

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_MONTHLY SERVICE REPORT FOR SCXX</p>		
<p>CUST-DEV2</p> <p><u>[REMOVED]</u></p>		

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.02	13/08/2010	Submitted for Information	I	All
0.03	15/08/2010	Submitted for Review	R	All
0.11	25/10/2010	Internal Review After Implementation of Review Comment	R	All
0.12	25/10/2010	Submitted for Information		
0.13	08/11/2010	Update after Sfl	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

Structure of this document

The following pages describe the complete structure of an MSR template. They are to be considered as being part of the entire document use to create a MSR.

OWNER: CUST-DEV2	ISSUE DATE: 15/11/2010	VERSION: 1.00
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>Monthly Service Report for SCXX</p> <p>MONTH YEAR</p> <p>CUST-DEV2_FQP_ANNEX_STRUCTURE OF THE MSR</p>		
<p>FRAMEWORK CONTRACT # TAXUD/2010/CC/100</p> <p>SPECIFIC CONTRACT SCXX</p>		

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
TABLE OF CONTENTS	

TABLE OF CONTENTS

DOCUMENT HISTORY

ERROR! BOOKMARK NOT DEFINED.

STRUCTURE OF THIS DOCUMENT	2
1. INTRODUCTION	6
1.1 PURPOSE OF THE DOCUMENT	6
1.2 FIELD OF APPLICATION	6
1.3 APPLICABLE DOCUMENTS	6
1.4 REFERENCE DOCUMENTS	6
1.5 ABBREVIATIONS AND ACRONYMS	7
2. MANAGEMENT SUMMARY	8
3. SERVICE SUPPORT ACTIVITIES	9
3.1 OVERVIEW	9
3.1.1 <i>General</i>	9
3.1.2 <i>Calls related to Reviews performed by CUST-DEV2 of documents created by other Contractors</i>	12

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
LIST OF TABLES	

LIST OF TABLES

Table 3-1: Key figures	9
Table 3-2: Opened calls during the reported months by category.....	9
Table 3-3: Incident Calls & OLA targets	11
Table 3-4: Problems Calls & OLA targets	11
Table 3-5: RfI Calls & OLA targets	11
Table 3-6: RfD Calls & OLA targets.....	12
Table 3-7: Opened incident calls split by CI	12
Table 3- 8 Backlog open calls by priority	12
Table 3-9: Number of document review requests per month, including the number of comments	13

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
INTRODUCTION	

1. Introduction

1.1 Purpose of the document

Report on Services and Activities wherefore no deliverables are due, mainly service desk, and that fall under framework contract [AD1], specific contract <XX>, month of reporting <month year>.

1.2 Field of Application

This document is applicable for the period to be covered by the Specific Contract <XX> under the Framework Contract [AD1].

1.3 Applicable Documents

Id	Reference	Title	Version
[AD1]	TAXUD/2010/CC/100	Framework Contract TAXUD/2010/CC/100 for Informatics Services and Products for specification, development, maintenance and support of customs systems – (CUST-DEV2)	Dated 18/02/2010
[AD2]	<XXXXXXXXXX>	Specific Contract <XX> under the Framework Contract [AD1]	N/A

Table 1-3: Applicable Documents Table

1.4 Reference Documents

Id	Reference	Title	Version
[RD1]	Customs PQP	TAXUD Customs Quality Plan	1.31
[RD2]	TMP-TEM-CQP	TEMPO: Template for Contract Quality Plan	1.01

Table 1-4: Reference Documents Table

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
INTRODUCTION	

1.5 Abbreviations and acronyms

See Annex 19 for the full list of Acronyms and Abbreviations. These below are the relevant abbreviations for the Structure of the MSR.

ACRONYM OR ABBREVIATION	DEFINITION
CI	Configuration Item
DG TAXUD	Directorate General - Taxation and Customs Union
NA	National Administration
RfI	Request for Information
SAT	Site Acceptance Test
SD	Service Desk
SLA	Service Level Agreement
SLM	Service Level Management

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
MANAGEMENT SUMMARY	

2. Management Summary

This section presents a textual overview of the service, capturing key figures and metrics for the reporting period, including a description of the highlights of the Service Desk activities.

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
SERVICE SUPPORT ACTIVITIES	

3. Service Support Activities

3.1 Overview

3.1.1 General

The following table shows some general information for <month> <year>.

	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
Opened calls										
Closed calls										

Table 3-1: Key figures

3.1.1.1 Opened calls classified by category

The following table shows the number of incidents opened per month. This query is based on the incidents registration time and the category. A brief explanation on the categories is given below:

- **Request for Information:** All calls relating to information and documentation requests;
- **Request for Diagnosis:** These calls are inclusive but not exclusive to requests for Conference calls/Virtual meetings, Ad hoc support, Remote technical support, On site support, Qualification, SAT, Training;
- **Incident::** All incidents relating to the applications managed;
- **Problem:** All calls relating to problem management that address an unknown underlying cause of one or more Incidents;

Month	Request for Information	Request for Diagnosis	Incidents	Problems	Total

Table 3-2: Opened calls during the reported months by category

By Category year to date:

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
SERVICE SUPPORT ACTIVITIES	

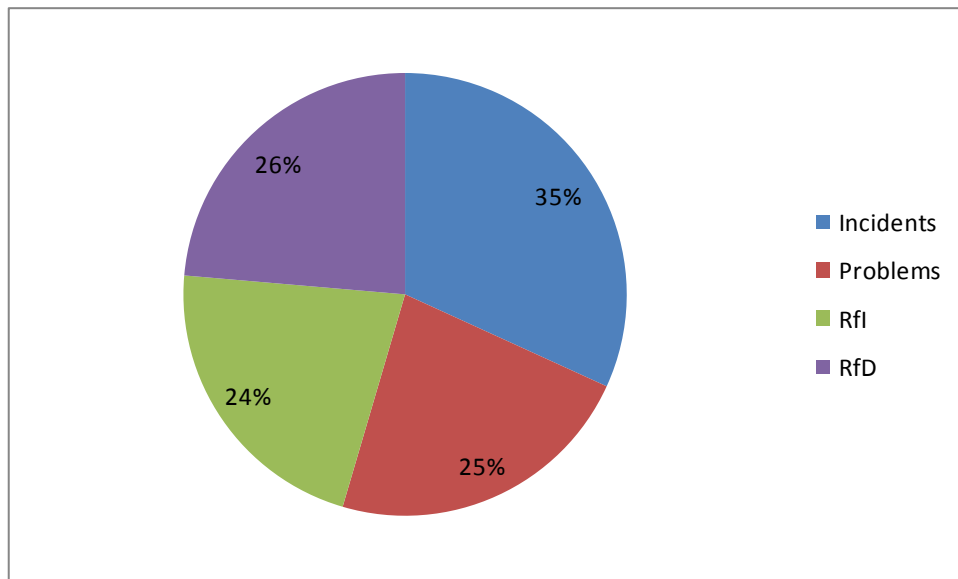


Figure 3-1: YTD Opened calls by category during the reporting period

By Category for the reporting period:

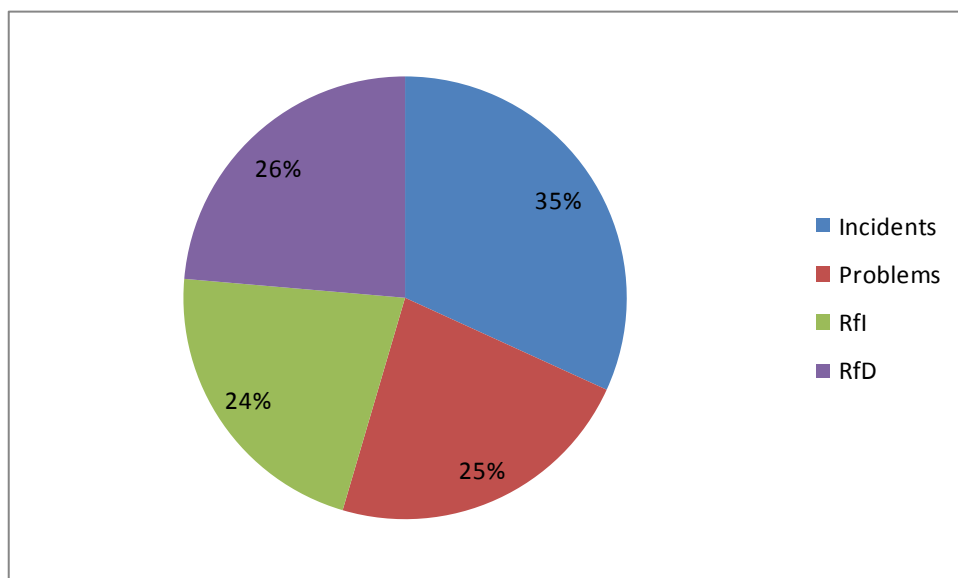


Figure 3-2: Reporting period Opened calls by category during the reporting period

3.1.1.2 Summary of calls with regards to OLA targets

The following table gives an overview of the calls (opened and closed calls) during the reporting period, split per Priority and split by OLA. See related section for Service Levels in CUD2-FC-DLV-0.1-1-Annex 12-Generic OLA-v0.13

Incidents

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
SERVICE SUPPORT ACTIVITIES	

		P1	P2	P3	P4	Grand Total
Closed calls	# calls					
	# in OLA					
	# not in OLA					
	Percentage					

Table 3-3: Incident Calls & OLA targets

Problems

		P1	P2	P3	P4	Grand Total
Closed calls	# calls					
	# in OLA					
	# not in OLA					
	Percentage					

Table 3-4: Problems Calls & OLA targets

Request for Information

		P1	P2	P3	P4	Grand Total
Closed calls	# calls					
	# in OLA					
	# not in OLA					
	Percentage					

Table 3-5: RfI Calls & OLA targets

Request for Diagnosis

		P1	P2	P3	P4	Grand Total
Closed calls	# calls					
	# in OLA					
	# not in OLA					

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
SERVICE SUPPORT ACTIVITIES	

	Percentage					
--	------------	--	--	--	--	--

Table 3-6: RfD Calls & OLA targets

3.1.1.3 Calls split by Application and System

The table below shows the number of opened incident calls for <month><year>.

Application/System	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011
Total											

Table 3-7: Opened incident calls split by CI

3.1.1.4 Backlog of open calls by priority

	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11
P1										
P2										
P3										
P4										

Table 3- 8 Backlog open calls by priority

3.1.2 Calls related to Reviews performed by CUST-DEV2 of documents created by other Contractors

<u>Month</u>	<u>Document Reviews</u>	<u>Number of comments</u>
<month> 2010		
<u>December 2010</u>		
<u>January 2011</u>		
<u>February 2011</u>		

CUST-DEV2	REF: [REMOVED]
MONTHLY SERVICE REPORT FOR SCXX	
SERVICE SUPPORT ACTIVITIES	

<u>March 2011</u>		
<u>April 2011</u>		
<u>May 2011</u>		
<u><month-1> 2011</u>		
<u><month><year></u>		

Table 3-9: Number of document review requests per month, including the number of comments

*** End of document ***