

## Key improvements for the national CCN site

1. Users will benefit from automated feedback on their requests in real time with the “**checking function**”.
2. It is possible to link an **unlimited number of applications to a single request** (per application domain).
3. The ‘**status**’ field is **updated in real time**; and can be consulted by all site users with the appropriate access. This includes access to the history of modifications and be able to **track versions, changes and correspondence**. Having a single repository also means that it will not be necessary for NAs to maintain different file versions.
4. Users will be able to **directly delete** queues, services and web services.
5. The ACT makes it **easier to calculate implementation times**. From the moment a request has been accepted by the CCN/TC, implementation will be carried out within five working days or less.
6. Pre-defined **templates** will save time when introducing configuration requests, as **only information relating to the local site infrastructure** (e.g., operating systems) needs to be filled in.



European Commission

European Commission  
Taxation and Customs Union

## About CCN

CCN is the largest e-communications platform among customs and taxation administrations worldwide, and also delivers a variety of specific services to support the EU's anti-fraud, fisheries, and agriculture policies. CCN (Common Communication Network) and the Common Systems Infrastructure (CSI) are managed and developed by the European Commission's Directorate General for Taxation and Customs Union (DG TAXUD) in conjunction with the Member State administrations concerned.

More than 40 sites in 30 countries, CCN/CSI serves all of the EU Member States as well as EFTA members Norway and Switzerland. It also extends to third countries, including Russia for example, via a separate network named SPEED. In addition, OLAF makes use of the network for anti-fraud purposes.

Millions of businesses across Europe rely on CCN each day, both directly via internet interfaces and indirectly via their National Administrations. CCN ensures (with availability over 99.9%) the secure exchange of one billion messages yearly. These communications contain some of the European Union's most critical business and trade data, including VAT and tariff information, and customs and transit declarations for goods. The network has made possible the simplification of procedures, computerisation of declarations and data exchange, interoperability of national IT systems, and “central clearances”.



## CCN/CSI

### Application Configuration Tool (ACT)

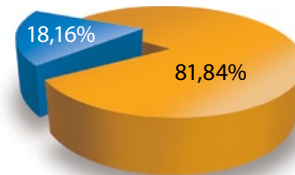


DG TAXUD is pleased to introduce a new, online application for submitting CCN/CSI configuration requests.

**The Application Configuration Tool, or "ACT"** is a web-based tool which allows CCN/CSI users (customs and taxation administrations in the Member States) to enter their configuration requests for business applications in a guided manner. The system automatically identifies omissions or mistakes related to CCN communication protocols and definition consistency in requests and prompts the user to correct these.

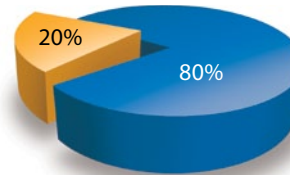
The ACT has been developed to increase the quality of the requests, and to ensure a speedier implementation for sites.

**Actual:  
Quality of Configuration  
Requests 2007 - 2010**



■ Requests requiring additional exchanges (average of 3,5 more than procedure)  
■ Requests requiring no additional exchanges (correctly received)

**Objective:  
Quality of Configuration  
Requests 2011 - 2012**



### **New features benefiting Commission services and the Member States**

1. For EU applications such as VIES or EORI, the use of **templates** will result in **homogeneous configurations** with identical configuration names across CCN sites. The scripts templates generate are automated and provide **ready-to-execute commands**.
2. **Real-time statistics** (via a monitoring tool) **track the number of days required for implementation** of all new configuration requests. When introducing new applications, Commission services will have a complete overview of the status of implementation in all CCN sites.
3. The ACT **reduces dependency** on human intervention while allowing for flexibility in the attribution of "review" roles and tasks. DG TAXUD is ensured the **flexibility** of being able to add sites with differently configured infrastructures (e.g. third countries or Candidate Countries).
4. The ACT replaces a system of manually processed paper-based forms.

### **Accessing the ACT**

The Application Configuration Tool may be accessed by all CCN sites from the following url:

**<http://act.ccntc.ccncsi.int:7003/act/>** as from 10 May 2011.

Connection requirements are identical to those of the CCN/TC Portal. Besides defining user profiles, no additional configurations, logins or software are required.

User profiles must be requested with a UNA form signed by the Local Security Officer and faxed (or scanned and e-mailed) to the CCN/TC Helpdesk. The form is available for download from the CCN/TC Portal under the section "Downloads- Templates".

Further information is available from the CCN/TC Portal:

- Executive Summary: "The new Application Configuration Tool (ACT)" (Newsletter including lifecycle diagram).
- Self-training Webcasts: 14 short demonstration videos covering access prerequisites and all key user actions.
- Technical guidelines: "Application Configuration Guide".

Questions concerning this deployment should be addressed to the **CCN/TC Helpdesk** by sending an e-mail to **[ccntc@ccncsi.net](mailto:ccntc@ccncsi.net)** or by calling + 32 (0)2 690 5740.