of the roles and support them in fulfilling their missions within DG TAXUD. Differences in processes used by different roles can not be an impeding factor on delivery as they will be resolved via WP.10.

1.3.3. FUNCTIONAL ORGANISATION OF THE ITSM2 LOT2 CONTRACTOR

Beyond assigning a single contact person for each role in the Commission (see section 1.3), the experience suggests that the ITSM2 Lot2 contractor should organise his team in business oriented functions (one per business thread), supported by shared support oriented functions, plus the necessary management functions.

The **business** thread oriented **functions** will embed the technical, functional and business knowledge required to deliver the expected service quality to the users. The business thread oriented functions will focus on meeting the expectation of the users of the ITSM2 Lot2 services, National Administrations, Citizens, business units in the Commission.

The **support functions** will deliver shared services to the business threads functions. They will foster the convergence, alignment and improvement of internal processes. They will target efficiency. Those functions will embed the process knowledge and will concentrate on the process management aspects.

The **management functions** will ensure the harmonious coordination between the support and business thread functions, with due care of the interest of the Commission and the service users. The management functions must as well include the functions to deliver the services of the support threads.

1.3.4. INTERACTION MODEL

The interaction model of reference is defined in the following table, which also specifies:

- The relationship between threads and WP; the existence of an interaction is indicated as 'Y'
- The type of the function that the ITSM2 Lot2 contractor has to set up to deliver the work package: **Business specific**, **Support** (alias shared), **Management**
- Whether the WP is “AS IS” (exists in the current ITSM contract, indicated with √) or to be set up by the ITSM2 Lot2 contractor from a green field situation (indicated with N).

DG TAXUD may require to amend this interaction model during the duration of the framework contract: addition or consolidation of roles, changes in the allocation of WP to a specific interaction.

		ITSM2 Lot2 Supply Management	Customs Business	Customs Central Operations	Customs TES	Taxation TES	Excise TES	IT Operation	LISO	Function type	As Is
WP.0	Contract “Operation Level Agreement” Management										
WP.0.1	Production and maintenance of the Framework Quality Plan (FQP)	Y							Y	M	√
WP.0.2	N.A. for this contract										
WP.0.3	Production and maintenance of the Contract Quality Plan (CQP)	Y								M	√
WP.0.4	Production of proposals for Specific Contracts (SC) and Request for Actions (RfA)	Y								M	√
WP.0.5	Internal Quality Assurance (QA), internal Quality Control (QC), Risk Management, Internal Auditing , Self Assessment (SA)	Y							Y	M	√
WP.0.6	Co-ordination with the Commission (Interaction, BMM, Steering Committee)	Y	Y	Y	Y	Y	Y	Y	Y	MB	√
WP.0.7	Monthly Progress & Service Reporting (MPR/MSR)	Y								S	√
WP.0.8	Maintenance of the planning of the ITSM2 Lot2 contractor’s activities	Y	Y	Y	Y	Y	Y	Y		MS B	√
WP.0.9	Co-operation with the Commission during Quality, Process and Security Audits	Y							Y	M	√
WP.0.10	Baselines	Y								S	√
WP.0.11	Demand Management per business thread	Y	Y	Y	Y	Y	Y			S	√
WP.0.12	Demand Management for TAXUD IT operation	Y						Y		S	N
WP.1	N.A. for this contract										
WP.2	Takeover (TO) & Handover (HO)										
WP.2.1	Takeover per business thread	Y	Y	Y	Y	Y	Y	Y	Y	MB	√
WP.2.1.1	Take Over Method	Y								M	√
WP.2.1.2	Customs Trans-European Systems				Y					B	√

		ITSM2 Lot2 Supply Management	Customs Business	Customs Central Operations	Customs TES	Taxation TES	Excise TES	IT Operation	LISO	Function type	As Is
WP.2.1.3	Customs Business		Y							B	√
WP.2.1.4	Customs Central Operation			Y						B	√
WP.2.1.5	Excise Trans-European Systems						Y			B	√
WP.2.1.6	Taxation Trans-European Systems					Y				B	√
WP.2.1.7	Support threads	Y						Y	Y	S	√
WP.2.2	Handover per business thread	Y	Y	Y	Y	Y	Y	Y	Y	B	√
WP.3	N.A. for this contract										
WP.4	N.A. for this contract										
WP.5	N.A. for this contract										
WP.6	N.A. for this contract										
WP.7	Development of TESM tools (Application Development) common to all business threads	Y			Y	Y	Y			S	N
WP.8	TES Service Management										
WP.8.1	Service Support										
WP.8.1.1	2 nd level Service										
WP.8.1.1.1	N.A. for this contract										
WP.8.1.1.2	Web mastering the portals for each TES system community		Y		Y	Y	Y			B	√
WP.8.1.1.3	The Service Desk processes, technology and environmental & space resource	Y						Y	Y	S	√
WP.8.1.2	2 nd level Incident management	Y								S	√
WP.8.1.3	Service Request (RfS)										√
WP.8.1.3.1	Service Request Management	Y								S	√
WP.8.1.3.2	Access Rights		Y	Y	Y	Y	Y			B	√
WP.8.1.3.3	Conference call/virtual meetings		Y	Y	Y	Y	Y			B	√

		ITSM2 Lot2 Supply Management	Customs Business	Customs Central Operations	Customs TES	Taxation TES	Excise TES	IT Operation	LISO	Function type	As Is
WP.8.1.3.4	Remote technical support				Y	Y	Y			B	√
WP.8.1.3.5	On-site technical support				Y	Y	Y			B	√
WP.8.1.3.6	Ad hoc support				Y	Y	Y			B	√
WP.8.1.4	Problem management	Y			Y	Y	Y			SB	N
WP.8.1.5	Configuration Management				Y	Y	Y			S	N
WP.8.1.6	Change & release Management per business thread	Y			Y	Y	Y			SB	√
WP.8.2	Service Delivery										
WP.8.2.1	Service Level Management (SLM)										
WP.8.2.1.1	Maintain, monitor & report the contractual OLA	Y								S	√
WP.8.2.1.2	Maintain, monitor & report on the SLAs between the Commission and its customers/users	Y	Y	Y	Y	Y	Y			SB	√
WP.8.2.1.3	Monitor & report on the service quality of the IT services delivered to the ITSM2 Lot2 contractor (OLAs)	Y						Y		S	N
WP.8.2.1.4	Monitor, reporting and maintain the Terms of Collaboration of TES				Y	Y	Y			B	√
WP.8.2.2	Capacity Management of the TES				Y	Y	Y			B	N
WP.8.2.3	Service Continuity Management and disaster recovery										
WP.8.2.3.1	Of Contractor's services	Y						Y	Y	S	N
WP.8.2.3.2	Of Trans-European Systems				Y	Y	Y		Y	B	
WP.8.2.4	Availability Management of the TES				Y	Y	Y		Y	B	√
WP.8.3	The Business Perspective										
WP.8.3.1	Business relationship management										
WP.8.3.1.1	Business monitoring, statistics & reporting				Y	Y	Y			B	√
WP.8.3.1.2	Periodic survey of each of the National Administrations	Y			Y	Y	Y			SB	N
WP.8.3.2	Liaison with NAs, the contractors and other Commission services										

		ITSM2 Lot2 Supply Management	Customs Business	Customs Central Operations	Customs TES	Taxation TES	Excise TES	IT Operation	LISO	Function type	As Is
WP.8.3.2.1	National Administrations Working Groups Meetings and their related sub-groups		Y	Y	Y	Y	Y			B	√
WP.8.3.2.2	Technical Meetings with the Commission and/or other third parties involved in ITSM		Y	Y	Y	Y	Y			B	√
WP.8.3.2.3	Service Monthly Meetings (SMM)				Y	Y	Y			B	√
WP.8.3.2.4	Co-ordination Missions				Y	Y	Y			B	√
WP.8.3.2.5	Training, workshop		Y		Y	Y	Y			B	√
WP.8.3.3	N.A. for this contract										
WP.8.3.4	TES Planning				Y	Y	Y			B	N
WP.8.3.4.1	TES Planning Maintenance				Y	Y	Y			B	N
WP.8.3.4.2	TES Progress and Status reporting				Y	Y	Y			B	N
WP.8.4	Service Transition & Operation										
WP.8.4.1	TES				Y	Y	Y			B	
WP.8.4.1.1	IT governance support (Managing business value)										N
WP.8.4.1.2	Integrating the Trans-European Systems life cycle										
WP.8.4.1.2.1	Co-ordination between development and service management										√
WP.8.4.1.2.2	Quality Control of artefacts from Trans-European Systems development.										√
WP.8.4.1.3	Deployment										√
WP.8.4.1.4	Operation of Trans-European Systems.										√
WP.8.4.1.5	Technical support for Trans-European Systems										√
WP.8.4.1.6	Optimise Trans-European Systems										√
WP.8.4.2	IT Services of the Commission				Y	Y	Y			B	
WP.8.4.2.1	IT governance support (Managing business value)										N

		ITSM2 Lot2 Supply Management	Customs Business	Customs Central Operations	Customs TES	Taxation TES	Excise TES	IT Operation	LISO	Function type	As Is
WP.8.4.2.2	Integrating the Trans-European Systems life cycle										√
WP.8.4.2.3	Business deployment of IT services										√
WP.8.4.2.4	Business operation of the IT Services										√
WP.8.4.2.5	Technical support										√
WP.8.4.3	TESM tools				Y	Y	Y			B	N
WP.8.4.3.1	N.A. for this contract										
WP.8.4.3.2	Deployment										
WP.8.4.3.3	Operation										
WP.8.4.3.4	Technical support										
WP.8.5	Security Management										
WP.8.5.1	Contractor Services Security								Y	S	√
WP.8.5.2	TES Security				Y	Y	Y		Y	SB	N
WP.8.6	ICT Infrastructure Management	Y						Y	Y	S	N
WP.8.7	Planning to Implement Service Management: Manage the CSIP	Y			Y	Y	Y		Y	M	√
WP.8.8	Extended time coverage	Y							Y	S	√
WP.9	N.A. for this contract										
WP.10	Other deliverables and services in the scope of the contract	Y	Y	Y	Y	Y	Y	Y	Y	MBS	√

1.4. SPECIFICATIONS OF THE WORK PACKAGES

The WPs are specified as nodes of a hierarchical structure, with the rule of inheritance from higher level to lower level: any WP inherits the specification of all its higher level WPs. Thereby, the comprehensive specification of a given WP at any level is the union of the specifications attached to this WP and of those attached to all its higher level WPs in its hierarchical line. In case of conflict between hierarchical levels, the specification attached to the lowest level will always take precedence. In case the WP is qualified as "As Is" in the previous sections, this means that there are current existing processes attached to existing WP, associated deliverables and Quality indicators. Examples of existing deliverables are documented in the Baseline.

The ITSM2 Lot2 contractor must deliver its services in compliance with TEMPO, ISO 20000-2:2005, ISO 27001:2005, ISO 27002:2005, ITIL v. 3.

The following text uses naming conventions in compliance with ITIL v.2 and ITIL v.3, which are applicable to this Technical Annex. In case of ambiguity, ITIL v.3 definition will take precedence.

WP.0	Contract “Operation Level Agreement” Management
	This WP covers all activities to be performed by the ITSM2 Lot2 contractor to manage his “Operation Level Agreement” with the Commission.
WP.0.1	Production and maintenance of the Framework Quality Plan (FQP)
	<p>To produce, deliver and maintain the Framework Quality Plan (FQP) for this FC, ensuring that all activities performed under this FC comply with the TEMPO methodology, the Programme Quality Plans (PQP) applicable to the projects to be served and the terms of the contract.</p> <p>The 1st version of the FQP must result and be limited to the alignment of the incumbent FQP to the scope of ITSM2 Lot2 FC and to the set up of the ITSM2 Lot2 contractor. The 1st version of the FQP documents the set up of the ITSM2 Lot2 contractor at the time of starting the delivery of the "AS IS" service handed over by the incumbent ITSM contractor.</p> <p>The FQP will contain at minimum:</p> <ul style="list-style-type: none"> • a Work Breakdown Structure (WBS) of the activities, using this Technical annex as a reference; • a Deliverable Tracking Matrix (DTM); • a planning of the activities in Gantt presentations; • a interaction diagram between the roles on the ITSM2 Lot2 contractor side and the Commission side, in particular to fulfil the requirement set in WP.0.6; • the profiling of TEMPO applicable to the FC along with any deviation from/addition to TEMPO; • the internal organisation, interaction model and process with the other stakeholders, in particular with ITSM Lot1 and with the National administrations; • the security plan, the business continuity & disaster recovery plan; • the internal procedures of the ITSM2 Lot2 contractor in application for the contract, including team organisation and composition, Quality Assurance and Control, escalation procedure, operation procedure;

	<ul style="list-style-type: none"> the contractual OLA, which defines quality of services, their targets, objective metrics to measure performance achieved and monitoring means for all services to be provided during the course of the FC. It includes the generic definition of the SQI which will be commonly reused across all SC's. The contractual OLA can be instantiated in every SC. <p>The FQP template is defined in TEMPO.</p> <p>The FQP is a mandatory deliverable of the first specific contract of the FC. The ITSM2 Lot2 contractor will have to produce a test plan to verify the alignment of the FQP with its actual set up, will have to perform the verification (referred to as a FAT), produce the FAT report in line with the FQP for a bundle acceptance by the Commission. The Commission reserves its right to verify the FQP and FAT report on-site during the review period.</p> <p>FQP will need periodic revisions to reflect the evolution of the project, internal procedures, contractual OLA, OLAs, SLAs and ToCs, quality procedures, TEMPO, PQPs, and CQPs.</p>
WP.0.2	N.A. for this contract
WP.0.3	Production and maintenance of the Contract Quality Plan (CQP)
	<p>The ITSM2 Lot2 contractor has to produce, deliver and maintain the CQP for each Specific Contract (SC) issued under the FC which defines the specifics applicable for the SC. The CQP must be compliant with the FQP produced in WP.0.1.</p> <p>The CQP will contain among other topics of relevance for the SC to which the CQP relates:</p> <ul style="list-style-type: none"> the Work Breakdown Structure (WBS) of the activities; the Planning of the activities in PERT and Gantt presentations, the Deliverable Tracking Matrix (DTM) in the context of the SC, the contractual OLA, the “hosted infrastructure” OLA, and other applicable SLAs/OLAs and ToCs; the structure of the Monthly Progress Reports (MPR's) and Monthly Service Reports (MSR's); any deviation from/addition to the FQP. <p>The CQP will need maintenance, reflecting the evolution of the project, internal procedures, SLAs, contractual OLA, OLAs, ToCs.</p>
WP.0.4	Production of proposals for Specific Contracts (SC) and Request for Actions (RfA)
	<p>Within the scope of the FC, the ITSM2 Lot2 contractor has to produce proposals on request from the Commission (Request for Offer (RfO)) for Specific Contracts (SC) and (Request for Estimate (RfE)) for Requests for Action (RfA) to provide services and deliverables.</p> <p>The quotes must be expressed in quantities of service units, and associated unit prices, with reference to the price schedule of the FC and the budget provision.</p> <p>The quality of the SC & RfA offer process will be monitored by means of the time required to receive an acceptable offer/estimate.</p>
WP.0.5	Internal Quality Assurance (QA), internal Quality Control (QC), Risk Management, Internal Auditing, Self Assessment (SA)
WP.0.5.1	Internal QA
	<p>To undertake the quality assurance of the activities, ensuring that:</p> <ul style="list-style-type: none"> the Technical Annex, FQP, CQP and contractual OLA are adhered to and implemented consistently across all activities; to take any corrective measures in case of deviation.

	<p>Quality Inspections will be performed by the ITSM2 Lot2 contractor's Quality Officer. The main goal is to check the compliance of the activities and deliverables with the Quality Objectives and with the Contract Standards and Procedures.</p> <p>The ITSM2 Lot2 contractor is requested to maintain a list of internal quality assurance meetings and to keep the minutes of those internal meetings available on-site in case of an audit by the Commission (see WP.0.9).</p>
WP.0.5.2	Internal QC
	<p>To ensure internal quality review of ALL services & deliverables (prior to delivery) to the Commission, to ensure that this Technical Annex, FQP, CQP and other applicable expectations are adhered to and implemented consistently across all the ITSM2 Lot2 contractor's internal activities.</p> <p>The ITSM2 Lot2 contractor must keep all its internal quality control records available on request from the Commission.</p>
WP.0.5.3	Risk Management
	<p>The ITSM2 Lot2 contractor has to identify, manage and report risks to the Commission. All risks that may have an impact on the TAXUD activities to which the ITSM2 Lot2 contractor contributes must be considered. This includes for example risks related to the contractual OLA, to WP.8.5 Security Management or WP.8.2.3.1 Service Continuity Management. The ITSM2 Lot2 contractor must keep its internal risk analysis records available on request of the Commission.</p> <p>An exhaustive risks register shall be annexed to the MPR.</p>
WP.0.5.4	Self Assessment & Internal Audit
	<p>This WP covers all the requirements in terms of Self Assessment and Internal Audit specified in the ITIL processes of interest for this contract.</p> <p>The ITSM2 Lot2 contractor has to perform self assessment and internal audits periodically, minimum twice per year, for all the service processes of the contract, report outcome/findings to the Commission, and introduce the necessary improvements via the CSIP (refer to WP.8.7 Planning to implement service management) and/or corrective actions. The ITSM2 Lot2 contractor must follow-up the implementation of the actions agreed with the Commission and/or those resulting from the quality audit process. Self Assessment will be conducted by the ITSM2 Lot2 contractor staff responsible for delivering the activities. Internal Quality Audits are performed by the ITSM2 Lot2 contractor's internal quality auditor, which provides reasonable assurance of reporting segregation with the internal organisation in charge of the contract delivery.</p> <p>The area of investigation for these self-assessment and internal audit activities shall take into account among others the results of the risk management to provide some assurance that the main risks are properly mitigated.</p> <p>The ITSM2 Lot2 contractor must keep all self assessment and internal audit reports available on request from the Commission</p>
WP.0.6	Co-ordination with the Commission (Interaction, BMM, Steering Committee)
	<p>The ITSM2 Lot2 contractor has to co-ordinate efforts with the Commission on a periodic (weekly & monthly) and ad-hoc basis. Also, the ITSM2 Lot2 contractor must prepare, hold and minute monthly and ad-hoc meetings with the Commission in the Commission's premises.</p> <p>The availability of the ITSM2 Lot2 contractor for this co-ordination must be as follows:</p>

	<ul style="list-style-type: none"> • assign a contact person for each role in DG TAXUD, in compliance with section 1.3 of this technical annex; • weekly meeting between contact persons and their respective roles in DG TAXUD; • bilateral Monthly Meetings (BMM) are planned in advance; • Steering Committee meetings chaired by the Commission Head of Unit who is technically responsible for the contract execution, focusing on the strategic aspects of the contract and the risk management; • ad-hoc coordination meetings, called on request, at a mutually agreed date and time. <p>The ITSM2 Lot2 contractor is responsible to produce the agenda and minutes of the meetings.</p> <p>In case of conflict between the minutes and the contractual documents, the latter take precedence.</p> <p>The ITSM2 Lot2 contractor must take the necessary management steps to ensure that the actions that he has committed to are performed according to expectations.</p>
WP.0.7	<p>Monthly Progress & Service Reporting (MPR/MSR)</p> <p>The ITSM2 Lot2 contractor has to report in the Monthly Progress Report (MPR) delivered to the Commission about:</p> <ul style="list-style-type: none"> • the contractual situation, including status of RfA, consumption status of ordered service quantities; • the progress achieved in the context of each WP or activity identified per supported project; • the status of deliverables; • the issues, problems and risks identified during the reporting month; • the resources allocation; • future plans. <p>In addition, the MPR has to include:</p> <ul style="list-style-type: none"> • the Monthly Service Report (MSR) which includes all the service reports. <p>The CQP will define the structure and content of the MPR and MSR.</p> <p>In case of conflict between the MPR/MSR and the BMM minutes (even when accepted by the Commission) on the one hand and the contractual documents (FC, SC and RfA), on the other hand, the latter will take precedence.</p>
WP.0.8	<p>Maintenance of the planning of the ITSM2 Lot2 contractor's activities</p> <p>The ITSM2 Lot2 contractor is responsible for maintaining his own internal activity planning. All tasks listed under the detailed WBS of the FQP and CQPs, the milestones, as well as the task duration are defined and maintained.</p> <p>The ITSM2 Lot2 contractor has to maintain the work plan up to date with the support of a project management tool compatible with the one used in the Commission (MS Project), and have it annexed to the MPR. The ITSM2 Lot2 contractor must also keep the planning available for the Commission at any time.</p> <p>The ITSM2 Lot2 contractor must maintain a strong relationship between this WP and WP.0.11 & WP.0.12.</p> <p>Any deviation from the contractual work plan will be highlighted.</p>
WP.0.9	<p>Co-operation with the Commission during Quality, Process and Security Audits</p>

	<p>It is expected that the Commission will conduct on average one quality audit and one security audit per year in the ITSM2 Lot2 contractor's premises but reserves its right to conduct more. The audit will be conducted by the Commission and/or a third party nominated by the Commission. The Commission will notify the ITSM2 Lot2 contractor in advance of the timing for the audit. The ITSM2 Lot2 contractor has to collaborate and support the audit team during its entire mission.</p> <p>The Maturity Level of the processes and the compliance of the processes with the FQP, COBIT, ISO 27001:2005, ISO 27002:2005, ISO 20000-2005-2, TEMPO, and industry best practice are amongst the key items subject to auditing by the Commission.</p> <p>After the audit report is released, the ITSM2 Lot2 contractor has to issue his/her position regarding the points raised in the audit report. These points will be discussed between the Commission and the ITSM2 Lot2 contractor, and where necessary a set of actions will be taken by the ITSM2 Lot2 contractor. Follow-up of the actions will take place via the MPR, or if necessary, by conducting another verification audit at the ITSM2 Lot2 contractor's premises.</p> <p>Note that audit reports are kept confidential.</p>
WP.0.10	Baselines
WP.0.10.1	Quarterly batch re-delivery of all deliverables
	The ITSM2 Lot2 contractor has to produce, at the end of each quarter, a DVD-ROM with all deliverables from the past quarter.
WP.0.10.2	Yearly production of full baseline
	Upon TAXUD request, but no more than once a year, the ITSM2 Lot2 contractor produces a full baseline, i.e. DVD-ROM with the latest version of all deliverables since the beginning of the framework contract as well as all files that would be needed for a handover (export of operational data hosted in the ITSM2 Lot2 contractor premises, list of contacts, TESH tools package, etc.).
WP.0.11	Demand Management per business thread
	The ITSM2 Lot2 contractor will organise and coordinate the collection of requests for TESH services across the roles in DG TAXUD. This will be done in synergy with WP.0.6 and WP.8.3.4. The ITSM2 Lot2 contractor will report in a consolidated way - as well as per role - by default on a weekly basis, according to the urgency degree of the request. This activity will support DG TAXUD for ordering additional quantities of TESH services and the ITSM2 Lot2 contractor to plan its internal capacity. It will be good practice to meet DG TAXUD on a weekly basis to monitor the quantities.
WP.0.12	Demand management for TAXUD IT operation
	<p>The ITSM2 Lot2 contractor will use the IT services delivered ITSM2 Lot1 contractor or other suppliers of the Commission, most importantly the SMT, the test applications, the central reference/monitoring/statistic applications for the TES, CIRCABC (the online forum of the Commission with the NA), the CCN monitoring tools. The ITSM2 Lot2 contractor will also have to deliver services which will require synchronisation with the services provided by the ITSM2 Lot1 contractor (e.g. deployment).</p> <p>The ITSM2 Lot2 contractor will have to coordinate, via its person of contact, with the "IT operation" role of DG TAXUD (see section 1.3.1):</p> <ul style="list-style-type: none"> ○ the consolidated demand schedule for ITSM2 Lot1 services arising from WP.0.11; ○ the resolution of any issue arising from the quality of service of ITSM2 Lot1 contractor to ITSM2 Lot2 contractor and vice versa.

WP.1	N.A. for this contract
WP.2	Takeover (TO) & Handover (HO)
WP.2.1	Takeover per business thread
	<p>The ITSM2 Lot2 contractor will takeover from the Commission and the incumbent ITSM contractor, the IT Service Management for the trans-European Systems in the fields of Customs, Excise and Taxation. The takeover must be successfully concluded at the latest after 6 months from the agreed start of the activity. The absolute priority at takeover is for the ITSM2 Lot2 contractor to start providing all the taken-over services by the imposed dates at their “as is” level of quality. This takes precedence over any service transformation activities which might raise additional risks in securing the takeover. The takeover is the most challenging deployment over the FC duration that the ITSM2 Lot2 contractor will need to face on short period of time.</p> <p>It is critical that the ITSM2 Lot2 contractor is capable of taking over the "As Is" WP's from the incumbent ITSM contractor for each of the business threads involved in the TES delivery at take over time, on time and without disruption of quality of the services delivered, regardless of their nature and volume at takeover time. The ITSM2 Lot2 contractor has to foresee the necessary steps to achieve this seamless takeover for the users of the services.</p> <p>This takes precedence over any processes change and/or implementation of new tools and/or adding a new Business thread to serve, which the ITSM2 Lot2 contractor and the Commission would jointly see as raising disproportionate risks in securing the mandatory service continuity.</p> <p>The takeover activity will be planned, performed and concluded by the ITSM2 Lot2 contractor per business thread for each of the business thread. As the take over of the incumbent ITSM contractor by both ITSM2 Lot1 & Lot2 contractors will happen in parallel with the same 6 months deadline, the ITSM2 Lot2 contractor must take into account the "3 steps" take over strategy mandated on ITSM2 Lot1 contractor (refer to the ITSM2 Lot1 "To Be" document) in its own take over planning.</p> <p>The “AS IS” services delivered to the following business & support threads will need to be taken over:</p> <ul style="list-style-type: none"> • The Customs Business thread • The Customs Central Operation; • The Customs trans European Systems • The Excise trans European Systems • The Taxation trans European Systems • The TESM • The LISO • The IT operation. <p>The take over must be organised per business thread. Take over of the support threads must be factored in the planning of the take over of the business threads.</p> <p>For all services, the Commission will provide access to the updated documentation needed by the ITSM2 Lot2 contractor to deliver its services.</p> <p>The roles of DG TAXUD will provide support in their respective area of responsibility to assist the ITSM2 Lot2 contractor in its take over. DG TAXUD will provides training only once to the ITSM2 Lot2 contractor. The ITSM2 Lot2 contractor is responsible to ensure the retention of the taken over knowledge in its team.</p>
WP.2.1.1	Take over method

WP.2.1.1.1	Definition of the takeover plan per business thread
	<p>For each business thread, the ITSM2 Lot2 contractor has to produce and deliver the detailed takeover plan in line with the situation in which the system(s) will be at the time. The plan will include:</p> <ul style="list-style-type: none"> • detailed planning; • List of services to take over, associated Configuration Items; • List of IT services provided by the Commission to the ITSM2 Lot2 contractor in order to meet its duty; • acceptance criteria and the FAT cycle of the takeover; • the actions to take towards the NAs and the other partners of the projects; • risk analysis with mitigation and fallback plan; • the deployment plan of the processes required at service start-up. <p>A "shadowing" period of the activities of the incumbent ITSM contractor during the last 2 months of the takeover period must be foreseen.</p> <p>The ITSM2 Lot2 contractor must take into account when defining its take over plan the "3 steps" take over strategy imposed on the ITSM2 Lot1 contractor.</p>
WP.2.1.1.2	Taking-over of activities
	<p>For each business thread, the ITSM2 Lot2 contractor has to:</p> <ul style="list-style-type: none"> • set up the initial organisation, processes, office infrastructure; • Set up the interconnectivity required to access the IT services delivered by the Commission to the ITSM2 Lot2 contractor, including the security and procedure required for the Security convention; • secure up the knowledge required to provide the services, and in particular the business perspective, the TES management and associated technical support; • establish an interface with the roles in DG TAXUD, and ensure that adequate coordination and collaboration is put in place with the other project stakeholders (i.e. other contractors), • get proficient in the use of all IT services delivered by the Commission to the Lot2 contractor for its duties and all the data/information they manage; • transfer all document libraries; • build up the necessary technical files/knowledge base to be used by the ITSM2 Lot2 contractor to deliver its services; • coordinate the take over of business threads with the take over of the support threads in order to ensure timely delivery of the business thread take over and efficient take over of the support thread; • proceeding to the takeover phase according to the agreed plan; • switching over the threads according to plan, taking over the full responsibility for the maintenance of the deliverables in the scope of the contract and for the performance of the services, seamlessly for the quality of service delivered to the user base and DG TAXUD. <p>At the end of the takeover, the ITSM2 Lot2 contractor will endorse the full responsibility for the taken-over business threads.</p> <p>The takeover will end once formally accepted by the Commission. This acceptance will entail a bundle acceptance of the following deliverables:</p> <ul style="list-style-type: none"> • the takeover deliverables; • the test plan for the takeover FAT; • the takeover FAT report.

	The take over of each business thread will be managed in parallel and independently of each other.
WP.2.1.2	Customs TES
	<p>Refer to:</p> <ul style="list-style-type: none"> • The Terms of Reference • WP.2.1 for the take over activities. <p>The ITSM2 Lot2 contractor will have from the Commission and its contractors the following services at his disposal:</p> <ul style="list-style-type: none"> - support and training from CUSTDEV2 contractor in charge of the Customs specifications and development; - training and support from incumbent ITSM contractor - access to application CS/MIS for business monitoring/statistic/NA availability; - access to the reference applications (CS/RD, EOS) - access to the test tool (currently TTA) for conformance tests - access to the CIRCABC fora;
WP.2.1.3	Customs Business
	<p>Refer to:</p> <ul style="list-style-type: none"> • The Terms of Reference • WP.2.1 for the take over activities. <p>The ITSM2 Lot2 contractor will have from the Commission and its contractors the same services as in WP.2.2.</p> <p>The Customs Business thread will mainly consume services in the area of Customs TES statistic and NA Meeting.</p>
WP.2.1.4	Customs Central Operation
	<p>Refer to:</p> <ul style="list-style-type: none"> • The Terms of Reference • WP.2.1 for the take over activities. <p>The Customs Central Operation will mainly consume services in the area of NA meetings and per say will not need a take over.</p> <p>However, should this business thread take advantage of the Lot2 service beyond NA meetings, a take over will take place on request from the Commission and the ITSM2 Lot2 contractor will have from the Commission and its contractors the following services at his disposal:</p> <ul style="list-style-type: none"> - support and training from CUSTDEV2 contractor in charge of the Customs specifications and development; - training and support from ITSM Lot1 contractor - access to customs centrally operated applications; - access to the CIRCABC fora;
WP.2.1.5	Excise TES
	<p>Refer to:</p> <ul style="list-style-type: none"> • The Terms of Reference • WP.2.1 for the take over activities. <p>The ITSM2 Lot2 contractor will have from the Commission and its contractors the following services at his disposal:</p> <ul style="list-style-type: none"> - business support and training from FITSDEV2 in charge of the EMCS specifications and development; - training and support from incumbent ITSM contractor - access to application CS/MISE for business monitoring/statistic/NA availability; - access to the reference applications (SEED) - test tool (TA) for conformance tests - access to the CIRCABC fora;
WP.2.1.6	Taxation TES

	<p>Refer to:</p> <ul style="list-style-type: none"> • The Terms of Reference; • WP.2.1 for the take over activities. <p>The ITSM2 Lot2 contractor will have from the Commission and its contractors the following services at his disposal:</p> <ul style="list-style-type: none"> - business support and training from FITSDEV2 contractor in charge of the Taxation specification and development; - training and support from incumbent ITSM contractor - access to the web based VIES monitoring application - access to the web based VIES on the Web monitoring application and Configuration tool - access to the MS-Windows based statistics application to compute VAT Refund, VIES and VIES on the Web statistics - access to the web based Self-Service Testing Web Portal (SSTWP) allowing to perform and manage the conformance tests (under development at time of writing); - access to the CIRCABC fora;
WP.2.1.7	Support threads
	<p>The take over of the Support threads must be factored in the take over of the Business threads.</p> <p>Refer to:</p> <ul style="list-style-type: none"> • The Terms of Reference; • WP.2.1 for the take over activities. <p>The ITSM2 Lot2 contractor will have from the Commission and its contractors the following services at his disposal:</p> <p>For the Supply Management, demand management:</p> <ul style="list-style-type: none"> • Training from the Commission; <p>For the ITSM2 Lot1 services, connectivity, and CCN services:</p> <ul style="list-style-type: none"> • Support and training from the Commission, incumbent ITSM contractor and CCN contractor <p>For the FQP, Service Desk , processes and supporting tools:</p> <ul style="list-style-type: none"> • support and training from the incumbent ITSM contractor • access to the SMT tools and other supporting tools as needed; <p>For the CCN:</p> <ul style="list-style-type: none"> • the queue monitoring tool (Tivoli or successor) • the CCN Web portal to manage queue setting <p>For TEMPO and program quality plan:</p> <ul style="list-style-type: none"> ○ support and training from the QA contractor.
WP.2.2	Handover per business thread
	<p>The ITSM2 Lot2 contractor will take all steps required to handover part or all of his activities to the Commission or any third parties on its behalf at the end of the ITSM2 Lot2 contractor's FC, or earlier on request from the Commission. The handover activity will be planned, performed and concluded by the ITSM2 Lot2 contractor per Business thread.</p>
WP.2.2.1	Production of the detailed handover plan per business thread
	<p>The ITSM2 Lot2 contractor has to prepare and deliver to the Commission for review and acceptance the detailed handover plan according to which the handover activity will be concluded. The plan has to include a detailed break-down of the handover activities and a detailed time-schedule, as well as the handover FAT & SAT test plans. The FAT is performed in the premises of the ITSM2 Lot2 contractor and the SAT is to take place in the premises of the 3rd parties nominated by the Commission to takeover from the ITSM2 Lot2 contractor after the transfer of knowledge.</p> <p>The handover must be managed to allow the taking over party(ies) to</p>

	takeover the services at no cost and without Quality of Service decrease. The ITSM2 Lot2 contractor must provide a support service of 3 months to the taking over party as from the successful handover/takeover.
WP.2.2.2	Handover of the processes, documentation, TESH tools
	The ITSM2 Lot2 contractor will handover to the Commission, or any third parties on its behalf, the whole of the ITSM2 Lot2 services, the whole of the live and historical data and information supporting the services provided (and in particular these managed by the TESH tools), the up-to-date version of the Lot2 process model in full (including internal procedures), the whole of the TESH tools (if any) and the whole of any other artefact produced by the ITSM2 Lot2 contractor for the purpose of delivering its services under the terms of the contract, free of any right. The deployment must be planned to avoid regression of services.
WP.2.2.3	Provision of training and support to a third party
	The ITSM2 Lot2 contractor will provide, on request by the Commission, training, remote/on-site support to the Commission and/or any third parties on its behalf. The support can be on the site of the new contractor or remote; it can be in the form of questions & answers sessions, service desk requests, email exchanges, telephone calls, etc. This activity will also activate services provided under WP.8.3.2, which means training costs must not be included in the price of the HandOver.
WP.2.2.4	“After Handover” support per business thread
	The ITSM2 Lot2 contractor must provide a support service of 3 months to the taking over party as from the successful handover.
WP.2.2.5	Production of the handover report
	The ITSM2 Lot2 contractor has to provide a handover report to the Commission for review and acceptance at the end of the handover activity.
WP.3	N.A. for this contract
WP.4	N.A. for this contract
WP.5	N.A. for this contract
WP.6	N.A. for this contract
WP.7	Development of TESH tools (Application Development)
	By default, the Commission provides the ITSM2 Lot2 contractor with the necessary IT services for the ITSM2 Lot2 contractor to deliver its services (refer to the WP for the specification of these IT Services and baseline for information). However, there may be case where those IT services will need to be added and/or substituted by ad hoc tools. As part or all of the solution may be put at the disposal fo the ITSM2 Lot2 contractor at no cost by the Commission, the ITSM Lot2 contractor may have to deliver specification, configuration and development services. This WP covers: <ul style="list-style-type: none"> - the configuration of IT services put at the disposal of the ITSM2 Lot2 contractor; - the development and maintenance of ad hoc complementary tools to support the TESH service delivery. The ITSM2 Lot2 contractor may be requested by the Commission to develop, maintain (corrective & evolutive maintenance) and support a set of bespoke TESH tools (applications and/or configured software products) to achieve ad hoc improvements of effectiveness and efficiency of the Lot2 services. The TESH tools will run on a ITSM2 Lot2 dedicated virtual infrastructure hosted by the Commission and/or the ITSM2 Lot1 contractor, at no cost for the ITSM2 Lot2 contractor. It should be noted that the ITSM2 Lot2 contractor will use the SMT &

	<p>CCN services from the Commission managed by the ITSM2 Lot1 contractor as well as a portfolio of business oriented applications for monitoring, conformance testing, statistics, web content posting, reference data update... The TESH tools will only be ad hoc complements to the IT services provided by the Commission.</p> <p>This WP will be driven by the prescription of the CSIP (refer to WP.8.7 Planning to Implement Service Management) regarding the TESH tools, with the view to achieve the transformation objectives of the contract.</p> <p>The Application Development (including maintenance) activities will cover: Specification, Design, Build (including testing), support to deployment. The ITIL Application Development processes and the TEMPO development life cycles provide best practices to which the ITSM2 Lot2 contractor must adhere for the tool development & maintenance. The ITSM2 Lot2 contractor must document any deviation against ITIL and TEMPO as well as the resolution in case of conflict between ITIL and TEMPO.</p>
WP.7.1	Specification
	<p>This covers specification for new TESH tools or their evolutive maintenance.</p> <p>The scope of the activities to undertake in this WP are the production and evolutive maintenance of:</p> <ul style="list-style-type: none"> • feasibility studies, with options; • business process models as appropriate in the scope of the TESH tools. This WP is not to be used to define & specify the TESH process model which needs to be addressed by the ITSM2 Lot2 contractor under the FQP; • functional/non functional/usability requirements (SRD); • Functional Specifications (FS); • Technical Specifications (TS); • Acceptance Test Specifications (ATS) including the setup and maintenance of meaning full test data.
WP.7.2	Design, Build & Deployment
	<p>This covers the build of the new TESH tools or their evolutive maintenance.</p> <p>The scope of the activities to undertake in this WP consists in</p> <ul style="list-style-type: none"> • constructing all operational system processes; • performing the testing on these individually; • develop conversion tools if needed; • develop all necessary support means; • bring the system to a state of readiness whereby the development team has confidence that the system meets all stated requirements and designs, and the process of implementation can start; • perform the Factory Acceptance Testing of the new or modified software. <p>At this point, the delivery will be subject to either preSAT/SAT cycle or a qualification according to the risks at stake (substantial changes – evolutive or corrective – through preSAT/SAT, other changes through qualification). Upon successful completion, the delivery is deployed in the operational environment by the ICT IM processes.</p> <p>The Application Development process must collaborate with the Deployment process of the ICT IM. This is particularly important during</p>

	the preSAT phase in order to ensure knowledge transfer towards the Technical Support process of ICT IM and rapid successful alignment of the application with the operation environment. The ICT IM Technical Support process must be able to provide support for the TESM tools once they enter into operation.
WP.7.3	Corrective maintenance
	Corrective maintenance (including testing) is triggered by the Service Support processes. It is of paramount importance that specifications, documentation and applications remain aligned in all circumstances.
WP.8	TES Service Management
	<p>The WP covers the following processes:</p> <ul style="list-style-type: none"> • service support, including 2nd level Service Desk; • service delivery; • business perspective; • security management; • Continuous Service Improvement; • Commission's IT Services management from a user/functional perspective, at the exclusion of any application & infrastructure management perspective; • TES management (Deploy & Operate), excluding Requirements, Design & Build; • and the ancillary processes related to the TESM tools: <ul style="list-style-type: none"> ▪ TESM application management (Deploy & Operate) ▪ ITSM2 Lot2 infrastructure management. <p>The ITSM2 Lot2 contractor's performance will be evaluated against the service levels agreed in the contract OLA, which itself will refer to the SLAs and ToCs between the Commission and its customers and users. The quality measurement will rely on the Commission's Specific Quality Indicators (SQI) as defined in section 1.5.3. A generic set of Specific Quality Indicators (SQI) is presented in section 2.10.</p> <p>The description of the WP will provide specifications regarding:</p> <ul style="list-style-type: none"> • the reduction or the extension of the ITIL process scope; • the business scope and context. <p>The description will set and/or highlight any specific elements that the Commission considers important for delivering its ITSM2 Lot2 services. In particular, indication will be provided regarding whether the specified service can be delivered as a supporting service to all business threads or to the contrary that it must be delivered specifically within each business thread considering the importance of dedicated knowledge.</p> <p>It will also identify the IT services that the Commission will make available to the ITSM2 Lot2 contractor to deliver its services.</p>
WP.8.1	Service Support
	For all Service Support processes, the ITSM2 Lot2 contractor has to report the process activities in the Monthly Progress Report and include the relevant process statistics in the Monthly Service Report, per business thread.
WP.8.1.1	2 nd level Service Desk
	<p>The 2nd level Service Desk (SD) serves as an escalation SPOC for the ITSM2 Lot1 1st level service desk to handle incidents, problems, requests for services and submission of change requests for CIs falling in the scope of ITSM2 Lot2 contractor and its business threads, as specified in this technical annex and in the baseline.</p> <p>It must support communication in EN, FR and DE and must be available</p>

	<p>from Monday to Friday, from 7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including holidays). This is referred to as the “basic time coverage”.</p> <p>It must be able to communicate via telephone, e-mail, fax. It must use the the SMT services provided by ITSM2 Lot1 contractor.</p> <p>The 2nd level SD is responsible for ITSM2 Lot2 contractor to orchestrate/manage the incidents, problems & changes handling assigned to ITSM2 Lot2 contractor, the provision of information to users via the 1st level SD and for providing a set of services by delegation of other processes as the ITSM2 Lot2 contractor sees fit.</p> <p>The 2nd level SD will also have access to information on calls, requests for information, requests for service, incidents, problems managed by the 1st level SD which are resolved by the 1st level SD, so as to integrate this information in its monitoring activities.</p> <p>The 2nd level SD has to announce scheduled and unscheduled service un-availabilities and anticipated downtime to users via the 1st level SD.</p> <p>Its service quality will comply with the SLAs and contract OLA. One of the quality indicators will be based on the number of complaints² received by the Commission regarding the 2nd level SD.</p> <p>The SD can be organised as a supporting function servicing all business threads.</p>
WP.8.1.1.1	N.A. for this contract
WP.8.1.1.2	Web Mastering the portals for each TES system community
	<p>The Commission facilitates the communication, information sharing & exchange, access to other services/environments (i.e. e-collaboration) and distribution/download of artefacts among the involved parties (Commission, contractors, National Administrations and in some case 3rd parties) through web portals.</p> <p>An artefact may be, but is not limited to: documents, bespoke applications, a demonstration, a report, conference call minutes, conformance test plannings/logs/minutes, ad-hoc meeting minutes, FAQ, configuration baseline for systems in NAs, service baseline, planned upgrades, change and release information, business/monitoring statistics, un-availabilities of NAs, technical notes in the context of a remote support to NAs, access to other services.</p> <p>In the context of this WP, the ITSM2 Lot2 contractor has to:</p> <ul style="list-style-type: none"> • coordinate the collection of artefacts subject to publishing; • process the layout, if necessary, prior to upload for dissemination; • upload the artefact in the appropriate web environment so that authorised users can access it. The ITSM2 Lot2 contractor will publish artefacts only on request from the Commission, unless otherwise agreed; • manage user access to the web environments. <p>The web environments to be mastered by the ITSM2 Lot2 contractor are logically segmented by system community within business thread. Most of the web environments are hosted by the Commission as CIRCABC fora but may also take other forms.</p> <p>The Web Mastering process must be organised per business thread to ensure quality of service.</p>

² A complaint is a statement of dissatisfaction communicated by a user or DG TAXUD to the Service Desk about the quality of the service delivered (i.e. service often un-reachable, lack of empathy for the user, lack of follow-up/commitment, etc)

WP.8.1.1.3	The Service Desk processes, technology and environmental & space resource
	<p>The ITSM2 Lot2 contractor has to cater for the following commodity resource of the SD:</p> <ul style="list-style-type: none"> • a room for hosting its staff; • a dedicated meeting room (capacity up to 15 people) with phone/internet access available to the Commission and/or other contractors; • an adequate office environment, including phone, fax and photocopying facilities, and adequate office automation tools; • individual and functional e-mail addresses and web access for each person, • a Web presence, SSL protected, with a wiki to support the dissemination of ITSM2 Lot2 information, which would not fit in other available Web sites/fora/wiki hosted by the Commission; • an adequate phone/virtual/video conferencing facility accessible from the internet. The ITSM2 Lot2 contractor must provide conference call services with free local phone numbers in all MS and local phone numbers for 3rd countries; • adequate internet access, sized to included as well, the access to all Commission IT services needed for the delivery of the services which are accessible via Internet. Note that anything beyond an internet access to cover this point is covered under WP.8.6. <p>The ITSM2 Lot2 contractor has also to have the necessary processes in place for the 2nd level SD. Access to the 2nd level SD environment must be restricted only to pre-defined authorised persons (contractor's team members, the Commission representatives and occasional accompanied visitors such as representatives of the other contractors).</p>
WP.8.1.2	2 nd level Incident Management
	<p>The ITSM2 Lot2 contractor has to manage the complete life cycle (from reception up to reply to 1st level SD) of each 2nd level incident related to all the CI in the scope of the contract, to resolve incidents falling under his/her direct responsibility or escalate to, and coordinate effort with, the ITSM2 Lot2 contractor's Technical Support (WP.8.4.1.5 & 8.4.2.5) and in last resort with the third parties responsible to resolve them (nth level of support) according to resolution times specified in the contract OLA, the OLAs, SLAs and ToCs.</p> <p>As the incidents to be managed may relate to a wide range of CI of Trans-European Systems, some of them falling under the responsibility of parties outside the ITSM2 Lot2 contractor (NAs, Commission, other contractors), the incident management process will be responsible for escalating the incident resolution to the appropriate parties and to document the rationale which leads to the escalation to an external party.</p> <p>However, the ITSM2 Lot2 contractor must not escalate to outside parties the resolution of incidents falling in its scope and must in particular take advantage of its Technical Support to minimise the external escalations.</p> <p>The ITSM2 Lot2 contractor must take initiatives to co-ordinate the actions of all intervening parties, in order to minimise the critical path of the resolution of the incident (and avoid any slack time on it!) and promote the compliance with the SLA and OLA. This is of particular importance when the incident relates to a NA IT service unavailability, as it may require close co-ordination with the NAs.</p>

	<p>In case of an incident escalation towards a 3rd party, unless otherwise specified in an applicable OLA, the ITSM2 Lot2 contractor has to issue periodic reminders as appropriate until the incident is resolved.</p> <p>The incident management can be organised as a single supporting function servicing all business threads.</p>
WP.8.1.3	Service Request (RfS)
WP.8.1.3.1	Service Request Management
	<p>The ITSM2 Lot2 contractor has to manage all service requests falling under its responsibility, in compliance with the contract OLA. A non-exhaustive list of the service requests process is:</p> <ul style="list-style-type: none"> • deliver on requests for information, documentation ; • log and manage the closure of, in collaboration with the other processes: <ul style="list-style-type: none"> ▪ requests for conference call and virtual meetings; ▪ request for diagnosis (to be handled as a problem); ▪ request for access; ▪ requests for a training/workshop; ▪ requests for a technical/coordination meeting, meetings with working groups; ▪ requests for remote and on-site technical support to an NA; ▪ requests for a co-ordination mission; ▪ requests for ad hoc support (e.g. data extraction); ▪ business related requests for information to be escalated to the appropriate business service within DG TAXUD. <p>The management of the service request must be implemented as a single supporting function servicing all business threads. However, the Service provision itself to fulfil the demand must be done by the business thread function itself.</p> <p>The servicing of the requests for information & documentation is included in the Service Request Management. The servicing of other service requests falls under their respective WPs, while their management rests with Service Request management.</p> <p>The ITSM2 Lot2 contractor has to maintain status and progress on service requests in the SMT.</p>
WP.8.1.3.2	Access rights
	<p>The ITSM2 Lot2 contractor is responsible for granting access rights to the IT services delivered by the Commission, which fall in the scope of the business threads. The ITSM2 Lot2 contractor will have to comply with the procedures in place which require pre approval from the Commission.</p> <p>This includes test applications, web fora, monitoring/statistic/availability, reference applications, access to CCN resources.</p> <p>This WP will work in close coordination with the WP.8.5 Security Management in order to ensure its compliance with the security policy.</p> <p>For some of the services, which includes the access to CCN resource, the ITSM2 Lot2 contractor will have to complete the necessary forms and escalate the request to the ITSM2 Lot1 contractor using the SMT.</p>
WP.8.1.3.3	Conference call/virtual meetings
	<p>The ITSM2 Lot2 contractor is responsible for organising the event (including agenda as needed), facilitating it and producing minutes within 1 working day after the end of the event. As an indication, a conference call may last from 30 min to 2 hours, may involve the Commission, the ITSM2 Lot2 contractor, suppliers of the Commission, NAs and/or any third party designated by the Commission (e.g. candidate country, third country such as Russia).</p>

	The WP must be delivered from within the business thread function directly. The ITSM2 Lot2 contractor must provide the necessary conference call services.
WP.8.1.3.4	Remote technical support
	The technical support under TES Management (WP.8.4.1.5) and IT Services management (WP.8.4.2.5) must provide remote technical support in reply to requests from the users of the help desk. The remote technical support is to be provided from within the business thread function directly, as it is knowledge intensive.
WP.8.1.3.5	On-site technical support
	The ITSM2 Lot2 contractor has to provide on-site technical support to the NAs or any 3 rd party designated by the Commission. The on-site technical support will cover, but not be limited to: <ul style="list-style-type: none"> • set up test and operation environment; • provide assistance to the NAs in getting their local applications connected with IT services available in the Trans-European Systems; • deliver ad hoc training; • deliver technical advice; • diagnose and address technical issues; This activity must be closely co-ordinated with the Technical Support process under TES management as it will call for the same expertise and knowledge. For each on-site technical support mission, the ITSM2 Lot2 contractor will have to: <ul style="list-style-type: none"> • provide the agenda; • prepare the mission material; • perform during the mission; • provide the mission report. This service must be delivered by the Business thread function, as it knowledge intensive.
WP.8.1.3.6	Ad hoc support
	The technical support of the ITSM2 Lot2 contractor must provide the necessary delivery/service, only at the request of the Commission or after the approval of the Commission. This service must be delivered by the Business thread function, as it knowledge intensive.
WP.8.1.4	Problem management
	The ITSM2 Lot2 contractor will have to manage the problems related to the CI falling within the scope of the contract, according ITIL specifications. It will use the SMT services delivered by ITSM2 Lot1 contractor to this end. Problem management may require escalation to other contractors of the Commission in particular the ones in charge of specification and development. ITSM2 Lot2 contractor is responsible to collect the evidence on which the problem must be addressed. Request for Diagnosis will fall under problem management. As specified in ITIL it will use the SMT to this end. The problem management will be delivered as a support function servicing the business threads. The handling of the problem itself will be done by the business thread function, as it is knowledge intensive.
WP.8.1.5	Configuration Management
	The configuration management will embrace the whole of the CI falling in the scope of ITSM2 Lot2: <ul style="list-style-type: none"> • the Trans-European Systems falling in the scope of the business

	<p>threads, materialised by all artefacts specifying the Trans-European Systems;</p> <ul style="list-style-type: none"> • the IT services offered by the NA within each Trans-European Systems (as seen as using the CCN resources: queues, web services, mailboxes, synchronous functions): crucial for TES event/ incident/ problem management, availability/ continuity/ security management, deployment of TES; • the Commission IT services offered to National Administrations as components of Trans-European Systems and/or to others stakeholders such as citizen, all artefacts specifying them; • eForms provided by the Commission to NA and associated artefacts; • the TESM tools developed and operated by the ITSM2 Lot2 contractor, associated infrastructure and specification. <p>The ITSM2 Lot2 contractor will use the SMT CMDB of ITSM2 Lot1 to manage the CI falling under the scope of the contract. The level of CI granularity must be chosen to allow the best compromise between effective & efficient service support, event management and availability management.</p> <p>The ITSM2 Lot2 contractor will not have to manage CI falling under the scope of ITSM2 Lot1 but may have to refer to them as the need arise: the ITSM2 Lot2 contractor will not manage the IT applications and infrastructure of the Commission that is used by the ITSM2 Lot1 contractor to deliver the IT services.</p> <p>The Configuration Management is key to ensure the integrity of the ITSM2 Lot2 services and its quality must be guaranteed at all time.</p> <p>The management aspect of the WP can be delivered as a support function to all business threads but the information content related to each CI must be owned by the related business thread.</p>
WP.8.1.6	Change & Release Management
	<p>Applicable for all CI falling under the scope of the contract while concentration on the CI under the responsibility of the Commission, notably:</p> <ul style="list-style-type: none"> • IT Services provided by the Commission; • eForms provided by the Commission to the NAs; • The TES specifications and change/release to the IT services provided by National Administrations during deployment of TES; • TESM tools <p>The ITSM2 Lot2 contractor must as well monitor changes & releases in CI in the CMDB outside of the scope of ITSM2 Lot2 in order to detect potential impact on the CI in the scope of ITSM2 Lot2. The ITSM2 Lot2 contractor needs also to remain aware of the release schedule for the CI's of the Commission which are managed by other parties and which contribute to the service provisions with the understanding that the ITSM2 Lot2 contractor is not responsible for their release management.</p> <p>The ITSM2 Lot2 contractor must manage the changes and releases in the SMT/CMDB of ITSM2 Lot1 and must be able to produce reports from the SMT/CMDB.</p> <p>The ITSM2 Lot2 contractor has the responsibility to link service calls to change and release management.</p> <p>The ITSM2 Lot2 contractor will be required to participate to the Change Advisory Board (CAB) of each business thread.</p> <p>CAB membership will be adapted according to the nature of the CI at stake. It will be drawn from the Commission, the ITSM2 Lot2 contractors</p>

	<p>of the Commission, 3rd parties nominated by the Commission, the NAs and the ITSM2 Lot2 contractor. Only the Commission can approve the changes to be implemented, while the CAB and any other party provides only advisory support.</p> <p>The RfC on the functional & technical specifications of the Trans-European Systems which affect all NAs and the Commission (e.g. change management process in NCTS) are of critical importance as they have wide planning, resource and service continuity implications.</p> <p>The ITSM2 Lot2 contractor must maintain the release schedule up to date and available to the Commission.</p> <p>The ITSM2 Lot2 contractor will support the rapid change & release, in particular in the context of TES Conformance Test.</p> <p>The ITSM2 Lot2 contractor has to issue alerts to the Commission in cases of prolonged change implementation delays or in cases where major risks are identified during the course of the change analysis or implementation phases.</p> <p>Change & Release management can be delivered as a support service to all business thread with the understanding that only the business threads have the knowledge required to process changes and releases of CI.</p>
WP.8.2	Service Delivery
	<p>For all Service Delivery processes, the ITSM2 Lot2 contractor has to report the process activities in the Monthly Progress Report and include the relevant statistics and exceptions in the Monthly Service Report.</p> <p>The Service Delivery must be implemented as functions in each business thread function servicing a generic management function in charge of consolidation and of the alignment of process in each business thread.</p>
WP.8.2.1	Service Level Management (SLM)
	<p>SLM has to systematically monitor and report the quality of the IT services:</p> <ul style="list-style-type: none"> • delivered by the ITSM2 Lot2 contractor to the Commission and its users and monitor their compliance with the contractual OLA and applicable SLA; • supplied by the other suppliers of the Commission (other contractors, the Commission itself, 3rd parties, NAs) to the ITSM2 Lot2 contractor, and monitor their compliance with the applicable OLAs when available; • exchanged amongst the NAs and the Commission, under the monitoring of the ITSM2 Lot2 contractor, and monitor their compliance with the applicable Terms of Collaborations (or equivalent) when available. <p>In case of non compliance of the quality of services the ITSM2 Lot2 contractor has to notify the Commission. When the responsibility of the ITSM2 Lot2 contractor is engaged, the ITSM2 Lot2 contractor must initiate the necessary corrective and preventive actions in order to restore quality back to the agreed and acceptable levels.</p> <p>The ITSM2 Lot2 contractor has to deliver integrated service reports (integrating the contribution of all other ITSM2 Lot2 WP's) along with relevant statistics and exception reports:</p> <ul style="list-style-type: none"> • on a monthly basis, through the Monthly Service Report (MSR) attached to the MPR; • on a quarterly basis; • on an annual basis. <p>SLM will also be responsible to produce and maintain:</p> <ul style="list-style-type: none"> • the service catalogues of ITSM2 Lot2;

	<ul style="list-style-type: none"> the contractual OLA between the Commission and the ITSM2 Lot2 contractor; the SLAs between the Commission and its customers/users for the services delivered by ITSM2 Lot2 contractor. <p>The Commission anticipates that the ITSM2 Lot2 contractor will develop a set of service catalogues, SLAs for each of the customer/user communities within each of the business threads and that it will report accordingly.</p> <p>SLM must ensure consistency between the SLAs of the Commission and its IT service obligations which will arise from the Terms of Collaboration in the Common domain (see WP.8.2.1.4).</p> <p>SLM is fed by the event management and monitoring performed in WP.8.4.</p>
WP.8.2.1.1	Maintain, monitor and Report on contractual OLA
	<p>The ITSM2 Lot2 contractor will be responsible to maintain the contractual OLA and monitor it as described above.</p> <p>The ITSM2 Lot2 contractor will use the SMT of ITSM2 Lot1 as well as its own infrastructure to monitor the compliance level of its service against the contractual OLA.</p>
WP.8.2.1.2	Maintain, monitor and report on the SLAs between the Commission and its customers/users
	<p>The ITSM2 Lot2 contractor will be responsible to produce and maintain the Service Catalogues and SLAs and monitor them as described above.</p> <p>The ITSM2 Lot2 contractor will produce Service Catalogues and SLAs per customer/user community within each business thread, starting from the incumbent SLAs, converging and harmonising their SQI.</p> <p>When relevant, the SLAs and ToCs must be consistent with each other.</p> <p>The Commission reserves its right to submit the SLAs for review and acceptance by the NAs.</p> <p>The ITSM2 Lot2 contractor will use the SMT of ITSM2 Lot1 contractor as well as the SLM reporting of ITSM2 Lot1 contractor to monitor the compliance level of the Service it delivers with the SLA of the Commission.</p>
WP.8.2.1.3	Monitor and report on the service quality of the IT services delivered to the ITSM2 Lot2 contractor (OLAs)
	<p>The suppliers have to be understood here as the parties other than the ITSM2 Lot2 contractor and the NAs, which supply a service to the Commission to assist the Commission in meeting its SLAs. The parties encompass: mainly ITSM2 Lot1, and other 3rd party suppliers of the Commission.</p> <p>The ITSM2 Lot2 contractor will issue incidents in case of non compliance of the supplied services.</p> <p>The ITSM2 Lot2 contractor will verify and report the quality of the services delivered by the suppliers. Exceptions or deviations from OLA have to be reported to the Commission by the ITSM2 Lot2 contractor.</p> <p>The ITSM2 Lot2 contractor will use the SMT of ITSM2 Lot1 contractor as well as the SLM reporting of ITSM2 Lot1 contractor to monitor the compliance of the supplied IT services with the OLA.</p>
WP.8.2.1.4	Monitor, report and maintain the Terms of Collaboration of TES
	<p>The ITSM2 Lot2 contractor produces and maintains Terms of Collaboration to define the obligation of all the NAs and the Commission across the common domain regarding the trans-European services, including their management. The Commission anticipates that the ITSM2 Lot2 contractor shall manage, produce and maintain of Terms of Collaboration for each of the customer/user communities or Trans-</p>

	<p>European Systems across the business threads. These Terms of Collaboration will include:</p> <ul style="list-style-type: none"> • the IT service portfolio of the TES around the common domain, • SLA/OLA amongst NAs and the Commission around the common domain, • the common capacity, availability, continuity, security plans. <p>The Terms of Collaboration will rely on the plans delivered by the Capacity/Continuity/Availability/Security processes regarding the trans-European systems and integrate them to address these four process dimensions in addition to the one of Service Level Management. A key element in the ToC is the definition of the roles and responsibilities for each actor and IT services exchanged/shared across the TES. The ITSM2 Lot2 contractor will monitor and report on the services exchanged amongst the NAs and the Commission across the Common Domain. The ITSM2 Lot2 contractor will open incident in case of non compliance of the monitored services. The ITSM2 Lot2 contractor will use the TES monitoring/statistic/availability IT services provided by ITSM2 Lot1 contractor, as well as the CCN monitoring tools to monitor and report on the compliance of the TES quality of Service with the ToC. The ITSM2 Lot2 contractor will report their compliance with the applicable Terms of Collaboration (or equivalent) subject to their availability. Under this WP, the ITSM2 Lot2 contractor will:</p> <ul style="list-style-type: none"> • manage, produce and maintain the TES IT service portfolio, SLAs, OLAs between each parties in the Common Domain. Those deliverables must be produced in close collaboration with the Commission and the NAs via workshops or bilateral contacts. These deliverables will be subject to a review and acceptance cycle with the NAs in addition to the review and acceptance cycle with the Commission; • ensure a coherence integration of the above with the common capacity, availability, continuity and security plans. • Monitor and report on the compliance with ToC; <p>The scope of this WP include TES extending to third parties such as 3rd countries.</p>
<p>WP.8.2.2</p>	<p>Capacity Management of the TES</p>
	<p>The ITSM2 Lot2 contractor has to:</p> <ul style="list-style-type: none"> • produce and maintain the Capacity Plans for each TES (including the Common IT services which are part of), and revise them at least annually; • maintain up to date a load forecast with a line of sight of 5 years, by collecting/gathering/compiling information and load forecast modelling. <p>The capacity management process must address:</p> <ul style="list-style-type: none"> • Business Capacity management (e.g. Number of trade, of consignments,...); • IT Service Capacity management (number of messages, of hits, of calls, of services..); <p>The capacity plans are of particular importance to forecast the sizing of the applications, infrastructure, CCN and other resources under the responsibility of the Commission and the NAs. The ITSM2 Lot2 contractor has also to:</p> <ul style="list-style-type: none"> • monitor and report the business and IT service volumetric in the TES

	<p>and in the use of the IT services delivered by ITSM2 Lot2 contractor;</p> <ul style="list-style-type: none"> • monitor the capacity of the IT services of the Commission and of the NAs, using all the information available at reach of the ITSM2 Lot2 contractor; • if applicable, verify that the capacity levels and thresholds agreed in the Terms of Collaboration are complied with; • advise the Commission on risk of capacity bottleneck in the NAs.
WP.8.2.3	Service Continuity Management and Disaster Recovery
	<p>The scope of the WP is twofold:</p> <ul style="list-style-type: none"> • continuity of contractor services; • continuity of the Trans-European Systems. <p>The Service Continuity Management of TES will be based on an impact analysis developed with the Commission and NAs. The ITSM2 Lot2 contractor shall develop business continuity plans (BCP) and disaster recovery plans (DRP) for the TES taking into account when available the BCP/DRP of IT services delivered by the Commission and of the Commission.</p> <p>The ITSM2 Lot2 contractor must execute or coordinate the execution of the DRP(s) in case of crisis in one or several constituents of the TES, and in particular the Commission IT services and/or in the NAs IT services to the Common Domain.</p> <p>The Commission is responsible to trigger the crisis, unless otherwise specified in the IT service Continuity Plan.</p>
WP.8.2.3.1	Of Contractor's Services
	<p>The ITSM2 Lot2 contractor must produce, maintain, implement and regularly test (at least yearly) the IT Service Continuity Plan of its services. The plan must achieve the most appropriate balance between prevention and recovery measures in regard to the risk perceived. It will contain a Disaster Recovery Plan.</p>
WP.8.2.3.2	Of Trans-European Systems
	<p>The ITSM2 Lot2 contractor will produce and maintain Trans-European Systems Continuity plans covering the whole of the Service Continuity Management process and further co-ordinate its implementation and regular testing amongst the NAs and the Commission, including its suppliers. The plans must achieve the most appropriate balance between prevention and recovery measures in regard to the risks perceived. They will contain Disaster Recovery Plans. It must be in line with the Terms of Collaboration when available.</p> <p>The Commission will submit these plans for the review and approval of the NAs.</p> <p>The Commission expects that:</p> <ul style="list-style-type: none"> • the need for such instruments will grow in the years to come as the awareness of all stakeholders regarding the criticality of the trans-European services will mature with time; • Trans-European service continuity plans will reduce the risk of unwanted disruption of these services and chaotic crisis management.
WP.8.2.4	Availability Management of the TES
	<p>The ITSM2 Lot2 contractor must monitor the availability of all the IT services provided by NA and the Commission contributing to Trans-European Systems in the scope of the contract. This monitoring must be staffed from 7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including holidays).</p> <p>The ITSM2 Lot2 contractor will use the IT services provided by the</p>

	<p>Commission for each business thread to monitor the availability of the IT services involved as well as the CCN monitoring tools and the SMT. The ITSM2 Lot2 contractor will also use other information source from the NAs and other contractors to fulfil its obligation.</p> <p>The ITSM2 Lot2 contractor must ensure that all unscheduled unavailability is published without delay to all affected stakeholders with, when adequate, recommendations of conservatory arrangements to be taken.</p> <p>When the ITSM2 Lot2 contractor's responsibility is engaged, the ITSM2 Lot2 contractor must take remedial action. When the NAs' or the Commission responsibility is engaged, the Service Desk must open an incident to owner of the service via the SMT of ITSM2 Lot1 contractor.</p> <p>The ITSM2 Lot2 contractor must publish the end of the unavailability to all affected stakeholders, along with recommendations for recovery arrangements to be made.</p> <p>In case of prolonged unavailability or disaster, the Service Desk is responsible for issuing the crisis alert.</p> <p>The ITSM2 Lot2 contractor must report on the unavailability and assess the compliance of the measured availability with the applicable contractual OLA, SLAs, OLAs, and ToCs. The ITSM2 Lot2 contractor must inform the Commission about all cases of non-compliance.</p> <p>The ITSM2 Lot2 contractor will monitor the scheduled unavailability planning for both the Commission IT services and the Trans-European services, ensuring that they are planned outside the basic time coverage of the Service Desk and to minimise the impact on the users and NAs. The scheduled unavailability must be published to all affected stakeholders with an adequate lead time allowing them to take the necessary conservatory arrangements.</p> <p>The ITSM2 Lot2 contractor will produce and maintain availability plans for Trans-European Systems, in line with the Terms of Collaboration when available. The Commission will submit these plans for the review and the acceptance of the NAs. The ITSM2 Lot2 contractor will need to consult the NAs during the production phase of the plan.</p> <p>The ITSM2 Lot2 contractor will insist that the NAs schedule their planned unavailability outside the basic time coverage of the Service Desk and at a time minimising the impact on the other NAs, and subject to their prior acceptance by the NAs, in compliance with the Terms of collaboration in the common domain.</p>
WP.8.3	The Business Perspective
	<p>The Business perspective process will be restricted to:</p> <ul style="list-style-type: none"> • business relationship management; • liaison with all stakeholders; • planning; <p>Activities will be reported in the MPR and relevant statistics and exceptions in the MSR.</p> <p>The Business Perspective must be implemented as functions in each business thread function supported by a light generic management function in charge of consolidation and of alignment of process & practices across the business thread.</p>
WP.8.3.1	Business relationship management
	The business relationship management is hereafter restricted to business oriented reporting and periodic survey
WP.8.3.1.1	Business monitoring, statistics & reporting
	The ITSM2 Lot2 contractor has to:

	<ul style="list-style-type: none"> • monitor the business usage of all the Trans-European Systems and of the Commission IT services in the scope of the contract (e.g. number & nature of the business transactions on the Commission applications and across the Trans-European Systems, number of messages, of hits, connected users, volumes exchanged, load profile, compliance of the users activity with expectation and agreed plans...). The ITSM2 Lot2 contractor will use the monitoring IT services provided by each application and Trans-European Systems as well as the monitoring information and services provided by CCN. It is important that the ITSM2 Lot2 contractor assigns business-aware staff to this activity This monitoring must be staffed during the working hours of the Service Desk [7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday including holidays)]; • compile daily/weekly/monthly business reports with business usage statistics and analysis of abnormal business trends; • alert the availability process of any business trend which suggests an unavailability; • raise an incident in case of user activity deviation. <p>The Commission will require the ITSM2 Lot2 contractor to perform ad hoc business analysis and reporting.</p>
WP.8.3.1.2	Periodic survey of each of the National Administrations
	<p>The ITSM2 Lot2 contractor has to:</p> <ul style="list-style-type: none"> • contact per voice each NA representative for each of the Trans-European Systems at least on a yearly basis to collect feedback, enquire about future NAs plans and perceived risks, get lessons learned, ensure mutual understanding of current situation and clarify outstanding issues if any, convey key tactical/operational messages. The ITSM2 Lot2 contractor must produce a summary report for each contact made and send it to the Commission; • follow up any issue arising from these contacts; • report to the Commission via the MPR/MSR; • conduct yearly user satisfaction surveys per customer/user community. The survey material must be approved by the Commission before the survey is launched. The ITSM2 Lot2 contractor will report to the Commission on the result and propose follow-up actions to be undertaken in response to findings. <p>The ITSM2 Lot2 contractor will feed back the outcome of the survey as corrective actions to its activities or as input to the CSIP (WP.8.7 Planning to Implement Service Management).</p>
WP.8.3.2	Liaison with NAs, the contractors and other Commission Services
	<p>In view of the high number of NA's and contractors involved in TES, it is important to secure an efficient technical co-ordination amongst all parties in order to avoid delay, lack of synchronisation, duplication of resources. The co-ordination will rely on the following liaison mechanisms:</p> <ul style="list-style-type: none"> • working group meetings (and sub-groups) with National Administrations and in some cases with trader representatives; • Service Monthly Meetings (SMM) between the Commission and its suppliers; • technical meetings with the Commission and/or other third parties involved in TES (to the exclusion of any bilateral technical meeting between the ITSM2 Lot2 contractor and the Commission as these have to be imbedded in the activities of the ITSM2 Lot2 contractor);

	<ul style="list-style-type: none"> • missions in the NA; <p>This WP will also cover:</p> <ul style="list-style-type: none"> • training, workshops. <p>For each of the above events, the Commission may ask the ITSM2 Lot2 contractor to carry out all or part of the following activities:</p> <ul style="list-style-type: none"> • performance: <ul style="list-style-type: none"> ▪ preparation of performance material; ▪ performance during the event: presentation, answers to question from participants; • attendance; • hosting and infrastructure; • support to the organisation: <ul style="list-style-type: none"> ▪ prepare the draft agenda and the internal briefing for the event; ▪ produce the Summary Record as well as the minutes of the event; • reporting: <ul style="list-style-type: none"> ▪ summary report; ▪ participants evaluation.
WP.8.3.2.1	National Administrations Working Groups Meetings and their related sub-groups
	<p>Those meetings are attended by 10 to 150 delegates from:</p> <ul style="list-style-type: none"> • procedural and IT representatives or national experts from NAs; • trader representatives; • 3rd parties invited by the Commission; • the Commission. <p>The Commission chairs most of the meetings. The meetings span over 1 to 2 days and take place in most cases in the Commission premises in Brussels and occasionally in the NAs.</p> <p>The Commission may request the following activities from the ITSM2 Lot2 contractor:</p> <ul style="list-style-type: none"> • performance: <ul style="list-style-type: none"> ▪ preparation of performance material, in most cases a presentation; ▪ performance during the meeting: Presentation, answer to questions from participants; • attendance: passive attendance, for knowledge collection and support to the Commission; • support to the organisation: <ul style="list-style-type: none"> ▪ prepare the agenda and briefing for the meeting; ▪ produce the Summary Record (including list of actions and agreements) as well as the minutes of the meeting.
WP.8.3.2.2	Technical Meetings with the Commission and/or other third parties involved in ITSM
	<p>The meetings are called by the Commission, unless otherwise agreed. The scope of these meetings covers technical and co-ordination issues:</p> <ul style="list-style-type: none"> • information exchange and knowledge transfer; • problem issue and resolution; • technical co-ordination of activities. <p>The meetings are attended by 5 to 15 delegates from the ITSM2 Lot2 contractor, the suppliers from the Commission in the scope of ITSM and when required from some NAs. The meetings last for ½ to 1 day and are held in the premises of one of the participating parties.</p> <p>The Commission may request the following activities from the ITSM2 Lot2 contractor:</p>

	<ul style="list-style-type: none"> • attendance; • hosting; • minuting. <p>This WP does not include the meetings between the contact person of a thread and the role in the Commission, which are accounted within WP.0</p>
WP.8.3.2.3	Service Monthly Meetings (SMM)
	<p>The Commission calls Service Monthly Meetings on a monthly basis for each business thread (12 meetings/year/business thread) to ensure periodic synchronisation amongst all the involved contractors and the Commission. The Commission may in addition call similar meetings involving all Business threads to address TES issues common to all Business Threads. The meetings are held in the Commission's premises in Brussels. The meetings last ½ day.</p> <p>The ITSM2 Lot2 contractor will have to provide support to the organisation, attend and minute the meetings.</p>
WP.8.3.2.4	Co-ordination Missions
	<p>The Commission will invite the ITSM2 Lot2 contractor to participate in official co-ordination missions to the NAs and to any 3rd party as required. The ITSM2 Lot2 contractor will provide expertise in the area of planning & service co-ordination, Terms of Collaboration. The ITSM2 Lot2 contractor will present the status of the collaboration with the visited organisation, address the technical questions raised, collect information, ensure the follow up of any actions which fall under the remit of the ITSM2 Lot2 contractor.</p> <p>The ITSM2 Lot2 contractor will have to support the organisation of the co-ordination mission, attend and perform during the mission. The ITSM2 Lot2 contractor will produce a mission report that the Commission will submit for the review and approval of the visited party.</p>
WP.8.3.2.5	Training, workshop
	<p>The ITSM2 Lot2 contractor will provide training/workshops on request from the Commission. The Commission may request the training/workshops to be held in English, French or German.</p> <p>The training and workshops will be attended by 10 to 40 delegates from the NAs, suppliers from the Commission or from any 3rd party designated by the Commission.</p> <p>A training/workshop session could have a duration of 1 to 3 working days. The training/workshops will take place at a location specified by the Commission, which can be in the ITSM2 Lot2 contractor's premises. The Commission may request some or all of the following activities from the ITSM2 Lot2 contractor:</p> <ul style="list-style-type: none"> • performance: <ul style="list-style-type: none"> active contribution to training/workshops (preparation and performance) in Brussels or in an NA on request from the Commission: <ul style="list-style-type: none"> ▪ preparation of training/workshop material; ▪ performance during the training/workshop; • attendance: <ul style="list-style-type: none"> ▪ passive attendance at training/workshops; • hosting Facilities and infrastructure: <ul style="list-style-type: none"> the ITSM2 Lot2 contractor has to cover infrastructure and associated operational needs (like material move, set up) for hosting training/workshops/demonstrations, and providing the facilities required. This includes, amongst others, meeting rooms (capacity up

	<p>to 40 people), training rooms, PC's (minimum one per two participants) and beamers.</p> <ul style="list-style-type: none"> • reporting: the ITSM2 Lot2 contractor has to: <ul style="list-style-type: none"> ▪ prepare the agenda, briefing for the training/workshop and confirm items presented or discussed in the workshop with the Commission; ▪ produce the report of the training/workshop; ▪ produce copies of training/workshop material and distribute them to all participants; ▪ distribute and collect evaluation forms to/from the participants, annex the consolidated results of the evaluation to the training/workshop report.
WP.8.3.3	N.A. for this contract
WP.8.3.4	TES planning
	<p>The scope of this WP covers all the business threads and all TESM services falling within the scope of the contract, the planning of which is essential for assuring the synchronisation between all the stakeholders. This WP is made up of 2 main activities: planning maintenance and Reporting.</p>
WP.8.3.4.1	TES Planning Maintenance
	<p>The ITSM2 Lot2 contractor must maintain the Monthly Consolidated Plan (MCP) with a line of sight of 1 to 2 years for tactical actions and more years as relevant for strategic actions. The ITSM2 Lot2 contractor is responsible to:</p> <ul style="list-style-type: none"> • Collect & gather regularly all the planning information coming from: <ul style="list-style-type: none"> ▪ the NA's, using National Project Plan templates which are maintained by the ITSM2 Lot2 contractor. The collection of the National Project Plans is particularly important during the period of deployment of Trans-European Systems and in particular during the conformance tests; ▪ the Commission, face-to-face planning meetings with TAXUD are to be foreseen at least once a week; ▪ the meetings with the NA and other contractors; <p>It is of prime importance that the ITSM2 Lot2 contractor takes initiative in collecting and integrating the planning information across all the contacts it may have with the NA, the Commission and suppliers.</p> <ul style="list-style-type: none"> • consolidate and analyse them, including from a risk and opportunity perspective (SWOT analysis). Identify ways to shorten the project planning, to resolve scheduling conflicts, to decrease risks; • deliver the MCP for information once a week and for review on a monthly basis. The MCP must include the following planning information: <ul style="list-style-type: none"> ▪ a textual support; ▪ the Strategic Time Plan (alias Master Plan); ▪ the Tactical planning (alias Rolling Plan); ▪ the consolidated NA plans. <p>The structure of the MCP will need to be agreed by the Commission and will need to address the specific needs of :</p> <ul style="list-style-type: none"> ○ each business thread and associated Trans-European Systems and Commission applications;

	<ul style="list-style-type: none"> ○ the stakeholders; • deliver detailed operational planning for the “roll-out” of Trans-European Systems and their upgrades when a strong co-ordination of all the stakeholders, and in particular the NAs, is essential for the success of the roll-out operation (alias Start Up Guide). In most cases the operational planning will address a subset of activities pertaining to one business thread. The Commission will submit these SUG for the review and the acceptance of the NAs. <p>The MCP must be segmented per business & service threads, highlighting dependencies across the threads - the number of lines be up to 20 000 lines (on going and future activities) for all business threads together.</p> <p>The ITSM2 Lot2 contractor will publish the MCP and operational planning per thread once accepted by the Commission.</p> <p>This WP must include the requirements from the CSIP (WP.8.7 Planning to Implement Service Management).</p> <p>Experience suggests that this WP requires resource from the ITSM2 Lot2 contractor with very strong planning skills and experience.</p> <p>This WP must feed the WP.0.11 & WP.0.12.</p>
WP.8.3.4.2	TES Progress and Status reporting
	<p>The ITSM2 Lot2 contractor will have to produce Progress & Status reports for:</p> <ul style="list-style-type: none"> • The NA on a monthly basis; • The Commission on a quarterly and yearly basis; • the SMM; • the meetings with the NA; • or any other events at the request of the Commission. <p>In most cases, each report will address a specific business thread, or a customer/user community within a business thread, plus the common elements with other business threads which are applicable to the targeted audience of the report.</p>
WP.8.4	Service Transition and Operation
	<p>The Business scope of the WP covers:</p> <ul style="list-style-type: none"> • all Trans-European Systems that the ITSM2 Lot2 contractor is responsible to service for the business threads. • all the IT services that TESM will have to configure and/or use and/or business support to provide services to NAs. This correspond more to the business perspective of the IT services which are provided by the Commission, most of them via ITSM2 Lot1 contractor. "IT services" refers in this context to the functional side and not to the technical side which is covered by the application management under the responsibility of ITSM2 Lot1 contractor; • all the TESM tools (including Applications Mgmt) <p>The artefacts used, supported & produced the ITSM2 Lot2 contractor to support the provision of the services under this WP must be registered as a CI and are the sole property of the Commission, free of any IPR from 3rd party, including the ITSM2 Lot2 contractor.</p> <p>The WP include event management over all its scope and associated link with other WPs.</p> <p>All other WPs come in support of this WP and must be used accordingly.</p> <p>The ITSM2 Lot2 contractor must keep the SMT/CMDB up to date in order to ensure that the deployment & operation takes place according to expectation.</p> <p>In case the application/system requires ITSM2 Lot1 contractor (or other</p>

	contractors from the Commission) resources/services, the ITSM2 Lot2 contractor must liaise with ITSM2 Lot1 contractor (or other contractors from the Commission) to facilitate their set up.
WP.8.4.1	TES
	<p>A TES is a set of choreographed (and in some case orchestrated) IT services most of them delivered by NAs and for some of them by the Commission to each other which are shared and/or exchanged across the common domain in order to fulfil a common business goal.</p> <p>From their very nature, the TES operation is actually distributed across NAs and Commission and therefore not provided by a single authority: TES operation from a Commission perspective reduces to event management, monitoring, support, management, coordination of its constituent IT Services.</p> <p>The processes to cover will be restricted to:</p> <ul style="list-style-type: none"> • Managing business value itself Portfolio management bundled with Traversing the TES Management lifecycle, Integrating the TES management life cycle; • Deploy, operate & optimise activities. <p>The artefacts produced and used by the ITSM2 Lot2 contractor to support the provision of the services under this WP must be registered as a CI and are the sole property of the Commission, free of any IPR from 3rd party, including the ITSM2 Lot2 contractor.</p> <p>For all TES Management processes under this WP, the ITSM2 Lot2 contractor has to report the process activities in the Monthly Progress Report and include the relevant statistics and exceptions in the Monthly Service Report.</p> <p>This WP is to be delivered by functions within each business thread functions calling on massively to the support functions provided by the other WPs: SD, incident, service request, problem, change, release, Configuration, service Delivery, Security, Infrastructure management and interacting closely with other functions of the business threads in particular planning, meetings, training and missions.</p> <p>This WP sits at the top of the “service delivery chain” of ITSM2 Lot2. It is the core driver for each of the business thread and is responsible for the integration and coordination of all other functions of ITSM2 Lot2 to deliver the required services according expectation. It has and maintain the business and technical knowledge for the TES and the networking with the project teams in the NAs and the other suppliers to address the service requirement. It must use and configure the necessary functions of IT services provided by the Commission (Test services, CCN monitoring and portal, SMT, monitoring/statistic/availability services, CIRCABC), ensure the CMDB & SMT is maintained up to date, change and release are well documented, that incident, problem are logged and attended to, that technical support is delivered.</p> <p>The contact person for the business thread should have management power on the functions dedicated to this WP for the business threat.</p>
WP.8.4.1.1	IT governance support (Managing business value)
	Produce and keep updated a comprehensive portfolio of the Trans-European Systems and related IT services from NAs and the Commission in the scope of the contract. The portfolio must be available on-line to the Commission and 3 rd parties nominated by it and consistent with the CMDB in the SMT of ITSM2 Lot1 contractor.
WP.8.4.1.2	Integrating the TES life cycle
	The ITSM2 Lot2 contractor must co-ordinate the ITSM2 Lot2 activities

	<p>with the TES & IT services development during the whole of their lifecycle, in order to ensure that:</p> <ul style="list-style-type: none"> • the operational requirements and constraints of the services delivered by ITSM2 Lot2 contractor are considered from the start of the design & development project; • the ITSM2 Lot2 contractor takes all appropriate preparatory steps in time to start its service according expectation; • there is no misunderstanding and/or undue expectation between the the ITSM2 Lot2 contractor and other service providers. <p>The Commission views the quality of this process as critical to ensure the knowledge acquisition of the ITSM2 Lot2 contractor and to achieve the expected service quality from the start of operation.</p> <p>The ITSM2 Lot2 contractor must take advantage of this process to build up his knowledge of the TES and associated IT services in order to deliver its operation related services, including technical support.</p> <p>The ITSM2 Lot2 contractor must complete the necessary knowledge acquisition before the deployment phase, in order to be fully ready to deploy and operate the TES from the start of conformance Test and operation. The TES Development 3rd party will provide formal training at no cost to the ITSM2 Lot2 contractor during the deployment.</p>
WP.8.4.1.2.1	Co-ordination between development and service management
	<p>This process is responsible to ensure that all parties involved in the development on the one hand, and all other functions in the scope of the contract, on the other hand, are all contributing in parallel towards the same planning and quality and are ready on time. The ITSM2 Lot2 contractor will need to perform the necessary planning, co-ordination, follow up, risk management, insistence, and eventually escalation to the Commission. The ITSM2 Lot2 contractor must take all the required initiatives towards the involved parties in order to meet the quality expectation from the service, which includes its launching date. The involved parties can be internal to the ITSM2 Lot2 contractor, the Commission, the other contractors of the Commission, the National Administrations and any third party designated by the Commission (e.g. Russian Federal Customs Service).</p>
WP.8.4.1.2.2	Quality Control of artefacts from TES and IT services development.
	<p>The ITSM2 Lot2 contractor will review the technical compliance/fitness for purpose/efficiency/effectiveness of the artefacts produced by the TES and IT services development. The aim is to ensure that the Development parties produce systems and IT services which meet the expectation of the users, the Commission and which can be deployed and supported by the ITSM2 Lot2 contractor.</p> <p>This encompasses the following activities:</p> <ul style="list-style-type: none"> • alarms to the Commission in case of severe defects in the technical conformance of the artefact under review; • list and log of all comments related to an artefact under review with recommendation to the author to address the comment made and send them in time to the Commission or to a 3rd party nominated by it; • attendance at review meetings/conference calls with all reviewers and authors, for clarification of the issues and author positions. <p>The Commission, or a 3rd party on its behalf, will maintain a review schedule and will invite the ITSM2 Lot2 contractor to contribute on a “per artefact” basis. The Commission announces the submission of the artefact for review at least 10 working days in advance. The Commission, or a 3rd</p>

	<p>party on its behalf, will co-ordinate the reviews amongst the parties involved. The Commission may invite 3rd parties to contribute to the review.</p> <p>The Commission manages the review cycle with a dedicated CIRCABC forum.</p> <p>The Commission reserves its right to decide what the author of the artefact has to implement in reply to each comment made. The ITSM2 Lot2 contractor has no right to limit its overall responsibility in the project on the grounds that the Commission would have implemented only a subset of the comments and recommendations that it issued.</p> <p>For a detailed description of the review cycle, please refer to Section 1.5.2.1. The review cycle will be detailed in the PQPs, FQP or CQPs.</p>
WP.8.4.1.3	Deployment
	<p>The “deployment” process is critical to meet the quality expectation, which includes the starting date of the TES subject to the deployment. The ITSM2 Lot2 contractor must provide the deployment service for the Trans-European Systems. The aim is to achieve the full deployment of a Trans-European System according to an agreed planning schedule.</p> <p>The challenge is to get all NAs and other stakeholders to enter in operation at the same date.</p> <p>Under this WP, the ITSM2 Lot2 contractor will plan, co-ordinate, follow up, support, monitor the conformance testing and roll out of the national applications, their entry into production and the after-care period.</p> <ul style="list-style-type: none"> • Planning and coordination of the NAs, the Commission and other contractors: The ITSM2 Lot2 contractor must ensure the overall planning & co-ordination of the deployment amongst the National Administrations, the Commission and other contractors of the Commission. <p>The planning and co-ordination of the roll out and of its "after care" period will be essential (in particular for new TES to be put into operation by the National Administrations) in order to mitigate the risk of major disruption of services at the start of operation.</p> <p>The deployment planning of the Trans-European Systems must be elaborated & maintained in close collaboration with the National Administrations. The ITSM2 Lot2 contractor must take the necessary initiatives to encourage the National Administrations to submit national plans in line with the policy objectives and to adhere to the deployment plan and to ensure they are progressing in their deployment (conformance tests reports, start of operations checklists, etc.).</p> <p>The planning and co-ordination activities under the deployment process must be conducted in close co-ordination with WP.8.3.4 “TES Planning” in order to ensure synergy and consistency.</p> <ul style="list-style-type: none"> • Conformance test organisation: The ITSM2 Lot2 contractor produces a “Conformance Test Organization Document” (CTO) for each deployment, for the review/approval of the Commission and the NAs. A CTO document covers all phases of the deployment with National Administrations, including: set up of CCN queues/mail boxes/web services, national tests with test services and/or tools provided by the Commission, Conformance Tests, International Tests, end to end tests, Initial data load/update by the NAs, Start of Operations and After Care. It may also extend to cover the follow up of the NA activities in regards of the external domain national (interface with trade).

	<ul style="list-style-type: none"> • Follow up and monitoring: The ITSM2 Lot2 contractor must follow up/monitor the progress from all parties involved and in particular the National Administrations and take actions in case of difficulties. • Support of NAs: Throughout the deployment and in particular during the roll-out and the after-care periods, the ITSM2 Lot2 contractor must support the National Administrations in meeting the quality expectations that all stakeholders are placing on them in terms of deadlines and service quality. In particular, the ITSM2 Lot2 contractor assists the National Administrations in getting their CCN gateways and mail servers properly configured by ITSM2 Lot1 contractor to the requirements of the Trans-European System under deployment. The ITSM2 Lot2 contractor is responsible to finalise and quality check the CCN configuration forms (in the ACT automated tool) in time and to follow their processing by the ITSM2 Lot1 contractor or other contractor from the Commission. In case the TES requires resources/services from other contractors, in particular ITSM2 Lot1 contractor, the ITSM2 Lot2 contractor must liaise with them to facilitate their set up. The ITSM2 Lot2 contractor will provide on-site support and training to the National Administrations at the request of the Commission under respectively WP.8.1.3.5 “On-site Technical Support” and WP.8.3.2.5 “Training Workshop”. • Conformance testing: Beyond planning and coordination, the key activity for the ITSM2 Lot2 contractor to deploy TES is the management of the conformance testing of the national applications. The ITSM2 Lot2 contractor must coordinate, monitor, support and report on the conformance tests of the National Administrations. This activity is further specified below. The Commission, or a 3rd party on its behalf, may attend the tests for QA/QC purposes. • IT services configuration: The ITSM2 Lot2 contractor must also coordinate the update of Commission IT services by the National Administrations in case it is a prerequisite to start the system roll out and operation (e.g. update of the customs & excise office lists, of the VIES & NCTS test applications). This will be done under the WP 8.4.2 "IT services". <p>All scheduled interventions under the control of the ITSM2 Lot2 contractor and giving rise to scheduled service unavailability must take place outside working hours. These activities are included in the WP. The deployment is signed off when the Trans-European System is fully deployed. A deployment of a Trans-European System can take anything from a few weeks to 2 to 3 years according to the complexity, the number and capabilities of the National Administrations and other parties involved. It is important to note that the deployment of TES must be seen by the ITSM2 Lot2 contractor as service operation on a TES under test and not as the deployment of a new service delivered by the ITSM2 Lot2 contractor. From the ITSM2 Lot2 contractor perspective, Conformance test is a service operation dedicated to TES under test (reduced to monitoring, support, coordination). This means that the ITSM2 Lot2 contractor must be fully ready to deliver before conformance test starts.</p>
WP.8.4.1.3.1	Conformance Test
	The aim of the Conformance test is to obtain a technical assurance that the

	<p>NA is ready to enter the Trans-European System without risk of disturbing the parties already in operation on the system.</p> <p>The life cycle in which the conformance fits , is of three and in some case four successive steps:</p> <ul style="list-style-type: none"> • local conformance test (mode 1): the NA tests its compliance against itself, without implication of the ITSM2 Lot2 contractor; • conformance test (mode 2): the NA test its compliance against the conformance test environment of the Commission, under the management of the ITSM2 Lot2 contractor; • international conformance test (mode 3): the NA tests its conformance against other voluntary NAs, with the assistance of the ITSM2 Lot2 contractor (plan, coordinate, monitor, support, report) if required. This third test is optional or mandatory as defined by the TAXUD business sector with the NAs; • international end-to-end test (mode 3 Plus): the Economic Operators from one NA test with the ones from another NA thus achieving an end-to-end test. The ITSM2 Lot2 contractor provide assistance (plan, coordinate, monitor, support, report) if required This mode is optional. <p>The overall plan, co-ordination, follow up and support for the four steps are part of the deployment process to be performed by the ITSM2 Lot2 contractor.</p> <p>For Conformance test mode 2, the ITSM2 Lot2 contractor verifies the technical compliance of the national applications against the applicable technical system specifications, using a conformance test protocol delivered by the Application Development party responsible for specifying the system.</p> <p>The Conformance Test mode 2 is made of two successive tests:</p> <ul style="list-style-type: none"> • a pre-Conformance Test: During the preCT, the NA runs the full set of tests as specified in the Conformance test specification, with the support of the ITSM2 Lot2 contractor, • and the Conformance Test itself: during the CT the NA reruns the same full set of tests under the control of the ITSM2 Lot2 contractor and the QA contractor. <p>On the basis of the report of the Conformance Test from the ITSM2 Lot2 contractor and the report of the QA contractor, the Commission will:</p> <ul style="list-style-type: none"> • allow the NA to enter into operation; • allow the NA to enter into operation with restriction; • not allow the NA to enter in operation with the tested application. <p>The conformance test activities of the ITSM2 Lot2 contractor include:</p> <ul style="list-style-type: none"> • verify the availability and fitness of the conformance test environment available to the ITSM2 Lot2 contractor, configure it as required, in particular configuration of test data to each specific National Administration. The configuration of the conformance test environment on the Commission side is covered by WP.8.4.2; • plan in collaboration with ITSM2 Lot1 contractor the timely availability of the above; • plan the test campaigns and test slots in agreement with the NA's; • support the National Administrations to prepare the conformance test, including getting their links established with CCN (in liaison with ITSM2 Lot1 contractor and other contractors of the Commission) and with the conformance test environment; • on-site mission at the start of each Conformance Test at the request of the NA, subject to approval of the Commission (to be accounted for under WP.8.1.3.5 "On-site Technical Support");
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	<ul style="list-style-type: none"> • facilitate, coordinate, monitor CT execution by the NA using the test application (WP.8.4.2 “IT Services”) and bilateral contact; • analyse test results and log failed/dubious ones, provide assistance to the NAs in diagnosing the reported errors (problem management); • daily co-ordination during each conformance test campaign by conference calls between the ITSM2 Lot2 contractor, the National Administration under test and the Commission, with minutes and status report; • technical support of the CT environment (create/modify the test scripts, test data) (accounted for under WP.8.4.2); • report at the end of each CT and at the conclusion of each CT campaign (when testing with all NAs is completed); • cater for fast problem resolution for the test applications (refer to WP.8.4.2 "IT services"): Manage the fast change and release of the Test Application, test Data and test scripts. This is of particular importance at the beginning of a conformance test campaign when the test applications have to mature rapidly without slowing down the pace of the conformance tests and without affecting the Quality of Service delivered to the NAs. <p>The ITSM2 Lot2 contractor will report on its conformance testing activities through MPR and MSR.</p> <p>Experience suggest that conformance tests mode 2 require each NA to go through from 30 to 400 tests cases per conformance test and last in elapsed time per NA, due the number of test cases and NAs involved:</p> <ul style="list-style-type: none"> • category 1: less than a day; • category 2: few days to few weeks; • category 3: few weeks to few months; • category 4: 1 to several months <p>Experience suggests also that for categories 3 and 4, the duration drops dramatically to few days/weeks after 5 to 10 NAs go through the conformance tests, as the conformance test environment (application/script/test data) and associated technical support reach full maturity, exiting their own “after-care” period.</p> <p>Experience suggests that mode 3 are performed in few days after the end of mode 2 test and before the entry in operation, while mode 3+ tests involve 2 to 5 NAs over a few months with a limited number of activities.</p>
WP.8.4.1.4	Operation of Trans-European Systems.
	<p>This WP focuses on the Trans-European Systems. Refer to the Terms of Reference, the Lot2 CI Table (Annex 1 of this document) and the Baseline for the list and information about the Trans-European Systems operated at time of writing this Technical Annex.</p> <p>It is important to remind that TES operation from a Commission, hence contractor perspective, is reduced to event management, monitoring, support, management, coordination of its constituent IT Services delivered by the NAs and the Commission across the common domain.</p> <p>The ITSM2 Lot2 contractor will mainly focus on daily monitoring the trans-European IT services, considering that the ITSM2 Lot2 contractor has no responsibility/no right to operate the IT services and systems of the National Administrations which are connected to the Trans-European Systems. The ITSM2 Lot2 contractor will place the emphasis on event management, monitoring the business and technical behaviour of the National Administration systems connected to the Trans-European Systems, using all the monitoring IT services at its disposal (SMT,</p>

	<p>monitoring/statistic/availability IT services, CCN monitoring tools), information and services provided by ITSM2 Lot1 contractor and other contractors, information provided by the NAs or TESM tools (subject to agreement by DG TAXUD) and its technical and business knowledge.</p> <p>The continuous monitoring (and associated event management) of the NA IT services will be made mainly via the CCN monitoring tools and the business monitoring applications. ITSM2 Lot2 contractor must follow the dynamic of the use of IT services of all TES in order to anticipate incident and in case of issue raise the incident and address it with the relevant stakeholders.</p> <p>Operation must run attended during the working hours of the Service Desk [7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including holidays)].</p> <p>The ITSM2 Lot2 contractor must raise and follow incidents if he observes abnormal behaviour of an IT service taking part to a TES.</p> <p>The ITSM2 Lot2 contractor must keep the Commission informed on a daily basis of the operation of the day before for each Trans-European Systems.</p> <p>This WP covers amongst others the responsibility for implementing the recovery process in case of crisis.</p> <p>This process feeds WP.8.2.1 “Service Level Management”, WP.8.2.4 “Availability Management”, WP.8.2.2 “Capacity Management”, WP.8.5 "Security management processes".</p> <p>The ITSM2 Lot2 contractor has a crucial coordination role of the different organisational entities (its internal entities, other TAXUD contractors, TAXUD, NAs) and he is accountable for the processing and resolution of all TES incidents and requests.</p> <p>All scheduled interventions under the control of the ITSM2 Lot2 contractor and giving rise to scheduled service unavailability must take place outside the working hours.</p> <p>Using WP.8.4.2 “IT services”, the ITSM2 Lot2 contractor will also update operational production data owned by the Commission (e.g. reference data's code list values), upon request from the Commission via a service call. The data update can be a creation, a modification and/or a deletion. The update can be made via various means, including the user interface of a central application (e.g. CS/RD) or an XML file upload. The ITSM2 Lot2 contractor will apply its internal QA in the update process to ensure it is conform to the request.</p> <p>The ITSM2 Lot2 contractor will build and maintain per TES a status of each IT services provided by the NAs and the Commission regarding their alignment to versions of Technical Systems Specifications (TSS) and to approved change requests of these TSS. It will use the CMDB to this end. This alignment status enables to know, at a given point in time (in the future or past), which NA is compliant with what version of the TSS and with what approved change requests. This is very valuable information for incident diagnosis as it often happens that incidents are caused by national applications being aligned to different versions of the TSS and/or of the change requests.</p> <p>The ITSM2 Lot2 contractor must regularly collect information and further build his knowledge of the Trans-European Systems and IT services behaviour to achieve cross fertilisation with its business perspective and that of the Commission.</p>
WP.8.4.1.5	Technical support for TES
	The ITSM2 Lot2 contractor will offer under this WP the technical support

	<p>related to the TES systems & IT Services.</p> <p>Technical support is all about continuous acquisition of knowledge about the business, functional, technical, lifecycle aspects of the CI at stake in order to feed it back to the user of ITSM2 Lot2 services, should they be internal or external.</p> <p>The ITSM2 Lot2 contractor must aim at becoming autonomous in supporting all TES and IT Services that he has to “operate” and restrict to the absolute minimum any further escalation to 3rd parties. The technical support must be able to address both technical and business related issues as some of the Commission IT services (those provided by eForms) will be deployed in, and delivered by, the National Administrations, while others IT services will delivered by the Commission.</p> <p>This underlines the importance for the ITSM2 Lot2 contractor to ensure the quality of its knowledge acquisition in WP.8.4.1.2 “Integrating the TES Life Cycle”.</p> <p>The technical/business support for IT services and Trans-European Systems must also be available during the working hours of the Service Desk [7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including holidays)].</p> <p>This covers also the servicing of Service Requests related to TES, IT Services and eForms placed via the level 2 Service Desk. Training and workshops in this context will be allocated under WP.8.3.2.5 Training and workshops.</p>
WP.8.4.1.6	Optimise Trans-European Systems
	<p>The process feeds all other processes via the CSIP management under WP.8.7 “Planning to Implement Service Management”.</p> <p>As an outcome, the ITSM2 Lot2 contractor issues proposals for optimisation to the Commission, via the MPR/MSR.</p>
WP.8.4.2	IT Services of the Commission
	<p>The Business scope of the WP covers all the IT services that the ITSM2 Lot2 contractor will have to configure and/or use and/or business support to provide services to NAs and the Commission. ITSM2 Lot2 contractor will act as functional user/support team/configuration responsible of the IT services. This includes the CCN monitoring tool, the CCN Web portal, the SMT, the monitoring/statistics/availability IT services, the test applications, the central IT services delivered as part of TES. The application management underpinning these IT services will be done by ITSM2 Lot1 contractor or other contractors of the Commission and are not in the scope of ITSM2 Lot2: ITSM2 Lot2 contractor will not deliver application management service under this WP.</p>
WP.8.4.2.1	IT governance support (Managing business value)
	<i>Similar to WP.8.4.1.1 but with a specific application to IT Services</i>
WP.8.4.2.2	Integrating the IT Services life cycle
	<i>Similar to WP.8.4.1.2 but with a specific application to IT Services</i>
WP.8.4.2.3	Business Deployment of IT services
	<p>The ITSM2 Lot2 contractor will deploy the business side of the IT services at the request of the Commission. This WP concentrates exclusively on the functional aspects of the deployment of an IT service of the Commission leading to its opening to its user community. The ITSM2 Lot2 contractor will deploy IT services of the Commission from a business/user perspective, in which the planning, coordination, configuration, data feeding, functional test and qualification are the key activities. The deployment of the IT services itself to the users & NAs is covered under the WP.8.4.1 "TES".</p>

	<p>The ITSM2 Lot1 contractor is responsible for the application management underpinning the IT Services delivered to the ITSM2 Lot2 contractor.</p> <p>The prerequisite for the Commission before proceeding with a deployment is a successful Factory Acceptance Testing (FAT) by the development party of any software component modified or created followed by a successful preSAT/SAT by the ITSM2 Lot1 contractor. The application will then be deployed in a CONF environment to allow the Commission or any 3rd party on its behalf to perform functional check before entry in operation. Once the functional tests are conclusive in the CONF environment, the ITSM2 Lot1 contractor deploys the application in operation. An entry into business operation of an application in CONF environment is subject to the preliminary approval of the Commission, delivered on the basis of the result of the functional testing and, if available, the report from the QA contractor.</p> <p>This will cover deployment of new IT Services, new releases of it, service packs or patches/hot fixes. Of particular importance will be the deployment of new release of test IT services during conformance test campaign which in most cases will have to take place under a rapid change and release management in order to mitigate the risk of delay in the conformance test campaign. Experience suggests that up to 1 release of test IT services per week and 2 to 3 release of test data per week may required at the peak of a conformance test campaign.</p> <p>The planning and co-ordination of the deployment and of its "after care" period will be essential (in particular for new applications destined to National Administrations) in order to mitigate the risk of major disruption of services at the start of operation. The ITSM2 Lot2 contractor will have to produce an IT service deployment plan and manage its implementation.</p> <p>The ITSM2 Lot2 contractor is responsible to plan, manage and perform the business deployment, including co-ordination with 3rd parties involved mainly ITSM2 Lot1 contractor, Application developers and the Commission.</p> <p>During the deployment phase, the ITSM2 Lot2 contractor will:</p> <ul style="list-style-type: none"> • Plan and coordinate the deployment with all stakeholders, in close interaction with WP.8.3.4. ITSM2 Lot2 contractor will have to liaise with ITSM2 Lot1 contractor to facilitate the deployment; • Acquire the functional and technical knowledge to further support the IT services. The Application Development 3rd party will provide formal training at no cost to the ITSM2 Lot2 contractor during the deployment (charged under WP.8.3.2.5). The ITSM2 Lot2 contractor must in parallel gain "hands on" knowledge while co-operating with the ITSM2 Lot1 contractor & the Application Development 3rd party during the deployment; • The Commission may invite the ITSM2 Lot2 contractor to attend part of the FAT in order to foster knowledge acquisition by the ITSM2 Lot2 contractor (charged under WP.8.3.2.5); • The ITSM2 Lot2 contractor will proceed to the functional testing of each new or amended IT Service (resulting from updated or new software components release/patch/hot-fix) once placed in the CONF environment of the Commission by the ITSM2 Lot1 contractor. The Commission, or a 3rd party on its behalf, may attend the functional tests for QA/QC purposes. • The ITSM2 Lot2 contractor will configure and set data before the IT Service is open to the user community. The ITSM2 Lot2 contractor must set up and configure the operation (including monitoring and
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	<p>statistics).</p> <ul style="list-style-type: none"> • The ITSM2 Lot2 contractor must keep the SMT/CMDB up to date in order to ensure that the deployment takes place according to expectation (in close interaction with WP.8.1.5 & WP.8.1.6). • Provide the after care service after the entry in operation. <p>All scheduled interventions under the control of the ITSM2 Lot2 contractor and giving rise to scheduled service unavailability must take place outside working hours.</p>
<p>WP.8.4.2.3.1</p>	<p>Functional testing (Service utility)</p>
	<p>The ITSM2 Lot2 contractor is responsible for the functional testing of IT services before being released in production by the Commission. The functional tests are conducted remotely on the IT services placed in the CONF environment of the Commission. There are 2 types of functional tests: of IT services:</p> <ul style="list-style-type: none"> • Comprehensive functional testing: • Functional qualification <p>The ITSM2 Lot2 contractor, has to verify the quality of the following elements and their fitness to start the functional testing:</p> <ul style="list-style-type: none"> • the test-related documentation (i.e. test plan, functional test specification, test addendum, test data) provided by the developing party and by the ITSM2 Lot1 contractor; • its testers; • the associated documentation (in particular user guide, administration). <p>ITSM2 Lot2 contractor will define an addendum to the test specifications, aiming at refining and complementing the functional test specifications from the Application Development party as appropriate.</p> <p>The testing will be performed according to the agreed planning. Some critical incident may require urgent testing and release.</p> <p>ITSM2 Lot2 contractor performs the test according to test specifications provided by the Application Development contractor and the addendum to the test plan that they produced themselves. The ITSM2 Lot2 contractor logs any identified IT services defects found during the tests and will communicate them to the Commission. The ITSM2 Lot2 contractor executes the functional test ensuring traceability to the QA contractor, using the agreed test plan/specifications (and any addendum thereto) and testing team. During the testing, the ITSM2 Lot2 contractor informs the Commission about the status of the testing via summary daily progress reports. During the duration of the tests, the ITSM2 Lot2 contractor will grant access to his office and test facility, and offer office accommodation, to the Commission, the development party, QA contractor and any 3rd party designated by the Commission.</p> <p>On the basis of the test report from the ITSM2 Lot2 contractor, the report from the QA contractor and the minutes of the meeting ending the functional test, the Commission decides that the IT services under testing:</p> <ul style="list-style-type: none"> • are accepted; • are accepted with reservations (which will be implemented in future releases of the application and therefore be registered in the CMDB as problems); • are rejected. <p>Only versions or releases accepted by the Commission are authorised by the release management for deployment on the production environment and/or eligible to be published on the web for downloading by the NAs.</p> <p><u>Comprehensive functional tests</u></p> <p>Comprehensive testing of the new features of as set of IT services under</p>

	<p>deployment, with regression, based on test specifications. The full testing is used for IT services addressing a high number of new requirements and/or for which the Commission perceives significant risks of regression and/or of performance. Experience suggests that a comprehensive test lasts on average from a few days to several weeks.</p> <p><u>Functional qualifications</u></p> <p>Testing of an intermediate release, service pack, patch or hot fix of a set of IT services, with short delay. Qualification is restricted to IT services addressing a limited number of well circumvented problems and for which the Commission perceives low risks of regression and/or performance but a high risk of delayed release.</p> <p>The result and details of the qualification are written down by the ITSM2 Lot2 contractor in the Delivery Qualification Report (DQR). This document will have two states:</p> <ul style="list-style-type: none"> • it is first used for defining the details of the IT Services submitted for qualification; • and at the end of the process it is used to report on the results of tests done. <p>Experience suggests that a qualification takes from a few hours to some days according to the number of problems addressed.</p>
WP.8.4.2.4	Business operation of the IT Services
	<p>The ITSM2 Lot2 contractor will focus on:</p> <ul style="list-style-type: none"> • event management & monitoring of the IT services provided by the commission, raising incident as adequate, • functional configuration of the IT services; • data maintenance; • use the IT services as required to deliver the WP.8.4.1 "TES" • user and access management (refer to WP.8.1.3.2) • maintain a FAQ
WP.8.4.2.5	Technical support
	<i>Similar to WP.8.4.1.5 but with a specific application to IT services</i>
WP.8.4.3	TESM tools
	The business scope of the WP covers all the TESH tools as defined in WP.7. The activities are the deployment and operation process with the Application management.
WP.8.4.3.1	N.A.
WP.8.4.3.2	Integrating the TESH tools Management life cycle
	The ITSM2 Lot2 contractor will review the technical compliance/fitness for purpose/efficiency/effectiveness of the artefacts produced by the TESH development (WP.7). The aim is to ensure that WP.7 produce systems and IT services which meet the expectation of the users, the Commission and which can be deployed and supported by the ITSM2 Lot2 contractor.
WP.8.4.3.3	Deployment
	<p>The “deploy” process is critical to meet the quality expectation placed on TESH tools, which includes the respect of date of entry in operation of the TESH tools. Deployment requires, amongst other activities, planning and co-ordination within the ITSM2 Lot2 contractor across WPs.</p> <p>The ITSM2 Lot2 contractor is responsible to test and deploy the tools developed under WP.7. The testing process is described here above. It consists of ensuring that any new or modified TESH tool is compliant with the specifications by executing a pSAT / SAT cycle or a qualification as described mutatis mutandis in ITSM2 Lot1 contractor.</p> <p>The entry in production of a new or modified TESH tools is subject to the</p>

	<p>preliminary approval of the Commission, delivered on the basis of the result of the SAT or the qualification and, if available, the report from the QA contractor.</p> <p>The ITSM2 Lot2 contractor must update the SMT/CMDB to support each of the TESM tools.</p> <p>The ITSM2 Lot2 contractor must complete the necessary knowledge transfer within its team between development and operation team, during the deployment phase, in order to be fully ready to operate and provide support from the start of operation.</p> <p>The planning and co-ordination of the roll out and of the "after care" period will be essential in order to mitigate the risk of major disruption of services at the start of operation.</p> <p>The Commission, or a 3rd party on its behalf, may attend the tests for QA/QC purposes.</p> <p>All scheduled interventions under the control of the ITSM2 Lot2 contractor and giving rise to scheduled service unavailability must take place outside working hours. These activities are included in the WP.</p> <p>The prerequisite for the Commission before proceeding with a deployment is a successful Factory Acceptance Testing (FAT) by the ITSM2 Lot2 contractor. This will cover deployment of new TESM tools, new releases of it, service packs or patches/hot fixes.</p>
WP.8.4.3.4	Operation
	The ITSM2 Lot2 contractor must operate all the TESM tools falling within the scope of the contract. The ITSM2 Lot2 contractor will rely on all support processes to manage this operation.
WP.8.4.3.5	Technical support
	<i>Similar to WP.8.4.1.5 but with a specific application to TESM tools</i>
WP.8.5	Security Management
	<p>The high level IT security risks faced by the IT services delivered by the ITSM2 Lot2 contractor on behalf of the Commission, are:</p> <ul style="list-style-type: none"> • a claim against DG TAXUD/Commission of defaulting on its ambition/commitment/obligation issued by any publicly respectable party such as traders associations, the press, European Parliament, Court of Auditors, a citizen, Internal Audit Service of the Commission, senior management of NAs. This could result in a loss of credibility in the Commission ability to deliver according to political expectation; • loss of revenue for the trader community and claims for financial compensation from their side because of Community system problems; • loss of revenue to the national public budgets from Customs, Excise and Tax collection; • loss of reputation of the NAs; • budget and delay overruns incurred by the NAs because of Commission IT problems; • distortion of the internal market and of trade competition; • control breach at the external border with potentially huge implications for all policies relying on customs control (security, environment, public health, etc.); • court cases for non compliance with Community and national legislation. <p>IT security management must be geared towards addressing these high level IT security risks. It includes security event management across the</p>

	<p>scope.</p> <p>The scope of the WP is twofold:</p> <ul style="list-style-type: none"> • Security of contractor services; • Security of the Trans-European Systems.
WP.8.5.1	<p>Contractor Services Security</p> <p>The ITSM2 Lot2 contractor shall:</p> <ul style="list-style-type: none"> • nominate a security manager that will coordinate security management activities and directly liaise with TAXUD LISO for all security related activities; • define an internal security organisation appropriate to the contractual activities; • ensure that each staff member assigned by the ITSM2 Lot2 contractor signs a declaration of confidentiality and a compliance statement to the security rules in compliance with article III.2.2. of the General terms and conditions for IT contracts, annex to the FC, article 4 of the Commission decision on protection of information systems [C (2006) 3602] and with article 23 of Regulation (EC) N° 45/2001³ of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data; • comply with the security policies/security elements imposed on the ITSM2 Lot2 contractor by the Commission (DIGIT Data Centre, HR/Directorate Security, internal security policy of DG TAXUD); • ensure compliance of ITSM2 Lot2 services and processes with the recommendations from the Commission internal audits or external audits; • identify, deploy, operate, evaluate and maintain the adequate security controls to be implemented, using a risk management approach; • manage the continuous improvement of the security services in interaction with the CSIP (WP.8.7 Planning to Implement Service Management); • sign a security convention if access to the Commission network and computer environment is needed; • monitor security during the time frame of the Service Desk [7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including holidays)], including all controlled access to CIs: Commission IT services, hosted infrastructure, hosted firewall, the Trans-European Systems. <p>The security controls will consist of a combination of prevention, reduction, detection, correction, recovery, monitoring and reporting. A minimal set of security controls is listed below and might be complemented as needed by other security controls of ISO 27002:2005, ISO 27.001:2005 or internal security policies:</p> <ul style="list-style-type: none"> • manage security incidents; • classify the information asset and associated CI in the CMDB; • enforce separation between the IT environments: development, test, training & demo, production, reference, if any; • ensure the continuity of any security certificates for the services

³ OJ L 8/1, 12.01.2001

	<p>provided by the ITSM2 Lot2 contractor;</p> <ul style="list-style-type: none"> • ensure compliance of the ITSM2 Lot2 contractor's activities with the documented processes; • ensure that all deliverables of the contract are free of IPR from 3rd parties and from the ITSM2 Lot2 contractor himself, in particular the process/procedure/artefacts produced by the ITSM2 Lot2 contractor; • get security accreditation/clearance for key staff of the company on request of the Commission; • protect its infrastructure by applying at least the following measures: <ul style="list-style-type: none"> ▪ protect from internet threats, including anti virus, anti spam, anti spyware and regular updates of systems. ▪ restrict and control the access to the physical CI located in the premises of the ITSM2 Lot2 contractor on a “need to know/access” basis and in line with a least privilege principle; ▪ restrict and control the access to any mobile CI (USB keys, laptops, PDAs) on a “need to know/access” basis and in line with the least privilege principle and the use of encryption to protect against theft or loss of CI; ▪ configure firewalls, intrusion detection and access control to the IT services and infrastructure; ▪ manage the maintenance of the registered users of the IT services; ▪ enforce password usage rules and aging policy; ▪ manage the access list to all resources of the ITSM2 Lot2 contractor in the context of the contract; ▪ regularly review security logs; ▪ restrict, monitor and control the access to the connection towards the CCN network should it be via the Commission CCN GW or via the CCN IP network, by protecting the CCN connected LAN segment by a firewall from the other segments of the operational infrastructure. <p>The security controls “internal audit”, “self assessment”, "Service Continuity and Disaster recovery of ITSM2 Lot2 contractor services" are included in WP.0.5.4. and WP.8.2.3.1.</p> <p>The ITSM2 Lot2 contractor has to report his security-related activities and recommendations to the Commission through the Monthly Progress Report.</p> <p>All security activities will be documented in a security plan.</p>
WP.8.5.2	TES security
	<p>The ITSM2 Lot2 contractor must:</p> <ul style="list-style-type: none"> • support the development of the TES security policies and supporting security plans which address: <ul style="list-style-type: none"> ▪ the NAs as stakeholders in the various Trans-European Systems; ▪ the COM as stakeholder in the Trans-European Systems and as provider of TES IT services; ▪ the 3rd parties contributing to the provision of TES IT services; ▪ the users of the IT services in the NAs and the Commission; ▪ the citizens accessing TES IT services made available through Europa. <p>Such policies and plans contain the adequate security controls to be implemented by all stakeholders and other 3rd parties. This activity includes the compliance measurement with the TES security policies;</p> <ul style="list-style-type: none"> • ensure the compliance with other security policies/security elements imposed by the Commission (HR/Directorate Security, internal

	<p>security policy of DG TAXUD), the Council or any other authority; This includes among others compliance of the TES Systems with Regulation (EC) 45/2001⁴ (personal data protection), Council Decision 2001/264/EC⁵, Commission Decision C(2006)3602, Commission Decision 2001/844/EC. ECSC, Euratom⁶, and their subsequent amendments;</p> <ul style="list-style-type: none"> • ensure compliance of TES Systems with the recommendations from the Commission internal audits or external audits; • perform risk management (unified with that specified in WP.8.2.3 “Service Continuity Management and Disaster Recovery”). This includes the classification (CIA) of all the information assets (and associated supporting CI) under the responsibility of the Commission related to the TES Systems; • contribute to the security content of the SLAs, OLAs and ToCs under the responsibility of the SLM process (WP.8.2.1); • manage the continuous improvement of the security services in interaction with the CSIP (WP.8.7 Planning to Implement Service Management); • monitor security during the time frame of the Service Desk [7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including holidays)], including the management of security incidents reported by NAs and 3rd parties; • provide security trainings and awareness sessions to 3rd parties at the request of the Commission (to be accounted for under WP.8.3.2.5 “Training, workshop”); • perform fact finding missions in the NAs and 3rd parties to note their security controls in place or to monitor compliance of NAs and 3rd parties with their security obligations as set out in the respective Security Policies, security plans, OLAs & ToCs; (to be accounted under WP.8.3.2.4 Co-ordination Missions); • monitor the usage of the Trans-European Systems as well as the availability of the NA systems, collect operation intelligence from the NA teams to identify abnormal behaviour, analyse it and when necessary trigger a security incident. Manage its resolution. <p>The ITSM2 Lot2 contractor has to report his security-related activities and recommendations to the Commission through the Monthly Progress Report.</p> <p>All security activities will be documented in a security plan.</p>
WP.8.6	ICT Infrastructure Management
	<p>The scope to be considered is:</p> <ul style="list-style-type: none"> • the delivery of the necessary ICT services in order to get access to the required applications delivering the IT services from the Commission that ITSM2 Lot2 contractor needs to deliver its services. • The use & administration of a virtual machine (OS & tools left to the choice of the ITSM2 Lot2 contractor) that the Commission provides at no cost to ITSM2 Lot2 contractor to develop, deploy and operate TESM tools.

⁴ OJ L 8/1, 12.01.2001

⁵ OJ L 101/1, 11.04.2001

⁶ OJ L 317/1, 03.12.2001

	<p>Note that:</p> <ul style="list-style-type: none"> • This work package is priced as an "all inclusive service". The ITSM2 Lot2 contractor must factor in the costs of COTS infrastructure and services as well as of his services in the price of this service; • the Internet Access is made available under WP.8.1.1.3 and will not be accounted for under the present WP. <p>The WP covers the whole lifecycle of ICT infrastructure management: Planning, procure, set up, install, configure, stage in, fine tune, operate, maintain, host and manage the necessary infrastructure related to the activities in the scope of the contract, including computer rooms, COTS, telecom, servers, bandwidth, security devices, Internet VPN connection to the IT services of the Commission and the virtual machine of the Commission for the ITSM2 Lot2 contractor use.</p> <p>The WP covers as well adequate security and business continuity services regarding the ICT infrastructure.</p> <p>The Commission will grant the ITSM2 Lot2 contractor access to the Commission environment via a remote connection. The Commission will grant the ITSM2 Lot2 contractor the necessary security rights to access the IT services that he needs to deliver his services.</p> <p>The Commission has no intention to request the ITSM2 Lot2 contractor to host ICT infrastructure owned by the Commission.</p> <p>The ITSM2 Lot2 contractor is responsible to specify & size its ICT configuration to deliver its services.</p> <p>The ITSM2 Lot2 contractor will produce FAT reports for its ICT set up.</p> <p>The ITSM2 Lot2 contractor must:</p> <ul style="list-style-type: none"> • set the physical and logical environment for secure hosting of its infrastructure. The ITSM2 Lot2 contractor provides the hosting facility (computer room/data centre) in its premises, located in the EU, which has to meet the necessary standards and conditions (i.e. space capacity, power supply, cabling infrastructure, secure storage facilities, restricted access, fire alarms, air-conditioning, no-break power supply, ...); • set up the internal secure architecture to receive all CI's, with properly configured DMZ and firewalls, along with the CI's of the infrastructure to be hosted by the ITSM2 Lot2 contractor; • Declare its ICT services in the CMDB and SMT and manage them via the support processes; • Provide event management for the ICT infrastructure of ITSM2 Lot2. <p>The ITSM2 Lot2 contractor has to report the process activities in the Monthly Progress Report and include the relevant service statistics in the Monthly Service Report.</p>
WP.8.7	<p>Planning to Implement Service Management: Manage the CSIP</p>
	<p>The ITSM2 Lot2 contractor will have to manage several major dimensions of improvement of his services over the period of the contract:</p> <ul style="list-style-type: none"> • an increase in maturity of the processes that it operates on behalf of the Commission, under the impulsion of the audit from the Commission and the lessons learned from the service delivery; • continuous improvement the quality of services; • progressive implementation of the "green field" WPs (which have no "AS IS" at take over); • progressive implementation of the volume of business operation and of the business scope as foreseen in the Terms of Reference. <p>The ITSM2 Lot2 contractor must perform this transformation without</p>

	<p>however compromising the quality of the delivered services at any point in time, in particular at takeover.</p> <p>The WP will steer the required transformation, using the CSIP as management instrument. The CSIP will drive all activities of the ITSM2 Lot2 contractor related to continuous improvement.</p> <p>The CSIP will at least define:</p> <ul style="list-style-type: none"> • the continuous improvement objectives, vision, strategy and associated planning; • the tactical planning; • the operational rolling plan defining and describing the actions planned with a line of sight of at least 12 months, and the actions closed during the last 12 months (exclusive of the actions identified in self assessment, internal audits, Commission's audits and BMM); • the impact of each action on the tactical/strategic/vision/objective levels; • a risk management process; • the milestones to be reached on the form of CSF (Critical Success Factor) and KPI (Key Performance Indicator) with relation to the SQI; • action progress tracking. <p>It will provide the management input to all of the ITSM2 Lot2 contractor activities in the scope of the contract.</p> <p>The ITSM2 Lot2 contractor is responsible to maintain and manage the CSIP:</p> <ul style="list-style-type: none"> • in line with his offer; • in close consultation with the Commission; • taking into account the outcome of his internal periodic assessment of the progress achieved and lessons learned; • taking into account the transformation requirements. <p>The CSIP will be subject to change and release management in order to enforce a managed transformation of the ITSM2 Lot2 services over the duration of the framework contract.</p> <p>The ITSM2 Lot2 contractor will provide evidence of the continuous improvement via MPR.</p> <p>The key deliverables of the transformation at the end of the contract, in addition of the other requested deliverables and services, are:</p> <ul style="list-style-type: none"> • processes; • supporting tools; • service catalogues, SLAs, OLAs and ToCs; • capacity/availability/continuity/security plans; • Terms of Collaboration. <p>The ITSM2 Lot2 contractor may develop synergy between this activity and WP.0.5.4 "Self Assessment & Internal Audit".</p>
WP.8.8	Extended time coverage
	Upon a request from the Commission, the ITSM2 Lot2 contractor has to be capable of extending the time coverage for the provision of the ITSM2 Lot2 services.
WP.8.8.1	N.A. for this contract
WP.8.8.2	Ad hoc
	<p>The ITSM2 Lot2 contractor must be able at the request of the Commission to upgrade temporarily (for a limited period of a few days or weeks) to extended coverage of working hours for all its activities:</p> <ul style="list-style-type: none"> ○ "7:00 to 20:00 (Brussels time) during "week end" days (Saturday,

	<p>Sunday, including Holidays);</p> <ul style="list-style-type: none"> ○ "24 hr" time coverage for the week days (Monday thru Friday, including Holidays); ○ "24 hr" time coverage for the week end days (Saturday, Sunday, including Holidays). <p>The Commission may request temporary upgrade to face exceptional circumstances such as peak in deployment campaigns and/or entry in operation of a T€S.</p>
WP.9	N.A. for this contract
WP.10	Other deliverables and services in the scope of the contract
	<p>On request of the Commission, the ITSM2 Lot2 contractor must be able to provide services and deliverables falling within the scope of the FC, and which are not described in the previous WPs. Such services and deliverables shall support the Commission in accommodating changes in the business environment and/or further help the Commission in continually improve the delivery of the TES.</p>

1.5. CATALOGUE OF SERVICES & DELIVERABLES

The following sections provide a list of the services and deliverables to be provided for each WP. The services are qualified by their planning when relevant, Quality of Service requirements, and Specific Quality Indicators, the deliverables by their planning, delivery & acceptance mechanism and their Specific Quality Indicators (SQI).

The planning and acceptance mechanisms are explained in sections 1.5.1 and 1.5.2, the SQIs are defined in section 1.5.3, request and delivery mechanisms are explained in section 1.5.4.

1.5.1. PLANNING MECHANISM

The planning information will relate:

- For a service: to start, end or change of the service, as a service is considered as continuous by nature;
- For a deliverable: to its submission for review and/or for acceptance.

The planning of the services and activities will be agreed in the Specific Contract, in compliance with this technical annex, using the following mechanisms, **in order of decreasing precedence**:

- In the SC, with a planning schedule specified in reference to T0, the starting date of the activity of the SC, and/or possibly to other internal/external dependencies. When applicable, the planning specifies for a deliverable if the date is for submission for review or for acceptance;
- In an RfA within an SC;
- In the CQP;
- In the CSIP;
- Mutual agreement (MA) between the CPT and the ITSM2 Lot2 contractor during the course of the SC, each planning agreement being recorded in the MPR of the month when the agreement took place;
- Up to the ITSM2 Lot2 contractor to take the initiative to provide the deliverable/service whenever an external event triggers the need for it (usually call/action driven).

No higher planning mechanism may be over-ruled by a lower one. However, a lower one may include provisions not considered in the higher one, which do not contradict its text.

All the agreed planned dates, foreseen date, actual date of delivery are reported in the monthly progress report.

1.5.2. ACCEPTANCE MECHANISM

1.5.2.1. ACCEPTANCE OF DELIVERABLES

The acceptance procedures applicable to the deliverables and services are specified hereafter. The Quality plans (PQP, FQP and CQP, refer to section 2.3) may specify further the acceptance process details of the deliverables but in case of conflict between these documents, the Specific Contract and this Technical Annex, the following decreasing precedence will prevail: SC, Technical Annex, CQP, FQP, PQP.

No formal acceptance applies for deliverables for which neither this Technical Annex nor the SC defines an acceptance procedure.

All deliverables will be subject to a formal **T1/T2/T3 review cycle** (also referred to as SfR/SfA cycle):

T1 period:

- The ITSM2 Lot2 contractor Submits for Review (SfR) its deliverable to the Commission, and any nominated party⁷, at the agreed date, starting T1;
- The Commission reviews the SfR deliverable and returns its comments to the ITSM2 Lot2 contractor at the end of T1;
- The Commission reserves its right to reject the review in case the deliverable SfR is not fit for review, ending T1;

T2 period:

- T2 starts with the reception by the ITSM2 Lot2 contractor of the review comments from Commission⁸;
- the ITSM2 Lot2 contractor submits his author positions for each of the comments submitted by the Commission;
- the Commission may call a review meeting with the ITSM2 Lot2 contractor to resolve outstanding review issues;
- the review meeting decisions are submitted by:
 - the ITSM2 Lot2 contractor in case of minor or medium size review;
 - the Commission (or any other 3rd party designated by it, such as the QA contractor) in case of major size review;
- the ITSM2 Lot2 contractor Submits for Acceptance (SfA) his deliverable before the end of the T2 delay, closing temporarily the T2 period, the final closure of T2 being subject to the approval of the deliverable (the time stamp of the delivery of the accepted version constitutes the final closure of T2);

⁷ The Commission may use the support of the QA contractor for the management of the review cycles of submitted deliverables.

⁸ The Commission may request other parties involved in the business threads (like the development contractors, the QA contractor) to review deliverables submitted by the ITSM2 Lot2 contractor. The comments from the Commission will include the comments of these 3rd parties.

T3 period:

- T3 starts with the reception of the SfA deliverable by the Commission;
- The Commission will then verify the SfA deliverable and inform the ITSM2 Lot2 contractor of any deviation of the SfA deliverable from the author positions and meeting decisions, within a pre-agreed period T3;
- In case of deviation, the T2 period is re-opened, up to the time that the ITSM2 Lot2 contractor submits the version of the deliverable that the Commission will accept.

Once accepted, all deliverables become the property of the Commission, which is then the only party that can authorise their further use and distribution.

The PQP defines some of those pre-agreed periods (review cycles), while the FQP, the Specific Contracts, their associated CQP and the Requests for Action will define additional periods if required and will set the pre-agreed dates for delivery.

The Commission draws the attention of the ITSM2 Lot2 contractor to the fact that the T1/T2/T3 review cycle is tightly related to the contractual planning. Indeed, a contractual date qualified for acceptance implies that the T1/T2 part of the cycle must be completed for the deliverable by that date, while a date qualified for review implies that the T1/T2/T3 cycle for the deliverable starts at that date.

1.5.2.1.1. INDIVIDUAL ACCEPTANCE

The deliverables marked for Individual Acceptance (IA) in the SC or RfA will be subject to an individual acceptance letter by the Commission.

1.5.2.1.2. DELIVERABLES ACCEPTED VIA THE MONTHLY PROGRESS REPORT

The deliverables specified with an acceptance mechanism “to be accepted via the Monthly Progress Report” are formally accepted through the formal acceptance of the MPR in which they are proposed for acceptance. The MPR should contain a list of all deliverables presented for acceptance through it. Refer to the next section.

1.5.2.2. SERVICES

The definition and the targets for the Quality of Services are set in the contractual documents, in the PQP/FQP/CQP and/or in the contractual OLA (Framework Contract, Specific Contract, RfA), which itself may refer to other applicable SLAs/OLAs.

The Monthly Service Report must report the actual QoS of all the provided services and justify any deviation from target. The SQI is compiled from the target and actual QoS to quantify the deviation of reality from target and is also recorded in the Monthly Service Report.

The correctness of the reported QoS and SQI is accepted by the acceptance of the Monthly Service Report.

Note that it is the factual correctness (alias integrity) of the reported QoS and associated SQI which are subject to acceptance via the MSR and not the service itself. The accepted QoS and SQI become then the indisputable bases for computing the liquidated damages where applicable.

1.5.2.3. MONTHLY PROGRESS REPORT (MPR) AND THE BILATERAL MONTHLY MEETING (BMM) MINUTES

The Commission will formally accept on a monthly basis the bundle made of the MPR, which includes the various Monthly Service Reports and the minutes of the Bilateral Monthly Meeting (BMM). The Commission will not issue a separate acceptance for these deliverables.

The acceptance of the bundle will trigger the acceptance by default of the deliverables presented for acceptance in the accepted MPR.

In case of conflict between the MPR and the BMM minutes (even when accepted by the Commission) on the one hand and the contractual documents, PQP, FQP and CQP on the other hand, the latter will always take precedence.

1.5.2.4. FQP, TAKEOVER AND HANDOVER.

The acceptance of the FQP and the Takeover will be subject to a FAT the aim of which is to verify the integrity between the FQP and Takeover reports with the set up of the ITSM2 Lot2 contractor.

The acceptance of the Handover will be subject:

- firstly to a FAT performed in the premises of the ITSM2 Lot2 contractor and;
- secondly to a SAT in the premises of the 3rd parties nominated by the Commission to takeover from the ITSM2 Lot2 contractor after the transfer of knowledge.

1.5.2.5. BESPOKE SOFTWARE

Acceptance of new applications or extensions of existing applications is performed according to a FAT/preSAT/SAT scheme, unless the Commission decides to go through a simple qualification.

1.5.2.6. ICT INFRASTRUCTURE SERVICES

The ICT infrastructure services will be accepted after reception of the delivery notification and by the formal acceptance of the Site Acceptance Test report delivered by the ITSM2 Lot2 contractor following an on-site verification of the report quality.

1.5.2.7. REVIEW AND ACCEPTANCE BY THE NATIONAL ADMINISTRATIONS

In the context of deliverables which issue recommendations to and/or place obligations on the NAs, the NAs are invited to submit their comments (in EN, FR or DE) within a given period (from 2 to 10 weeks according to the volume of the deliverables and their importance).

The ITSM2 Lot2 contractor will have to translate the comments received in FR or DE into EN, consolidate the comments, and for each of them propose an “author position” to the Commission according to a SfR/SfA cycle.

The Commission will call a review workshop with the NAs, the outcome of which is a “workshop decision” on each of the received comments.

The ITSM2 Lot2 contractor will deliver the minutes of the workshop also according to an SfR/SfA cycle.

The Commission will then submit the bundle made of the documents as accepted by the Commission, and of the “workshop decision” for the approval of the National Administrations and Candidate Countries.

Once the NAs and the Candidate Countries accept the bundle, the ITSM2 Lot2 contractor will consolidate the “workshop decision” into the deliverables and deliver the final version of the specification, again according to an SfR/SfA cycle. This final version becomes part of the documentation baseline of the project.

All deliverables produced by the ITSM2 Lot2 contractor under this step will be in EN only.

The timing of the consecutive SfR/SfA cycles can be defined in the PQP or further refined in the FQP, Specific Contracts, their associated CQP and the Requests for Action.

1.5.3. DEFINITION OF THE SQIS

Refer to section 2.10 for the formal definition of the SQI and GQI models and the way to calculate them from the QoS measurements, along with general indications on their use.

The tables below define a minimum set of SQIs which may be used to measure the service quality. Some could be included in the GQI of future Specific Contracts or directly in the RFAs. Further SQIs may be defined in the course of the contract as deemed adequate for reporting purpose and for inclusion in the GQI of an SC/RFA.

The choice of the SQI contributing to the GQI and their respective weights will be defined in the Specific Contracts (SC). The Commission reserves its right to change the SQI combination and weights in the GQI for each SC or in RFA, as an instrument to enforce the non-regression and continuous improvement of the quality of service. The relative importance of a particular contractual SQI, in comparison to the other contractual SQIs, will be given by the definition of the weights for the calculation of the GQI. The following gives a general **indication** of the importance of the SQI weightings, by defining three indicative categories of weights: the *high - medium - and low* weights:

- Under the *high weight* category would fall the SQIs related to FQP production, the Takeover (via delivery of the FAT report), the delivery of the service delivery plans (capacity, availability and disaster recovery plan),
- Under the *medium weight* category would fall the SQIs related to, in decreasing order: the TES & IT services transformation and operation services, service support and service delivery, the infrastructure and IT services monitoring, MPRs, the Continuous Service Improvement Programme (CSIP).
- Under the *low weight* category would fall the SQIs related to all other deliverables and services.

The table below is a mixed list of contractor SQIs, Commission SQIs and Common Domain SQIs:

- Some of the SQIs below measure services delivered by the ITSM2 Lot2 contractor to the Commission and as such are contractor's SQIs. They offer a mechanism to measure the quality of the service delivered by the ITSM2 Lot2 contractor to the Commission;
- Some other SQIs measure "end user" services as delivered by the Commission and are as such Commission SQIs. They offer a mechanism to measure the quality of the service delivered by the Commission (and consequently by all its suppliers);

- And finally some other SQIs measure the Common Domain services delivered to itself and as such are Common Domain SQIs. They offer a mechanism to measure the quality of the service delivered by the Common Domain.

In some cases, the Commission and contractor's SQI are one to one equivalents as resulting from a back to back transfer of responsibility (e.g. SQI06) and are marked as applicable to Commission & contractor.

However, in the other cases, the Commission SQIs result from the integration of several services delivered by a set of different 3rd parties and therefore can not be transferred back to back to a contractor's SQI. Indeed, a contractor's SQI is only representative of the services delivered by the ITSM2 Lot2 contractor if, and only if, it measures the quality of service delivered only by the ITSM2 Lot2 contractor. Only a contractor's SQI can be included in a GQI and/or used to manage the quality improvement of the ITSM2 Lot2 contractor.

The following method will be used in this contract to compute a contractor's SQI from a "measurement set" collected to calculate a Commission SQI: The ITSM2 Lot2 contractor's SQI is calculated from the same "measurement set" but excluding any measurement for which the ITSM2 Lot2 contractor is able to demonstrate that it has no responsibility for a possible deviation from target.

There will be no attempt to derive a contractor's SQI from a Common Domain SQI.

The Service and deliverable catalogue of section 1.5.4 refers to the tables below for the definition of the SQI.

1.5.3.1. DELIVERABLE ORIENTED SQI

SQI #	Name	Target	Limit	Minimal number of events	Application period	Applicable to
SQI01	Delivery of a major deliverable (SfR)	"0 delay" for review	10 w-days	1 deliverable	One off	Contractor
SQI01a	Delivery of a major deliverable (SfA)	"0 delay" for acceptance	10 w-days	1 deliverable	One off	Contractor
SQI02	Monthly Progress Report (SfR)	"0 delay" for review	2 w-days	3 MPR	Over the last 12 months	Contractor
SQI02a	Monthly Progress Report (SfA)	"0 delay" for acceptance	5 w-days	3 MPR	Over the last 12 months	Contractor
SQI04a	Delivery of an offer for review in reply to a Request for Offer or Estimate for a SC	"0 delay" for review, as per RfO or RfE, ranging	5 w-days	1 offer	Over the last 12 months	Contractor

SQI #	Name	Target	Limit	Minimal number of events	Application period	Applicable to
	or RfA	from 5 to 10 w-days after reception of the RfO or RfE				
SQI04b ⁹	Delivery for acceptance of an offer in reply to a Request for Offer or Estimate for a SC or RfA.	"0 delay" for acceptance, as per RfO or RfE, ranging from 1 to 10 w-days after reception of comments	10 w-days after set deadline	1 offer	Over the last 12 months	Contractor
SQI50	Takeover FAT & Handover FAT & SAT Report (SfA)	"0 delay" for acceptance	5 w-days	1 FAT/SAT	One off	Contractor
SQI31	Delivery of a minor deliverable (SfA)	90 % "0" delay for acceptance	80 % "0" delay	1 deliverable	Over the last quarter, Over the last 12 months	Contractor

Table 1: Deliverable oriented SQIs

1.5.3.2. SERVICE ORIENTED SQI

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
SQI03	Implementation of actions agreed with the Commission	"0 delay" from the date agreed with the Commission	3 w-days	5 agreed actions	Over last 12 months	Contractor
SQI05	Time to escalate to Commission for critical incidents/major service risks/prolonged delays on major	95% less than 2 hours in the basic time coverage	90% less than 2 hours	5 events to escalate	Over the last quarter, Over the last 12	Contractor

⁹ This SQI is only used to express the expectation from the Commission and for measurement purposes but will not be used in a GQI.

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
	deliverables				months	
SQI06	User complaints ¹⁰	Less than 0,5 % of incidents dispatched to the ITSM2 Lot2 contractor	Less than 1% of calls dispatched to the ITSM2 Lot2 contractor	3 complaints	Over the last quarter, Over the last 12 months	Commission & Contractor
SQI07	Elapsed time for the Service Support team (2 nd level) to escalate an incident to higher support levels	95% "0 delay" according to priority rules set forth in the SLA	90%	100 incidents	Over the last quarter, Over the last 12 months	Contractor
SQI09	Correct classification, allocation and escalation of incidents and problems	Correct classification , allocation and escalation at first time for 98 % of the incidents & problems	93%	500 incidents	Over the last quarter, Over the last 12 months	Contractor
SQI10	Incident integrity with the CMDB	99 % of the recorded incidents linked to the appropriate CI in the CMDB	95%	500 incidents	Over the last quarter, Over the last 12 months	Contractor
SQI11	Problem integrity with the CMDB	99 % of the recorded problems linked to the appropriate CI in the CMDB	95%	100 problems	Over the last quarter, Over the last 12 months	Contractor
SQI12	Incident & problem resolution time according to expectation set in the incumbent SLAs/OLAs and later in the FQP/CQP/SLAs/OLAs/ToCs. This SQI will be instantiated separately for: <ul style="list-style-type: none"> incidents; 	98% "0 delay" against expectation set in the incumbent SLAs/OLAs and later in the FQP /CQP /SLAs /OLAs /ToCs, FC/SC/RfA	95% "0 delay"	100 incidents + problems	Over the last quarter, Over the last 12 months	Commission & Contractor

¹⁰ A complaint is a negative communication of the user about the quality delivered by the ITSM2 Lot2 contractor (i.e. not reachable, not confirming with the users in good time, lack of follow-up/commitment on service requests, un-logged incidents, incidents not updated in the CMDB, incidents of un-friendly behaviour, ...)

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
	<ul style="list-style-type: none"> • service request; • the problems. <p>The non compliant incidents & problems for which the ITSM2 Lot2 contractor can establish that its responsibility is not engaged are excluded from SQI contributing to the GQI but may well be maintained for service measurement purposes.</p>					
SQI13	Reminders when close to the deadline and deadline overrun notifications to third parties acting as n-th line support in an incident or problem resolution.	98% of 1) reminders sent at least 1 day in advance of the deadline or according to a defined delay 2) notifications for deadline overrun sent according to a defined delay Both delays defined in the incumbent SLA/OLA or FQP/CQP/SLAs/OLAs/ToCs.	95%	10 reminders/notifications	Over the last quarter, Over the last 12 months	Contractor
SQI15	Re-occurred or re-opened Incidents under the ITSM2 Lot2 contractor responsibility	Not more than 2 %	Not more than 5 %	50 re-opened incidents	Over the last quarter, Over the last 12 months	Contractor
SQI16	Re-occurred or re-opened problems under the ITSM2 Lot2 contractor responsibility	Not more than 10%	Not more than 20%	25 re-opened problems	Over the last quarter, Over the last 12 months	Contractor
SQI17	Effectiveness of comments in relation to	90 % of the comments to	85 % of the comments	100 comments	Over the last	Contractor

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
	technical documents review	be implemented	to be implemented		quarter, Over the last 12 months	
SQI18	Integrity of the CMDB	98% "0 defect" computed using the number of "error report" incidents related to the content of the CMDB in regard to the total number of CIs in the CMDB	95% "0" defect	100 CIs	Over the last quarter, Over the last 12 months	Contractor
SQI19	Change integrity with CMDB	95 % of changes are traceable in the CMDB	90% of changes are traceable in the CMDB	10 changes	Over the last quarter, Over the last 12 months	Contractor
SQI20	All CIs in the scope of ITSM2 Lot2 registered in the SMT/CMDB with the correct status	95 % of the CI properly registered in the SMT/CMDB.	90 % of the CI properly registered.	100 CIs	Over the last quarter, Over the last 12 months	Contractor
SQI21	Authorised CIs in the CMDB	95 % of the CIs must be authorised	90%	10 unauthorised	Over the last quarter, Over the last 12 months	Contractor
SQI24a	Commission IT Services availability during time coverage of the Service Desk (per IT service)	99,9%	99%		Over the last quarter, Over the last 12 months	Commission & Contractor
SQI24b	Commission IT services availability around the clock (per IT service)	99,9%	99%		Over the last quarter, Over the last 12 months	Commission & Contractor
SQI24c	CCN availability during ITSM2 Lot1 time	99.9%	99%		Over the last	Commission

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
	coverage (per CCN GW)				quarter, Over the last 12 months	
SQI24d	CCN availability around the clock (per CCN GW)	99,9%	99%		Over the last quarter, Over the last 12 months	Commission
SQI24e	Availability of NAs IT services to the common domain during Service Desk time coverage, per NA and per service	99%	96%		Over the last quarter, Over the last 12 months	Common Domain
SQI24f	Availability of NAs IT service to the Common Domain around the clock, per NA and per service	96%	92%		Over the last quarter, Over the last 12 months	Common Domain
SQI25a	Mean time to repair (MTTR) a Commission IT service	4 working hr, working hr to be understood as hour within the time coverage of the Service Desk	6 working hr	1 repair	Over the last quarter, Over the last 12 months	Commission & Contractor
SQI25b	Mean time to repair (MTTR) a CCN GW	1 working hr of the CCN/TC	4 working hr ¹¹		Over the last quarter, Over the last 12 months	Commission
SQI25c	Mean time to repair (MTTR) an NA IT service ¹²	4 working hr of the NA Service Desk	8 working hr	1 repair	Over the last quarter, Over the last 12 months	Common Domain

¹¹ 4 hrs is the current MTTR target for a CCN GW. Commission will take steps to lower this target to 1 hr in the next years.

¹² Note that there will be a soaring pressure from and on the NAs to improve their service availability and reduce their MTTR with the emergence of eCustoms and EMCS

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
SQI26	Monthly service level measurements against SLA targets	95 % of the service levels are successfully met in a period of 3 consecutive months	90 % of the service levels are successfully met	2 service levels missed	Over the last quarter, Over the last 12 months	Commission & Contractor
SQI27	Training/workshop hosting and performance (per training session/course)	95 % of participants rating > 7 on a satisfaction scale 1 to 10	80% of participants rating > 7 on a satisfaction scale 1 to 10	2 events	Over the last quarter, Over the last 12 months	Commission & Contractor
SQI29	Functional test readiness	95 % "0 delay" according to plan 10 w-days in advance	90 % "0 delay"	2 functional tests	Over the last quarter, Over the last 12 months	Contractor
SQI29a	Conformance test readiness	95 % "0 delay" according to plan 10 w-days in advance	90 % "0 delay"	2 Conformance Tests	Over the last quarter, Over the last 12 months	Commission & Contractor
SQI30	Frequency of voice contacts (phone, face to face, ...) with the National Administrations	90 % of each of the National Administrations representatives in each TES Community will be contacted once every year	80 % of the National Administrations representatives in each TES Community will be contacted once every year	10 contacts	Over the last quarter, Over the last 12 months	Contractor
SQI34	System recovery time	95 % "0 delay" for systems defined on the Disaster Recovery Plan	90 % "0 delay"	1 recovery occurrence	Over the last 12 months	Commission & Contractor
SQI35a	Service improvement under CSIP: planning adherence	"0" deviation from target to implement planned actions set in the CSIP	10% deviation from improvement and transformation target set in CSIP	1 case of deviation	Over the last 12 months	Contractor
SQI35b	Service improvement under CSIP: rate of progress	"0" deviation from target number of CSIP implemented actions	10% deviation from improvement and transformation target	1 case of deviation	Over the last 12 months	Contractor

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
		over the last 12 months	set in CSIP			
SQI36	Availability of a meeting room (capacity up to 15 people, or for training/workshop and demonstration up to 40 people)	requested room always available as per request	Requested room available with 1/4 hr delay	1 occurrence	Over the last 12 months	Contractor
SQI38	TESM tools Corrective problem resolution	98% "0 delay"	93% "0 delay"	1 problem	Over the last 12 months	Contractor
SQI39	Web posting in time	99% "0 delay"	94% "0 delay"	1 artefact posted	Over the last quarter, Over the last 12 months	Contractor
SQI40	Integrity of the service reports, based on defect detected by Commission during the review of the Service Report SfR	95% "0" defect in the service reports	90% "0" defect	10 defects	Over the last quarter, Over the last 12 months	Contractor
SQI42	Integrity of the MCP based on the defect detected by the Commission during the review of the MCP SfR and the "error report" incidents placed by the NAs related to the MCP	98% "0" defect based on the number of planned activities in the MCP	95% "0" defect	1 defect	Over the last quarter, Over the last 12 months	Contractor
SQI43	Integrity of the portfolio	95% of entries in the portfolio "0" defect	90% "0" defect	1 defect	Over the last quarter, Over the last 12 months	Contractor
SQI48b	Process Compliance as assessed by self assessment, internal and external audits, audit by the Commission	Maximum 2 critical and/or significant audit recommendations open	Number of critical and significant recommendations open less than 15	1 self assessment, 1 audit	Over the last quarter, Over the last 12 months	Contractor
SQI49	Resolution of audit recommendations	10% of important & critical recommendations unresolved after 6 months	20% of important & critical recommendations unresolved after 6 months	1 self assessment, 1 audit	Over the last 12 months	Contractor

SQI #	Name	Target	Limit	Minimal number of events	Application Period	Applicable to
			months			
SQI52	Monitoring of unscheduled availability Applicable for all CI in the scope of the contract: <ul style="list-style-type: none"> monitored by the ITSM2 Lot2 contractor; or of 3rd parties, for which the ITSM2 Lot2 contractor is kept informed of the availability status. In this case the ITSM2 Lot2 contractor has a max 30 min delay to publish the reported unscheduled unavailability. 	97% of unscheduled unavailability reported first by the ITSM2 Lot2 contractor, before any other party notifies the Service Desk about the unavailability.	92%	10 unscheduled unavailabilities	Over the last quarter, Over the last 12 months	Contractor
SQI53	Announcement of scheduled unavailability of all CI in the scope of the contract:	99% "0" incident because of defect in announcing scheduled unavailability	97% "0" incident	10 scheduled unavailabilities	Over the last quarter, Over the last 12 months	Contractor
SQI60a	Integrity of the Demand schedule	98% of demands identified 1 month before due time for request to be delivered on time	95%	20 entries	Over the last quarter, Over the last 12 months	Contractor, Commission
SQI60b	Integrity of the Demand schedule	99% "0" missed demand entry by due time for request to be delivered on time	97%	50 entries	Over the last quarter, Over the last 12 months	Contractor, Commission

Table 2: Service oriented SQIs

1.5.4. SERVICE & DELIVERABLES CATALOGUE

The table lists all the services & deliverables linked to the WPs identified in the previous section and contains the following information for each service & deliverable, where applicable;

- **Identification of the WP:** WP.w.x.y.z;
- **Identification of the service or deliverable:** DLV/SE-w.x.y.z;
 - **DLV:** a deliverable to be delivered to the Commission at a given date for review or acceptance;
 - **SE:** a service to be rendered to the Commission, the QoS of which must be reported in the monthly service report included in the monthly progress report.
- **Plain text description** of the deliverable or of the service;
- **Planning, coded as follows:**
 - Planning specified in reference to T0, the starting date of the activity of the SC, and/or possibly in reference to other internal/external dependencies. When applicable, the planning specifies if the date is for submission for review or for acceptance;
 - **SC:** Planning defined in the Specific Contract
 - **FQP / CQP:** Planning to be defined in the FQP and/or CQP;
 - **RfA:** Planning defined in the RfA;
 - **OR:** On Request: planning will be defined in the request;

- **MA:** Planning mutually agreed and recorded in the MPR¹³;
- **AN:** As Needed meaning that the ITSM2 Lot2 contractor must take the initiative to produce the deliverable whenever an external event triggers the need for it (mainly a call);
- **Continuous:** self explanatory, applicable for service;
- Reference to another service or deliverable, which means it follows the same planning;
- Plain text.

All references made under this section to “month” and “quarter” periods, to “monthly” and “quarterly” periodicity are relative to T0, the starting date of an SC, unless explicitly stated otherwise.

Note that the ordering and request mechanisms will always be within the following sequence, with the understanding that a request can only take place if an order has been placed beforehand therefore that the request mechanism may never overrule or take precedence over the ordering mechanism:

¹³ Note that the purpose of WP.0.11 Demand Management will be to anticipate as much as possible a common understanding of a prospective (but not contractually binding) timing for future ITSM2 Lot2 services which will need the approval of the Commission via SC/RfA, FQP/CQP, OR, MA before to be performed by the ITSM2 Lot2 contractor.

Requesting mechanism	Ordering mechanism	
	SC: to be ordered by Specific contract	RfA: to be ordered by Request For Action
SC: to be requested by the SC	✓	
CQP: to be requested by CQP	✓	
RfA: to be requested by RfA;	✓	✓
Trigger: to be requested by mail (either paper or e-mail);	✓	✓
N/A: not applicable	✓	✓

They are therefore not shown in the catalogue.

- **Delivery mechanism:**

- Not shown for services, as the service reporting is systematically made in the Monthly Service Report to report the QoS metrics of the service ;
- In case of a deliverable,
 - **ID:** code used to specify that the deliverable is delivered on its own (Individual Delivery);
 - a **DLV-** w.x.y.z refers to the “hosting” deliverable which must include the deliverable to be delivered. In most cases both are very closely linked, but in the case of the service reports, these are all delivered via the monthly progress report;
 - **SC, RfA, Trigger:** as defined in the Specific Contract, Request for Action, or Trigger

- **Acceptance mechanism:**

- Not shown for service, as the correctness of the reported QoS and SQI is accepted via the acceptance of the MSR, as a part of the MPR. Note that it is the factual correctness (alias integrity) of the reported Quality of Service which is subject to acceptance in the monthly progress report and not the service itself.;
- In case of a deliverable:
 - **No:** No formal acceptance required,
 - **IA:** The Commission will issue a dedicated acceptance letter for the deliverable (Individual Acceptance);
 - **SC, RfA, Trigger :** as defined in the Specific Contract, Request for Action, or Trigger;
 - **DLV.0.7 (MPR):** the acceptance by default of the deliverable by the acceptance of the Monthly progress report in which the deliverable is proposed for acceptance. The non-acceptance of the deliverable would need to be notified as a specific qualification in the letter of (non) acceptance of the MPR;
 - Reference to another deliverable, which means it has the same acceptance mechanism;
- **Quality of Service:** specification of the quality of service, focusing in most cases on integrity and availability, with reference to the Terms of Reference and its annexes SLA/OLA applicable to the services at the time of writing of this technical annex, to the PQP, FQP, CQP, SC, SLAs/OLAs and ToCs to be delivered by the ITSM2 Lot2 contractor, once available. As a basic requirement, the ITSM2 Lot2 contractor must deliver the QoS in compliance with the following documents, ranked by decreasing order of precedence:
 - Its contractual OLA with the Commission, ruling the service delivery for an SC. The contractual OLA may itself make reference to external documents such as PQP, FQP, CQP, SLAs/OLAs/ToCs;
 - Latest approved versions of SLAs and OLAs of the Commission to be served by the ITSM2 Lot2 contractor, once available;
 - The provisions in the service and deliverable catalogue hereafter;

- The SLAs/OLAs ruling the service delivery by the incumbent contractors at the time of writing this technical annex as informed in the Baseline (referred to later for the sake of clarity as the incumbent SLAs/OLAs);
- The statistics of QoS delivered by the incumbent contractors as informed in the baseline (referred to later as the incumbent QoS statistics);
- The offer of the ITSM2 Lot2 contractor.

As the contract features a major transformation dimension (refer to WP.8.7 "Planning to Implement Service Management"), the SLAs/OLAs ruling the ITSM2 Lot2 contractor's services and deliverables provision will evolve during the duration of the contract. The QoS specifications in the incumbent SLAs/OLAs, incumbent QoS statistics and this Technical Annex are to be considered as a **QoS starting point** for the ITSM2 Lot2 contractor and as a "non-regression" threshold for its services and deliverables. One of the main transformation objectives of the contract is to produce and improve a coherent set of SLAs/OLAs/ToCs to rule the services and deliverable provision of the ITSM2 Lot2 contractor. While progress will be made towards this objective, the Commission and the ITSM2 Lot2 contractor will progressively shift their dependency away from the "QoS starting point" towards the SLAs/OLAs/ToCs delivered by the ITSM2 Lot2 contractor and accepted by the Commission.

Therefore the "QoS starting point", including the quality of service requirements spelt out in this Technical Annex constitutes a "no regression threshold" for the ITSM2 Lot2 contractor and will be overruled by the SLAs/OLAs/ToCs developed by the ITSM2 Lot2 contractor once these are accepted by the Commission.

- **SQI:**

- Either a reference to an applicable SQI in **Table 1: Deliverable oriented SQIs** and **Table 2: Service oriented SQIs**;
- Or a reference to another deliverable/service, the SQI of which is applicable;
- Or "SC", "RfA" or "Trigger", which means that the SQIs will be defined in the Specific Contracts, Requests for Action and Triggers.

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.0.1	DLV.0.1.1	Framework Quality Plan (FQP), along with an FQP test plan and its FAT report	SC.01, T0 + 5 months for acceptance, with a 10/10/10 review cycle	ID	IA	SQI01 SQI01a
WP.0.1	DLV.0.1.2	Evolutive version of FQP	SC, RfA	ID	IA	SQI01 SQI01a
WP.0.3	DLV.0.3.1	Contract Quality Plan (CQP), including the contractual OLA	SC.01, T0 + 5 months for acceptance (bundled with FQP). Following SC's, T0 + 2 months for acceptance	ID	IA	SQI01 SQI01a
WP.0.3	DLV.0.3.2	Evolutive version of CQP	SC, RfA	ID	IA	SQI01 SQI01a
WP.0.4	DLV.0.4.1	SC Offer	As per RfO (in average 10 wdays), for review	ID	Offer attached to the signed SC	SQI04a SQI04b
WP.0.4	DLV.0.4.2	RfA Proposal	As per RfE (in average 5 wdays), for review	ID	Signature of the RfA	SQI04a SQI04b
WP.0.5	SE.0.5.1	Internal QA and QC, Risk Management, Internal Auditing and Self Assessment, including follow up of the implementation of the findings	Continuous	No deviation from the effectiveness/ efficiency/ confidentiality/ integrity/ availability/ compliance/ reliability expectation from the Commission, no quality review burden shifting on the Commission, no increase of workload and risk for the Commission due to quality defect in the delivery from the ITSM2 Lot2 contractor, no breach of Commission obligation because of quality defect in the delivery of the ITSM2 Lot2 contractor, no negative deviation from expectations.		SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.0.5	DLV.0.5.1.1	Quality records, filed in contractor's premises, on request from the Commission	max 2 w-days upon request from the Commission	ID	No	SQI31
WP.0.5.3	DLV.0.5.3.1	Internal risk analysis records, in contractor's premises, on request from the Commission.				
WP.0.5.4	DLV.0.5.4.1	Self Assessments reports	at least twice per year.	ID	No	SQI48b
WP.0.5.4	DLV.0.5.4.2	Internal Audit reports		SQI49		
WP.0.6	SE.0.6.1	Attendance at monthly meetings	One per month, as per CQP and in exceptional case MA	On time according to the planned date at least 5 w-day in advance, prepared to discuss tactical and operational reports, plans and risks		SC
WP.0.6	SE.0.6.2	Attendance at ad-hoc meetings	On request from the Commission	On time according to mutually agreed date & time		SC
WP.0.6	DLV.0.6.3	Agenda of Bilateral Monthly Meeting and Steering Committee	1 w-day before the meeting	ID	DLV.0.7	SQI31
WP.0.6	DLV.0.6.4	Minutes of the Bilateral Monthly Meetings bundled with DLV.0.7	Date of BMM +10 w-days for acceptance	ID	IA bundled with DLV.0.7	SQI02a
WP.0.6	DLV.0.6.5	Minutes of steering Committee and ad hoc meetings	Date of the meeting+5 w-days for acceptance	ID	DLV.0.7	SQI31
WP.0.6	SE.0.6.6	Attendance at the Steering Committee meetings	MA, in average once per quarter	On time and prepared to discuss strategic reports, plans and risks.		
WP.0.6	SE.0.6.7	Implementation of actions agreed with the Commission during the co-ordination meeting with the Commission.	MA	All actions performed by the ITSM2 Lot2 contractor according to expectations		SQI03
WP.0.6	SE.0.6.8	Weekly meeting between contact persons and their respective roles in DG TAXUD	MA, once a week for each role in DG TAXUD	On time, all ITSM2 Lot2 contractor contact persons fully aware of the activities, of the expectation of the roles in DG TAXUD, with management power on the functions of ITSM2 Lot2 contractor.		

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.0.7	DLV.0.7	Monthly Progress Reports, bundled with all Monthly Service Reports.	SfR: Max (end of the reporting period + 5 w-days, Date of BMM – 5 w-days) SfA: Date of BMM + 10 w-days	ID	IA bundled with DLV.0.6.4	SQI02 SQI02a
WP.0.8	DLV.0.8.1	Monthly Planning with updated activities, services and deliverables	DLV.0.7, OR	DLV.0.7	DLV.0.7	DLV.0.7
WP.0.8	SE.0.8.2	Keep the planning of the ITSM2 Lot2 contractor activities up to date and available to the Commission for information.	Continuous	Planning with a line of sight of 24 months, up to date with a maximum delay of 5 w-days, available on-line for the Commission		SC
WP.0.9	SE.0.9.1	Co-operate with the Commission (and any third party nominated by it) during quality, process and security audit	Average duration of 3 w-days, date as per Commission announcement, if announcement more than 10 w-days ahead of the announced date otherwise MA;	Positive feedback from the auditors regarding the co-operation of the ITSM2 Lot2 contractor during audit.		SQI48b
WP.0.9	DLV.0.9.2	Positions of the ITSM2 Lot2 contractor on the audit report	20 w-days after reception of the audit report, for acceptance	ID	IA	SQI31
WP.0.9	SE.0.9.3	Management of the implementation of actions agreed by the ITSM2 Lot2 contractor at the outcome of the audit.	MA	All actions performed by the ITSM2 Lot2 contractor according to expectations		SQI03 SQI49
WP.0.10.1	DLV.0.10.1	Quarterly DVD-ROM with all deliverables from the past quarter in the context of each SC.	As per SC, RfA	ID	DLV. 0.7	SQI31
WP.0.10.2	DLV.0.10.2	DVD-ROM with the full baseline of ITSM2 Lot2 contractor since the start of the contract.	As per SC, RfA	ID	DLV. 0.7	SQI31

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.0.11	SE.0.11.1	Demand management across all threads	Continuous	Demand schedule aligned with TES planning and expectation, allowing to trigger ITSM2 Lot2 service in time to be delivered.		SQI60a SQI60b
WP.0.11	DLV.0.11.2	Demand schedule	DLV.0.7, OR	DLV.0.7	DLV.0.7	DLV.0.7
WP.0.12	SE.0.12.1	Demand management for TAXUD IT services needed by ITSM2 Lot2 contractor.	Continuous	Adequate time for TAXUD and its contractor to deliver according the need of ITSM2 Lot2 contractor.		SQI60a SQI60b
WP.0.12	DLV.0.12.2	Demand schedule for TAXUD IT service needed by ITSM2 Lot2 contractor	DLV.0.7, OR	DLV.0.7	DLV.0.7	DLV.0.7
WP.2.1	DLV.2.1.1-x ¹⁴	Takeover Plan	SfA SC01 T0 + 6 weeks	ID	IA	SQI01a
WP.2.1	DLV.2.1.2-x	Takeover FAT report per business thread. The report must confirm that the ITSM2 Lot2 contractor is fit to start providing the service with no regression of quality and no interruption.	SfA SC01 T0 + 5 months Acceptance of the FAT report triggers the start of ITSM2 Lot2 service delivery by the ITSM2 Lot2 contractor	ID	IA	SQI50

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x=1 Customs T€S Business Thread

x=2 Customs Business Business thread

x=3 Customs Central Operation Business thread

x=4 Excise Business Thread

x=5 Taxation Business Thread

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.2.1	SE.2.1.3-x	Takeover	Continuous during the takeover period	No regression/no incident after takeover, no complaint from 3 rd parties during takeover, no deviation according to plan		SC
WP.2.2	SE.2.2.1-x	Handover	Continuous during the handover period	No complaint from “taking over” parties, no deviation from plan, information & knowledge in the handover.		SC
WP.2.2	DLV.2.2.1-x	Handover plan.	SfR and SfA as per SC Normally 6 to 9 months in advance of the anticipated date for the handover	ID	IA	SQI01a
WP.2.2	DLV.2.2.2-x	Handover FAT	SfR and SfA as per SC, as an indication 3 months after Commission request.	ID	IA	SQI50
WP.2.2	DLV.2.2.3-x	Handover SAT				
WP.2.2.4	SE.2.2.4-x	“After Handover” support	For an elapsed time of 3 months as from handover of services	According QoS defined in the handover plan, in line with the SLA for the Service Support provided by the ITSM2 Lot2 contractor during the duration of the contract		SC, RfA
WP.2.2.5	DLV.2.2.5-x	Handover report	SfA 1 month after the end of the support to the handover.	ID	IA	SQI01a
WP.7	DLV.7.0	Monthly service report regarding the Application Development activities for the TESM tools	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.7.1.	DLV.7.1	Specification deliverables, as per TEMPO: <ul style="list-style-type: none"> • Feasibility Studies; • Business processes model; • System Requirement Definition (functional, non functional/usability) (SRD); • Functional Specifications (FS); • Technical Specifications (TS); • Acceptance Test Specification (ATS). Costs include the period of guarantee as specified in the contract	SC, RfA, OR	SC, RfA, Trigger	SC, RfA, Trigger	SQI01a SQI31 SC, RfA, Trigger

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.7.2	DLV.7.2	<p>Deliverables related to Design, Build & Deployment support, as per TEMPO:</p> <ul style="list-style-type: none"> • Design documentation, including the System Requirement Overview; • Detailed design, including the interface specification with other applications, • Test plan, test cases, test data, test configuration specification, • Infrastructure requirement; • Documented source code and associated documentation and quality metrics; • Support documentation and training material addressing infrastructure requirements, installation procedures, user and service provision manual; • The FAT report and FAT'ed version, submitted for preSAT; • Training deployment, operation and technical support on the application to be deployed; • Problem fixes during preSAT, • Application & documentation submitted for SAT <p>Costs include the period of guarantee as specified in the contract</p>	SC, RfA,OR	SC, RfA,Trigger	SC, RfATrigger	SQI01a SQI31 SC, RfA,Trigger

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.7.3	SE.7.3	Corrective maintenance of all artefacts delivered under WP.7.1 and WP.7.2, under the control of the incident/problem/change/release management processes The cost is chargeable as from end of guarantee period for the WP.7.1 and WP.7.2 deliverables.	Continuous, as from start of operation.	Compliance with the rules defined in FQP/CQP, SLA and contractual OLA regarding the incident & problem management and with agreed planning in Change and Release management.		SQI38
WP.8.1	DLV.8.1	Monthly service report regarding Service Support activities	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.1.1	SE.8.1.1.1	Second level SD and associated support team available during the basic time coverage Monday to Friday, from 7:00 to 20:00 (Brussels time), 5 days/week (Monday to Friday, including Holidays) in EN, FR & DE	Continuous as from takeover of the first business thread	Compliance with the incumbent SLAs/OLAs at start, then with rules defined in FQP/CQP, SLAs, contractual OLA and ToCs		SQI06 SQI09 SQI52
WP.8.1.1.2	SE.8.1.1.2	Web mastering the web environments for the supported business threads.	Continuous as from takeover of the business thread	No deviation from expectations as defined in: <ul style="list-style-type: none"> incumbent SLAs/OLAs and; later in FQP/ CQP/ SLAs/ contractual OLA/ OLAs/ ToCs and; mutual agreement. As an indication, the Commission expects that the ITSM2 Lot2 contractor will post an artefact within a day of request.		SQI39
WP.8.1.1.3	SE.8.1.1.3.1	Adequate secured office space, office automation, phone, internet access, conference call, virtual meeting, video conferencing, ssl Web presence, wiki	Available as from the takeover of the service	No hinderance to service delivery due to deficiency/shortage of the office service. No complain from NA in using conference call, video/virtual conferencing		SQI36

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.1.1.3	SE.8.1.1.3.2	Meeting room up to 15 persons at contractor's premises with 2 PCs with access to all Commissions IT services in the scope of this contract and to the Internet	Average duration of 2 w-days, duration and date as per request if requested date is more than 1 week from date of request otherwise MA.	Room available according to request from the Commission and 3 rd parties nominated by it, during the basic time coverage of the Service Desk, over the agreed duration		SQI36
WP.8.1.2	SE.8.1.2	2 nd level incident management, including ensuring integrity of the SMT/CMDB from an incident perspective.	Continuous, as from takeover	According to expectations set in the incumbent SLAs or later in the FQP/CQP/SLAs, contractual OLA and ToCs. Minimal escalation beyond Lot2. No time closure overrun accountable to the ITSM2 Lot2 contractor, or because of slack time in third party intervention, no "back and forth communication" between involved parties, no error in classification, allocation and escalation.		SQI05 SQI06 SQI07 SQI09 SQI10 SQI12 SQI13 SQI15 SC
WP.8.1.3.1	SE.8.1.3.1	Service Request Management from inception to closure	Continuous, as from take over	No delay/incident caused by lack of management of the service request, no complain from the NA		SC
WP.8.1.3.2	SE.8.1.3.2	Access Right management to the IT services	Continuous as from take over	No delay, no defect, no obsolete user access		SC
WP.8.1.3.3	SE.8.1.3.3	Organise, facilitate and minute conference calls/virtual meetings/video conference, including the provision of the supporting telco services	Continuous, on request from Commission at 1 wday notice	According to request and expectations, with no unforeseen difficulty caused by the ITSM2 Lot2 contractor.		SC
WP.8.1.3.4	SE.8.1.3.4	Remote support	AN	Value delivered acknowledged by the caller		SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.1.3.5	SE.8.1.3.5	On-site technical support including: <ul style="list-style-type: none"> • Deliver the agenda • Preparation of the on-site support material • Performance • Mission report 	OR		Resolution of the issue(s), added value acknowledged by the supported party, no deviation from the Commission position & interest, knowledge and awareness building, feedback collection	SC, RfA
WP.8.1.3.6	SE.8.1.3.6	Ad hoc support: any technical support to a user of Lot2 falling in the scope of Lot2 but not included in previous provision for support.	AN		Value delivered acknowledged by the caller	SC, RfA
WP.8.1.4	SE.8.1.4.	Problem management, including ensuring integrity of the SMT/CMDB from a problem perspective	Continuous, as from takeover		No iteration in problem resolution due to the ITSM2 Lot2 contractor. According to expectations set in the incumbent SLAs or later in the FQP/CQP/SLA/contractual OLA and ToC. No time closure overrun accountable to the ITSM2 Lot2 contractor, or because of slack time in third party intervention, no “back and forth communication” between involved parties, no error in classification, allocation and escalation.	SQI05 SQI09 SQI11 SQI12 SQI13 SQI16 SC
WP.8.1.5	SE.8.1.5	Populate SMT/CMDB, maintain it up to date, improve it, for all CI’s in the scope of the contract.	Continuous as from takeover		Integrity of the CMDB according to expectations as set in incumbent SLAs/OLAs and in the future in FQP/CQP/CSIP, SLA, contractual OLA. No defect detected by other processes and/or parties.	SQI18 SQI21

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.1.6	SE.8.1.6.1	Change Management, including creation/update/follow-up of the RfCs in the SMT/CMDB and production of Release scope document and RfC lists in line with information in SMT/CMDB and availability of the schedule of changes	Continuous, as from takeover		No change outside the change management process. No deviation from the applicable procedure. No No unanticipated impact on CI in the scope of Lot2 of changes/releases on CI outside the scope of Lot2. No delay accountable to the ITSM2 Lot2 contractor. No integrity defect in the Change Management part of the SMT/CMDB.	SQI19 SQI05
WP.8.1.6	SE.8.1.6.2 DLV.8.1.6.2.y	Manage the CAB meeting: <ul style="list-style-type: none"> • Briefing (y=1) • Agenda (y=2) • Facilitation, attendance • Minutes (y=3) Or run the CAB by written procedure	Continuous, AN, Meeting date: <ul style="list-style-type: none"> • - 5 wdays SfR • - 5 wdays SfR • On time • + 10 wdays SfA 		No deviation from expectation, added value from the ITSM2 Lot2 contractor acknowledged by the participants.	SQI31
WP.8.1.6	SE.8.1.6.3	Release Management, including creation/update of release records in the SMT/CMDB, availability of the release schedule.	Continuous, as from takeover		No release outside the release management process. No deviation from the applicable procedure. No delay accountable to the ITSM2 Lot2 contractor. No integrity defect in the release management part of the SMT/CMDB.	SQI05 SQI20 SQI21
WP.8.2	DLV.8.2	Monthly service report regarding Service Delivery activities	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.2.1	SE.8.2.1.1	Service Level Management as specified in WP.8.2.1	Continuous as from takeover	No integrity defect in the statistics provided, no unavailability of stats, QoS reported for the contractual OLA and the SLA according to or above expectations, no surprises		SQI05 SQI26
WP.8.2.1	DLV.8.2.1.2	Service Report, including exceptions: <ul style="list-style-type: none"> • Service from the Commission per customer/user community within each business thread and support threads against SLAs (WP.8.2.1.2); • Service provided by 3rd parties, per business thread and support thread, as appropriate, against OLAs (WP.8.2.1.3); • Service provided by the ITSM2 Lot2 contractor, per business thread and support thread as applicable against contractual OLA (WP.8.2.1.1); • Service exchanged amongst NAs and Commission across the Common Domain, per business thread and support thread, against Terms of Collaboration (WP.8.2.1.4); 	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.2.1.1	DLV.8.2.1.1.1	Contractual OLA, addressing all taken over business threads and support threads, as a part of CQP	DLV.0.3.1	DLV.0.3.1	DLV.0.3.1	DLV.0.3.1

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.2.1.1	DLV.8.2.1.1.2	Evolutionary maintenance of the Contractual OLA (DLV.8.2.1.1.1), with evolution of content under the management of the CSIP	SfA: <ul style="list-style-type: none"> with CQP as from SC02 onwards; 4 months before service expiration of each SC; AN the objective being a revision per year	ID	IA	SQI01a
WP.8.2.1.2	DLV.8.2.1.2.1	Service Catalogues & SLAs, per customer/user community across all taken over business threads. Split delivery according to the taken over threads.	SfA at takeover date of the thread + 6 months	ID	IA	SQI01a
WP.8.2.1.2	DLV.8.2.1.2.2	Evolutionary maintenance of Service Catalogues & SLAs DLV.8.2.1.2.1, under the management of the CSIP	SfA: <ul style="list-style-type: none"> with CQP of SC02 and following SCs, 4 months before service expiration of each SC; SC, RfA the objective being a revision at least per year	ID	IA	SQI01a
WP.8.2.1.3	SE.8.2.1.3	Raise Incident in case of deviation from OLAs content	SC, RfA, OR	Close the gap between SLAs, contractual OLA and OLAs.		SC, RfA
WP.8.2.1.4	DLV.8.2.1.4.1	Terms of Collaboration, per Trans-European system, including review cycle with the NAs.	SC, RfA	ID	IA	SQI01a

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.2.1.4	DLV.8.2.1.4.2	Evolutionary version of Terms of Collaboration DLV.8.2.1.4.1	SC, RfA, the objective being a revision per year.	ID	IA	SQI01a
WP.8.2.2	SE.8.2.2.1	Capacity Management of the TES	Continuous	All increase of capacity detected at least 12 months in advance in order to allow Commission and other stakeholders to act, no capacity bottleneck and safety margin in resource usage, right sizing of the infrastructure. No deviation from expectation, no unknown deviation from expectation, no surprises		SQI05
WP.8.2.2	DLV.8.2.2.1	Monthly Service Report – Capacity statistics	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.2.2	DLV.8.2.2.2	Capacity plan for the trans-European systems per user community, including review cycle with the NAs	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1
WP.8.2.2	DLV.8.2.2.3	Evolutionary maintenance of Capacity plan for the trans-European systems DLV.8.2.2.2, under management of the CSIP, including review cycle with the NAs	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2
WP.8.2.3	SE.8.2.3.1	IT Service Continuity Management	Continuous	Disaster managed according to recovery plan both for Commission IT services and trans-European IT services.		SC, RfA SQI34
WP.8.2.3	DLV.8.2.3.2	Reporting on IT service Continuity Management	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.2.3.1	DLV.8.2.3.1.1	Continuity plan for the service delivered by the ITSM2 Lot2 contractor, including a risk analysis and Disaster Recovery Plan (DRP)	DLV.8.2.1.2.1	DLV.8.2.1.2.1	DLV.8.2.1.2.1	SQI01a

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.2.3.1	DLV.8.2.3.1.2	Evolutionary maintenance of Continuity plan for the service delivered by the ITSM2 Lot2 contractor DLV.8.2.3.1.1, under management of the CSIP	DLV.8.2.1.2.2	DLV.8.2.1.2.2	DLV.8.2.1.2.2	SQI01a
WP.8.2.3.1	SE.8.2.3.1.3	Implementation, deployment & management of the ITSM2 Lot2 contractor IT service continuity plan	SC, RfA, subject to the availability of an IT service continuity plan	No deviation regarding integrity against the continuity plan and planned availability		SC, RfA
WP.8.2.3.1	SE.8.2.3.1.4 DLV.8.2.3.1.4.y	Testing of the IT service continuity plan for the ITSM2 Lot2 contractor IT services: <ul style="list-style-type: none"> • Plan, test plan (y=1); • Prepare; • Manage and co-ordinate • Test report (y=2) 	Once per year, subject to availability of a deployed IT service continuity plan	No major hole in the test plan, no major problem detected by the testing, according to agreed timing and no major delay during the testing, with no impact on the Quality of Services in operation		SC, RfA SQI01a SQI31 SQI34
WP.8.2.3.2	DLV.8.2.3.2.1	IT Service Continuity plan for the Trans-European Systems per community, including a risk analysis and Disaster Recovery Plan (DRP) including a deployment planning in line with the CSIP, including review cycle with the NAs	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1
WP.8.2.3.2	DLV.8.2.3.2.2	Evolutionary maintenance of the IT Service Continuity plan for the Trans-European Systems, under management of the CSIP, including review cycle with the NAs	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2
WP.8.2.3.2	SE.8.2.3.2.3	Deployment & management of the IT service continuity plan for the Trans-European IT Systems	SC, RfA, subject to the availability of an IT service continuity plan	No deviation regarding integrity against the continuity plan and planned availability		SC RfA
WP.8.2.3.2	SE.8.2.3.2.4 DLV.8.2.3.2.4.x	Testing of the IT service continuity plan for the Trans-European IT Systems: <ul style="list-style-type: none"> • Plan, test plan (y=1); • Prepare; • Manage and co-ordinate • Test report (y=2) 	RfA, subject to availability of a deployed IT service continuity plan, likely once per TES over the duration of the contract	No major defect in the test plan, no major problem detected by the testing, according to agreed timing and no major delay during the testing, with no impact on the Quality of Services in operation		SC, RfA SQI01a SQI31 SQI34

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.2.4	SE.8.2.4.1	Availability Management	Continuous	no deviation from availability/reliability/maintainability/serviceability target including MTTR as set in incumbent SLA/OLA and later in FQP/ CQP, SLA, contractual OLA and ToC, no recurrent availability breach, no business disruption from scheduled unavailability, minimal business disruption in case of unscheduled unavailability, low unavailability risk, no deviation from expectation, no unknown deviation, no surprises		SQI05 SQI24a SQI24b SQI24c SQI24d SQI24e SQI24f SQI25a SQI25b SQI25c SQI52 SQI53
WP.8.2.4	DLV.8.2.4.2	Monthly Service Report - Availability	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.2.4	DLV.8.2.4.3	Availability Plan for the trans-European IT services, per community, including review cycle with the NAs	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1
WP.8.2.4	DLV.8.2.4.4	Evolutive version of the Availability Plan for the trans-European IT services, including review cycle with the NAs	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2
WP.8.3	DLV.8.3.1	Monthly service report regarding Business Perspective activities	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.3.1.1	SE.8.3.1.1.1	Business monitoring and Statistics	Continuous	No undetected deviation from business behaviour, according to expectations, no detected deviation without incident management, during the basic time coverage, minimise risk and impact of unexpected business behaviour.		SC, RfA SQI52

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.3.1.1	SE.8.3.1.1.2	Daily and weekly report on monitoring business operations and statistics	Daily, Weekly	Report of the previous working day /week available to the Commission on the next working day 10 a.m.		SC, RfA
WP.8.3.1.1	DLV.8.3.1.1.3	Monthly Service Report - Reporting on business monitoring and statistics	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQ140
WP.8.3.1.1	DLV.8.3.1.1.4	Ad hoc business analysis and reporting	SC, RfA	ID	SC, RfA	SQ131
WP.8.3.1.2	SE.8.3.1.2.1	Periodic "voice" survey of each of the NAs	Continuous	no unknown issues with the NAs, no known issue left unattended, no regression in the satisfaction and confidence from the NAs, collect business and technical intelligence from the NA, anticipate expectations from the NAs, build up confidence, Summary report to the Commission within 2 wdays of the contact.		SQ130
WP.8.3.1.2	DLV.8.3.1.2.1	Periodic briefing report on "voice surveys"	SC, RfA, AN	ID	DLV.0.7	SQ131
WP.8.3.1.2	DLV.8.3.1.2.2	Yearly user satisfaction survey <ul style="list-style-type: none"> Preparation of the survey material and planning, SfA to the Commission; Organisation, co-ordination and performance of the survey Report the Commission and the NAs, SfA to the Commission 	SC, RfA, AN	ID	DLV.0.7	SQ131
WP.8.3.2.1	DLV.8.3.2.1.1	Working group meeting - Draft agenda	Meeting date – 20 w-days SFR, or MA	ID	no	
WP.8.3.2.1	DLV.8.3.2.1.2	Working group meeting - Briefing	Meeting date – 10 w-days SFR, - 5 w-days SfA	ID	DLV.0.7	SQ131

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.3.2.1	DLV.8.3.2.1.3	Working group meeting - Summary Record including list of actions & agreements	Meeting date + 2 w-days SfR	ID	DLV.0.7	SQI31
WP.8.3.2.1	DLV.8.3.2.1.4	Working group meeting - Minutes	Meeting date + 5 w-days for review Meeting date + 10 w-days for acceptance	ID	DLV.0.7	SQI31
WP.8.3.2.1	DLV.8.3.2.1.5	Working group meeting – Preparation of material	Meeting date – 15 w-days SfR, - 10 w-days SfA	ID	DLV. 0.7	SQI31
WP.8.3.2.1	SE.8.3.2.1.6	Working group meeting – Performance	Average duration of 2 w-days, date as per request	Added value acknowledged by the participants, no deviation from the Commission position & interest		SC
WP.8.3.2.1	SE.8.3.2.1.7	Working group meeting – Attendance	Average duration of 2 w-days, date as per request	Knowledge & awareness building, improve confidence from NAs, collecting feedback from NAs		SC
WP.8.3.2.2	DLV.8.3.2.2.1	Technical Meetings with the Commission or other third parties - Minutes	Date of meeting + 5 w-days SfR Date of meeting + 10 w-days SfA	ID	DLV.0.7	SQI31
WP.8.3.2.2	SE.8.3.2.2.2	Technical Meetings with the Commission or other third parties – Attendance	As per request	Added value acknowledged by the participants, no deviation from the Commission position & interest		SC
WP.8.3.2.3	DLV.8.3.2.3.1	SMM – Minutes	SMM date + 5 w-days SfR SMM date + 10 w-days SfA	ID	DLV.0.7	SQI31
WP.8.3.2.3	DLV.8.3.2.3.2	SMM Briefing	SMM date – 5 w-days SfR	ID	DLV.0.7	SQI31
WP.8.3.2.3	DLV.8.3.2.3.3	SMM agenda	SMM date – 5 w-days SfR	ID	DLV.0.7	SQI31

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.3.2.3	SE.8.3.2.3.4	SMM - Attendance	As per CQP and in exceptional cases MA	Added value acknowledged by the participants, no deviation from the Commission position & interest, knowledge and awareness building, feedback collection		SC, RfA
WP.8.3.2.4	DLV.8.3.2.4.1	Co-ordination Mission – Preparation of material	Date of the mission – 5 w-days, SfR Date of the mission – 2 w-days, SfA	ID	DLV.0.7	SQI31
WP.8.3.2.4	DLV.8.3.2.4.2	Co-ordination Mission - Agenda	Date of the mission – 20 w-days SfR, or MA	ID	No	
WP.8.3.2.4	DLV.8.3.2.4.3	Coordination Mission- Briefing	Date of the mission - 5 w-days, SfR	ID	No	
WP.8.3.2.4	DLV.8.3.2.4.4	Coordination Mission – Report and evaluation	Date of the mission + 10 w-days Sfa	ID	DLV.0.7	SQI31
WP.8.3.2.4	SE.8.3.2.4.5	Coordination Mission – Performance	Average duration of 2 w-days as per request, if requested date is more than 2 weeks from date of request. Otherwise, MA	Added value acknowledged by the participants, no deviation from the Commission position & interest, knowledge and awareness building, feedback collection.		SC, RfA
WP.8.3.2.5	DLV.8.3.2.5.1	Training/workshop - Preparation material	Date of the training/workshop – 5 w-days, SfR Date of the training/workshop – 2 w-days, SfA	ID	DLV.0.7	SQI31
WP.8.3.2.5	DLV.8.3.2.5.2	Training/workshop - Agenda	Date of the training-workshop – 20 w-days SfR, or MA	ID	No	

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.3.2.5	DLV.8.3.2.5.3	Training/workshop - Briefing	Date of the training/workshop – 10 w-days SfR, or MA	ID	No	
WP.8.3.2.5	DLV.8.3.2.5.4	Training/workshop - Evaluation and report	Date of the training/workshop + 10 w-days, SfA	ID	DLV.0.7	SQI31
WP.8.3.2.5	SE.8.3.2.5.5	Training /workshop – Performance	Average duration of 2 w-days as per request, if requested date is more than 3 weeks from date of request. Otherwise, MA	Added value acknowledged by the participants, no deviation from the Commission position & interest.		SQI27
WP.8.3.2.5	SE.8.3.2.5.6	Training/workshop – Attendance	Average duration of 2 w-days as per request, if requested date is more than 3 weeks from date of request. Otherwise, MA	No deviation from the Commission position & interest, knowledge and awareness building, feedback collection		SC, RfA
WP.8.3.2.5	SE.8.3.2.5.7	Training/workshop – Hosting Facilities and infrastructure: Meeting room at contractor's premises (40 persons)	Average duration of 2 w-days as per request, if requested date is more than 3 weeks from date of request. Otherwise, MA	No deviation according to expectations		SQI27 SQI36
WP.8.3.4.1	SE.8.3.4.1.1	Planning Maintenance per business thread	Continuous	No integrity and availability deviation according to expectations in the MCP, no planning information missing from the NAs and 3 rd parties, no slack time in keeping the MCP up to date accountable to the ITSM2 Lot2 contractor		

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.3.4.1	DLV.8.3.4.1.2	Monthly Consolidated Plan (and all its views as defined in WP.8.3.4.1) per business thread	Monthly for SfR Weekly for Sfl	ID	DLV.0.7	SQI31 SQI42
WP.8.3.4.2	DLV.8.3.4.2.1	TES Progress and Status Reporting for: <ul style="list-style-type: none"> • The NA on a monthly basis; • The Commission on a quarterly and yearly basis; • the SMM; • the meetings with the NA; • or any other events at the request of the Commission. 	AN, meeting date or event - 10 w-days Sfa	ID	DLV0.7	SQI31 SC, RfA
WP.8.4	DLV.8.4.1	Monthly service report regarding Service Transition & Operation for TES, IT services and TESM tools	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.4.1.1	SE.8.4.1.1.1	TES and associated IT services portfolio management, up to date portfolio available on-line	Continuous	No deviation from integrity and availability expectation for the portfolio. Online availability of the portfolio		SQI43
WP.8.4.1.2.1	SE.8.4.1.2.1	Coordination of ITSM2 Lot2 contractor activities with the TES and IT Services development.	Continuous	No deviation between mutual understanding & expectation between the developing party and the ITSM2 Lot2 services, no integrity defect in the CMDB regarding the developments, minimised risks at deployment, rollout and operation, knowledge transfer		SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.4.1.2.2	DLV.8.4.1.2.2.1	Technical review reports of artefacts submitted for review by the Commission or other contractors, containing the list of review comments	x w-days after the reception of the deliverables for review, x being set according to the review cycle applicable, typically x = 5 to 8 w-days	ID	No	SQI17 SQI31
WP.8.4.1.2.2	SE.8.4.1.2.2.2	Attendance at review meetings to clarify review comments issued	y days after the submission of the DLV.8.4.2.1.1, typically y= 2 to 5 w-days	No deviation between the reviewed document and the ITSM2 Lot2 contractor constraints, unless authorised		SC
WP.8.4.1.3	SE.8.4.1.3.1	Deployment of a Trans-European System <ul style="list-style-type: none"> • plan & coordinate; • conformance test organisation (see below for details); • follow up and monitoring; • support the NAs; • conformance testing (see below for details); • IT services configuration 	For each release of any TES, SC	No defect left in the Common Domain part of the NAs IT services, value acknowledged by the NAs, no deviation from expected planning, no slack time accountable to the ITSM2 Lot2 contractor, no defect in the conformance test environment, readiness of the operational environment in time, no deviation from the ToC, no regression in confidence from NAs, no issue left unaddressed including delay/difficulties from NAs and 3 rd parties, no regression/negative impact on the applications and systems in operation, no integrity defect in the SMT/CMDB		SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator						
				Delivery Mechanism	Acceptance Mechanism							
WP.8.4.1.3.1	DLV.8.4.1.3.1.y	<p>Conformance Test Mode 2</p> <ul style="list-style-type: none"> • Pre-Conformance test report per NA preCT (y=1) • Conformance test report per NA CT (y=2) • Conformance test campaign report (y=3) • Weekly status report 	<p>SfA 2 wdays after test completion</p> <p>SfA 2 wdays after test completion</p> <p>SfA 10 wdays after campaign completion</p> <p>Weekly, for duration of CT</p>	ID	ID	ID	ID	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7	SQI29a SQI01a SQI31 SC
WP.8.4.1.3.1	DLV.8.4.1.3.2	Conformance test organisation (CTOD) document, submitted to a review cycle by the NAs.	For each conformance test campaign, SfA 3 months before the start of the related CT campaign	ID		IA						SQI01 SC
WP.8.4.1.3.1	DLV.8.4.1.3.3	Template for a Start of Operations check list	SfA 3 month before the start of operations of the 1 st NA	ID				DLV.0.7				SQI31 SC
WP.8.4.1.3.1	DLV.8.4.1.3.4	Start of Operations check list	<p>Submitted for information biweekly, for the TES with an in-progress deployment</p> <p>SfA 10 wd after the start of operations of the last NA or third country</p>	ID				DLV.0.7				SQI31 SC
WP.8.4.1.3.1	DLV.8.4.1.3.5	Frequently Asked Questions (pertaining to CT), kept up to date and available on line for the stakeholders involved in the Conformance Test campaign.	Monthly deliverable for the duration of a CT campaign	ID				DLV.0.7				SQI31 SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.4.1.3.1	SE.8.4.1.3.6	Conformance Test Mode 3 & 3+	AN, during the duration of the test	No complain of NAs regarding the assistance service provided by the ITSM2 Lot2 contractor, reduction of the risk of error at the start of operation		SC, RfA
WP.8.4.1.4	SE.8.4.1.4.1	Operation of the Trans-European Systems	Continuous	No unknown unexpected behaviour NAs IT services, no detected issue left unattended, no regression of quality of service because of contractor action (or lack of), attended during basic time coverage		SQI24c SQI24d SQI24e SQI24f SQI25b SQI25c SQI52 SC
WP.8.4.1.4	SE.8.4.1.4.2	Daily update on the operation of the previous day per TES to each role in the Commission in charge of a business thread.	Continuous, daily	Commission not left unaware of operation dynamic		SQI31
WP.8.4.1.4	SE.8.4.1.4.3	Frequently asked questions related to operation for each TES in operation available up to date on line.	Continuous	Reduction of the number of Request for Information		SC
WP.8.4.1.5	SE.8.4.1.5.1	Technical support for TES	Continuous	Requester satisfied with provided support, no undue escalation to 3 rd parties reporting to the Commission, for technical support provision to other processes and customers/users of the Service Desk, availability during the basic time coverage.		SQI09 SC
WP.8.4.1.6	SE.8.4.1.6.1	Optimise Trans-European Systems	Continuous	Feeds continuous improvement proposals into the processes		SC
WP.8.4.2.1	SE.8.4.2.1.1	Maintain and publish the IT Services portfolio, included in SE.8.4.1.1.1	SE.8.4.1.1.1	SE.8.4.1.1.1		SE.8.4.1.1.1
WP.8.4.2.2	SE.8.4.2.2.1	Coordinate the ITSM2 Lot2 contractor activities with the IT Services developments, Included in SE.8.4.1.2.1.1	SE.8.4.1.2.1.1	SE.8.4.1.2.1.1		SE.8.4.1.2.1.1

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.4.2.2	DLV.8.4.2.2.2	Technical review reports of artefacts submitted for review by the Commission or other contractors, containing the list of review comments, included in DLV.8.4.1.2.2.1	DLV.8.4.1.2.2.1	DLV.8.4.1.2.2.1	DLV.8.4.1.2.2.1	DLV.8.4.1.2.2.1
WP.8.4.2.2	SE.8.4.2.2.3	Attendance at review meetings to clarify review comments issued, included in SE.8.4.1.2.2.2	SE.8.4.1.2.2.2	SE.8.4.1.2.2.2		SE.8.4.1.2.2.2
WP.8.4.2.3	SE.8.4.2.3.1	Deployment of IT Services of the Commission, application management of which is delivered by ITSM2 Lot1 contractor: <ul style="list-style-type: none"> Plan and coordinate Acquire functional knowledge Attend training Attend FAT on request Perform functional testing Configure the IT services, including data; Update SMT/CMDB Deliver After Care 	For each release of any IT Services, SC	No defect left in the functional part of the IT services, value acknowledged by the NAs, no deviation from expected planning, no slack time accountable to the ITSM2 Lot2 contractor, readiness for ITSM2 Lot2 contractor operation in time, no deviation from the ToC, no regression in confidence from NAs, no issue left unaddressed including delay/ difficulties from NAs and 3 rd parties, no regression/negative impact on the TES and IT services in operation, no integrity defect in the SMT/CMDB		SC
WP.8.4.2.3.1	DLV.8.4.2.3.1.y	Functional testing <ul style="list-style-type: none"> Addendum to the test plan and test specifications (y=0) Comprehensive functional test report (y=1); Functional qualification report (y=2); 	According to agreed ID planning SfA 2 wdays after test completion SfA 2 wdays after test completion	ID ID ID	DLV.0.7 DLV.0.7 DLV.0.7	SQI29 SQI01a SQI31 SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.4.2.4	SE.8.4.2.4.1	Business operation of the IT Services. It includes inter alia the update of the operational data of the TES via the IT services.	Continuous		No unknown unexpected behaviour of the IT services, no detected issue left unattended, no regression of quality of service because of contractor action (or lack of), attended during basic time coverage	SQI24c SQI24d SQI24e SQI24f SQI25b SQI25c SQI52 SC
WP.8.4.2.4	SE.8.4.2.4.2	Frequently asked questions related to the IT Services (functional aspects) in operation available up to date on line.	Continuous		Reduction of the number of Request for Information	SQI 39
WP.8.4.2.5	SE.8.4.2.5.1	Technical support, included in SE.8.4.1.5.1	SE.8.4.1.5.1	SE.8.4.1.5.1	SE.8.4.1.5.1	SE.8.4.1.5.1
WP.8.4.3.2	SE.8.4.3.2.1	Coordinate the TESH tools lifecycle with ITSM2 Lot2 contractor	SC, RfA		No knowledge attrition between development and operation	SC, RfA
WP.8.4.3.3	SE.8.4.3.3.1	Deployment of TESH tools.	For each release of any TESH tools, SC		No defect left in the TESH tools, no deviation from expected planning, no slack time accountable to the ITSM2 Lot2 contractor, readiness for ITSM2 Lot2 contractor operation in time, no deviation from the ToC, no regression in confidence from NAs, no issue left unaddressed including delay/ difficulties from NAs and 3 rd parties, no regression/negative impact on the TES and IT services in operation, no integrity defect in the SMT/CMDB	SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.4.3.3	DLV.8.4.3.3.y	Acceptance Testing of TESM tools <ul style="list-style-type: none"> • Pre-Site Acceptance Test report (y=1); • Site Acceptance Test report (y=2); • Qualification report (y=3); 	SfA 2 wdays after test completion SfA 2 wdays after test completion SfA 2 wdays after test completion	ID ID ID	DLV.0.7 DLV.0.7 DLV.0.7	SQI29a SQI01a SQI31 SC
WP.8.4.3.4	SE.8.4.3.4.1	Operation of the TESM tools	Continous	No unknown unexpected behaviour of the TESM tools, no detected issue left unattended, no regression of quality of service because of contractor action (or lack of), attended during basic time coverage		SQI24c SQI24d SQI24e SQI24f SQI25b SQI25c SQI52 SC
WP.8.4.3.5	SE.8.4.3.5.1	Technical support	Continuous once TESM deployed in operation	TESM tools knowledge maintained and available to support operation		SQI09 SC

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.5	SE.8.5.2	Security management	Continuous	No deviation from expectation as set in WP.8.5 and Security plan subject to availability, no integrity defect in the user registration, no breach of compliance, no unknown security incidents, no incidents left unattended, no security incidents accountable to the ITSM2 Lot2 contractor, reasonable level of controls in regard to risks, security risks reduction, compliance with specified standards and best practices, attended during the basic time coverage		SQI05 SQI52 SC
WP.8.5.1	DLV.8.5.1.1	Monthly service report regarding Service Transition & Operation for TES, IT services and TESH tools	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.5.1	DLV.8.5.1.2	Security plan for contractor services, addressing Risk Assessment & Analysis, Security Policy, Security Controls, Security process	DLV.8.2.1.1.1	DLV.8.2.1.1.1	DLV.8.2.1.1.1	DLV.8.2.1.1.1
WP.8.5.1	DLV.8.5.1.3	Evolutionary version of DLV.8.5.1.2 Security plan for contractor services	DLV.8.2.1.1.2	DLV.8.2.1.1.2	DLV.8.2.1.1.2	DLV.8.2.1.1.2
WP.8.5.2	DLV.8.5.2.1	Security Plan for the Trans-European systems, per community, including also Risk Assessment & Analysis, Security Policy, Security Controls, Security process, including review cycle with the NAs	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1	DLV.8.2.1.4.1
WP.8.5.2	DLV.8.5.2.2	Evolutionary version of DLV.8.5.2.1 the Security Plan for the Trans-European Systems, including review cycle with the NAs	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2	DLV.8.2.1.4.2
WP.8.6	DLV.8.6.1	Monthly service report regarding ICT IM service	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40

WP	Service/Deliverable	Description	Planning	Quality of Service Or Deliverable		Specific Quality Indicator
				Delivery Mechanism	Acceptance Mechanism	
WP.8.6	SE.8.6.1	IT connectivity to the IT services of the Commission and use & administration of a virtual machine of the Commission	Continuous as from FAT acceptance	No negative impact on the quality of the ITSM2 Lot2 service		SC, RfA
WP.8.6	DLV.8.6.2	FAT report related to SE-8.6.1	As per SC or RfA	ID	IA	SQI01a
WP.8.6	SE.8.6.3	Provision for Evolution of SE-8.6.1	Continuous as from RfA date and FAT acceptance			SC, RfA
WP.8.6	DLV.8.6.4	FAT report related to SE.8.6.3	As per SC or RfA	ID	IA	SQI01a
WP.8.7	DLV.8.7.1	Monthly service report regarding Planning to Implement Service Management	DLV.0.7	DLV.0.7	DLV.0.7	DLV.0.7 SQI40
WP.8.7	SE.8.7.2	Management of the Continuous Service Improvement, including the CSIP	Continuous	No deviation from transformation and improvement expectation as set in the contract/FQP/CQP/CSIP, no regression of the Quality of Service		SQI35a SQI35b
WP.8.7	DLV.8.7.3	CSIP production and maintenance	SC01 T0 + 6 months, then quarterly	ID	DLV.0.7	SQI01a SQI31
WP.8.8.2	SE.8.8.2.1	Temporary upgrade of basic service coverage "7.00-20.00 week days" to "week end" days (Saturday, Sunday, including holidays).	SC, RfA	SC, RfA		SC, RfA
WP.8.8.2	SE.8.8.2.2	Temporary upgrade of basic service coverage "7.00-20.00 week days" to "24 hr" time coverage during the week days (Monday thru Friday, including holidays)	SC, RfA	SC, RfA		SC, RfA
WP.8.8.2	SE.8.8.2.3	Temporary upgrade of basic service coverage "7.00-20.00 week days" to "24 hr" time coverage during "week end" days (Saturday, Sunday, including Holidays)	SC, RfA	SC, RfA	SC, RfA	
WP.10	DLV/SE.10.x	Other services and deliverables in the scope of the contract.	SC, RfA	SC, RfA	SC, RfA	SC, RfA

Table 3 – Services & Deliverables

2. QUALITY REQUIREMENTS

2.1. METHODOLOGY

TEMPO is the applicable methodology for the ITSM2 Lot2 contractor, and other contractors which will interact with the ITSM2 Lot2 contractor. The ITSM2 Lot2 contractor will need to adapt to the evolution of TEMPO which is subject to a continuous improvement programme leading to 1 or 2 TEMPO releases per year. Refer to section 0.

2.2. STANDARDS AND BEST PRACTICES

The ITSM2 Lot2 contractor has to deliver the requested services in line with the ITIL v.2 & v.3 best practices, ISO 20000-2:2005, ISO 27001:2005, 27002:2005 and TEMPO methodology.

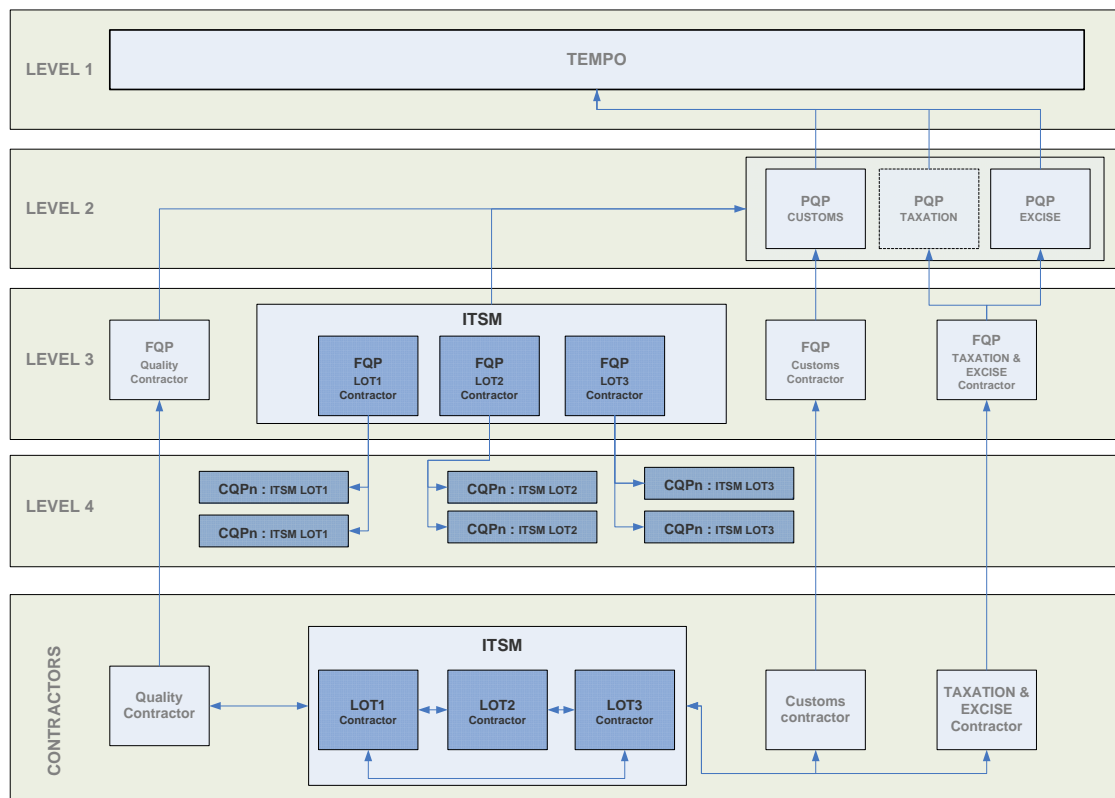
2.3. QUALITY PLANS (PQP/FQP/CQP)

The set of quality plans:

- defines the roles of the different parties involved or interacting with the service delivered by the ITSM2 Lot2 contractor;
- describes the communication and collaboration framework between the ITSM2 Lot2 contractor and the third parties involved;
- describes the overall planning, the key services and deliverables;
- describes the specific plans to be produced, implemented and revised;
- determines the procedures and business processes to apply;
- determines the quality framework, the implementation of quality requirements, and the instruments to specify and monitor them (SLA, OLA, ToC).

Refer to TEMPO for more detailed information concerning the required contents of quality plans.

The diagram below presents the interaction of the ITSM2 Lot2 contractor with the key third parties involved in the service, and the applicability order among the quality plans introduced at each level within the overall quality framework of DG TAXUD.



Level 1: TEMPO acts on the level applicable to all systems and projects managed by DG TAXUD.

Level 2: The Commission has or will produce the Programme Quality Plans (PQP) for Customs systems, Excise Systems and Taxation systems which apply to all contractors involved in that area of work. Each PQP defines among other procedures the details of the working relationships between all the stakeholders. In the absence of a PQP, the Terms of Reference, the Technical Annex and the baseline of ITSM2 Lot2 provides a high level indication of the content of the missing PQP.

Level 3: **The ITSM2 Lot2 contractor must produce a Framework Quality Plan (FQP),** covering the activities as seen from the ITSM2 Lot2 contractor's side. The FQP must be compliant with the PQPs (level 2 in the diagram above) which are available and applicable at the moment of the FQP preparation. The FQP is applicable and maintained throughout the full validity time of the FC. The FQP is a mandatory deliverable of the first specific contract of the FC. The other FQPs shown on the same level are those generated by the ITSM2 Lot2 contractors in charge of the development of Customs systems (CUST-DEV), Fiscalis systems (FITS-DEV). Also, there are FQPs generated by the ITSM 2 Lot1 contractor, quality contractor and the CCN contractor.

Level 4: For each Specific Contract (SC) signed under the FC, **the ITSM2 Lot2 contractor will produce a Contract Quality Plan (CQP).** This quality plan will specify the work plan for the SC, define the Contractual OLA and

document any addition to the PQP and/or the FQP. This CQP is applicable throughout the full validity time of the related Specific Contract.

In addition, the following contractors are considered as third parties who interact with the ITSM2 Lot2 contractor mainly in the context of:

- Development contractors:
 - Deployment and operation of TES and IT services;
 - Configuration, Incident and problem management, Change and release management.
- ITSM2 Lot1 contractor:
 - Escalation by ITSM2 Lot1 contractor of all incidents and service requests to ITSM2 Lot2 contractor for all CI in the scope of ITSM2 Lot2 contractor;
 - Escalation by ITSM2 Lot2 contractor back to ITSM2 Lot1 contractor of all incidents which for the CI in the scope of ITSM2 Lot1;
 - Delivery of the IT services by ITSM2 Lot1 contractor used by ITSM2 Lot2 contractor, including the SMT and the CCN monitoring;
 - Coordination during the deployment of TES and IT services, in particular for the configuration of the CCN connectivity of the NA;
 - Configuration, Incident and problem management, Change and release management;
- Quality contractor:
 - Quality and security audit;
 - Quality control of the ITSM2 Lot2 contractor services and deliverables;
 - Review of deliverables from other contractors;
 - Quality control of the test activities.

2.4. SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) is between the Commission and the customers of its services. It defines the minimum level of service expected from the Commission. It provides a mutual understanding of service level expectation, their measurement methods. This level of service addresses the activities provided by the Commission to users of Trans-European Systems and applications of the business and ITSM threads. These users are currently identified as:

- The NAs;

- The users within the Commission, including also the other Directorates General;
- The citizens, via Europa;
- And to a lesser extent, restricted to access to, and interface with, the Service Desk Support process:
 - The contractors from the Commission.

The ITSM2 Lot2 contractor will produce an SLA for each of the business threads, using the incumbent SLAs and this technical annex as input.

The SLA will set the Quality of Services target using Specific Quality Indicators (SQI) (Refer to section 2.10.1 for detail) taking section 1.5.3, incumbent SLAs and starting QoS as a basis, using the view of Commission SQIs.

The SLA will evolve during the duration of the contract under the control of the CSIP (refer to section 2.8).

Refer also to WP.8.2.1.2 for the WP related to the SLA.

2.5. CONTRACTUAL OLA

The ITSM2 Lot2 contractor supports the Commission in meeting its SLA obligations. The contractual OLA defines the Operational Level Agreement between the Commission and the ITSM2 Lot2 contractor. The ITSM2 Lot2 contractor will elaborate it on the basis of this technical annex and the incumbent SLA/OLA.

For the activities related to the contractual OLA, refer to:

- WP.0: for the management of the contractual OLA;
- WP.8.2.1.1: the maintenance of the contractual OLA.

2.6. OPERATIONAL LEVEL AGREEMENT

The Operational Level Agreements (OLA) are set between the Commission and its 3rd party providers, including ITSM2 Lot1 contractor and the NAs. They must define the minimum operational levels that the 3rd party commits to deliver to the Commission and therefore in the framework of this contract to the ITSM2 Lot2 contractor. The incumbent OLAs are of various levels of quality, some being “tacit”, others documented but with a diversity of maturity. For information refer to the baseline.

2.7. TERMS OF COLLABORATION

The Terms of Collaboration define the mutual obligations of the NAs and the Commission around the Common Domain. They can be considered as being both a multi-lateral SLA and OLA binding NAs and the Commission around the Common Domain for each of the customer/user communities within each business thread. The Terms of Collaboration are made up of:

- Common specifications of service catalogues, SLA, OLA;
- Common capacity/continuity/availability/security plans;

Most incumbent Terms of Collaboration are “tacit”. However, there is a soaring demand to increase the maturity of the common domain services and therefore to explicitly document these Terms of Collaboration.

The SLA of the Commission must be compliant with the Terms of Collaboration, in the same way as the SLA from the NAs must also be.

The ITSM2 Lot2 contractor will assist the Commission in producing and maintaining the Terms of Collaboration. Refer to WP.8.2.1.4.

2.8. CONTINUOUS SERVICE IMPROVEMENT PROGRAMME (CSIP)

The transformation objectives of the contract will be pursued by managing a constant service improvement programme (CSIP) that the ITSM2 Lot2 contractor will maintain by taking advantage of the lessons learned, proposals for improvement.

The CSIP will be the key central instrument to steer the required transformation in a consistent and co-ordinated way across all WPs of the contract. It will be of particular importance for the development of the processes, of the ITSM tools and the continuous improvement of the quality and maturity of the SLAs, OLAs and ToCs.

Refer to WP.8.7 "Planning to Implement Service Management" for the activities related to the management of the CSIP.

2.9. AUDITS BY THE COMMISSION

The Commission reserves the right to perform quality and security audits in the ITSM2 Lot2 contractor's premises for assessing the performance and the quality of the delivered services. The Commission may elect to contract with a third party to perform these audits, and the ITSM2 Lot2 contractor commits himself to co-operate fully with the Commission during these audits (refer to WP.0.9 "Co-operation with the Commission during Quality, Process and Security Audits").

2.10. THE SQI/GQI APPROACH

Quality indicators, called SQI (Service Quality Indicators) are defined in the framework of the Contractual OLA. Aggregated, these SQI allow defining a general quality indicator (GQI) per period of time which measures the quality of the delivered service (in most cases the duration of an SC). These indicators also point out whether liquidated damages are applicable and, if so, their amounts.

This approach provides:

- A normalised way to quantify the quality of service and a weighted approach in combining all the service quality indicators into a single general quality indicator (GQI);
- A mechanism to determine the liquidated damages;
- A grace window in case the quality of service is below target but within a certain limit.

The following sections describe the method of computation of all the SQIs and the GQI.

2.10.1. THE SPECIFIC QUALITY INDICATORS

2.10.1.1. DEFINITION OF THE SQI

Some or all of the following parameters define a Specific Quality Indicator.

SQI Attribute	SQI Attribute description
SQI Name	A name, which allows to fully identify the SQI.
SQI Description	A complete description of the SQI.
Measurement of the QoS (M)	Specifies the <i>measurement</i> of the QoS (or combination of set of measurements) for the SQI.
Unit of Measurement of the QoS	Defines the Unit of Measurement of the QoS. For example, a SQI aiming to evaluate duration or delays can be expressed in hours or days.
Application period	Specifies the overall period over which the SQI is calculated;
Target	Target, which sets the level of the measurement, that, if reached, would demonstrate good QoS.

SQI Attribute	SQI Attribute description
Limit	Together with the Target, the Limit defines the "grace window" ", within which although the QoS is below target, the SQI is still immunised from negative impact.
Normalised Measurement (M_{norm})	A normalised Measurement is the result of the transformation of a measure (see formula below), which renders a number independent of the unit of measure of the QoS.
SQI Profiled (SQI_{prof})	A profiled SQI is the result of a profiling function applied to a normalised SQI (see function f below).
Applicable services/deliverables	Defines the set of services and deliverables, to which the SQI will apply.
Minimum number of Measurements	Minimum number of measurements or set of measurements necessary for an SQI to be computable.

2.10.1.2. CALCULATION OF THE SQI

SQI's are calculated using the following steps in sequence:

Collect Measurement of QoS (M)

The Measurement M (or set of measurements) of QoS has to be collected and possibly combined according to the definition of the Measurement of the QoS.

If the minimum number of measurements required over the Application period to make the SQI computable is not attained, then the Measurement (hence SQI) has no applicable value for that application period.

Normalise the Measurement (M_{norm})

For a given Measurement M , the related normalised Measurement M_{Norm} is obtained by applying the following formula:

$$M_{Norm} = \frac{M - Target}{Target - Limit}$$

Where the M , Target and Limit are values expressed in the same unit and are part of the SQI definition.

SQI_{prof} as a result of the Profiling function

Once the Measurement has been normalised to M_{Norm} , it is *profiled* (using the f function) to a SQI_{prof} , which has the following effects:

- It limits the SQI_{prof} upwards, versus irrelevant over-performance of QoS above target;

- It defines linear proportionality between the SQI_{prof} and the under-performance of QoS below Limit;
- It sets a grace period (interval defined by the Target and the Limit) which is setting the SQI_{prof} to a neutral level, immunising the SQI from any positive or negative factor.

The profiling function (f) is applied on all occurrences of the normalised Measurements. Those calculations are provided in detail in the SQI report attached to the Monthly Project Report.

The profiling function f is defined as follows:

- If $\underline{M}_{Norm} \geq 0 \Rightarrow SQI_{prof} = f(\underline{M}_{Norm}) = 1$ i.e. the QoS leads to a Measurement above or on *Target*
- If $-1 < M_{Norm} < 0 \Rightarrow SQI_{prof} = f(\underline{M}_{Norm}) = 0$ i.e. the QoS leads to a Measurement between *Target* and *Limit* – neutral grace window
- If $M_{Norm} = -1 \Rightarrow SQI_{prof} = f(\underline{M}_{Norm}) = -1$ i.e. the QoS leads to a Measurement on *Limit*
- If $M_{norm} < -1 \Rightarrow SQI_{prof} = f(\underline{M}_{norm}) = \underline{M}_{norm}$ i.e. the QoS leads to a Measurement below the *Limit*

This profiling function is plotted in the figure below.

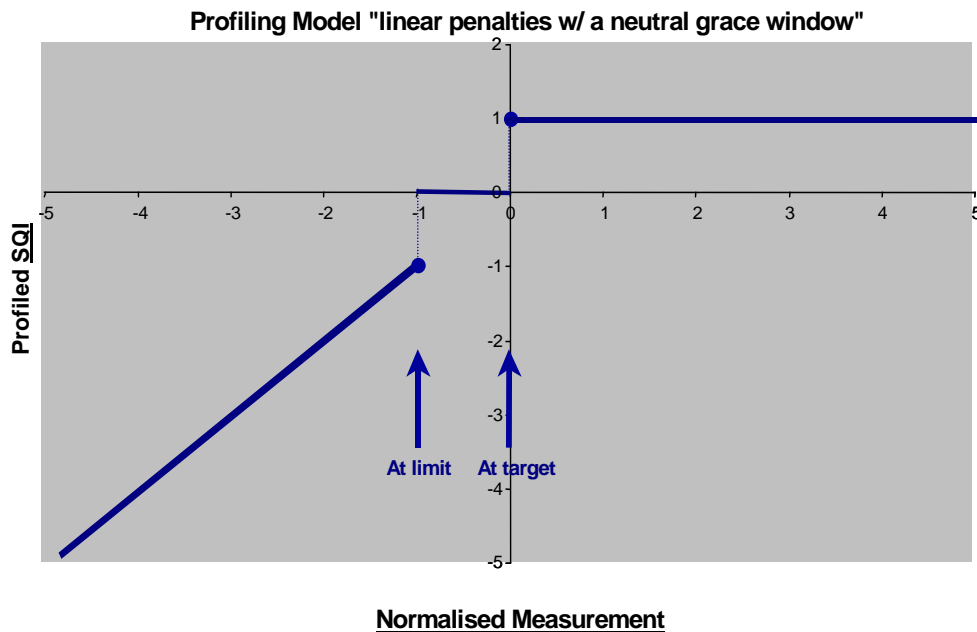


Figure 1 Profiled SQI_{prof}

Averaged profiled SQI

When a single SQI_{prof} is used to measure the QoS of multiple occurrences of services/delivery of the same nature, it is called an "averaged SQI", which is made of the average of all multiple- SQI_i according to the following formula:

$$SQI_{prof} = \frac{\sum_i^n SQI_{prof_i}}{n} = \frac{\sum_i^n f(M_{norm_i})}{n}$$

Where n is the number of occurrences of the given SQI_{prof} during the application period.

2.10.2. THE GENERAL QUALITY INDICATOR

The GQI is the weighted average of so called contractual SQI^{15} specified in the Specific Contract as a subset of all the SQIs defined in SC/. It allows a global assessment of the QoS for all services and deliverables.

To each contractual SQI, a normalised weight factor¹⁶ (w) has to be associated.

In formula, the General Quality Indicator for the Specific Contract (GQI^{SC}) is defined as:

$$GQI^{SC} = \sum_i (SQI_i \times w_i)$$

In case one or several contractual SQIs can not be calculated because of an insufficient number of measurements to reach the set "minimum number of measurements", then their contributions to the GQI are removed and the weights of the remaining contractual SQIs are proportionally rescaled to bring their sum (sum of the weights!) back to one.

2.10.3. LIQUIDATED DAMAGES

The liquidated damages related to deficient QoS are derived directly from the GQI calculation.

The GQI and the liquidated damages will be calculated at the end of the service provision of a Specific Contract.

Liquidated damages may be applied to the Service Provider in the framework of the Contractual OLA.

From GQI to liquidated damages calculation

¹⁵ For sake of clarity, as of now, profiled SQI will be simply called "SQI".

¹⁶ "Normalised weight" means that the sum of all the weights for all SQI participating in a GQI is equal to 1.

The amount of liquidated damages at the end of the Specific Contract is calculated according to the the following "P" function:

If $GQI^{SC} \leq -1 \Rightarrow$ Penalty = 20 % * SC/IS (SC/IS is the Fixed Price budget for Informatics Services)

If $-1 < GQI^{SC} < 0 \Rightarrow$ Penalty = 20 % * SC/IS * $abs(GQI^{SC})$;

$GQI^{SC} \geq 0 \Rightarrow$ Penalty = 0

abs means *absolute-value*.

The main idea behind the "P" function is to:

- Have **no** penalty when the GQI is positive, indicating overall positive QoS for the duration of the SC;
- Have liquidated damages linearly proportional to all amounts that have been ordered in the SC, when GQI is negative...
- And limit the maximum amount of liquidated damages to 20% of all amounts that have been ordered in the SC when GQI gets below -1, indicating that the global QoS during the SC has been very negative.

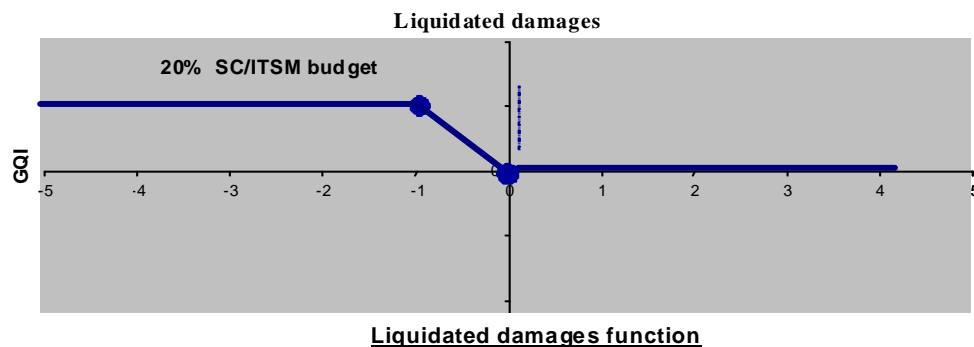


Figure 2 Liquidated damages application

Liquidated damages are calculated at the end of each Specific Contract and applied on the last payment related to the Specific Contract, when applicable.

The penalty will take the form of an amount to be deducted from the last invoice for the Specific Contract.

A GQI may also be defined, mutatis mutandis, for an RfA, in which case the liquidated damages would be calculated at the end of the RfA on the total budget of the RfA and applied on the last payment related to the RfA, when applicable.

2.11. INTERNAL QUALITY SYSTEM OF THE ITSM2 LOT2 CONTRACTOR

The ITSM2 Lot2 contractor must operate an effective internal quality system in order to deliver according to expectations and minimise risks raised around its services and increase the resilience of them. The ITSM2 Lot2 contractor will run internal QA, QC and risk analysis processes of which it will keep the internal records available to the Commission.

The ITSM2 Lot2 contractor will proceed periodically to self assessment and internal audit. The internal audit will be conducted by internal auditors of the ITSM2 Lot2 contractor offering reasonable assurance of segregation of reporting with the delivering team of the ITSM2 Lot2 contractor.

The ITSM2 Lot2 contractor must appreciate that any defect in its quality system will result in a quality burden shifting to the Commission and in a decrease of quality of service for the users.

2.12. CRITICAL QUALITY SUCCESS FACTORS

The Commission regards the following as critical quality success factors for the delivery of the contract:

- execution of the contract in compliance the Technical Annex (this document), FQP, relevant CQPs, Specific Contracts and their technical annexes;
- service performance and achievements in relation to targets set forth in the OLAs, SLAs and ToCs;
- responsible, proactive, and customer driven project management;
- high user satisfaction levels;
- high quality level of deliverables submitted for review to the Commission;
- pro active behaviour in all situations, in the best interest of the Commission;
- user oriented Service Desk complemented with timeliness and quality of deliveries and services,
- continuous improvement by recycling all lessons learned and full implementation of CSIP;
- predictable behaviour and quality;
- transparent, accountable and service oriented relationship between all involved parties (NAs, other contractors);
- functional and technical knowledge of the TES and IT services;
- highly competent and qualified staff assigned to the project.

3. GENERAL REQUIREMENTS

3.1. RELATIONSHIP

The ITSM2 Lot2 contractor will perform the service activities under the authority and the close control of the Commission, and in full compliance with the FQP. The instruments of this control shall include all the deliverables specified in the WP.0 Contract "Operation Level Agreement" Management WP.

The interaction between the ITSM2 Lot2 contractor and the Commission must comply with the interaction model described in section 1.3 and with WP.0.

The ITSM2 Lot2 contractor will always act and behave in the best interest of the Commission during the life of the contract.

In terms of inter-relationship between the ITSM2 Lot2 contractor and the NAs and third contractors involved in the service, the ITSM2 Lot2 contractor reports to the Commission only. Nevertheless, the Commission will authorise and encourage the ITSM2 Lot2 contractor to establish and maintain direct operational relationships between the ITSM2 Lot2 contractor and the NAs and other involved third contractors in order to improve the overall effectiveness and efficiency of the service. However, the Commission will always retain the full control over, and require full traceability of the information exchanged between the ITSM2 Lot2 contractor and these 3rd parties. It is important for the ITSM2 Lot2 contractor to appreciate that delays incurred by any of the involved parties, including the ITSM2 Lot2 contractor itself, affect the quality of the service delivery by the Commission.

3.2. DELIVERABLES

The ITSM2 Lot2 contractor must deliver the documents electronically, on paper only if requested, using the Commission office automation tools and according to the procedures defined in the applicable quality plan. Written deliverables must also be provided on a quarterly DVD-ROM. All written deliverables are to be produced in English, unless stated otherwise. Some documents may need translation into EN, DE or FR.

Refer to section 1.5.2.1 for the acceptance of deliverables.

3.3. STAFF

The ITSM2 Lot2 contractor is responsible for providing the staff and demonstrating that each member of the staff complies with the role profiles defined in its offer. Each

role profile must provide: the job purpose, job functions and duties, and the job requirements.

The ITSM2 Lot2 contractor has the responsibility to set up an adequate team organisation in order to perform the activities and deliver the products and services in full compliance with the quality requirements and the interaction model.

In case of staff replacement in management, SPOC and quality roles, the ITSM2 Lot2 contractor will inform the Commission at least two (2) months beforehand and communicate the details of the new staff and evidence of his/her compliance with the role profile for which (s)he is proposed. The ITSM2 Lot2 contractor will ensure the knowledge retention at his own expense, avoiding any regression of service. The ITSM2 Lot2 contractor will describe the team induction and team management in the FQP and CQPs.

The ITSM2 Lot2 contractor must ensure that his staff is fully aware of the ITSM2 Lot2 contractor's quality system, of the quality system of the project, of the SLAs, of the OLAs, of the ToCs, of the security requirements of the project as well as of the goal, the context, the planning and the political importance of the service.

3.4. AVAILABILITY

The availability requirements are as set out in sections 1.4 "Specifications of the WPs" and 1.5 "Catalogue of services and deliverables".

Three time plans are specified: basic (5 days/week including holidays, 7.00-20.00 Brussels time), "7 days" (7 days/week including holidays, 7.00-20.00 Brussels time) and "24hr" (24hr/day including holidays, 365 days/yr), the 2 latter being incremental options available to the Commission to increase the time coverage for the ITSM2 Lot2 services.

In addition, the Commission may request the ITSM2 Lot2 contractor to provide ad hoc services outside the basic time plan to meet specific requirements.

The section 1.5.3 defines availability and MTTR target requirements for the IT services of the Commission as well as for the trans-European systems.

3.5. PLACE OF WORK

The work will be performed primarily at the ITSM2 Lot2 contractor's premises situated in the territory of one or more of the EU Member States. Meetings with National Administrations are generally held at the Commission's premises.

The ITSM2 Lot2 contractor must be able to attend ad-hoc meetings with the Commission in the Commission premises at mutually agreed date and time.

During the contract and on request from the Commission, mission or consultancy services could be organised inside or outside the Commission's premises e.g. in DG TAXUD, National Administrations, other contractors premises, other supplier premises, etc.

3.6. ICT INFRASTRUCTURE

The ITSM2 Lot2 contractor must include the costs that he faces during the duration of the Framework Contract for the procurement, deployment, operation and evolution of COTS IT products and services in the unit prices of the services that he delivers to the Commission. The Commission will not reimburse these costs.

3.6.1. ACCESS TO IT SERVICES OF THE COMMISSION

The ITSM2 Lot2 contractor will rely on IT services from the Commission to fulfil the terms of the contracts. These IT services are hosted at DIGIT/DC (Data Centre of the Commission), at ITSM2 Lot1 contractor or in other contractors premises. The ITSM2 Lot2 contractor will have to set up and operate the necessary connectivity to access the IT services where they are hosted. In doing so, the ITSM2 Lot2 contractor must comply with the applicable standards, guidelines, OLAs & SLAs provided by the Commission. For information refer to the baseline for the list of the IT Services and hosting location.

The ITSM2 Lot2 contractor must be able to connect remotely to a number of Information Systems (IS) in order to render the contractual services. The Table below shows a list of applications the ITSM2 Lot2 contractor is supposed to use at the time of writing this invitation to tender, as well as the type of remote connectivity.

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
VIIES Initial Application	Taxation	VIIES Initial Application. Is used by the VTA during Conformance Testing. This is a fully functional VIIES application	Will be used by ITSM2 Lot2 contractor to perform diagnoses in production, outside a CT Session	ITSM2 Lot1 contractor (ITSM)	HTTP(s) over Internet
<i>VIIES Test Application</i>	<i>Taxation</i>	<i>VIIES Test Application</i>	<i>Will not be used directly by ITSM2 Lot2 contractor. Interactions with the VTA will be done via the SSTP</i>	<i>ITSM2 Lot1 contractor (ITSM)</i>	<i>N/A</i>
VIIES Statistical System	Taxation	VIIES Statistical application. Takes several input such as the CCN statistics, Patrol files, VIIES monitoring input.. to produce the statistics for the Member States	Will be used by ITSM2 Lot2 contractor to generate the VIIES, and VAT Refund statistics	ITSM2 Lot1 contractor (ITSM)	Remote Desktop (Windows Application) over Internet
VIIES Monitoring	Taxation	VIIES monitoring application. Sends at regular interval messages to the MS applications to check if they are available	Will be used by ITSM2 Lot2 contractor to monitor the MS application and send them alerts in case of unforeseen unavailability	ITSM2 Lot1 contractor (ITSM)	HTTP(s) over Internet
VIIES-on-the-Web	Taxation	VIIES-on-the-Web application	N/A	DIGIT	N/A
VIIES-on-the-Web Configuration Tool	Taxation	Configuration tool for VIIES-on-the-Web	Will be used by ITSM2 Lot2 contractor to manage the VIIES-on-the-Web configuration (translation, filters, ...)	DIGIT	HTTP(s) over Internet

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
<i>VIES-on-the-Web Monitoring Tool</i>	<i>Taxation</i>	<i>Monitoring tool for VIES-on-the-Web</i>	<i>Will be phased-out in the coming months and replaced by the VIES-on-the-Web self-monitoring functionality</i>	<i>DIGIT</i>	<i>HTTP(s) over Internet</i>
Direct Tax eForms	Taxation	eForms in the field of Direct Taxation	Functional test	ITSM2 Lot1 contractor (ITSM)	Remote Desktop (Windows Application) over Internet
VAT eForms	Taxation	eForms in the field of VAT	Functional test	ITSM2 Lot1 contractor (ITSM)	Remote Desktop (Windows Application) over Internet
Recovery eForms	Taxation	eForms in the field of Recovery of Claims	Functional test	ITSM2 Lot1 contractor (ITSM)	Remote Desktop (Windows Application) over Internet
<i>Taxation on Savings Test Tool</i>	<i>Taxation</i>	<i>Plug-in for the GTT to test the ToS TES</i>	<i>Will not be used directly once the SSTP is ready.</i>	<i>ITSM2 Lot1 contractor (ITSM)</i>	<i>N/A</i>

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
<i>VAT eForms Test tool</i>	<i>Taxation</i>	<i>Plug-in for the GTT to test the EoF TES</i>	<i>Will not be used directly once the SSTP is ready.</i>	<i>ITSM2 Lot1 contractor (ITSM)</i>	<i>N/A</i>
<i>VAT Refund Test Tool</i>	<i>Taxation</i>	<i>Plug-in for the GTT to test the EoF TES</i>	<i>Will not be used directly once the SSTP is ready.</i>	<i>ITSM2 Lot1 contractor (ITSM)</i>	<i>N/A</i>
<i>Taxes in Europe Database v1</i>	<i>Taxation</i>	<i>Taxes in Europe Database v1</i>	<i>Will be phased-out and replaced by TEDB-V2 in 2011</i>	<i>DIGIT</i>	<i>N/A</i>
Taxes in Europe Database v2	Taxation	Taxes in Europe Database v2	N/A	DIGIT	N/A
Self Service Test Portal	Taxation	Self-Service Testing Portal. Front end for the GTT, VIA/VTA. Will be used by the MS to enter their test planning, upload the test data, and perform local testing and CT session. Will enter in production end 2011 early 2012.	Will be used by ITSM2 Lot2 contractor to configure test campaigns, manage the MS planning, produce the CT reports	ITSM2 Lot1 contractor (ITSM)	HTTP(s) over Internet
VoeS Test Tool	Taxation	Test tool for the VAT on e-Services TES. Will be phased out in 2011-2012 and replaced by a plug-in for the GTT	Will be used by ITSM2 Lot2 contractor to perform the CT session.	N/A	N/A
TIN-on-the-Web	Taxation	TIN on the Web application	N/A	DIGIT	N/A

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
EMCS TA	Excise	Test application for EMCS used by MSA during Conformance Test campaign	Will be used by ITSM2 Lot2 contractor to configure test campaigns, manage the MS planning, produce the CT reports	DIGIT	HTTP(s) over CCN
SEEDv1	Excise	Central application for the efficient exchange of Excise data between MSA	Will be used by ITSM2 Lot2 contractor to consult the SEED repository and perform simple queries as well as business monitoring	DIGIT	HTTP(s) over CCN
CS/MISE	Excise	Central system to report unavailability and store business statistics on Excise movements (Prod and Conf)	Will be used by ITSM2 Lot2 contractor to monitor the EMCS movement statistics and MSA announcements on unavailabilities.	ITSM2 Lot1 contractor (ITSM)	HTTPS over Internet
TTA	Customs	Transit Test Application. Used for all eCustoms CT campaigns to validate the national TES	Will be used by ITSM2 Lot2 contractor to configure test campaigns, manage the NA planning, produce the CT reports	ITSM2 Lot1 contractor (ITSM)	Ssh over Internet (TTA remote console)
STTA	Customs	Standard Transit Test Application. Front end to test NTA, NECA or NICA. Also used to test TTA centrally	Will be used by ITSM2 Lot2 contractor to validate TTA and support MSA during CT campaigns	ITSM2 Lot1 contractor (ITSM)	Remote Desktop (Windows Application) over Internet

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
SPEED-ECN	Customs	NCTS TIR Application for exchange with SPEEDNET. Used for all eCustoms CT campaigns to validate the national TES	Will be used by ITSM2 Lot2 contractor to configure test campaigns, manage the NA and TC planning, produce the CT reports	ITSM2 Lot1 contractor (ITSM)	Ssh over Internet (ECN remote console) ?
SPEED-Bridge	Customs	SPEEDNET gate exchanging MQ messages with SPEED partner/TC	Will be used by ITSM2 Lot2 contractor to configure test campaigns, manage the MS and TC planning, produce the CT reports	ITSM2 Lot1 contractor (CCN/TC)	Ssh over Internet (ECN remote console) ?
SSTA	Customs	Standard SPEED Test Application. Front end to test NTA, NECA or Partners' compliant application. Also used to test SPEED-ECN centrally	Will be used by ITSM2 Lot2 contractor to validate Transit and Export conformity with SPEED partners and support MSA during CT campaigns	ITSM2 Lot1 contractor (ITSM)	Remote Desktop (Windows Application) over Internet
CS/MIS	Customs	Central system to report unavailability and store business statistics on MRN	Will be used by ITSM2 Lot2 contractor to monitor the NCTS, ECS, ICS and SPEED movement statistics and MSA announcements on unavailabilities. Also used to produce the business monitoring reports	ITSM2 Lot1 contractor (ITSM)	HTTPS over Internet

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
CS/RD	Customs	Central System for Reference data	Will be used by ITSM2 Lot2 contractor to update some reference data such as Country List	ITSM2 Lot1 contractor (ITSM)	HTTPS over Internet
ITSM Portal	Customs, Taxation, Excise	Generic portal providing a central access point to Web applications and services	Will be used by ITSM2 Lot2 contractor to follow up calls access Web applications behind portal, shared documentation and central repositories and others	ITSM2 Lot1 contractor (ITSM)	HTTPS over Internet
SMT	Customs, Taxation, Excise	Service Management tool supporting the ITIL implemented processes	Will be used by ITSM2 Lot2 contractor to interface ITSM2 Lot1 contractor Service Desk and access the CMDB	ITSM2 Lot1 contractor (ITSM)	HTTPS over Internet
Tivoli Enterprise Monitoring Portal	Customs, Taxation, Excise	Central monitoring tool supervising the CCN infrastructure	Will be used by ITSM2 Lot2 contractor to monitor the queues and access/produce business statistics at trans-european level	ITSM2 Lot1 contractor (CCN/TC)	HTTP(s) over CCN
CCN/TC Portal	Customs, Taxation, Excise	Generic web server for CCN community	Will be used by ITSM2 Lot2 contractor to interface ITSM2 Lot1 CCN information repository	ITSM2 Lot1 contractor (CCN/TC)	HTTP over CCN

Application	Business Thread	Purpose	Use	Hosted by	Connection type ITSM2 Lot2 contractor
ADM3G	Customs, Taxation, Excise	Local Administration of CCN gateway	Will be used by ITSM2 Lot2 contractor to retrieve CCN monitoring information and WebLDAP	ITSM2 Lot1 contractor (CCN/TC)	HTTP over CCN
ARIS Publisher	Customs, Taxation, Excise	Web server presenting the BPM models approved and to approve	Will be used by ITSM2 Lot2 contractor to participate/follow-up the publishing and approval of BPM publications by MSA and TAXUD community	ITSM2 Lot1 contractor (ITSM)	HTTPS over Internet
CIRCABC	Customs, Taxation, Excise	Documentation repository split per Interest Groups	Will be used by ITSM2 Lot2 contractor to access relative documentation and upload its deliverables	DIGIT	HTTP over Internet
Virtual Machine	T€SM tools	Development and operation of T€SM tools, Solaris/Linux/Windows as per choice of the ITSM2 Lot2 contractor	Lot2 will use this virtual machine for the T€SM tools	ITSM2 Lot1 contractor	According the OS chosen
Wiki	All as necessary	Share info with NA and TAXUD	Will be used to post WP.0 oriented deliverables and other as appropriate	ITSM2 Lot1 contractor	HTTPS over internet

➤ Networking requirements

The ITSM2 Lot2 contractor must foresee the following infrastructure to assure this connectivity:

- a high-bandwidth Internet access (minimum 4 Mbps)
- a private LAN connecting the workstations used to remote connect to DG TAXUD IS or services.
- a ftp server accessible over Internet (used to transmit/receive huge files among the community of contractors).
- a firewall device protecting and isolating the private LAN from all other interconnections.

Optionally, the ITSM2 Lot2 contractor can foresee

- a network device supporting IP/VPN communication with IPSec encryption for usage over Internet. This can be used to interconnect over Internet the CCN network via a Secure Access Point.
- a web server hosting services provided to DG TAXUD or the community of contractors, accessible over Internet, with a Wiki environment.

The services offered over Internet by the ITSM2 Lot2 contractor shall be accessed via reverse proxy servers hosted in a dedicated segment (DMZ) different from the other LAN segments.

The remote connection to the EC network is subject to the signing of a Security Convention (see the template in the Baseline) which requires average six months to be implemented. Users accessing remotely EC assets must work from a physically protected area, isolated from the rest of the corporate company.

➤ Software requirements

The workstation used for remote access must support the following client applications to be able to connect :

- SSH
- RDP (Remote Desktop Protocol)
- A web browser for http(s)

3.6.2. USE & ADMINISTRATION OF A VIRTUAL MACHINE OF THE COMMISSION FOR THE TESM TOOLS

The ITSM2 Lot2 contractor will use and administrate a virtual machine of the Commission for the development and operation of the TESM tools. The ITSM2 Lot2 contractor will provide the specifications of the virtual machine (amongst a choice of Solaris, Linux, Windows). The connectivity must be included under the previous heading.

3.6.3. ICT INFRASTRUCTURE OF ITSM2 LOT2 CONTRACTOR

Refer to WPs:

- WP.8.1.1.3: The Service Desk processes, technology and environmental & space resource;
- WP.8.6: ICT Infrastructure Management.

The ITSM2 Lot2 contractor must deliver an environment to host its ICT infrastructure, which must be located in the European Union.

The ITSM2 Lot2 contractor provides the necessary ICT commodity products (HW, COTS and telecom commodity products) which are required to meet its contractual obligation.

3.7. SECURITY

Refer to WP.8.5.1 "Contractor Services Security".

3.8. “OUT OF PREMISES” SERVICES

3.8.1. WITHOUT REIMBURSEMENT OF TRAVEL AND SUBSISTENCE COSTS

All meetings at the Commission's premises (Brussels and Luxembourg) and/or at any other contractor's premises within a distance of ≤ 50 Km of the Commission's premises) are to be included in the fixed price elements, including the travel and subsistence of these meetings. Therefore, no additional travel and subsistence expenses will be reimbursed **between** Commission's premises (Brussels and Luxembourg).

3.8.2. WITH REIMBURSEMENT OF TRAVEL AND SUBSISTENCE COSTS

Travel and subsistence expenses for **all other missions** shall be reimbursed according to the rules specified in the Framework Contract.

3.9. OFFICE AUTOMATION TOOLS

The ITSM2 Lot2 contractor must have an office automation environment which is compatible and inter-operable with that of the Commission. The attention is raised on the fact that the Commission environment is centrally managed and secured. Therefore, its flexibility might be limited.

The quoted prices for services include the availability of the office automation environment of the ITSM2 Lot2 contractor. Refer to WP.8.1.1.3

3.10. OWNERSHIP

All deliverables become the property of the Commission once accepted.

All other artefacts of the contract (in particular the processes, the procedures, the tools, the knowledge/information/data repository, the bespoke software, configuration and scripts) produced by the ITSM2 Lot2 contractor to support his service delivery to the Commission are the property of the Commission and must be handed over "as is" at the end of the contract, at no cost for the Commission.

All deliverables and other artefacts are free of IPR from 3rd parties (unless otherwise accepted by the Commission). None of the deliverables and artefacts may refer to documentation or other artefacts owned by the ITSM2 Lot2 contractor, or any other 3rd party, which would not be publicly and freely available.

The Commission is the only party that can authorise the further use and distribution of the deliverables and artefacts.

Annex 1 – Lot2 CI Table – list of Systems and IT services per business thread

EXCISE

EMCS TES

Expert group		Corresponding Circa Interest Group managed by R4	Trans-European Systems			System	IT services delivered by applications		
Managed by R4	Managed by other units		Name	ID	Acronym	Name	ID	Name	Acronym
(co-managed with Business Unit)	Excise Committee, ECG	EMCS interest group (partly)	Excise Movement Computerisation System	TES-EXC-1	EMCS	Excise Movement Computerisation System	EXC-1	System of Exchange of Excise Data	SEED
							EXC-2	Test Application	TA
							EXC-3	Central Services/ Management Information System for Excise	CS/MISE
				TES-EXC-2	MVS	Movement Verification System	EXC-4	MVS e-Forms	MVS
				TES-EXC-3	EWSE	Early Warning System for Excise	EXC-5	EWSE e-Forms	EWSE

TAXATION

VAT-related TES

Experts group/Committee		Corresponding Circa Interest Group managed by R4	Trans-European Systems			System	IT services delivered by applications		
Managed by R4	Managed by other units		Name	ID	Acronym	Name	ID	Name	Acronym
SCIT Committee	SCAC Committee	VAT related projects SCIT Committee Meetings and VIES related stats	VAT Information Exchange System	TES-TAX-1	VIES	VIES	VAT-1	VAT Number Algorithms	VNA
							VAT-2	VIES Test Application	VTA
							VAT-3	VIES Initial Application	VIA
							VAT-4	VIES Monitoring	VIM
							VAT-5	VIES Statistical System	VSS
						VIES-on-the-Web	VAT-6	VIES-on-the-Web	VOW
							VAT-7	VIES-on-the-Web Configuration Tool	VCT
							VAT-8	VIES-on-the-Web Monitoring Tool	VWM
			Exchange of VAT Forms	TES-TAX-2	EoF	VAT eForms	VAT-9	VAT eForms Test tool	EFT
							VAT-10	VAT eForms	VEF
			VAT Refund	TES-TAX-3	VREF	VAT Refund	VAT-11	VAT Refund Modules (not supported anymore by the Commission)	VRM
							VAT-12	VAT Refund Test Tool	VRT
			VAT on e-Services	TES-	VoeS	VAT on e-Services	VAT-	VoeS Test Tool	VoeSTT

				TAX-4			13		
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Recovery-related TES

Experts group/Committee		Corresponding Circa Interest Group managed by R4	Trans-European Systems			System	IT services delivered by applications		
Managed by R4	Managed by other units		Name	ID	Acronym		ID	Name	Acronym
none	Recovery Committee	Recovery related IT matters	Exchange of Recovery Forms	TES-TAX-5	EoF	Recovery eForms	REC-1	Recovery eForms	REF

Direct Taxation-related TES

Experts group/Committee		Corresponding Circa Interest Group managed by R4	Trans-European Systems			System	IT services delivered by applications		
Managed by R4	Managed by other units		Name	ID	Acronym		ID	Name	Acronym
none	Working Group for Administrative Cooperation in the field of Direct Taxation	Direct Taxation related IT matters	Taxation on Savings	TES-TAX-6	ToS	Taxation on Savings	DT-1	Taxation on Savings Test Tool	TOSTT
			Tax Identification Number on the Web	TES-TAX-7	ToW	Tax Identification Number on the Web	DT-2	TIN-on-the-Web	ToW
			Exchange of Direct Tax Forms	TES-TAX-8	EoF	Direct Tax eForms	DT-3	Direct Tax eForms	DEF

Other Taxation TES

Experts group/Committee		Corresponding Circa Interest Group managed by R4	Trans-European Systems			System	IT services delivered by applications		
Managed by R4	Managed by other units		Name	ID	Acronym		ID	Name	Acronym
none	Working Group Structures of the Taxation Systems	none	Taxes in Europe Database	TES-TAX-9	TEDB	Taxes in Europe Database	OTH-1	Taxes in Europe Database 2	TEDBv2

CUSTOMS

Customs TES

Experts Group/Committee		Corresponding Circa Interest Group managed by R5	Trans-European Systems			System	IT services delivered by applications		
Managed by R5	Managed by other units		Name	ID	Acronym	Name	ID	Name	Acronym
ECG NCTS Sub Group	Electronic Customs Group IT and Legal	Customs TES related IT matters	New Computerised Transit System	TES-CUST 1	NCTS	New Computerised Transit System	CUST TES-1	Transit Test Application	TTA
							CUST TES-2	Standard Transit Test Application	STTA

CUST Central System MIS CS/MIS

							TES-3		
							CUST TES-4	Central System for Reference data	CS/RD
						New Computerised Transit System TIR	CUST TES-5	SPEED-ECN	SPEED- ECN
							CUST TES-6	SPEED-BRIDGE	SPEED- BRIDGE
							CUST TES-7	Standard SPEED Test Application	SSTA
ECG ECS Sub Group	Customs TES related IT matters	Export System	Control	TES-CUST 2	ECS	Export Control System	CUST TES-1	Transit Test Application	TTA
							CUST TES-2	Standard Transit Test Application	STTA
							CUST TES-3	Central System MIS	CS/MIS
							CUST TES-4	Central System for Reference data	CS/RD
ECG ICS Sub Group	Customs TES related IT matters	Import System	Control	TES-CUST 3	ICS	Import Control System	CUST TES-1	Transit Test Application	TTA
							CUST TES-2	Standard Transit Test Application	STTA
							CUST TES-3	Central System MIS	CS/MIS
							CUST TES-4	Central System for Reference data	CS/RD

Customs Central Applications

Experts group/Committee		Corresponding Circa Interest Group managed by R5	Trans-European Systems			System	Application		
Managed by R5	Managed by other units		Name	ID	Acronym	Name	ID	Name	Acronym
ECG TARIFF Sub Group	Electronic Customs Group IT and Legal	Customs Central Applications IT related matters	Customs Tariff	TES-CUST 4	TARIFF	Activity Reporting Tool	CUST CA-1	Activity Reporting Tool	ART-2
						Combined Nomenclature	CUST CA-2	Combined Nomenclature	CN
						Community Risk Management System	CUST CA-3	Community Risk Management System	CRMS
						Data Dissemination System	CUST CA-4	Data Dissemination	DDS2
						European Binding Tariff Information	CUST CA-5	European Binding Tariff Information	EBTI-3
						European Customs Inventory of Chemical Substances	CUST CA-6	European Customs Inventory of Chemical Substances	ECICS-2
						Information System for Processing Procedures	CUST CA-7	Information System for Processing Procedures	ISPP
						Quota Management system	CUST CA-8	Quota Management	Quota-2
						Specimen Management System	CUST CA-9	Specimen Management System	SMS
						Surveillance management and monitoring system	CUST CA-10	Surveillance management and monitoring	Surveillance-2

						<i>Suspensions</i>	<i>CUST CA-11</i>	<i>Suspensions</i>	<i>SUSP</i>
						<i>TARif Communautaire Intégré</i>	<i>CUST CA-12</i>	<i>TARif Communautaire Intégré</i>	<i>TARIC-3</i>
ECG EOS Sub Group			<i>Economic Operators System</i>	<i>TES-CUST 5</i>	<i>EOS</i>	<i>Economic System Operators</i>	<i>CUST CA-13</i>	<i>Economic System Operators</i>	<i>EOS</i>

Customs Business

Experts group/Committee		Corresponding Circa Interest Group managed by A3	Trans-European Systems			System	IT services delivered by applications		
Managed by A3	Managed by other units		Name	ID	Acronym	Name	ID	Name	Acronym
MCC Group	Electronic Customs Group IT and Legal	MCC IT related matters	Modernised Customs Code	TES-CUST 6	MCC	Modernised Customs Code	CUST MCC-1	Modernised Customs Code	MCC