ID	System	CI (Application)	QOS	Service Window	Complexity	Responsible Sector	Acronym
1	Suspensions (SUSP)	Suspensions (SUSP)	Normal	5d-13h	Low	R5/CIS	Suspensions
2	Combined Nomenclature (CN)	Combined Nomenclature (CN)	Normal	5d-13h	Low	R5/CIS	CN
3	Activity Reporting Tool (ART-2)	Activity Reporting Tool (ART-2)	Normal	5d-13h	Low	R5/CIS	ART2
4	Specimen Management System (SMS)	Specimen Management System (SMS)	Normal	5d-13h	Low	R5/CIS	SMS
5	Community Risk Management System (CRMS)	Community Risk Management System (CRMS)	Normal	5d-13h	Medium	R5/CIS	CRMS
6	Economic Operators System (EOS)	Economic Operators System (EOS)	Extended	7d-24h	Medium	R5/CIS	EOS
7	DDS2-CM	DDS2-CM	Extended	7d-24h	Low	R5/CIS	DDS2-CM
8	DDS2-SEED	DDS2-SEED	Extended	7d-24h	Low	R5/CIS	DDS2-SEED
9	DDS2-TARIC	DDS2-TARIC	Extended	7d-24h	Medium	R5/CIS	DDS2-TARIC
10	DDS2-EOS	DDS2-EOS	Extended	7d-24h	Low	R5/CIS	DDS2-EOS
11	DDS2-SUSP	DDS2-SUSP	Extended	7d-24h	Low	R5/CIS	DDS2-SUSP
12	DDS2-SURV	DDS2-SURV	Extended	7d-24h	Low	R5/CIS	DDS2-SURV
13	DDS2-ECICS	DDS2-ECICS	Extended	7d-24h	Low	R5/CIS	DDS2-ECICS
14	DDS2-EBTI	DDS2-EBTI	Extended	7d-24h	Low	R5/CIS	DDS2-EBTI
15	DDS2-COL	DDS2-COL	Extended	7d-24h	Low	R5/CIS	DDS2-COL
16	DDS2-EMAP	DDS2-EMAP	Extended	7d-24h	Low	R5/CIS	DDS2-EMAP
17	DDS2-TRANSIT	DDS2-TRANSIT	Extended	7d-24h	Low	R5/CIS	DDS2-TRANSIT-MRN
18	DDS2-EXPORT	DDS2-EXPORT	Extended	7d-24h	Low	R5/CIS	DDS2-EXPORT-MRN
19	New Computerised Transit System (NCTS)	Central System for Reference data (CS/RD)	Normal	5d-13h	High	R5/CIS	CS/RD
20	New Computerised Transit System (NCTS)	Central System MIS (CS/MIS)	Normal	5d-13h	High	R5/CIS	CS/MIS
21	New Computerised Transit System (NCTS)	Standard Transit Test Application (STTA)	Normal	5d-13h	Low	R5/CIS	STTA
22	New Computerised Transit System (NCTS)	Transit Test Application (TTA)	Normal	5d-13h	High	R5/CIS	TTA
23	Information System for Processing Procedures (ISPP)	Information System for Processing Procedures (ISPP)	Normal	5d-13h	Low	R5/CIS	ISPP
24	European Customs Inventory of Chemical Substances (ECICS-2)	European Customs Inventory of Chemical Substances (ECICS-2)	Normal	5d-13h	Medium	R5/CIS	ECICS2
25	Surveillance management and monitoring (Surveillance-2)	Surveillance management and monitoring (Surveillance-2)	Normal	5d-13h	Medium	R5/CIS	SURV2
26	Quota Management (Quota-2)	Quota Management (Quota-2)	Normal	5d-13h	Medium	R5/CIS	Quota2
27	European Binding Tariff Information (EBTI-3)	European Binding Tariff Information (EBTI-3)	Normal	5d-13h	Medium	R5/CIS	EBTI3
28	TARif Intégré Communautaire (TARIC-3)	TARif Intégré Communautaire (TARIC-3)	Normal	5d-13h	High	R5/CIS	TARIC3
29	CSI Bridge	CSI Bridge	Extended	7d-24h	Low	R5/CIS	CSI Bridge

ID	System	CI (Application)	QOS	Service Window	Complexity	Responsible Sector	Acronym
30	HTTP Bridge	HTTP Bridge	Extended	7d-24h	Medium	R5/CIS	HTTP Bridge
31	User management (UM)	User management (UM)	Normal	5d-13h	Low	R5/CIS	UM
32	VAT eForms (EoF)	VAT eForms (VEF)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	EoF SCAC
33	Direct Tax eForms (EoF-DEF)	Direct Tax eForms	Normal	5d-13h	High	R4/Taxation TES (TAX)	EoF DT
34	Recovery eForms (EoF-REF)	Recovery eForms	Normal	5d-13h	High	R4/Taxation TES (TAX)	EoF Recovery
35	VAT eForms (EoF)	VAT eForms Test tool (EFT)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	GTT-EoF
36	Taxation on Savings (TOSTT)	Taxation on Savings Test Tool	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	GTT-ToS
37	VAT Refund (VREF)	VAT Refund Test Tool (VRT)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	GTT-VREF
38	Taxes in Europe Database 2 (TEDB)	Taxes in Europe Database 2 (TEDBv2)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	TEDBv2
39	Tax Identification Number on the Web (TOW)	TIN-on-the-Web (ToW)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	TIN-on-the-Web
40	VIES (VIES)	VIES Initial Application (VIA)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	VIA
41	VIES (VIES)	VIES Monitoring (VIM)	Extended	7d-24h	Medium	R4/Taxation TES (TAX)	VIES Monitoring tool
42	VIES (VIES)	VAT Number Algorithms (VNA)	Normal	5d-13h	Low	R4/Taxation TES (TAX)	VNA
43	VAT on e-Services (VoeS)	VoeS Test Tool (VoeSTT)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	VoeS Test Tool
44	VIES-on-the-Web (VOW)	VIES-on-the-Web (VOW)	Extended	7d-24h	Medium	R4/Taxation TES (TAX)	VIES-on-the-Web
45	VIES-on-the-Web (VOW)	VIES-on-the-Web Configuration Tool (VCT)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	VIES-on-the-Web Config tool
46	VIES-on-the-Web (VOW)	VIES-on-the-Web Monitoring Tool (VWM)	Extended	7d-24h	Medium	R4/Taxation TES (TAX)	VIES-on-the-Web monitoring tool
47	VIES (VIES)	VIES Statistical System (VSS)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	VIES Statistics Tool
48	VIES (VIES)	VIES Test Application (VTA)	Normal	5d-13h	Medium	R4/Taxation TES (TAX)	VTA
49	New Computerised Transit System (TIR)	SPEED-ECN (SPEED-ECN)	Normal	5d-13h	Low	R5/EAS	SPEED-ECN
50	New Computerised Transit System (TIR)	SPEED-BRIDGE (SPEED-BRIDGE)	Normal	5d-13h	Low	R5/EAS	SPEED-Bridge
51	New Computerised Transit System (TIR)	Standard SPEED Test Application (SSTA)	Normal	5d-13h	Low	R5/EAS	SSTA

ID	System	CI (Application)	QOS	Service Window	Complexity	Responsible Sector	Acronym
52	Excise Movement Computerisation System (EMCS)	System of Exchange of Excise Data (SEED)	Normal	7d-24h	Medium	R4/Excise TES (EMCS)	SEED
53	Excise Movement Computerisation System (EMCS)	Test Application (TA)	Normal	5d-13h	Low	R4/Excise TES (EMCS)	TA
54	Excise Movement Computerisation System (EMCS)	Central Services/ Management Information System for Excise (CS/MISE)	Normal	5d-13h	Medium	R4/Excise TES (EMCS)	CS/MISE
55	Early Warning System for Excise (EWSE)	EWSE e-Forms (EWSE)	Normal	5d-13h	Low	R4/Excise TES (EMCS)	EWSE
56	Movement Verification System (MVS)	MVS e-Forms (MVS)	Normal	5d-13h	Low	R4/Excise TES (EMCS)	MVS
57	HP SM incl all modules and plugins	HP SM incl all modules and plugins	Normal	7d-24h	High	R5/ISD (ITSM Tools)	HP SM incl all modules and plugins
58	ITSM Portal - all modules and plugins	ITSM Portal - all modules and plugins	Normal	7d-13h	Medium	R5/ISD (ITSM Tools)	ITSM Portal - all modules and plugins
59	Availability Dashboard and AvDB	Availability Dashboard and AvDB	Normal	7d-13h	Low	R5/ISD (ITSM Tools)	Availability Dashboard and AvDB
60	LDAP and UMT + MS Access Db	LDAP and UMT + MS Access Db	Normal	7d-13h	Low	R5/ISD (ITSM Tools)	LDAP and UMT + MS Access Db
61	ITSM JIRA	ITSM JIRA	Normal	5d-13h	Low	R5/ISD (ITSM Tools)	ITSM JIRA
62	CCN JIRA	CCN JIRA	Normal	5d-13h	Medium	R5/ISD (ITSM Tools)	CCN JIRA
63	CCN Web Portal	CCN Web Portal	Normal	5d-13h	Low	R5/ISD (ITSM Tools)	CCN Web Portal
64	Tivoli (=MSTEA)	Tivoli (=MSTEA)	Normal	7d-13h	Low	R5/ISD (ITSM Tools)	Tivoli (=MSTEA)

ID	System	CI (Application)	QOS	Service Window	Complexity	Responsible Sector	Acronym
65	CCN LDAP and related tools	CCN LDAP and related tools	Normal	5d-13h	Medium	R5/ISD (ITSM Tools)	CCN LDAP and related tools
66	Application Configuration Tool (CCN)	Application Configuration Tool (CCN)	Normal	5d-13h	Low	R5/ISD (ITSM Tools)	ACT

QOS	Service Window	Complexity	Total	
Normal	5d-13h	Low	17	32
Normal	7d-13h		3	
Normal	7d-24h		0	
Extended	5d-13h		0	
Extended	7d-13h		0	
Extended	7d-24h		12	
Normal	5d-13h	Medium	19	27
Normal	7d-13h		1	
Normal	7d-24h		1	
Extended	5d-13h		0	
Extended	7d-13h		0	
Extended	7d-24h		6	
Normal	5d-13h	High	6	7
Normal	7d-13h		0	
Normal	7d-24h		1	
Extended	5d-13h		0	
Extended	7d-13h		0	
Extended	7d-24h		0	
		Total:	66	66