

OWNER: CUST-DEV2	ISSUE DATE: 13/12/2010	VERSION: 1.01
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>DLV-0.1-1_TRAINING REQUEST</p>		
<p>CUST-DEV2</p> <p>[REMOVED]</p>		

CUST-DEV2	REF: [REMOVED]
TRAINING REQUEST	
DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.01	13/08/2010	Creation	I	All
0.02	22/10/2010	Internal Review	R	All
0.03	25/10/2010	Submitted for Information		
0.04	10/11/2010	Internal Review	I/R	All
1.00	15/11/2010	Submitted for Acceptance		
1.01	13/12/2010	Re-Submitted for Acceptance		

(*) Action: I = Insert R = Replace

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INTRODUCTION	

1 INTRODUCTION

1.1 Scope

In this section will be described how CUST-DEV2 will handle training requests.

1.2 References

RD#	Title	Originator	Version	Date
[RD1]	Framework Quality Plan	CUST-DEV2	00.01.00	

Table 1-1: Reference documents

1.3 Acronyms and Abbreviations

ACRONYM OR ABBREVIATION	DEFINITION
CS	Consumption Sheet
DG TAXUD	Directorate General - Taxation and Customs Union
DTM	Deliverables Tracking Matrix
KT	Knowledge Transfer
RfA	Request for Action

Table 1-2: Acronyms and Abbreviations

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PROCESS OVERVIEW	

2 PROCESS OVERVIEW

2.1 Process Goal

Training Request is the process to get the authorization from DG TAXUD to participate to training session(s), workshop(s) or demonstration.

2.2 Training Request Boundaries

A Training Request, from a CUST-DEV2 perspective, includes:

- Creating the training/workshop/demonstration Request excel sheet;
- Creating the training/workshop/demonstration authorisation request;
- Deliverables Tracking Matrix update;
- Consumption Sheet update.

A Training Request excludes:

- Other requests.

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ROLES AND RESPONSIBILITIES	

3 ROLES AND RESPONSIBILITIES

3.1 Roles

ROLE	RESPONSIBILITY
CUST-DEV2 Contract Management Team	<p>The Contract Management Team is responsible for:</p> <ul style="list-style-type: none"> • Creating the training/workshop/demonstration request excel sheet; • Creating the training/workshop/demonstration authorisation request e-mail regarding the training session(s), workshops or demonstration; • Sending the training/workshop/demonstration authorisation request to DG TAXUD.
DG TAXUD	DG TAXUD is responsible of sending a confirmation e-mail about the Request. This e-mail approves or refuse the Request

Table 3-1: Roles and Responsibilities.

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TRAINING/WORKSHOP/DEMONSTRATION REQUEST	

4 TRAINING/WORKSHOP/DEMONSTRATION REQUEST

CUST-DEV2's role within the training/workshop/demonstration Request process will be to

- Create the training/workshop/demonstration Request excel sheet;
- Create the Authorisation request regarding training, workshop or demonstration sessions e-mail;
- Send the authorisation request to DG TAXUD.

Next to sending the training/workshop/demonstration Request to DG TAXUD, CUST-DEV2 will also **register** the training/workshop/demonstration requested units in the Consumption Sheet and will update the DTM with the deliverables to be produced.

4.1 Trigger Event

When trainings/workshops/demonstrations are needed, the formal authorisation request procedure will be followed. The training/workshop/demonstration request process must be completed the latest 48 hours before the start of the training sessions/workshop/demonstration.

If there is no existing RfA to cover the request, the formal request for action (RfA) procedure as defined in TEMPO will be followed.

DG TAXUD will assume its role as Authorization Authority to prepare and submit the Requests for Action (RfA) to CUST-DEV2 contractor.

4.2 Procedure Input

The input for the training/workshop/demonstration request process is providing the training/workshop/demonstration Request excel sheet (see Figure 4-2) with the following information:

- The Specific Contract reference;
- Work Package reference;
- RfA reference;
- Total number of released units;
- The number of training/workshop/demonstration units required, consumed and remaining per RfA (attendance, report, performance, hosting);
- The training/workshop/demonstration sessions included in this request;
- The training/workshop/demonstration location;
- The training/workshop/demonstration start and end dates;

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- The list of participants.

4.3 Training/workshop/demonstration Request Registration

When the training/workshop/demonstration Request is accepted, CUST-DEV2 Contract Management team will register the training/workshop/demonstration requested units in the CS and will update the DTM with the deliverables to be produced.

4.4 Training/workshop/demonstration Request Process

4.4.1 The Flow

CUST-DEV2's training/workshop/demonstration Request process is illustrated in Figure 4-1.

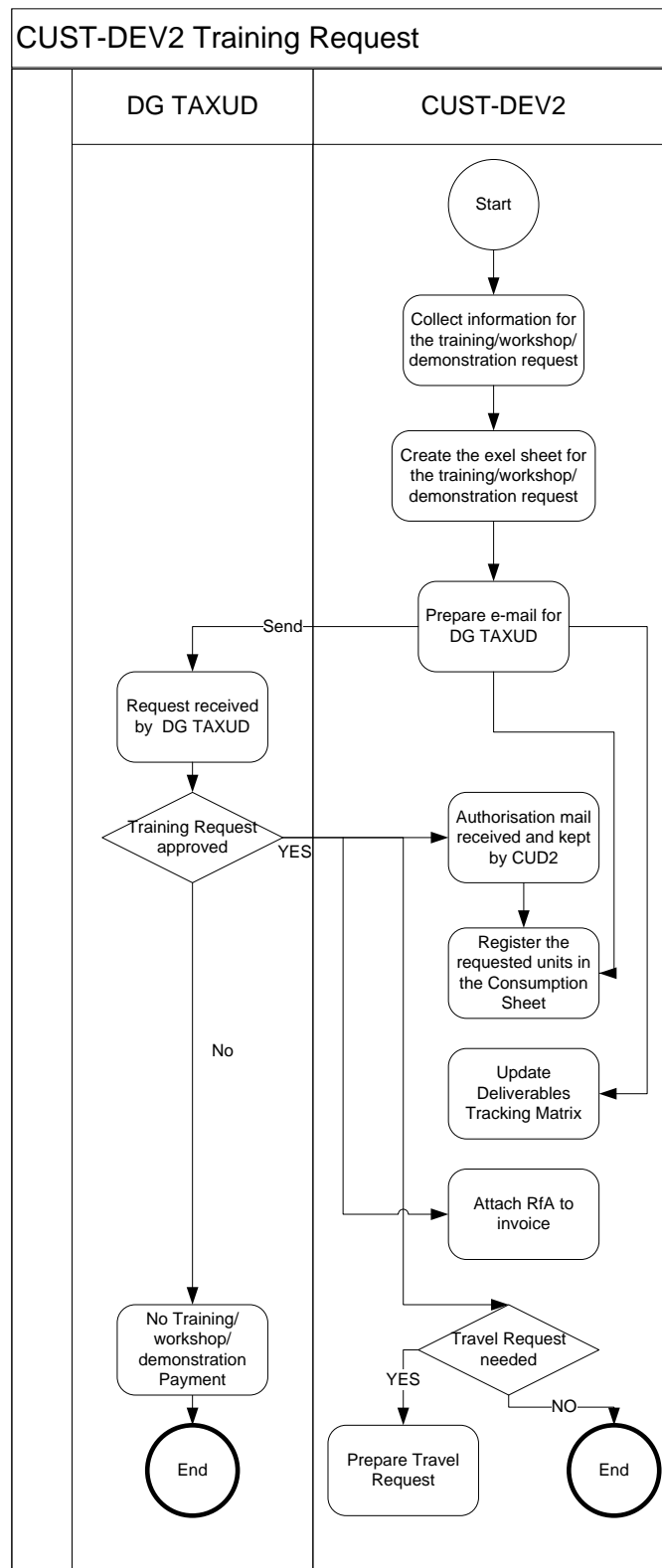


Figure 4-1: Training Request

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TRAINING/WORKSHOP/DEMONSTRATION REQUEST	

4.4.2 The Procedure

The Training Request activities are described in Table 4-1.

Step	Description
INPUT	Information received from the training manager.
Collect information for the training/workshop/demonstration Request	CUST-DEV2's Contract Management team will collect the input information from the Training Manager.
OUTPUT	<ul style="list-style-type: none"> • The Specific Contract reference; • Work Package reference; • RfA reference; • The number of training units required, consumed and remaining per RfA; • The training/workshop/demonstration sessions included in this request; • The training/workshop/demonstration location; • The training/workshop/demonstration start and end dates; • The list of participant.
INPUT	Training/workshop/demonstration Request excel sheet (Figure 4-2).
Complete the excel sheet for the training/workshop/demonstration request	With the information collected, CUST-DEV2's Contract Management team will create the training/workshop/demonstration Request excel sheet.
OUTPUT	Training/workshop/demonstration Request excel sheet completed.
INPUT	Training/workshop/demonstration Request excel sheet completed.
Prepare the e-mail for DG TAXUD	CUST-DEV2's Contract Management team will send an e-mail to the DG TAXUD (sector concerned with copies to the DG TAXUD functional mailbox and supply management process responsible) for RfA creation with the training/workshop/demonstration Request excel sheet attached. (Figure 4-3)
OUTPUT	Send the e-mail to DG TAXUD (sector concerned with copies to functional mailbox and supply management process responsible).

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INPUT	E-mail sent by CUST-DEV2's Contract Management Team.
Training request received by DG TAXUD	When DG TAXUD will process the e-mail, they can <ul style="list-style-type: none"> • Authorise the request; • Reject the request.
OUTPUT	Send e-mail to CUST-DEV2's with approval or rejection.
INPUT	Received e-mail in response to the training/workshop/demonstration request from DG TAXUD.
No Training Reimbursement	If the request is not authorised, the training/workshop/demonstration sessions will not be performed and units will not be consumed.
OUTPUT	None.
INPUT	Received authorisation e-mail in response to the training/workshop/demonstration request from DG TAXUD.
Update Consumption Sheet	If the request is authorised, CUST-DEV2's Contract Management team will register the requested units in the Consumption Sheet.
OUTPUT	Consumption sheet updated.
INPUT	Received authorisation e-mail in response to the training/workshop/demonstration request from DG TAXUD.
Update Deliverables Matrix	If the request is authorised, CUST-DEV2's Contract Management team will update the Deliverables Tracking Matrix.
OUTPUT	DTM updated
INPUT	Received authorisation e-mail in response to the training/workshop/demonstration request from DG TAXUD.
Attach RfA to invoice	If the RfA is received, CUST-DEV2's Contract Management team will attach a copy of the RfA to the invoice.
OUTPUT	Invoice with attached RfA from DG TAXUD

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TRAINING/WORKSHOP/DEMONSTRATION REQUEST	

	(invoicing will be made only for the consumed and approved RfA units); Consumption Sheet updated.
INPUT	Received authorisation e-mail in response to the training/workshop/demonstration request from DG TAXUD.
Prepare Travel Request	If travel is needed to attend the training/workshop/demonstration, CUST-DEV2's Contract Management team will prepare the Travel Request.
OUTPUT	CUD2-FC-DLV-0.1-1-Annex 22-Training Request

Table 4-1: Training Request Process

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TRAINING/WORKSHOP/DEMONSTRATION REQUEST	

4.4.3 Training Request excel sheet Sample

CUST DEV 2							
TAXUD/2010/CC/100 Framework Contract							
TAXUD/2010/DE/114 - SC01							
RfA#12 Release of trainings (WP.8.3.2.2)	15 units		€ 13.454,77				
Consumed units	15 units						
Balance of units after trainings	0 unit						
Remaining budget for training sessions	0,00 €						
RfA#12 Release of hosting facilities (WP.8.3.2.3)	4 units		€ 7.560,14				
Consumed units	0 units						
Balance of units after hosting	4 units						
Remaining budget for hosting facilities	€ 7.560,14						
Costs covered by: RfA#12	OD budget						
Total RfA#12	€ 21.014,91						
WP.8.3.2.2: Passive attendance to training sessions in Brussels or in MS and CC							
WP.8.3.2.3: Hosting facilities and infrastructure							
Training sessions	Training location	Duration (wdays)	Date	SE- 8.3.2.2-1 Training attendance	SE- 8.3.2.3-1 Hosting facilities	DLV- 8.3.2.2-2 Training report	Participants
R4 Domain							
ECS / ICS + NCTS Ph4 / NCTS TIR Russia / DDCOM							
Documentation walkthrough NCTS / ECS		0,5	06/09/2010	1	1	1	1- Olga Ivanova 2- Hugues Dethienne 3- Dmitrijs Sapunovs 4- Said Eloudhiri 5- Jorgen Wortel 6- Arvis Cimmermanis
Session 1: Development of TES - presentation FSS		0,5	06/09/2010				
Session 2: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	07/09/2010				
Session 3: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	07/09/2010				
Session 4: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	08/09/2010	1			
Session 5: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	08/09/2010				
Session 6: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	09/09/2010				
Session 7: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	09/09/2010	1			
Session 8: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	10/09/2010				
Session 9: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	13/09/2010	1			
Session 10: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	14/09/2010				
Session 11: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	14/09/2010	1			
Session 12: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	15/09/2010				
Session 13: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	15/09/2010	1			
Session 14: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	16/09/2010				
Session 15: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	16/09/2010	1			
Session 16: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	17/09/2010				
Session 17: Functional specifications: NCTS*/ECS TSS (DDNax, CTA, etc)		0,5	20/09/2010	1			
Session 18: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	21/09/2010				
Session 19: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	21/09/2010	1			1- Natalija Rizka 2- Hugues Dethienne 3- Dmitrijs Sapunovs 4- Said Eloudhiri 5- Jorgen Wortel 6- Arvis Cimmermanis
Session 20: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	22/09/2010				
Session 21: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	22/09/2010	1			
Session 22: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	23/09/2010				
Session 23: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	23/09/2010	1			
Session 24: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	24/09/2010				
Session 25: Functional specifications: ICS (DDNIA, CTP ICS, etc...)		0,5	27/09/2010	1			
Documentation walkthrough		1	28/09/2010				
Session 26: Functional specifications DDCOM		0,5	29/09/2010	1			
Session 27: Functional specifications DDCOM		0,5	29/09/2010				
Session 28: Functional specifications DDCOM		0,5	30/09/2010				
Session 29: Functional specifications DDCOM		0,5	30/09/2010				
TOTAL ECS / ICS + NCTS Ph 43 / NCTS Russia / DDCOM		16		9		1	
TOTAL		16		9	0	1	

Figure 4-2: Training Request excel sheet

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4.4.4 Training Request e-mail Sample

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Figure 4-3: Training Request e-mail