

PROCESS	REF: [REMOVED]
DTM MAINTENANCE PROCESS	

OWNER: CUST-DEV2	ISSUE DATE: 13/07/2011	VERSION 1.00
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>DTM MAINTENANCE PROCESS</p>		
<p>CUST-DEV2</p> <p>[REMOVED]</p>		

PROCESS	REF: [REMOVED]
DTM MAINTENANCE PROCESS	
DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.01	05/05/2011	Creation	I	All
0.03	27/05/2011	CUST-DEV2 internal review	I/R	All
0.10	29/06/2011	Submitted for Review		
1.00	13/07/2011	Implemented comments and Submitted for Acceptance to DG TAXUD	I/R	All

(*) Action: I = Insert R = Replace

PROCESS	REF: [REMOVED]
DTM MAINTENANCE PROCESS	
TABLE OF CONTENTS	

TABLE OF CONTENTS

1 INTRODUCTION 5

1.1 DOCUMENT PURPOSE.....5

1.2 SCOPE.....5

1.3 REFERENCES5

1.4 ACRONYMS AND ABBREVIATIONS.....5

2 PROCESS DESCRIPTION..... 6

2.1 PROCESS OBJECTIVE6

3 ROLES AND RESPONSIBILITIES 7

3.1 ROLES7

4 PROCESS DETAIL 8

4.1 RECEPTION OF A SPECIFIC CONTRACT.....8

4.2 RECEPTION OF RfE / QTMR.....8

4.3 RECEPTION OF RfA / QTMA9

4.4 ON DEMAND REQUESTS.....10

5 COMMUNICATION 12

PROCESS	REF: [REMOVED]
DTM MAINTENANCE PROCESS	
LIST OF TABLES	

LIST OF TABLES

Table 1-1: Reference documents.....5

Table 1-2: Acronyms and Abbreviations5

Table 3-1: Roles and Responsibilities7

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
INTRODUCTION	

1 INTRODUCTION

1.1 Document Purpose

The purpose of the document is to describe CUST-DEV2's Process for the Maintenance of the DTM.

1.2 Scope

This document is applicable to all CUST-DEV2 contractual deliverables.

1.3 References

RD#	Title	Originator	Version
[RD1]	TEMPO - Glossary of Terms (tmp-gen-gls)	DG TAXUD/R4	2.04-EN
[RD2]	Framework Quality Plan	CUST-DEV2	1.01

Table 1-1: Reference documents

1.4 Acronyms and Abbreviations

See Annex 19 of the FQP for the full list of Acronyms and Abbreviations. These below are the relevant abbreviations for the DTM maintenance Process.

ACRONYM OR ABBREVIATION	DEFINITION
APO	Author's position
DLV	Deliverable
DTM	Deliverable Tracking Matrix
FC	Framework Contract TAXUD/2010/CC/100
MPR	Monthly Progress Report
QA	Quality Assurance
QAC	Quality Assurance Contractor
QTM	Quoted Time and Means
QTMA	Quoted Time and Means Action
QTMR	Quoted Time and Means Request
Re-SfA	Re-submitted for Acceptance
RfA	Request for Action
RfE	Request for Estimate
SC	Specific Contract
SfA	Submitted for Acceptance
SfR	Submitted for Review

Table 1-2: Acronyms and Abbreviations

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
PROCESS DESCRIPTION	

2 PROCESS DESCRIPTION

This process describes the steps to follow to maintain the DTM.

The DTM is the tool used by DG TAXUD to plan the timing of deliverables, to track these deadlines within a review process, to monitor deadlines, to allow easy progress and quality tracking.

2.1 Process Objective

The objective of the process is to set forth a consistent and rigorous methodology for filling in, updating and managing the DTM.

The DTM needs to be updated under any of the following circumstances:

- Reception of a new SC;
- Reception of RfE;
- Reception of RfA;
- Submission of any contractual deliverables for review and for acceptance;
- Reception of comments.

At the project level, the person who manages the DTM is responsible for:

- Updating the DTM on a daily basis;
- Sending the DTM to DG TAXUD on a weekly basis (every Monday before noon);
- Communicating to the Projects Lead the deliverables to be Submitted for Review and / or Acceptance;
- Following the reception of comments and the sending of the APO.

The DTM is stored on the CUST-DEV2 SharePoint and available at any time for the CUST-DEV2 project managers to follow-up the delivery dates for review and acceptance of the deliverables.

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
ROLES AND RESPONSIBILITIES	

3 ROLES AND RESPONSIBILITIES

3.1 Roles

Role	Responsibility
DTM responsible	<p>The DTM person is responsible for:</p> <ul style="list-style-type: none"> • Updating: each time a deliverable is sent either for review or for acceptance and at the reception of comments; • Populating: each time RfA is received, the DTM must be completed with all planned deliverables under this RfA, with the WP, the applicable SQL, the reviewers, ID and the review cycle; • Tracking – Monitor risk of unsent or delay in deliverables sending; • Controlling – Accuracy of the information providing within the DTM and the relation between SfR / SfA dates and the mentioned review cycle.
QA team	The QA team is responsible for checking the quality of the DTM and the accuracy of the information stated in the DTM.

Table 3-1: Roles and Responsibilities

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
PROCESS DETAIL	

4 PROCESS DETAIL

4.1 Reception of a Specific Contract

When receiving a Specific Contract the following steps will be followed:

- A new sheet will be created in the DTM workbook;
- The sheet will be updated with all the deliverables (Fix Price) defined in the Specific Contract
Examples: The CQP, all the deliverables regarding the monthly MPR;
- Update the DTM for each deliverable defined in the SC:
 - **Seq nr** (Unique Sequence number);
 - **WP** (as indicated in the SC);
 - **ID** (as indicated in the SC);
 - **Title** (name of the deliverable as indicated in the SC);
 - **Reviewers** (as indicated in the SC);
 - **Reference date** (as mentioned in the SC);
 - **Date** (date on which the SC starts);
 - **SfR** (delay as defined in the SC);
 - **SfA** (delay as defined in the SC);
 - **T1 / T2 / T3**: indicate the review cycle as mentioned in the SC.

4.2 Reception of RfE / QTMR

When receiving RfE via the CUST-DEV2 mailbox, the following steps shall be followed:

- Check under which Specific Contract (SC) this RfE is issued;
- Update the DTM for this SC with this new RfE:
 - **Seq nr** (Unique Sequence number);
 - **WP**: WP.0.4;
 - **ID**: DLV-0.4-2;
 - **Title**: Name of RfE / QTMR;
 - **Reviewers**: The initials of the reviewers (mainly the persons indicated in the e-mail or the persons indicated in RfE);
 - **Reference date** (T0 + x wdays). RfE / QTMR indicate the time frame under which an offer will be produced. If not, the standard time frame is 15 wdays;
 - **Date**: the date on which RfE / QTMR is received in the CUST-DEV2 mailbox;
 - **SfR**: a number of wdays under which an offer will be submitted.
 - If the reference date is T0 + 15, then the SfR date will be 15;
 - If the reference date is T0 + 10, then the SfR date will be 10.
 - **SfA** (delay as defined in the SC);
 - **T1 / T2 / T3**: indicates "0" as there is no review cycle for the offer;
 - **SfR actual date**: indicates the date on which the offer is submitted;
 - **SfA actual date (1)**: indicates the date on which the offer is submitted for the first time;
 - **SfA Actual date (fin)**: indicates the date on which the last updated offer is submitted;

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
PROCESS DETAIL	

- **Acceptance status:** SfA when the offer has been submitted and Accepted when CUST-DEV2 receives RfA / QTMA related to this offer.

4.3 Reception of RfA / QTMA

4.3.1 Sequence of priority to collect the information to update the DTM

1. RfA / QTMA has the first priority to collect the information to update in the DTM.
2. When the necessary information is not found in RfA / QTMA, then check the in RfA / QTMA referenced offer as the next document to collect the information.
3. In some case it will be necessary to go to the third document (RfE) to collect information. For example, to get the reviewers.

4.3.2 The process steps

4.3.2.1 When receiving RfA / QTMA via the CUST-DEV2 mailbox, the following steps must be followed:

- Update the DTM for this SC with all deliverables that have to be submitted under this RfA / QTMA. The deliverables can be found in RfA / QTMA or if not mentioned there, they can be found in the offer referenced in RfA / QTMA;
- Indicate all deliverables that have to be produced under this RfA:
 - **Seq nr** (Unique Sequence number);
 - **WP** (as indicated in the offer);
 - **ID** (as indicated in the offer);
 - **Title** (name of the deliverable as indicated in the offer / RfA / QTMA);
 - **Reviewers** (as indicated in RfA / QTMA or if missing there in RfE);
 - **Reference date** (as mentioned in RfA / QTMA or when missing there in the offer);
 - **Date** (date on which RfA / QTMA is received via the CUST-DEV2 mailbox);
 - **SfR** (to be checked on the offer: T0 + x wdays or SfR is on xx/xx/xxxx);
 - **SfA** (to be checked on the offer: T0 + x wdays or SfR is on xx/xx/xxxx);
 - **T1 / T2 / T3**: indicate the review cycle as mentioned in the offer;
 - **SfR foreseen date**: indicate the date on which SfR is foreseen.

4.3.2.2 Deliverable sent for SfR

When a deliverable is Submitted for Review via the CUSTDEV2 mailbox, the actual SfR date will be indicated (column R):

- **SfR foreseen date**: indicate the date on which SfR is planned if different from the contractual date;

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
PROCESS DETAIL	

- **SfR actual date**: indicate the date on which SfR is really made;
- **Version**: Principle 0.10 (check the version indicated on the DLV);
- **Acceptance status**: SfR.

4.3.2.3 Reception of comments

When comments are received via the CUSTDEV2 mailbox from QAC or in some cases where QAC is not involved in review, directly from DG TAXUD, the date of reception of comments will be indicated (column “Comments received on”):

- **Comments received on**: indicate the date on which we receive the comments via the CUST-DEV2 mailbox.

4.3.2.4 Deliverable sent for SfA

When the deliverable is Submitted for Acceptance via the CUSTDEV2 mailbox, the actual date of SfA will be indicated in column “SfA actual date”:

- **SfA foreseen date**: indicate the date on which SfA is planned if different from the contractual date;
- **SfA actual date**: indicate the date on which the DLV is really sent for SfA;
- **Version**: Principle 1.00 (check the version indicated on the DLV);
- **Acceptance status**: SfA.

In case QAC and / or DG TAXUD requests re-SfA, the actual date of re-SfA will be indicated in column “Actual date (fin)”:

- **Actual date (fin)**: in case of re-SfA, indicate the date on which re-SfA has been made.

4.3.2.5 Acceptance of deliverable

When CUSTDEV2 receives an acceptance letter from DG TAXUD via the CUSTDEV2 mailbox, the acceptance status will be updated as “Accepted” in column “Acceptance status”.

- **Acceptance status**: accepted only when CUST-DEV2 receives the official acceptance letter from DG TAXUD;
- **Acceptance notification Actual Date**: indicate the date on which CUST-DEV2 receive the acceptance letter via the CUST-DEV2 mailbox.

4.4 On demand requests

On demand requests from DG TAXUD can be triggered by an e-mail, or meeting invite received in the CUST-DEV2 mailbox.

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
PROCESS DETAIL	

The e-mail or meeting invite will make reference to the type of the On Demand request.

The following list gives the OD request for which deliverables have to be created in the DTM. The list is not exhaustive but based on the requests that CUST-DEV2 has received at the moment of the creation of this document.

- Technical meeting:
 - DLV-8.3.5-2 meeting minutes.
- Training:
 - DLV-8.3.2.2-2 training report.
- Workshop :
 - DLV-8.3.2.1-1 preparation material;
 - DLV-8.3.2.4-1 agenda;
 - DLV-8.3.2.4-2 briefing;
 - DLV-8.3.2.4-3 minutes report.
- Missions :
 - DLV-8.3.3-1 preparation of agenda;
 - DLV-8.3.3-2 briefing;
 - DLV-8.3.3-3 preparation of material;
 - DLV-8.3.2.5 report.
- PSAT / SAT support:
 - DLV-8.4.1.1-3: PSAT / SAT report.
- Delivery of corrective maintenance, patches or hot fixes:
 - DLV-7.9.1-z-2: delivery of the patch / hot fix.
- Quarterly re-delivery of all deliverables:
 - DLV-0.10-1: CD-ROM.

PROCESS	REF: DLV-0.1-1-ANNEX 39
DTM MAINTENANCE PROCESS	
COMMUNICATION	

5 COMMUNICATION

The DTM has to be submitted every week on Monday before noon. The recipients can be found in the FQP Annex 36 “Deliverables Submission Procedure”.